



## Social Accounts Executive Summary

April 2007 – March 2008

### **Survive**

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Registered office: PO Box 61, Kingswood, Bristol BS15 8XJ  
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### **Acknowledgements**

Staff, volunteers and trustees – we are yet to have any ‘down time’ in this agency and yet the enthusiasm, commitment, energy and support of the team for core services and additional projects is fantastic. Particular thanks go to the social audit subgroup; Christina Stoke and Lynn Collingbourne (trustees) and Nickie Musa, Sally Gillow and Clare Carter (staff)

External agencies – we would like to thank all those people and agencies who support our work. Particularly we would like to thank those who struggled through the stakeholder questionnaires; South Glos DAIT, CAMHs, PCT, Supporting People, the Community Learning Service, SARI, Wish, Knightstone Housing Association, South Glos Education Welfare, housing benefit and homelessness teams, Safer South Glos and the Witness Care Unit

Finally to 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.

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## OVERVIEW

### Our First Social Accounts

This process has been both challenging and rewarding for the organisation and originated from a motivation to look at how well we were doing after a period of considerable internal change. We decided to implement social auditing through our business planning process in February 2006 in order to continue to improve our performance, to enable us to demonstrate what we achieve as an agency and to establish a regular channel of dialogue with our key stakeholders. The intention was that we would complete this for the year 2006.2007 however this was delayed until 2007.2008.

The accounts cover the year April 1<sup>st</sup> 2007 – March 31<sup>st</sup> 2008. Ongoing social audit book keeping systems had been developed as part of agency development between June 2005 and March 2007. Additional processes (e.g. stakeholder surveys) were developed in 2007.2008 by the staff members involved in this project.

### Services

The context: It 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 DV in 2007.2008.

Combined Survive provides safe housing, practical & emotional support, advocacy, information & onward referral through group & individual settings 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:

- Survive received a total of 440 referrals across all our women's services in 2007.2008. For a range of reasons (limited capacity being the key), we are not able to accept all referrals for service.
- We supported a total of 125 children (from 73 families) and 275 women
  - 66 women were housed and supported in the refuges
  - 86 women were supported through our outreach service
  - 9 women accessed resettlement services
  - 125 children and young people accessed services
  - 53 women engaged in the Freedom Programme
  - 70 women engaged in the Independent Domestic Violence Advocacy service

### Financial Summary

Survive's annual budget has increased steadily over recent years from £170,000 (2001), £285,000 (2003) to £495,000(2008). Annual financial performance has been steady with small surpluses or deficits within individual years.

Income	2005.06	2006.07	2007.08		
Accommodation Charge	93,594	94,243	29%	102,430	21.7%
Supporting People	160,990	159,237	49%	161,475	33.6%
South Gloucestershire Council (all)	58,378	58,495	18%	64,697	13.5%
grants other				133,262	27.7%
fundraising / donations	12,011	12,998	4%	11,428	2.4%
Other				5,343	1.1%
<b>Total income</b>	<b>324,973</b>	<b>324,973</b>		<b>478,635**</b>	
Expenditure					
Staffing costs	194,000	249,422	67%	285,517	67.5%
Direct service provision	118,000*	93,068	25%	97,781	23.1%
Administration costs		29,781	8%	39,17	9.4%
<b>Total expenditure</b>	<b>312,000</b>	<b>372,271</b>		<b>422,315**</b>	

\* Direct service provision and administration costs were not separated in 2005.06

\*\* Actual surplus in 2007.08 £1,233. The additional £55,087 is restricted funding received in 2007.08 for service provision in 2008.09

## MISSION, VALUES, OBJECTIVES AND ACTIVITIES

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

### Values:

- |                        |                |            |
|------------------------|----------------|------------|
| ▪ Integrity            | ▪ Empowerment  | ▪ Respect  |
| ▪ Support              | ▪ Independence | ▪ Equality |
| ▪ Feminist Perspective | ▪              | ▪          |

## MAIN ISSUES AND ACHIEVEMENTS, CONCLUSIONS AND RECOMMENDATIONS

Overall the feedback and outcomes identified through these accounts are overwhelmingly positive. Whilst some areas for development are noted, the majority of these were already known and feedback has confirmed or strengthened the information available. The information confirms our belief that change and developments over recent years have improved the agencies capacity, services and partnership working enabling us to provide quality services that are flexible and responsive.

The area of most concern is the lack of specialist DV services for children and young people in South Gloucestershire. There is clearly significant unmet need and we find this situation unacceptable. Advocacy about this will form a major focus for the agency over the coming year.

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**Mission** - To work against domestic violence experienced by women and children

There is clear overall feedback that we are working well towards our mission within the resources available to us. Resources and funding restrictions are always a reality check in our sector however we consistently review areas to ensure we maximise capacity within the agency.

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### Actions

To ensure information about & opportunities to get involved are available for staff re awareness raising.

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**Objective 1** - To support and enable women who have or are experiencing domestic violence to make positive changes.

Overall this is seen as an area of strength for the agency and an area where we are on track. The overall feedback and trends are as we would want them in relation to the development and provision of services including ensuring services are provided for women regardless of whether they are still in a relationship, choose to leave or choose to return. The available feedback shows we are good at promoting the causes and consequence of domestic violence across a range of audiences as well as for those using our services. There have clearly been positive increases in our capacity, CJS processes have been positively developed to promote survivors' safety & multi-agency initiatives are working well.

We expect the positive trends in co-working with the DAIT to be developed further in the next year with the implementation of a joint working project.

There is a cautionary note for us about the risks of resources becoming too focused only on high risk survivors and those engaged with the CJS with too few resources remaining to intervene at different levels within services.

We need to maximise opportunities within the staff team to ensure work can be focused on promoting understanding of the causes and consequences of DV. We also need to follow 2 queries from external stakeholders in relation to information sharing both internally and our boundaries with external agencies and clarification regarding our effectiveness in promoting safety.

Finally we need to ensure we maximise feedback available from service users regarding their perceptions and the outcomes of our services – more comprehensive information will enable better extrapolation in future years

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### **Actions**

Ensure we effectively gather feedback from across all services from service users in order to effectively monitor outcomes of service provision

Continue to monitor our services to ensure we maximise our capacity at a front line level.

Follow up potential issues re internal information sharing.

Follow up with DAIT processes and remit for information sharing re individual women

Follow up external agency's potential concern re safety of women accessing services

Ensure recording of outcomes of goals identified by women is 95% in the next year.

Discuss as a staff team opportunities to maximise work focused in this area

Implement joint working project with DAIT to improve the response to survivors.

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**Objective 2** - To support and enable children who have or are experiencing domestic violence to work towards and achieve their potential.

In summary the quality of work we are able to do is seen as good and effective or “*excellent*” and overall the changes and developments we have made to our children’s services appear to be on track and sound providing an effective range of services. However capacity issues create real concerns in relation to how the demand and expectation for services are met and mitigates the overall quality. “*These issues of capacity relate directly to levels of funding which remains tight.*” (Survive’s Chair). We have taken a number of steps recently to maximise and increase capacity in our children’s services.

The concerns however highlight the difficulties we face in providing CYP services with very limited resources. We have been cautious about the rate of expansion due to the reliance on grant based funding. To give some indication, in the last financial year 10 different funders contributed to the funding of CYP services.

The changes we have made to services have strengthened our overall provision however due to the development of the family support service, there was some reduction in the provision of play sessions. Feedback suggests that we need to look at this in more detail. Part of this will be securing funding for dedicated bank workers to increase cover for play sessions and to enable capacity for childcare for sensitive appointments

Safeguarding children is an area where we are strong in both direct service provision and identifying and responding to issues, through training and at a strategic level. There are a number of actions in progress to ensure our performance remains strong including implementing the identified actions from the year end Safeguarding review. In addition, issues highlighted by the team and volunteers re training were identified prior to the analyses of questionnaires and refresher training for all staff to reinforce and clarify processes is planned. Safeguarding CYP & adults has also been made mandatory training for all new volunteers, and current volunteers will also undertake internal training.

There was a lower level of external stakeholder response in relation to this objective is due to the majority of those who did respond being adult focused. Increasing feedback from CYP focused agencies will be key in the next cycle.

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### **Actions**

Continue to monitor service capacity and explore opportunities to increase this

Lobby local statutory agencies regarding increasing capacity for services for children and young people

Explore developing group programme for older children (outreach based

Secure funding to increase bank workers

Review play sessions provision in light of feedback and identify improvements to provision

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Implement actions from safeguarding children review

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Ensure we maintain effective system for gathering feedback from service users.

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Increase feedback in relation to CYP services in future cycles

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**Objective 3** To act as advocates for those who are or have experienced domestic violence.

**Overview**

In summary we are performing well in this area. Potential developments are either about extending services or increasing how women's voices are heard more in their own right. We are currently exploring opportunities with our ex Service User's Advisory group to begin to increase this. We also need to promote awareness about the level of advocacy we do across all services with external agencies.

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**Actions**

Promote awareness of the level of advocacy provided by all our services with external agencies

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**Objective 5** - To work in partnership with other agencies to reduce domestic violence

**Overview:**

Overall this is an area of strength for the agency. Significant energy and commitment has gone into this area over recent years and feedback received indicates this has achieved positive outcomes both for the agency as well as wider partnership working. The options to develop closer links with other agencies or additional partnership will be followed up with caution. Workloads and capacity is an issue and there is a strong sense that our coverage is good and reasonably comprehensive. An option identified in the accounts to look at closer working with other refuge providers is already identified within action plans in the agency.

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**Actions**

Clarify processes for referrals to our services with the DAIT.

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Continue to develop links and link workers with other agencies.

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Implement developed training plan for staff and volunteers

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**Other feedback**

**Overview**

Overall feedback supports our commitment as an agency to ensuring the continued provision of holistic services for survivors in South Glos of which our refuge services remain an essential base in order to safeguard women who are survivors of DV and enable other services to be effective.

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**Actions**

Continue to develop 24 hours access to the refuges.

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**ENVIRONMENTAL IMPACT**

We did not have the capacity to look at our environmental impact in this cycle, although we have already begun this process through the development of an environmental policy (currently in draft) and will develop monitoring systems further in 2008.2009 with a view to providing reporting on this area in 2009.2010. Key points from our environmental policy are:

- 1) Survive is committed to managing its environmental impact in positive ways, setting objectives and targets to achieve continuous improvement in environmental performance.
- 2) Principles:
  - a) Environmental policy is largely about minimising negative impacts but should also encourage better environmental management, for positive impact
  - b) We will track our impact and set relevant targets in order to:
    - i) monitor our current performance
    - ii) Evidence what we are doing i.e. good and not bad!
    - iii) Evidence improvements we make in the future
    - iv) Change behaviour
    - v) Identify any areas where there is slippage
  - c) We will benchmark against others where this is relevant and possible

## **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; The Cost of Domestic Violence, Walby 2004 calculated that the annual cost would be some £29,877,500 in South Glos and £48,835,802 in Bristol.

**The value of Survive's service?** - Using the following estimates that;

- 6 -10% of women experience DV in any one year (Council of Europe 2002).
- 7200 – 12,000 women experience DV in South Glos. each year (census 2001, Office of National Statistics)
- women are 89% of victims where there is more than 4 incidents of DV (Walby & Allen 2004),

The economic cost for each person experiencing DV in South Glos each year is on average between £2,216 and £3,693. In the past year Survive supported 275 women. Based on the above figures, the cost to the economy in one financial year would be between £101,557 and £609,400.

Evidencing our economic impact more fully remains an area for future development.

## **FUTURE PLANS FOR THE NEXT SOCIAL ACCOUNTING CYCLE**

The agency has found this a useful and productive exercise and is keen to use social auditing on an ongoing basis. However the capacity of the agency and outcomes gained need to be considered to ensure this is the most appropriate use of our time and most effective way of evaluating the agency. This will be confirmed by the Board when these accounts are reviewed. Part of this will also be to consider if objective 3 should continue as a separate objective or be combined with objectives 1 and 2 within the social accounts

This set of accounts has looked at 4 of our 6 objectives and the original intention was that the next cycle would include the 2 other objectives with the aim to include all objectives in 2009.10.

However to ensure that this remains manageable for the agency, the current intention is to measure objectives 1 & 2 again (although with slightly revised detail) and include objective 4.

As noted we will be develop systems in 2008.2009 to monitor our environmental impact with a view to reporting in this area in 2009.2010.

The next cycle we will include the following in order to improve the range and quality of our information:

- Complete independent research with service users
- Include consultation with our ex Service User's Advisory Group
- Ensure the stakeholder questionnaires are analysed by someone independent from the agency
- Simplify the ratings used in the questionnaires as well as the number of and content of the questions.
- Seek to include more of the feedback we receive from current service users (e.g. refuge house meetings)
- Include detail on our environmental impact
- To expand on equalities and diversity data provided in these accounts.

## **DIALOGUE AND DISCLOSURE**

These accounts will be disseminated

- Through the circulation of executive summary which will be made available to all stakeholders both participatory and non-participatory.
- The executive summary will be available on our website.
- We will follow up with 2 specific agencies areas of note.
  - South Glos. Police DAIT – re issues about information sharing at MARACs
  - South Glos. Education Welfare – clarification around safety issues with women and the effectiveness / improvements regarding internal information sharing systems.

**Ends July 2008.**