

"I wouldn't have a clue what I was doing without them... I probably would have been dead" (service user)

INTRODUCTION

Welcome to our annual report and executive summary of our audited social accounts. We implemented social auditing in February 2006 in order to provide a comprehensive monitoring and evaluation tool that enables us to develop as an agency, demonstrate what we achieve and establish a regular channel of dialogue with our key stakeholders and this is a summary of our second set of accounts.

We are pleased that again overwhelmingly evidence garnered through the accounts demonstrates the value and quality of our work. "Survive recognises the different needs and provides a variety of services to match them".

This year has again seen us continue to grow and develop our services without a loss of quality. The feedback from our service users and the ex-service users' advisory group has been consistently good. We have further developed feedback systems and we are constantly developing ways to use this feedback to inform future developments and strategic advocacy.

Despite this, as an organisation our most significant challenge identified last year - the lack of capacity to respond to the sheer volume of requests that we receive each year - remains our greatest challenge.

Acknowledgements

Staff, volunteers, trustees and our advisory group members – we continue to develop and grow as an agency and it is testament to the commitment of the entire team that we continue to achieve this. Particular thanks go to the social audit subgroup; Christina Stokes and Lynn Collingbourne (trustees) and Jo Giles and Jane McCallum (staff) and Salema Rahman (Volunteer)

External agencies – we would like to again thank all those people and agencies who support our work. Particularly we would like to thank those who struggled through our social audit stakeholder questionnaires; South Glos DAIT, PCT, Knightstone Housing Association, South Glos Education Welfare, Housing Benefit and Homelessness Teams, Bristol Homelessness teams, Victim Support, Priority Youth Housing, Merlin, South Glos Adult Social Services, The Care Forum, Southern Brooks Community Partnership, The Care Forum, CPS, and Splitz Support Services.

Particular thanks go to Celia Almeida for her analysis of social audit questionnaires – her patience, tolerance and skills were fantastic!

Finally to again acknowledge the women, children and young people who have, are or may use our services – your stories, troubles, successes and courage ensure we remain focused and committed.

MISSION, VALUES and OBJECTIVES

Definition of domestic violence: 'The use, attempt or threat of violence, whether physical, emotional, sexual, mental or economic, within an intimate and / or family relationship that forms a pattern of coercive and controlling behaviour'

Vision: All women and children living free of domestic violence

Mission: To work against domestic violence experienced by women and children

Objectives:

1. To support, enable and advocate for women who have or are experiencing domestic violence to make positive changes.
2. To support, enable, advocate for children who have or are experiencing domestic violence to work towards and achieve their potential.
3. To promote awareness about domestic violence and the effects and impacts it has on women, children, communities and wider society
4. To work in partnership with other agencies to reduce domestic violence.
5. To strive to be an example of excellence amongst organisations involved with domestic violence

Values:

Integrity	Support	Empowerment	Respect
Independence	Equality	Feminist Perspective	

“The knowledge and expertise they offer is invaluable when supporting families where there have been incidents of Domestic Violence” (agency)

OUR SERVICES

The context: It is estimated that 1 in 4 women experience domestic violence during their lifetime (Home Office) and 6 -10% of women experience DV in any one year (Council of Europe 2002). Based on 2001 census figures this means that approximately 7200 – 12,000 women in South Glos. will have experienced DVA in 2008.2009.

Combined our services provide safe housing, practical & emotional support, advocacy, information & onward referral for women & CYP and families. We work closely alongside other core agencies to deliver services & training as well as strategic & project development at both a local and regional level:

- **Supported safe housing.** We have 3 refuges in the South Gloucestershire area which can house up to 16 women or families at any one point in time, each with a dedicated worker to support women and their children with additional support provided by our specialist CYP team.
- **Outreach service** provides support to women and children who are suffering from domestic violence in the community. This is also a resettlement service for women leaving the safe houses. In addition our **independent domestic violence advocates** can provide specialist support at times of crisis and when survivors are going through the criminal justice system.
- **Children and young people’s service** offers one to one emotional and practical support, advocacy, group based activities and support for CYP. In addition support is provided to women about matters relating to their children, both in our safe houses and in the community.
- **Support groups** - We run groups for women who have or are suffering domestic violence / abuse. These provide support, information and an opportunity to meet with other women who have been through similar experiences.

HIGHLIGHTS AND KEY DEVELOPMENTS

Survive received a total of 529 referrals across all our women’s services and supported a total of 367 women and 159 children.

- 72 women were housed and supported in the Refuges
- 52 women were supported through our outreach service,
- 76 one off / very short term support
- 11 women accessed resettlement services (although this doesn’t take account of informal support offered from time to time)
- 159 children and young people accessed services (82 in the refuges, 46 through resettlement support and 31 through outreach support)
- 78 women engaged in the Freedom Programme
- 72 women engaged in the Independent Domestic Violence Advocacy service

In addition we also:

- Completed independent research with ex - service users
- Developed our Young People’s Advisory Group.
- Developed framework for joint project with Avon & Somerset Police for survivors at high risk
- Developed and secured 3 year funding for a group programme for youth
- Provided access to free counselling within the refuges
- Developed the framework for 24 hour access to our refuges
- Developed framework for new parenting support role within the agency
- Delivered training in Bulgaria to support a group setting up one of the 1st refuges there
- Provided training to multi-agency and bespoke groups including midwives, GPs and police re domestic violence awareness and safeguarding children.
- Increased overall funding to the agency.
- Introduced environmental auditing and completed a DDA audit of our services

"It is very helpful to know that there is a local agency ready to work together to support women and families experiencing domestic abuse"(agency)

AUDITED EVALUATION OF OUR PERFORMANCE ACROSS OUR MISSION, VALUES and OBJECTIVES:

Mission - Similar to feedback from 2007.2008, we are again seen to be working well towards our mission within the resources available to us with a strong commitment, passion, clear focus and well trained and knowledgeable personnel. Whilst frustrations and difficulties around limitations re funding and resources remains an issue, to quote one external agency (our mission) "is exactly what Survive does".

Values - This is the first year we've incorporated our values into the accounts and the feedback is very affirming. Of particular note are the very positive themes that come through from service users in how they see us implementing these in our work. An area noted for development is equality and this has already been happening. We will also be reviewing our philosophical basis to 'touch base' following staffing and service developments within the agency.

Objective 1 - To support, enable and advocate for women to make positive changes.

Feedback is very positive in relation to this objective overall, particularly from service users. Additionally the feedback received from the independent research, stakeholder consultations at year end and outcomes for service users all show consistent positive themes. Ongoing issues of resources continue to present challenges and this is an area we review regularly in the agency. We will be increasing the use of outcomes analysis in the coming year to enable us to compare outcomes for different groups of service users. The feedback from the independent research provides more longitudinal feedback confirming positive changes achieved through accessing our services.

Performance in relation to the promotion of effective safeguarding measures through the CJS is again positive. Whilst again the outcomes of MARACS and the improvements in multi-agency working are all positive, there is a cautionary note for us about the risks of resourcing becoming too focused only on a percentage of high risk survivors with too few resources remaining to intervene at different levels within services. In addition, in relation to promoting understanding of DV and work within the CJS, we view the developments in close working with the CJS as very positive but it is important to remind ourselves that only approximately 24% of survivors ever come into contact with the CJS and we need to maintain a holistic approach to what services are needed. It is important to us that the safety of women has improved regardless of whether they are still in a relationship, choose to leave or choose to return. We are pleased with feedback in relation to this

Objective 2 - To support, enable and advocate for children to work towards and achieve their potential.

In summary the quality of work we are able to do is seen as good and effective to excellent, achieving positive outcomes for CYP with the importance of the range of services provided for children (as for women) being emphasised. However capacity issues through lack of resources and funding continue to prove frustrating. All of this was reflected in the independent research. Steps taken over the past year to increase capacity have included the successful development of a programme for young people with 3 year funding secured from Comic Relief and the recruitment of more bank and sessional workers.

The most significant challenge we face in providing services for children and young people remains our very limited resources. We continue to be cautious about the rate of expansion due to the reliance on grant based funding (often over limited time periods). We continue to advocate with statutory funders to increase core funding for this service to support ongoing security and sustainability. We are heartened that issues relating to domestic violence are increasingly being acknowledged within various strategic documents within South Glos, however, in order for this to make a difference, this needs to be the precursor to more funding being made available for direct services as this is still the area of greatest need.

Stakeholder feedback again shows we are strong in relation to safeguarding in both direct service provision and identifying and responding to issues, through training and at a strategic level.

Objective 4 - To work in partnership with other agencies to reduce domestic violence

Overall this remains an area of real strength for the agency. A concern expressed by one member of staff about (some) other agencies minimising the impacts of DV is an area of ongoing work for us. As awareness and commitment increases across agencies we would expect to continue to see progress in this area however there is still some way to go.

(He) keeps putting the spanner in the works... but Survive has enabled me to deal with it" (service user)

EQUAL OPPORTUNITIES

Service Users – findings show that the representation of women and children from black and minority (BME) groups seems proportionate against UK, Bristol and South Glos averages given where referrals come from. We have recently developed systems so in the next year we will be able to compare outcomes achieved by different groups of service users and levels of referrals against those coming into services for BME women to look at equity of access and service provision.

This year saw us introduce systems to monitor access to service and outcomes for disabled women and LBT women. We look forward to being able to look at analysis of these figures in our next year to better inform service developments.

Personnel - We continue to seek to have better balance in relation to ethnicity within our team (staff, trustees and volunteers) through targeted advertising and review of promotional materials. Overall across the entire team, representation of different sexualities is appropriate against assumed percentages in the general population. 5% of the team identified as having a disability.

ENVIRONMENTAL IMPACT

This has been an area for development over the last year which saw the first stage of an audit process piloted at 2 of our locations (one refuge and our community offices) where performance was assessed against key targets as defined through our environmental policy. Of the targets identified

- 48 % - we are on the way or better
- 14% - were not applicable (requiring revisions to the tool)
- 5% - were not known (requiring either revisions, staff training or development of systems)
- 32% - we were not achieving at all but were considered relevant

An initial action plan has been developed from the audit which has a number of recommendations. As this is the first year we will initially concentrate on areas we could not measure or where we are 'not doing it':

ECONOMIC IMPACTS

This is an area that is hard to evidence in the work we do. What has been clearly evidenced is the costs of domestic violence to our communities annually: it is estimated as £48,835,802 in Bristol and £29,877,500 in South Gloucestershire (**'The Cost of Domestic Violence' Walby, S. 2004**)

The economic cost for each person experiencing DV in South Glos each year is estimated on average between £2,216 -£3,693. In the past year Survive supported 367 women. Based on the above figures, the cost to the economy in one financial year would be between £813,272 and £1,355,331.

In addition it is worth noting that we brought in grants and funding from outside of South Gloucestershire sources to the value of £109,094

Evidencing our economic impact more fully remains an area for future development. Options include identifying the value of volunteers and the contributions to the local economy of salaries through local staff employed, however we did not have the capacity to achieve this, this year.

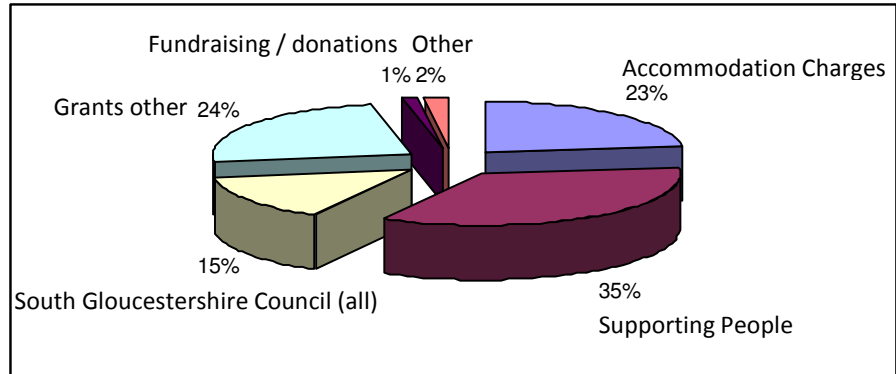
SOME KEY GOALS 2009.20010:

- To continue to advocate for and secure where possible additional funding to meet unmet need.
- To embed our Young People's Advisory Group.
- To implement our parenting support service as part of the wider Bristol based joint working project.
- To implement our group programme for youth in conjunction with Barnardos & CAMHS South Glos.
- To continue to improve access to services including 24 hour access to refuges
- To extend monitoring and evaluation of equal opps framework to inform future development.
- To continue to extend promotion and awareness raising projects in relation to domestic violence services and collaborative working.
- To extend and improve environmental auditing within the agency

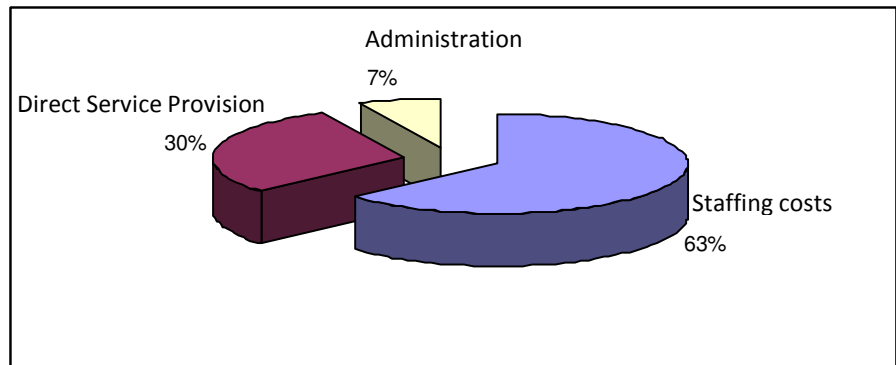
"It's handy to have somebody else's point of view; somebody that's maybe further down the road" (service user)

Financial Summary

Income



Expenditure



Our budget has continued to increase steadily and our overall performance saw a small increase in our reserves.

Funding

We extend our heartfelt thanks to all those authorities, agencies, groups and individuals who have contributed funding and resources over the last year. We could not do what we do without your help.

In addition to those listed below there are the many others who have supported us through various fundraising initiatives including those who have raised sponsorship through events such as the Bristol Half Marathon and those who sponsored them to do this! Our thanks (and admiration) to all of you as well.

Key supporters of the agency (contracts and grants) are

- | | |
|----------------------------|---|
| Awards For All | The Lloyds TSB Foundation |
| Bank of Ireland Fund | Mall Fountain Fund |
| Big Lottery Fund | Nationwide Foundation |
| Charles Hayward Foundation | NHS South Gloucestershire |
| Children In Need | Quartet Community Fund |
| Comic Relief | Safer South Gloucestershire |
| Express Fund | South Gloucestershire Council |
| Garfield Weston Foundation | South Glos Community Learning Service |
| Global Charities | South Glos Council Dept Children & Young People |
| Henry Smith Charity | South Glos Supporting People |
| St James Partnership | Tudor Trust |

"I understood what it is all about... he had the problem not me... it was my turning point" (service user)

In addition we receive significant support through contributions both financial and resources from donations and fundraising projects which are crucial to the agency and would like to acknowledge:

Annette Morris	Kingswood Salvation Army
Barbara Kingston	Paula Fromberg
Bristol Resolution	Portishead Deanery Mothers Union
Christchurch Pill	Portishead Parish Church
Chipping Sodbury Baptist Church	St Augustine's Church Downend
Churches & schools of Wickwar, Hillesley & Rangeworthy	St Chads Church Patchway
Church of Jesus Christ of the Latter Day Saints Yate	St Peters Craft Group
Downend Round Table	The Anglican Churches of Clevedon
Ignition DG Ltd	The Freemasons of Bristol
Joy Graves	The Link Parish Magazine, Compton Martin & Ubley

Trustees at March 31st 2009.

Christina Stokes Chair	Lynn Collingbourne
Janet Morris	Kelly Rowe
Alison Scammell	Cindy Chesterman
Dianne Hodge (from Feb 2009)	

Other trustees who served during the year: Alice Brennan (to April 08)

Chief Executive - Dawn Taylor

Bankers Unity Trust
9 Brindleyplace, Birmingham, B1 2HB

Auditors Harwood, Lane & Co
Chartered Accountants and Registered Auditors
Swan Lane, Winterbourne, Bristol, BS36 1RH

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"With them, I had all the support I needed" (service user)