

Staying Put & DVS



Annual Review 2018-2019



Supporting people affected by domestic abuse
and sexual violence

Executive Summary

We are celebrating another support-filled year during which thousands of victims/survivors have been supported to break the cycle of abuse. Staying Put and Domestic Violence Services (DVS) continue to be proactive in raising the profile of this terrible crime, and improving the lives of people across Yorkshire and Humber.

Staying Put became a Parent Charity to Domestic Violence Services in March 2017, taking on legal responsibility for DVS. This allows both organisations to maximise commissioning and funding opportunities, while retaining locally identifiable services and experienced staffing teams. Together we have nurtured and empowered survivors through increased safety options, informed choices and the provision of effective services during a crisis period.

In West Yorkshire, Police dealt with six incidents of domestic abuse every hour. Between April and December 2018 there were 49,479 domestic related incidents reported. In Barnsley and Sheffield, there were over 30,000 domestic related incidence and more than 17,000 in Bradford alone.

Across Staying Put and DVS we received a total of 3,321 referrals, including the helpline, with 795 low to medium risk cases engaged in on-going support, and 572 medium to high-risk cases supported by our IDVA teams. We supported over 3300 survivors and their children to rebuild their lives. Together delivering holistic services, providing immediate crisis response, Independent Domestic Violence Advisory services (IDVA), emotional support, legal assistance, practical support and referrals



to other services.

Over the course of this year more survivors have reached out for our help, more children and young people have told us about their abuse and more families have regained control of their lives to start afresh. We are pleased and proud to have been there when they needed us. We have

been a listening ear, been there to hold someone's hand, taken into emergency accommodation when there was nowhere safe to go, advocated with agencies and accompanied at court. We will always do whatever we can to help people break free from violence and abuse.

This review provides a snapshot of the successes achieved throughout the year. It cannot tell you about the loss of life, sorrow, the devastating impact on the lives affected by these intolerable crimes. However, it is important to celebrate a year's work without which lives would not have been transformed, families rebuilt and children and young people kept safe now and in the future.

This was an exciting year of growth. We have extended our geographical profile across South Yorkshire. We have worked collaboratively with IDAS, and Remedy as a partnership and secured the Domestic and Sexual Violence contract in Sheffield, which commenced on the 1st April 2019 and ends on the 31st March 2023.

We have also developed Affordable Legal Services @ Staying Put (ALS@SP). ALS@SP is authorised and regulated by the SRA (Solicitors Regulatory Authority) whereas Staying Put is a non-profit organisation/ registered charity. ALS@SP is a separate entity under the Staying Put umbrella. Victims/survivors would continue to access high street solicitors when they are eligible for legal aid.

During the last year, Staying Put and DVS have continued to achieve synergy at operational management level. Over the next 12 months, we will transition to achieving synergy at strategic level, by improving governance structure to strengthen the Staying Put group. We have embedded our bespoke new case management system to work across our sites and over the next 12 months, we plan to improve this further.

Staying Put and DVS are committed to achieving excellence in service delivery. Throughout the year, our staff have demonstrated a skilled, focussed, motivated and compassionate approach to delivering services. We are proud of our people as they go beyond what is required of them. We recognise our staff are our biggest resource and we place considerable emphasis and investment in their development.

As we move forward, we face significant challenges, but we have a strong platform to work from, built on an outstanding track record of achievement, continuous learning, strong partnerships and putting service users at the heart of everything we do. Our established and strong partnerships will continue to be central to the future of the Charity. We will be strengthening these and looking at how we can build new partnerships to widen our reach. We remain confident that we have a strong future and that we will continue to enable people to reach their potential and live safely in their community.

Yasmin Khan
Staying Put Director

Laura Chapman
Staying Put Chair

“I’ve made friends, real friends, a great beginning to my new life.”

Our vision and values

Vision

The vision of Staying Put and DVS is:

- To provide equality of opportunity to victims of domestic abuse and sexual violence
- To remove the barriers which prevent women and children from speaking out and seeking help
- To be seen as an expert in our field by developing exciting new services that are breaking the mould of traditional service provision in the domestic abuse and sexual violence sector

Mission

Our mission is to enable and empower survivors, who have experienced domestic abuse, and their children, to safely remain in their own home and community, through increased safety options and informed choices, providing effective services at a time of crisis.

Our Values

We believe that living by strong values is the key to good business. At Staying Put, a rigorous code of conduct and our core values are at the heart of every decision we make.

Our values are:

- People
- Excellence
- Integrity
- Change



Philosophy

At Staying Put, we follow a simple philosophy, to dedicate our capacity in delivering excellent services that contribute to empowering disadvantaged individuals and communities in Yorkshire.

Quality Statement

Staying Put is committed to achieving excellence in service delivery. We believe quality assurance is the process that enables us to verify or determine whether our services meet or exceed service user expectations. We have retained the IIP Gold standard and Bradford Quality Assurance Framework - level B. This year we are working to gain Women’s Aid National Quality Standards reinforcing our commitment to high quality service delivery.

Plans for the Future

Key priorities identified for 2019-20

1. Support all victims and survivors of domestic abuse and sexual violence, keeping them at the heart of service delivery, ensuring consistency and effectiveness of services across West and South Yorkshire

2. Design evidence based services, so that victims/survivors and their families are empowered to take back control of their lives and to live independently and safely within the community

3. Work at a strategic level with key stakeholders to improve policy and practice in relation to domestic abuse.

“I’ve learned how to recognise a dominator. I’ve also learned more about who I am.”

4. Develop and strengthen Affordable Legal Services @ Staying Put across West Yorkshire.

5. Develop the sharing of good practice, levels of quality and its replication across Yorkshire, strengthening partnership work across boundaries to meet local need.



Staying Put & DVS Services

Helpline Team

Staying Put helpline is open 9am—5pm on weekdays. Our dedicated telephone support experts offer support and provide victims with options to enable them to make informed choices.

IDVA Service

The Independent Domestic Violence Advisors (IDVA) are part of a government initiative introduced to reduce the number of Domestic Abuse Related Homicides. The IDVA service focuses on high risk clients, by supporting them at a point of crisis, to plan appropriate safety management strategies in order to reduce risk. The Home Office initiated development of Multi Agency Risk Assessment Conference (MARAC) and Specialist Domestic Violence Courts (SDVC). The IDVA service has continued to be central to the MARAC in providing a coordinated service to victims at high risk of serious harm and domestic homicide.

IDVA's are also central to the SDVC providing victims of domestic abuse impartial and independent support, both at criminal court and throughout their contact with the Criminal Justice System. The IDVA's can inform the courts of the victim's wishes regarding bail conditions, restraining orders and support them to go to court to give evidence; feel safe and protected whilst doing this.



Crisis Intervention Service

This is a short term outreach service provided to families in a crisis, with the aim of protecting women and their children, strengthening and preserving the family, and preventing unnecessary homelessness. The Crisis Intervention Service offers in depth emotional support to women who need this; this ensures they meet the needs of service users. Additionally, practical assistance, general support and culturally specific support is available to women contacting us. We can provide support over the phone and also in person if required. We can arrange to meet women in safe places where it is convenient for them. The staff at Staying Put will agree a place to meet where you feel safe and secure. This may be your home, a community centre, a café or at another agency.

“I am sure that if not for your help the abuse would probably continue and I would end up dead. It is a lifesaving service.”

Staying Put & DVS Services

Legal Assistance Team

The Legal Assistance Service is funded from the Big Lottery Reaching Communities Programme. The aim of this specialist team is to improve relationships with stakeholders and offer intensive legal assistance to service users going through civil or criminal proceedings. The development work within the service enhances and builds links with agencies & service users, promoting Staying Put services and raising awareness of domestic abuse. We deliver training to other professionals and promote service user engagement.

The primary role of the legal assistance team is to support women through the court process with both short and long term work. The service offers legal information and supports women to gain orders through the civil courts to help to keep them safe. If a woman is not eligible for free legal aid Staying Put can support her to apply for orders by representing herself at court. The legal assistance team

also supports women at criminal court, before, during and just after the trial. As with all Staying Put's work, the emphasis is on keeping women safe.



Capacity and Development

We plan and organise recovery groups and programmes for clients, along with fundraising activities and events.

We deliver the Freedom Programme which helps women to identify behaviours and beliefs held by abusive and controlling partners. In 2018-19, we delivered 10 programmes across the district, six in English, two in Urdu and two in Polish. We delivered over 90 domestic abuse related training and awareness raising sessions, reaching and engaging directly over 3000 professionals, students and members of our local community.



“ I feel that being in this group has helped me become the person I was before I was abused.”

Staying Put & DVS Services

Capacity & Development (cont.)

We have continued to support the Creative Butterfly Word-Art Project, created by Jill Boyd, which focuses on recovery, rebuilding and moving forwards for female survivors of past abuse. It celebrates diverse languages creatively through words and art.

Nestledown Avenue

The project involves teaching new skills and creative techniques in mixed media, such as, print-making, book-making, quilling, box (bird house) making and using card folding techniques. This workshop has been for participants and children, which can help them to rebuild attachment, which has been fractured from abuse suffered at home.

‘Of the People’ Art Project

Staying Put partly funded the ‘Of the People’ Art Project alongside Arts Council England and Bradford Council. This was another opportunity for our clients to become involved in an art-based group addressing key gender-based issues, such as, women’s rights, making change and facing daily challenges as women and girls. The group met once a week for 12 weeks and created posters which were fly-posted all over Bradford, placing the thoughts, ideas and opinions of women and girls in the centre of the City.

The Vagina Monologues

Di Reed Manager of DVS created a pop up theatre group “Surviving Sistas” alongside Stage Left Theatre Workshop based in Loughborough. This group involved members of Stage Left and survivors of domes-



“*Thanks to you,
I have my life back*”

tic abuse performing Eve Ensler's 'The Vagina Monologues' at the Kala Sangam in Bradford. The performances took place over 3 nights during the week celebrating International Women's Day.

Over £1500 was raised and all proceeds have been donated into future creative recovery work for survivors of domestic abuse.

Out of Hours Response

Over the year, in partnership with West Yorkshire Police, we have continued to deliver the Domestic Abuse Support Cars across Bradford and Wakefield districts.

An IDVA and Police Officer attend after a domestic violence incident to speak to the victims, offer support, put in place emer-

gency sanctuary measures, this allows early engagement with victims, leading to positive outcomes.

Equality and Diversity

Staying Put aims to promote equality and diversity as an employer and seeks to ensure that equality and diversity principles underpin all areas of the organisation's work and service provision. Staying Put will not tolerate discrimination, harassment, bullying, victimisation or abuse of people who are members of staff or of people connected with the services provided by Staying Put

“I feel this course has helped me to recognise my abuse better. I would definitely recommend it to other victims.”



Case Studies

Amal's story

Amal came to the UK after her marriage to a British national. Shortly after arriving, she began suffering extensive physical, sexual, and financial abuse from her husband.

She managed to report this to the police and fled her home with help from her friend. Although the police were able to remove her from the abusive household, due to her insecure immigration status, the council were unable to offer her temporary housing.

As Amal was employed with limited hours, she financed her stay in a hotel temporarily with no appropriate support in place. Once all her savings had been spent Amal was referred to the Immigration and Asylum team (IAT) who assessed her and were satisfied she was destitute and a vulnerable victim of domestic abuse.

How we helped

With our help Amal has been supported to safeguard herself from further abuse from the perpetrator, live safely in the local community, and develop her independence. The aim now is for Amal to receive her right to remain in the UK, access permanent safe housing, attend her English course, further study and return to employment.

Accommodation - Amal required safe accommodation and ongoing support including financial assistance. We were able to provide temporary accommodation through our dispersed properties and provided emergency living funds through the Shama fund.

Reporting to WYP - Amal has been supported to liaise with the police and ensure she is safeguarded from further abuse.

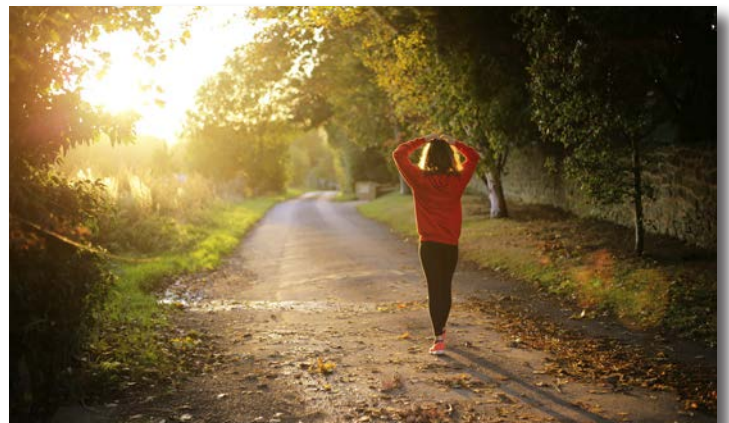
“ I just didn't realise that there is so much support out there.”

Health & Wellbeing - Amal suffers from acute anxiety, panic attacks and depression. We have supported Amal to register with the GP and obtain her medication.

Immigration status - Amal has been referred to an Immigration Advisor and support has been given to apply for the DDV concession. Interpretation and accompaniment to appointments have been provided. Amal has successfully been granted a three-month concessionary stay whilst her application is considered.

Financial - We have supported Amal to apply for Universal Credit and attend her appointments at the Job Centre. Food parcels are regularly provided to the client. We are supporting Amal to develop her independent living skills including managing her bills and monthly expenditure.

Social engagement - Amal wants to learn English. We have helped her enroll onto an English speaking course which will increase her speaking confidence and meet others to build social networks with.



Raheem's story

Raheem got married in Pakistan in 2009 to his cousin who was a British national. Raheem felt pressured at the time to get married as both his sister and brother were married to siblings within the same family. Raheem arrived in the UK in 2014 to live with his wife, mother in law and two brothers in law.

Now Raheem was living with his wife, he suspected that she had a learning disability. Raheem became more caring and protective of his wife, who was heavily influenced by her brothers and mother. His wife was physically and verbally abusive towards him. Raheem and his wife have two children and he was the primary caregiver. In 2016 he was assaulted by his brother in-laws and he left the family home but reconciled after threats were made that if he did not return his sister would be divorced. Raheem was very unhappy, being constantly physically, verbally and emotionally abused by family members and his wife. Threats were made against his siblings and parents abroad and threats he would be deported and would not be able to see his children ever again.

How we helped

We assisted Raheem to secure safe accommodation and he is now living independently and free from abuse. He has managed to successfully continue to work full time. Raheem is still involved in child contact proceedings and immigration processes. The goal is for Raheem to have regular contact with his children, remain in the country and be a family unit.

Accommodation — Raheem required a safe place to stay as he had fled the day that he called our service. A referral was made to Men Standing Up. Joint Risk Assessments were undertaken. Since then Raheem has moved into his own private tenancy and is managing it well.

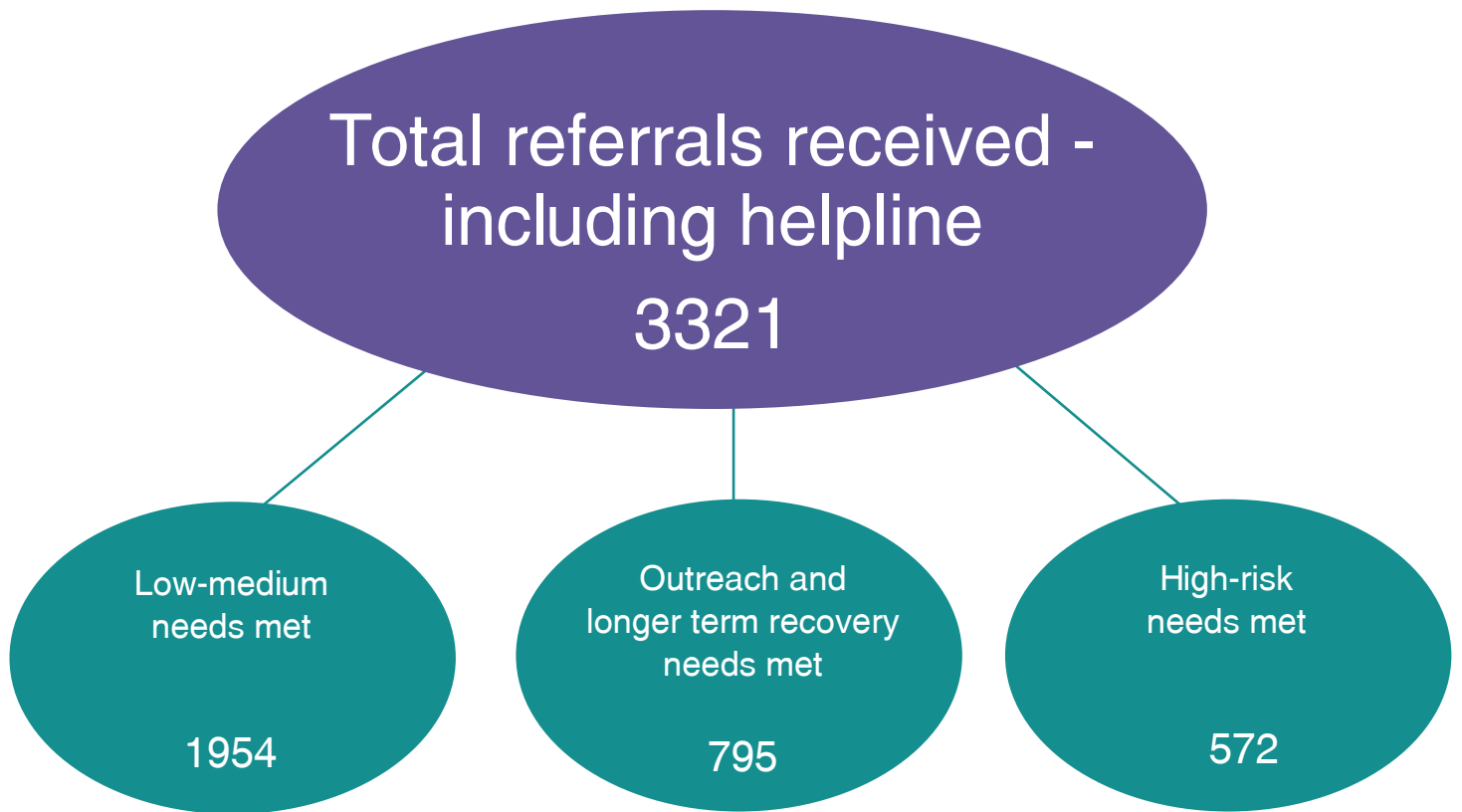


Immigration — We referred Raheem to Gillington Advice Centre for immigration advice. Interpretation and accompaniment to all appointments was provided. Raheem was supported to identify an immigration specialist solicitor to apply for his status to remain in the country and supporting letters were provided to strengthen his case. Raheem's application to remain in the UK is ongoing.

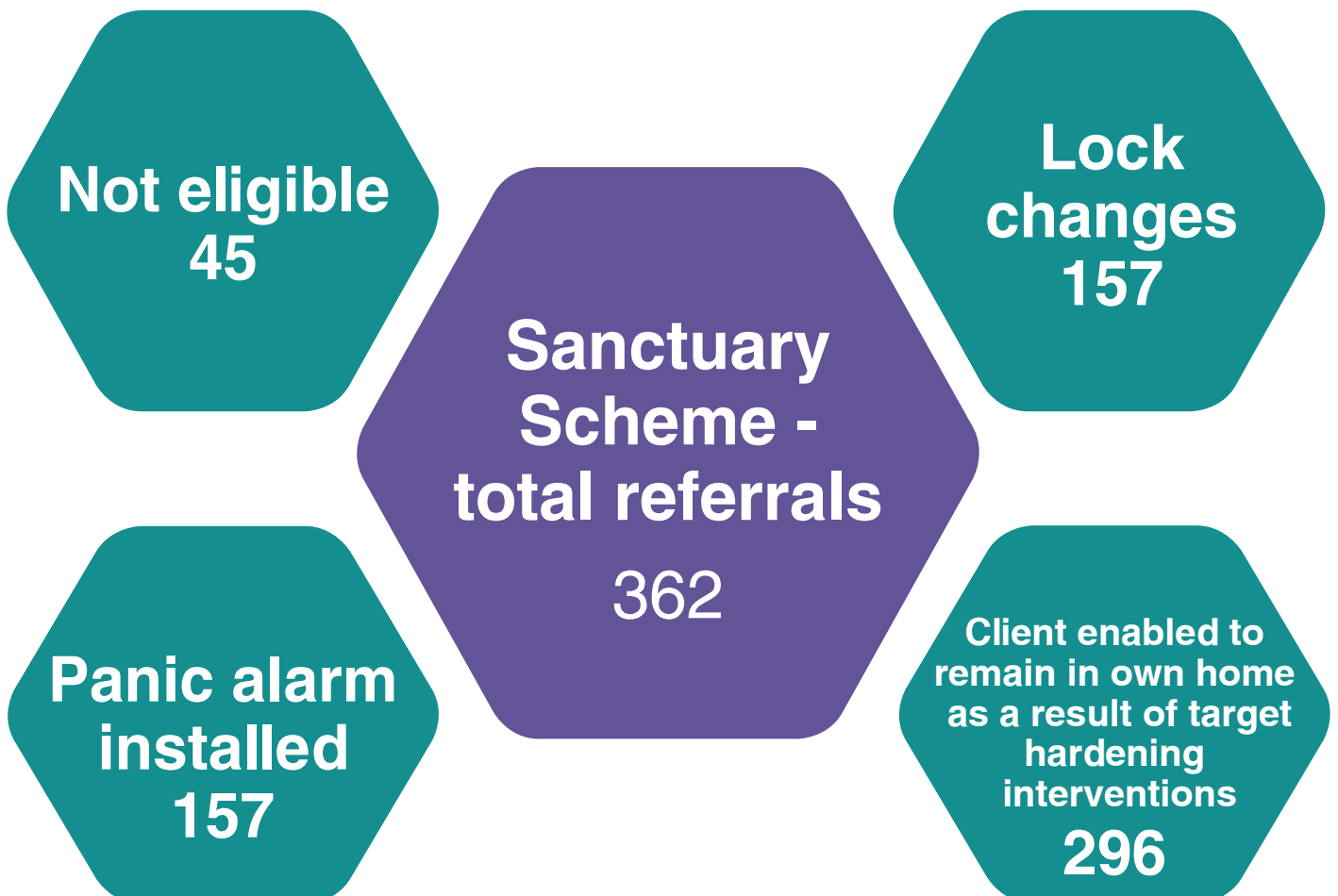
MARAC — Raheem was referred to MARAC due to the high level of risk that his wife and her brothers posed to his safety. It was also of vital importance that agencies understood the case background as his wife had also made allegations to the police and was also referred to MARAC. Raheem stated although his wife abused him it was not her fault as she was being manipulated by her family.

Child contact proceedings — We accompanied Raheem to all solicitor appointments and court hearings as he applied for child contact. We liaised with external agencies to advocate on behalf of Raheem and supported him in paying his child maintenance contribution and setting up direct debits.

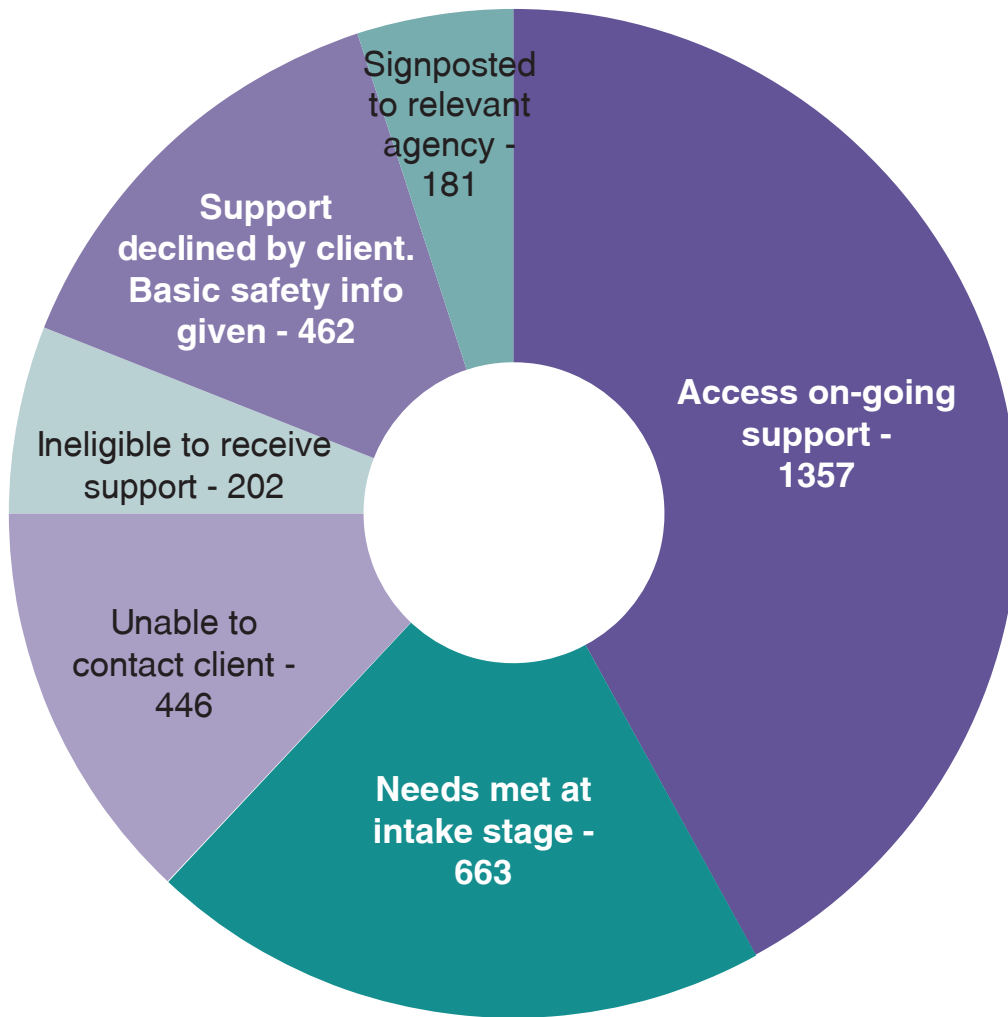
Health and Wellbeing - Raheem has still not managed to secure contact with his child and he misses his children for whom he was primary caregiver. We have referred to his GP for mental health support and carry on one to one emotional support sessions. We have referred Raheem to the Men Standing up peer group so that Raheem can meet with other survivors.



Target Hardening



Helpline Outcomes



Stakeholder Feedback

We would like to thank all our valued stakeholders for taking time out of their busy schedules to give us their thoughtful comments and contributions. We continually monitor stakeholders’ feedback and we will ensure this is used to inform our practice.

Stakeholders rated our services as follows:

- Excellent — 55%
- Very Good — 20%
- Good — 15%
- Need Improvement — 10%
- Poor — 0%



What did we do well?

- Stakeholders’ comments included:
- “The staff are extremely dedicated”
 - “Caring towards service users and knowledgeable”
 - “Efficiency of service and commitment of staff”
 - “Professionalism with a human focus”
 - “Creating a safe space for people to come along and access services”
 - “Supporting women who are vulnerable and help them to stay in their homes”

Finance



Incoming resource for the year to 31st March 2019

Bradford Council and Social Services	209,194
Women Centre	524,658
West Yorkshire Police/Project Kyleford	212,649
IDAS Barnsley	29,290
Big Lottery	100,000
Arts Council	1,500
Appeals donations and fundraising	63,857
Awards for All	10,000
Keighley Women's Aid	14,532
Lloyds Bank Foundation	5,000
Sharma Fund, Project 6 and other income	42,496
TOTAL	1,216,031

Expenditure for the year to 31st March 2019

Staff costs (service delivery)	754,371
Other service delivery costs	144,605
Staff costs (management and admin)	110,027
Accommodation	74,591
Administration costs	74,654
Raising funds	6,607
Governance costs	12,258
TOTAL	1,177,113

Our valued partners and supporters:

Advice Network and Training Partnership

Anah Project

Big Lottery Reaching Communities Programme

Bradford Metropolitan District Council

Bradford Clinical Commissioning Groups

Bradford Community Broadcasting

Bradford Counselling service

Bradford College

Bradford CVS and KIVCCA

Bradford District Age Concern

Bradford District Assembly

Bradford Rape Crisis

Bradford Resource Centre

Bradford Women's Aid

Bridge

Calderdale Women's Centre

CH Wood

CNET

Creative Butterfly Project

Brontel

Equality Together

Equity Partnership

ESP Projects

Fairweather Project

Fathom Learning

Home Office

Horton Housing

IDAS

Makin and Dixon solicitors

Men Standing Up

Naylor Wintersgill

Peacemakers International

Petherbridge Bassra Solicitors

Project 6

Safe and Sound

Sharing Voices

Stachiw Bashir Green Solicitors

Switalskis Solicitors

Survivors West Yorkshire

Together Women's Project

West Yorkshire Fire Rescue Service

West Yorkshire Police

West Yorkshire Police and Crime

Commissioner

Williscroft and Co Solicitors

Working towards Engaging, Empowering and Sustaining communities across Yorkshire and Humber.



Staying Put

PO Box 449
Bradford BD1 2XB.
Registered Charity No: 111 6162

Company Limited by
Guarantee No: 5124878

DVS

PO Box 79
Keighley BD21 2UD
Registered Charity No. 1118366

Company Limited by
Guarantee No: 03840738

Please note: Photographed models appear throughout this review to protect the identities of actual service users.

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