ANNUAL REPORT 2020-21

STAYING PUT

We listen
We believe
We act

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FOREWORD

We are delighted to present the annual report for the year ending March 2021. Staying Put provides a range of innovate services to people, overwhelmingly to women and children, experiencing domestic abuse and sexual violence.

In our work, we see the devastating impact that domestic and sexual abuse has on survivors, their families, their friends and our community as a whole. But we also see strength, courage, determination and staunch resilience.

From April 2020 to March 2021, our inclusive services were open to offer support to all those whose lives were touched by violence and abuse, even as we navigated a pandemic like none of us have seen, or experienced before.

Due to the Covid-19 pandemic, the beginning of the year was turbulent. But, as the nation unified, so did our teams. Our specialist staff came together to help adapt our services to the changing nature and experience of domestic and sexual abuse during the lockdown. We adapted the way we delivered our services, and produced extensive guidance materials to specifically address the new needs we were seeing from people most impacted by the situation.

The pandemic has been challenging for everyone, including our staff and volunteers. We worked tirelessly to keep pace with the changing guidance, and we acted with understanding, compassion and transparency to keep our teams safe while continuing to provide a vital service virtually and in person to our diverse client groups.

As we look to the future, we know that we will need to continue to change and evolve. The type of crime particularly experienced by young people is changing. More crime is taking place online with police-recorded tech abuse showing a rise. With public services under strain, we have seen an increasingly complex profile of users coming to our services with more and varied needs. At the same time, there are significant challenges to overcome. Many survivors do not report the crime they experienced, and others distrust or do not wish to engage.

Despite the challenges posed by Covid-19, we begin 2021–22 in a strong financial position. We would like to say a huge thank you, not only to our staff and volunteers for their dedication to providing services, but to our board, funders and supporters whose understanding and unwavering support has been greatly appreciated at this uncertain time.

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.

Yasmin Khan
Chief Executive Officer

Dr Nazya Fiaz
Co-Chair

MISSION

Staying Put's aim is to lead the way in quality service provision to victims of abuse and violence, to remove the barriers that prevent people from speaking out and seeking help.

Our vision is to live in a world free from abuse and violence, to be the change and inspire others to follow our example.

We listen to the voices of survivors, believe in them and act to protect them.

OUR IMPACT

From April 2020 to March 2021, through our Survive and Thrive partnership, we helped:

23,267
people through our One Front Door helpline

6,058
people through our community hub services

62
people through our accommodation services

OUR ETHOS

At Staying Put, we proudly adopt a feminist approach to our work. We acknowledge that women and girls face discrimination due to their gender, and we reject the ideology that women are worth less than men.

Our leadership is, and will always be, predominantly women-led. Our work is structured to empower women who have faced abuse and violence, predominantly at the hands of men, to help them thrive, and achieve their full potential.

Domestic abuse and sexual violence can affect any gender, but it disproportionately effects women and girls. In the latest statistics by the ONS, 1.6 million women experienced domestic abuse in the year ending March 2020, compared with 757,000 men. Domestic abuse is a gendered issue.

Feminism helps everyone. A more equal society, with a balance of power, will ensure that everyone's needs are addressed, and everyone can live a life free from oppression.

We practice intersectional feminism. Intersectionality is the concept that all oppression is linked. We recognise how other forms oppression due to class, race, ethnicity, sexual orientation, gender identity, and disability, can overlap with and exacerbate gender discrimination.

Everyone has their own individual experiences of discrimination and oppression, and we understand that the most marginalised voices are the ones who are often silenced.

NAVIGATING COVID-19

The Covid-19 pandemic affected every aspect of our service delivery. However, we were able to rise to the challenge:

- The staff team never failed to impress us with how they coped with the challenges Covid-19 has thrown up. They are the best guarantee that, united, we will emerge from this crisis stronger.
- We continued to keep providing the necessary resources to offer the maximum protection possible to all our clients and colleagues.
- We worked collaboratively internally with our staff, beneficiaries and externally with our partners and supporter to mitigate the risk.
- We followed government advice. We created a position statement, detailing clear plans, creating a recovery plan to mitigate risks in line with changing government advice.
- We worked collaboratively to overcome a range of challenges including home working and provision of PPE.
- We communicated regularly internally with our staff and beneficiaries. Our managers held daily meetings with their teams to provide support and reassurance. We provided briefings to our beneficiaries on how to keep themselves and others safe, whilst also providing support and encouraging the take up of vaccines.
- We supported our staff who were directly or indirectly affected by Covid-19 and offered full sick pay and furloughed staff received 100% of their salary. Furthermore, we provided additional health and wellbeing session and clinical supervision was also made available as well as access to a 24/7 counselling helpline.
- The senior leadership team continued to measure and mitigate the impact of Covid-19, undertaking appropriate risk assessments and update the recovery plan, for your planned, phased and safe return to work.

DOMESTIC ABUSE DURING COVID-19

There was a 6.1 per cent rise in domestic violence reports made to West Yorkshire Police at the start of the pandemic in March 2020, compared with the previous month. By July - four months into lockdown - reports had increased by 25.7 per cent from February.

OUR WORK: AN OVERVIEW

From April 2020 to March 2021, we participated in the advancement of Multi Agency Risk Assessment Conferences (MARAC) with the primary aim to protect those at risk of domestic homicide.

In collaboration with West Yorkshire Police and other partners, we created a co-ordinated response to those affected by domestic abuse. We continue to hold daily risk assessment meetings (DRAM) with the police for appropriate risk management of high-risk victims. We undertake daily virtual meetings by way of a video link with staff from the IDVA team and a representative from the MASH (Multi-Agency Safeguarding Hub) team with responsibility for the safeguarding of high-risk clients.

This daily discussion of high-risk cases has enabled earlier intervention from the IDVAs, leading to better engagement and more effective development of a coordinated approach to risk reduction with less chance for slippage. Furthermore, it led to better accountability between the key agencies, improved and enhanced knowledge and skill sets across and between organisations and teams, as well as the streamlining of clear communication processes.

We have participated in various operational, strategic meetings and forums primarily to advocate and keep the voice of survivors at the heart of everything we do. We have delivered a variety of training to professionals and the local community to raise the profile of domestic and sexual abuse. Across the year we ran 32 session with 412 participants benefited from the training.

The above are significant achievements in an effort to engage diverse groups of practitioners, the community and people experiencing domestic and sexual abuse.

We have effectively managed staff, through the direct provision of support, supervision and development opportunities at all levels.

ONE FRONT DOOR

As part of our Survive and Thrive partnership, we operate a dedicated freephone helpline called the One Front Door, providing help and advice to anybody who uses it, whether that's a survivor of past abuse, those currently experiencing domestic and/or sexual abuse, friends and family members of victims and survivors, and even perpetrators.

In November 2020 we launched our out-of-hours web chat function, as an extention of our One Front Door phone line. The web chat is live in weekday evenings, from 5pm to 8pm, and from 11am to 2pm at the weekends.

THE STATISTICS

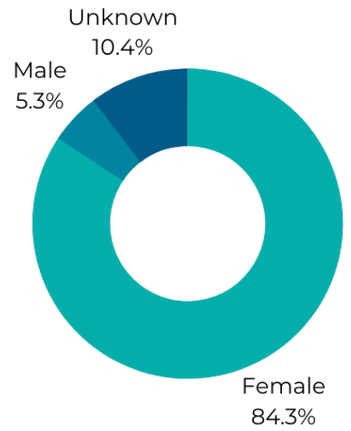
13,017
calls

50
web chats*

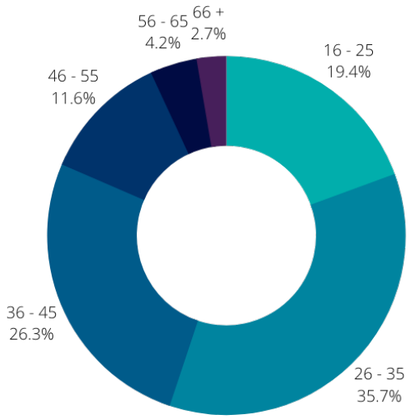
6,058
referrals

2,317
other queries

1,331
short term work



Gender split



Age split

*November to March

COMMUNITY HUB

We provide independent domestic, sexual and gender-based violence advocates for women, men and young people – these are known as IDVAs and ISVAs. Our IDVA service support survivors of all forms of gender-based violence, including those at highest risk of serious harm or homicide. Independent advocates also play a crucial role in the community, providing essential training to key agencies such as the police and the Crown Prosecution Service, which greatly improves the way they respond to cases of domestic violence.

Domestic abuse out-of-hours car
We have an out-of-hours service operating on Friday and Saturday evenings from 5pm to midnight where one of our IDVAs joins the police in attending report domestic abuse incidents.

GP Pilot Advanced Practitioners
Our dedicated AP IDVA is working with GP surgeries, funded by the CCG and Local Authority.

This pilot is based on GPs making a routine enquiry about domestic abuse with all their female patients, and then responding to disclosures by making an appointment at the surgery for the patient to see our Advanced Practitioner. The project was significantly impacted by Covid-19 with GP's not undertaking face to face appointments.

Action was taken to address this by adding a further surgery to the pilot and expanding the remit by allowing other key clinical staff to make appointments for the IDVA. Funding for the project has been extended to March 2022.

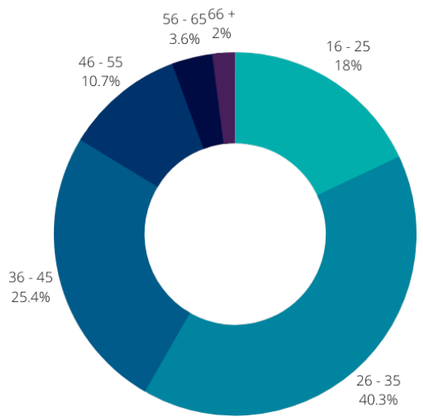
THE STATISTICS

1,060
repeat referals

4,998
new referrals

52%
progressed into service

Gender split



Age split

ACCOMMODATION

A refuge is a safe house for women and children escaping domestic and abuse. The address is confidential and no men are allowed in the building.

A refuge is much more than a safe roof over a woman or child's head. Our specialist staff provide residents with the building blocks they need to begin a new life, free from fear. They help women and children to overcome the impacts of violence and abuse and offer a huge range of practical and emotional support. This might include support on housing, education, accessing benefits, employment, or immigration, or it might mean helping a woman to achieve better health and wellbeing.

We help all victims of domestic abuse regardless of gender, and for male victims we provide dispersed accommodation.

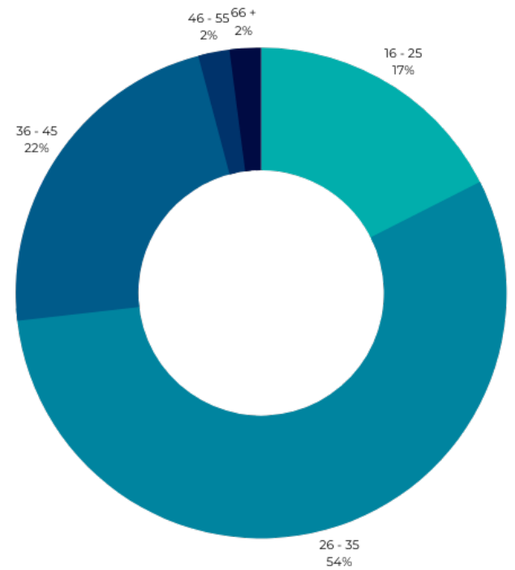
We have four refuges and a several dispersed accommodation across the Bradford District.

THE STATISTICS

62
people

60
women

2
men



Age split

SOUTH YORKSHIRE

In South Yorkshire, we assisted **700** beneficiaries on the helpline and **550** survivors were assisted with longer-term support, working collaboratively to break the cycle of domestic abuse. We delivered our IDVA service in partnership with IDAS, Remedi and BSARCS, in Barnsley and Sheffield.

Our skilled and diverse small staff team work closely with these partners to establish links with vulnerable, hard to reach communities, including BAME, LGBT+, Traveller communities, etc. raising awareness of domestic abuse within these communities and creating pathways for referral.

The project was handed over to local delivery partners at the end of March 2021

AFFORDABLE LEGAL SERVICES

Affordable Legal Services @ Staying Put (ALS) was a social enterprise dedicated to supporting all people affected by domestic abuse and sexual violence, offering legal advice to all victims and survivors of domestic abuse and sexual violence who were not eligible for legal aid.

From March 2020 to April 2021 the organisation supported **360** beneficiaries across West Yorkshire.

Two years after the organisation launched, the very difficult decision was made to wind the company down due to the pandemic, closing in July 2021.

CASE STUDY: CHILDREN'S IDVA

Ashley* was referred to Staying Put though the Multi Agency Risk Assessment Conference (MARAC). At just 23 years old, Ashley had been dominated by her husband throughout their relationship and things had started to become violent. Now pregnant with their second child, Ashley decided to leave following her husband's threats against their 3-year-old daughter.

When we first began working with Ashley, she was very quiet and we could hardly hear her on the phone. She said she wasn't used to making decisions because her husband organised everything.

We reassured her and praised her continually to help her to build up her confidence, and acknowledged her for all the things that she had achieved.

We offered continued emotional support, and encouragement that she had made the right decision to leave the relationship and that nobody deserved to live like that. Over the course of a few months we spoke with Ashley about recognising abusive relationships and Ashley would open up about the incidents that occurred, sometimes very small, often overlooked incidents, that are characteristic of someone who is controlling a situation. This further recognition became part of the acceptance and healing process for Ashley and she began to talk freely and openly about her experiences and her loss.

We supported Ashley to acknowledge that this behavior is not acceptable and that often people don't change unless they have professional support, acknowledge what they do is wrong and they want to change. Relationships should be built on love, trust and respect.

We supported Ashley at a telephone conference for the initial Child Protection Case meeting with her social worker, health worker and police. Concerns were raised about past incidents where Ashley had gone back to her husband, and where she had also previously withdrawn statements. We were able to support Ashley by sharing how well she had engaged with Staying Put and that she was now much more confident, planning a life for her and her children and that the reasons for her statement withdrawal was based on fear of what may happen to her family due to threats that her ex had made.

"The control started creeping in slowly – not allowing me out of the house and refusing to allow me to see my family. I was expected to send him photos of my movements – where I was, who I was with and what I was doing. He would text me constantly when he was at work and would demand explanations for any delayed replies" - Ashley

One of Ashley's main concerns was to find safe accommodation for her, her daughter and unborn baby. We helped her look for suitable areas, close to family, and we helped her negotiate flexible tenancy terms with her current landlord, until she was settled in her new home.

Ashley has successfully secured a new tenancy and is now living in her own flat. She feels safe and can now make her own decisions and choices now and about the future.

Ashley told us she felt there wasn't enough support for young people in terms of confidence building and support with mental health needs. She felt more could be done in schools throughout all year groups and not just as a one off to promote positive relationships. Positive relationships should be embedded into all aspects of a person's life.

We listened to her, and Staying Put are working to ensure more support is in place for young people.

With our help, Ashley gained the confidence she needed to be happier, healthier and free from a life of violence.

*All names changed to protect our client.

CASE STUDY: ACCOMMODATION

Natasha* was referred to us by her social worker. Her ex-partner had just been released from prison for violent offences, and had already made contact. Natasha had a two-year-old son, and was part of a child protection plan due the abuse from her ex. She was vulnerable and had become isolated.

Due to the coercive control Natasha had been a victim of, she had become estranged from her family, and this was one of the first things she wanted to address – but they didn't live nearby and Natasha was concerned about travelling. We worked with her to conduct a safe step-by-step travel plan, including train times, platform numbers and welfare checks via phone throughout the journey. Natasha overcame her fears and reconnected with her mum and grandma, forming a new, healthy relationship with them both.

Registering with the local GP practice was another priority. Natasha had severe anxiety and depression resulting in debilitating panic attacks. After several key working sessions, she was confident enough to consider counselling in the form of accessing "my well-being college" and as a result of the sessions Natasha developed coping strategies to help manage her mental health.

Natasha and her little boy received support from the local health visitor who identified that the toddler had speech and language development issues. Natasha was supported to attend local drop-in clinics with her son, and audiology at the local hospital.

Debt management and the repayment of council tax arrears needed to be addressed. We supported and encouraged Natasha to budget and set up a repayment plan. The years of financial abuse from her ex-partner had meant that Natasha had not had access to her own money. We helped Natasha overcome her fear of opening post which in the past had led to missed appointments and unpaid bills.

During a key working session, Natasha disclosed that she had a reliance on cannabis. At her previous property her ex-partner used the house to invite others to smoke there. As a result of this Natasha had become a heavy user of cannabis, and this was something she now wanted to fix. At first, she worried about the reaction from social care if she admitted that she had a problem as she feared losing her child, however Natasha accessed help from Project 6 to discuss her usage and a programme for help was established.

Although Natasha was getting stronger and more independent, she was struggling with her little boy's behaviour. She would often shout at him, and admitted to locking him in a bedroom as punishment. We challenged her actions, and she agreed she needed help. We agreed with Natasha that we would make a referral to social care, and to the Early Help Gateway's parenting programme to address the issues. We also made a referral to Family Action for support, who provided sessions at the refuge for Natasha and her son which they enjoyed, and helped them bond.

Then in March, the pandemic hit, and Natasha felt isolated again. Although she was in a support bubble with the other clients at the refuge, not being able to see her family, and the nursery being closed, meant Natasha started to spiral out of control. She began to drink heavily, but we addressed the issue and we worked with Natasha to reduce and eventually stop drinking altogether. Natasha came to the decision that she needed to be near her family, and we worked with her on her next steps.

We made an application to housing providers near to her family, and ensured that Natasha was given priority status. She made a bid for a two-bedroom house and was successful; once repairs are finished she will finally move in to a safe home of her own. Although she is moving out of the Bradford district, we will continue to support her and will use Staying Put's Phoenix Fund to buy beds, a fridge freezer and microwave to help her set up her new home. Now supported by her family, they are on hand to help furnish and decorate her new home.

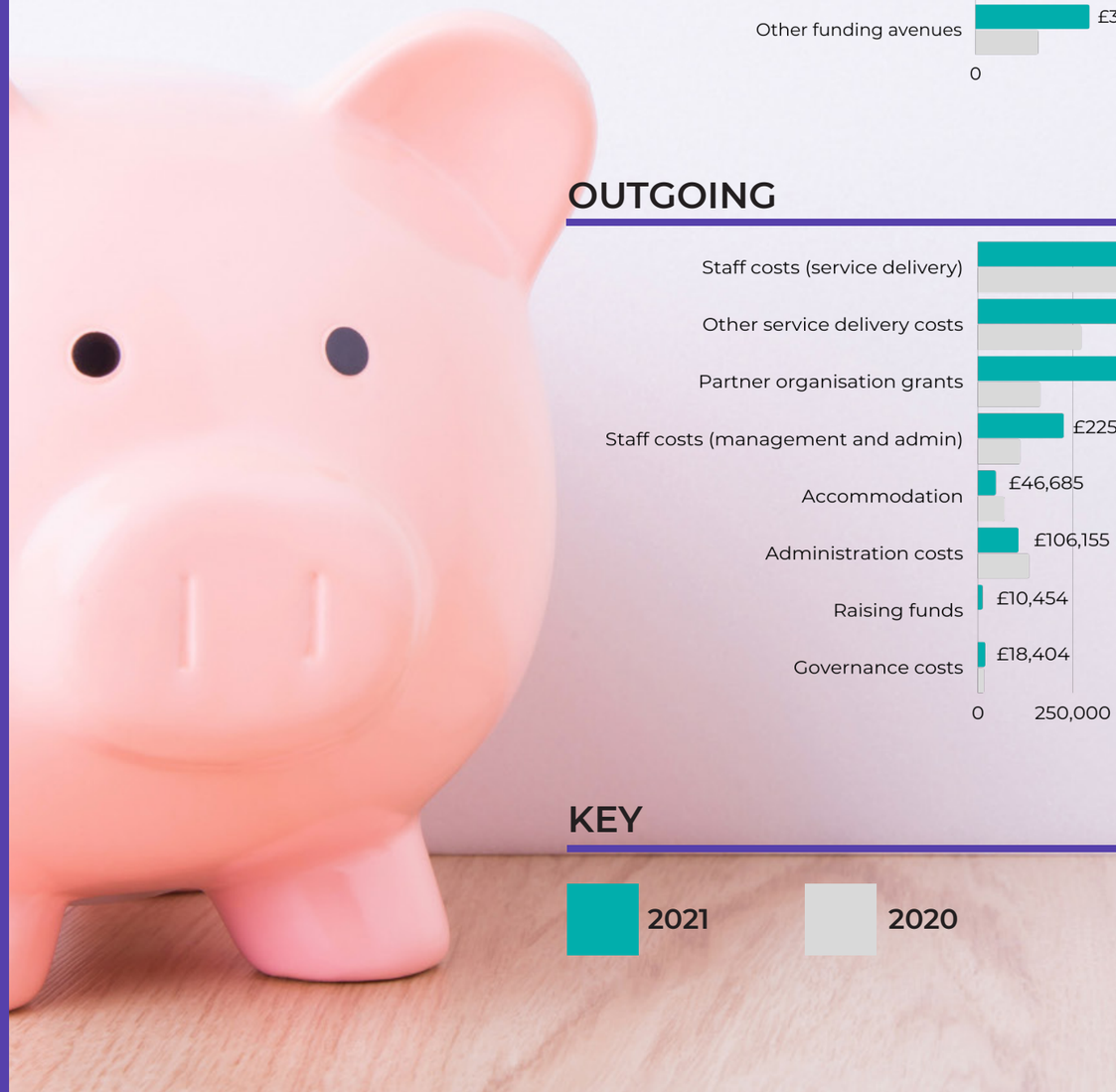
A school place been secured for Natasha's little boy, and she intends to enrol on our family links course and Freedom Programme. We will continue to be in touch with Natasha until she is fully settled with her little boy.

*All names changed to protect our client.

LOOKING AHEAD

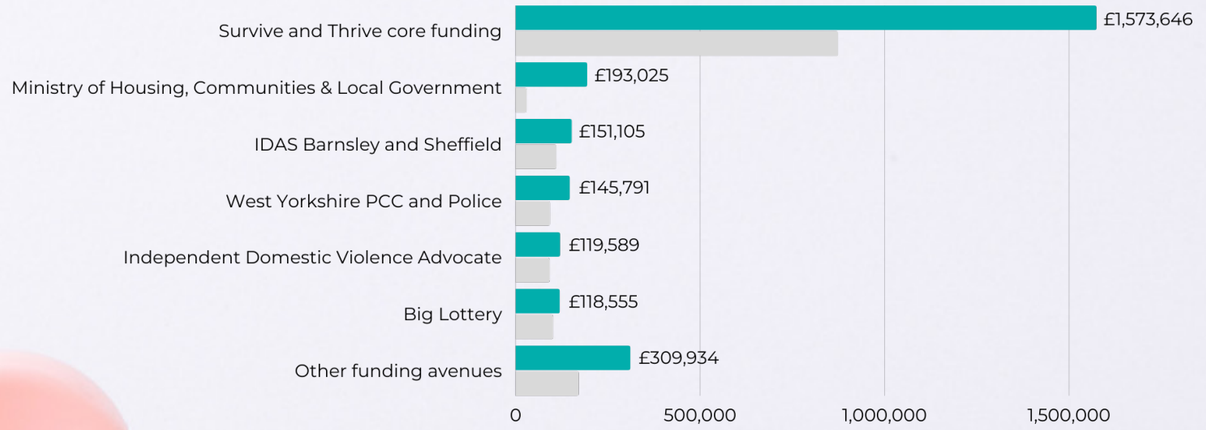
KEY PRIORITIES 2021-2022

- Consolidate all services ensuring longer-term sustainability for the Staying Put group.
- 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 Yorkshire.
- 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.
- Work at a strategic level with key stakeholders to improve policy and practice in relation to domestic and sexual abuse.
- Promote and develop the sharing of good practice, levels of quality and its replication across Yorkshire and Humber, ensuring partnerships work across boundaries to meet local need.
- Transform our accommodation services and refurbish current refuges.
- Expand our dispersed accommodation portfolio and develop a 24/7 complex needs refuge across West Yorkshire.

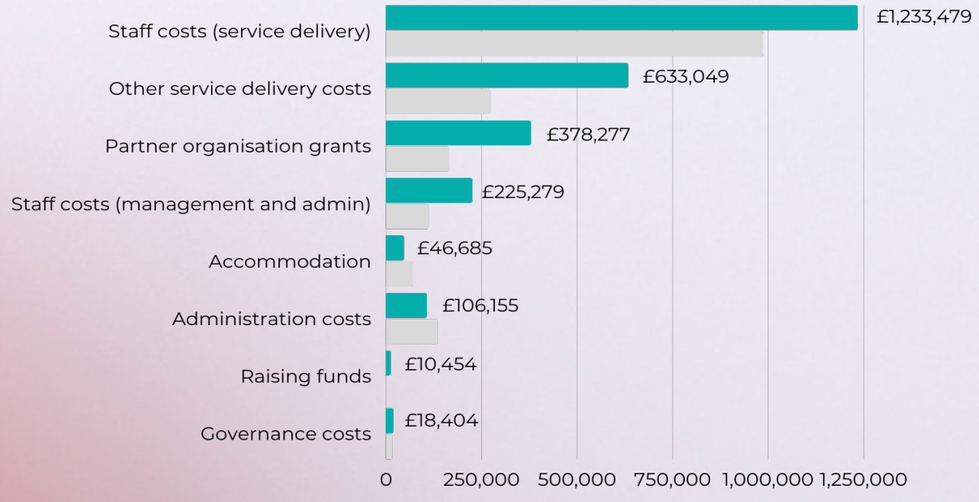


FINANCES

INCOMING



OUTGOING



KEY

2021

2020

SENIOR LEADERSHIP TEAM

Yasmin Khan
Chief executive officer

Shabana Hussain
Head of services

Dina Niemczyk
One Front Door manager

Diana Reed
Community hub manager

Nicola Dean (resigned April 2021)
Accommodation manager

BOARD OF TRUSTEES

Dr Nazya Fiaz
Co-chair

Shelley Black (resigned April 2021)
Co-chair

Dr Ranjit Arora
Trustee

Helen Hirst
Trustee

Sally Heaton
Trustee

Colin Meredith (resigned December 2020)
Trustee

Sadhana Patel (resigned September 2020)
Trustee

THANK YOU

FUNDERS

BMDC Public Health and Clinical Commissioning Groups (CCGs). West Yorkshire Combined Authority - Policing and Crime Department. The Office of the Police and Crime Commissione.

PARTNERS

Thank you to all our partners past and present. We could not do what we do without the support from our community and our sector.

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