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 continues 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 2017 West Yorkshire Police dealt with six incidents of domestic abuse every hour. A staggering 120,000 women in Yorkshire and Humber suffered domestic abuse. In West Yorkshire there were over 47,000 incidents of domestic abuse and more than 15,000 in Bradford alone.

Across Staying Put and DVS we received a total of 3,623 referrals, including the helpline, with 903 low to medium risk cases engaged in on-going support, and 592 medium to high-risk cases supported by our IDVA teams.

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 them into emergency accommodation when there was nowhere safe to go, advocated with agencies and accompanied them 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. Historically, we have only provided services across the Bradford district; from 2017 we have extended our geographical profile across West Yorkshire and South Yorkshire.

We have worked collaboratively with IDAS, BSCARS and Remedy as a consortium and secured the Domestic and Sexual Violence contract in Barnsley, which began on 1st April 2017 and ends on 31st March 2020.

This year we have installed a cost-saving and effective VOIP telephone system. This enabled the design and implementation of a new Freephone helpline with the potential to extend hours and introduce live webchat. We have also developed a bespoke new case management system to work across our sites.

Staying Put is committed to achieving excellence in service delivery. All through the year our staff have demonstrated a skilled, focused, motivated and compassionate approach to delivering services.

We are proud of our people as they go above and beyond of 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, and putting service users at the heart of everything we do.

Our established and strong partnerships will continue to be central to our future. We’ll 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
Our vision and values

Vision

The vision of Staying Put is:

- To provide equality of opportunity to victims of domestic abuse
- 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

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.

Our Values

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

Quality Statement

Staying Put is committed to achieving excellence in service delivery. We have retained the IIP Gold Standard and Bradford Quality Assurance Framework - level B - and successfully passed Women’s Aid National Quality Standards, reinforcing our commitment to high quality service delivery.

Equality and Diversity

Staying Put aims 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 members of staff or of people connected with the services provided by Staying Put.

I am very happy I called you – I feel like I have got wings now.”
Plans for the Future

Key priorities identified for 2018-19

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

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

3. 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

4. Develop and implement Affordable Legal Services at Staying Put across West Yorkshire

5. 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

“I had someone to listen to me and speak to. My worker was very knowledgeable and she always had my back.”
Staying Put Services

Helpline and Intake Team

Our helpline is open 9am-5pm on weekdays. Our dedicated telephone support experts take self or agency referrals, offer support and provide victims with options to enable them to make informed choices.

They offer listening support, information, advice/signposting and initial risk assessments.

The team then refers in-house to the services below depending on need.

IDVA Service

The Independent Domestic Violence Advisors (IDVA) is a government initiative to reduce the number of Domestic Abuse Related Homicides.

The IDVA service focuses on high risk clients, by supporting them in crisis, to plan appropriate safety management strategies to reduce risk.

IDVAs work closely with partners and are central to the high-risk Multi-Agency Risk Assessment Conference (MARAC), the Specialist Domestic Violence Court, and the Claire’s Law Disclosure Scheme.

We also provide victims of domestic abuse impartial and independent support through the Criminal Justice system.

Crisis and Recovery

Staying Put Crisis Intervention Service 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.

We provide emotional and practical support, over the phone and in person if required. Our service also provides long-term recovery and support.

We are leading on the DCLG Refuge-funded programme to provide dispersed accommodation, in Bradford, Wakefield, Calderdale and Kirklees, to those fleeing domestic abuse.

“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 Services

In Barnsley we have a BAME Early Intervention worker. She is working collaboratively to establish further links with vulnerable and hard-to-reach communities.

Legal Team

The Legal Assistance Service is funded from the Big Lottery Reaching Communities Programme.

This team offers intensive legal assistance to service users going through civil or criminal proceedings. We also deliver training to other professionals and promote service user engagement. We offer legal information and support service users to gain orders through the civil courts to keep them safe.

When a service user is not eligible for free legal aid, Staying Put can support them to apply for orders by representing themselves at court. The legal assistance team also supports service users at criminal court, before, during and just after the trial.

Capacity and Development

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

The Freedom Programme helps women to identify abusive behaviours and beliefs held by abusive and controlling partners. In 2017/18 Staying Put and DVS delivered six English-speaking programmes and two Urdu-speaking programmes.

The Creative Butterfly Project, created by Jill Boyd, is a user-led creative art group for women recovering from abusive relationships. They have created some fabulous work which has been exhibited around the district.

“I thought that I wasn’t a victim of DV because there was no violence. My worker helped me understand that I was subjected to emotional and financial abuse”
In the last year we have worked with Irregular Arts, an organisation that runs “Queen for a Day” programmes. Survivors performed a flashmob-style dance piece with music they had recorded themselves, at the WOW Festival in Bradford in November 2017.

In November 2017 we also began the year-long Nestledown Avenue project. This group has been learning new skills and creative techniques in mixed media, from two community artists.

We also deliver a minimum of 60 training sessions each year to a range of professionals, increasing awareness of domestic violence and facilitating better joint working.

**Sanctuary Scheme**

We provide home security measures, including lock changes and panic alarms, supporting service users and their children to stay safe at home. We also signpost to refuges.

**Men’s Service**

Many men suffer in silence and are reluctant to ask for help for domestic abuse. We have secured funding to offer gender-sensitive services to women and men, and urge male victims and survivors to come forward.

We offer telephone support, outreach support, emotional/practical assistance, IDVA and general support to enable support and recovery.

“I feel much happier now and I am glad that the support was there when I needed it.”
Out of Hours Response

In January 2017 in partnership with West Yorkshire Police we began piloting Project Kyleford, an out of hours response between 5pm to midnight.

An IDVA and a Police Officer attend after a domestic violence incident to speak to the victim, offer support, put in place emergency sanctuary measures such as lock changes or panic alarms and the PC potentially takes a statement and gathers basic evidence. This allows early engagement with victims/survivors, leading to positive outcomes.

This project has been a resounding success and has proved effective particularly in hard-to-reach cases. This exemplary partnership working has also helped to improve communication, teamwork and improved staff morale with both partners.

Saying Thank You - a poem by a client

The help I received from all concerned
Helped me get where I am today
I have a life and I’m here to stay
I still have scars they will always be there
But I’m learning day by day to take care
I still have flashbacks
I still cower when someone shouts.
They mess with your head and make you think there is no one for me
They are cold and heartless but you can’t see
and all the time I’m thinking well it must be me
As time goes on you just give up
He thinks he has won but no I have just had enough.
But I’m stronger than I was before
I take each day as it comes and I can’t ask for more.
Case Studies

Emma’s story

Emma is 20 years old and was referred to us as a high risk victim of domestic abuse by West Yorkshire Police.

She was living with a young man she had met while living in a young person’s hostel — they both had cannabis addictions, smoking around £20-£30 per day.

Emma’s partner was limiting her access to finances and stopped her from seeing friends and family.

Emma and her neighbours had called the police in the past, but she always covered up the abuse, and blamed herself for her injuries.

Finally, her partner threatened to throw her off the balcony of their second floor flat, holding her over it, and then threw her belongings out of the flat from the balcony.

Emma fled from the flat and went to the nearby hostel but her partner followed. Police attended and he was arrested and Emma was immediately referred to the IDVA service.

Emma suffered with deep rooted mental health issues which had begun from an early age, with a background of abuse.

When we met her, she was extremely lonely and very low in mood. She was wary of talking to us and unsure about giving a statement to the police.

How we helped

We arranged an initial visit at a relative’s house and talked her through her options, explaining how support could be offered.

Emma agreed to take action and we accompanied her to the police station to provide a statement and have photographs of her injuries taken; her partner was charged with assault and criminal damage.

We helped Emma to find a supported accommodation hostel and connected her with Rape Crisis to help with the abuse she had suffered previously.

Emma is an extremely bright young woman who reacted well to group work and group therapy.

We found her a place quickly on a Freedom Programme and she also linked in with the Creative Butterfly Project. We also helped her access regular therapy and attend group sessions.

She attended court to give evidence against her partner. He was convicted, sentenced and given a restraining order.

Emma is now applying for apprenticeships and doing voluntary work placements. She has moved into her own property and we have helped her get funding for furnishings.

She sees a drugs worker and is doing well, and has begun a new relationship with a caring partner.

“I just didn’t realise that there is so much support out there.”
Mark’s story

Mark had suffered eight years of physical and mental abuse at the hands of his partner.

His girlfriend would sleep with other men and taunt him, was controlling and would check his phone, and would throw him out of the house in his underwear to humiliate him.

They separated two years ago but she continued to harass Mark, posting intimate photographs on social media, and threatening to burn the house down.

Mark moved house but still had contact with his children, who were living with grandparents until they were removed by their mother. Children’s Services became involved.

Mark felt very let down by the police and was told to ‘be a man and ignore her’.

He was not referred to domestic violence services by the police.

How we helped

We advised Mark on obtaining a non-molestation order and installed a panic attack in his home. We supported him through moving to a new address and provided him with a Legal Aid Gateway letter to access protective orders.

We referred him to Freedom counselling and gave him emotional support for court attendance. We also advised him on complaining about the service he received from police, and applied for grants for him to furnish his new home.

Mark was successful in obtaining full custody for all three children. He has moved to a new home in a new town and continues to receive emotional support.

He has a new, supportive partner and the children are settled in their new schools, with limited, supervised contact with their mother.
Total referrals received - including helpline

2146

- Low-medium needs met: 1508
- Outreach and longer term recovery needs met: 542
- High-risk needs met: 325

Sanctuary Scheme - total referrals

269

- Target hardening
  - Not eligible: 60
  - Lock changes: 117
  - Panic alarm installed: 117
  - Client enabled to remain in own home as a result of TH interventions: 152

Staying Put
Helpline outcomes

- Access on-going support - 542
- Needs met at intake stage - 340
- Signposted to relevant agency - 271
- Support declined by client. Basic safety info given - 136
- Ineligible to receive support - 97
- Unable to contact client - 122

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. 100% of stakeholders are aware of our services.

Stakeholders rated our services as follows:

- Excellent — 58%
- Very Good — 21%
- Good — 16%
- Need Improvement — 5%
- Poor — 0%

What did we do well?

Stakeholders’ comments included:
- “Professionalism with a human focus”
- “Very knowledgeable and acted quickly”
- “Supporting women who are vulnerable and help them to stay in their homes”
- “Caring towards service users and knowledgeable”
- “Creating a safe space for people to come along and access services”
- “Great client service. Great communication with care in a timely manner”
- “The staff are extremely dedicated, they converse and offer advice as well as they can”
## Finance

### Incoming resource for the year to 31st March 2018

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bradford Council and Social Services</td>
<td>299,112</td>
</tr>
<tr>
<td>Women Centre</td>
<td>265,542</td>
</tr>
<tr>
<td>West Yorkshire Police</td>
<td>66,744</td>
</tr>
<tr>
<td>IDAS Barnsley</td>
<td>29,219</td>
</tr>
<tr>
<td>Big Lottery</td>
<td>99,500</td>
</tr>
<tr>
<td>Arts Council</td>
<td>13,500</td>
</tr>
<tr>
<td>Appeals donations and fundraising</td>
<td>18,001</td>
</tr>
<tr>
<td>Awards for All</td>
<td>4,950</td>
</tr>
<tr>
<td>Lloyds Bank Foundation</td>
<td>10,000</td>
</tr>
<tr>
<td>Project Kyleford</td>
<td>33,257</td>
</tr>
<tr>
<td>The Bridge Project</td>
<td>2,855</td>
</tr>
<tr>
<td>Sharma Fund, Project 6 and other income</td>
<td>2,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>£844,680</strong></td>
</tr>
</tbody>
</table>

### Expenditure for the year to 31st March 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff costs (service delivery)</td>
<td>457,889</td>
</tr>
<tr>
<td>Other service delivery costs</td>
<td>68,940</td>
</tr>
<tr>
<td>Staff costs (management and admin)</td>
<td>59,802</td>
</tr>
<tr>
<td>Accommodation</td>
<td>28,915</td>
</tr>
<tr>
<td>Administration costs</td>
<td>63,673</td>
</tr>
<tr>
<td>Raising funds</td>
<td>4,673</td>
</tr>
<tr>
<td>Governance costs</td>
<td>6,605</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>£774,535</strong></td>
</tr>
</tbody>
</table>
Our valued partners and supporters:

Advice Network and Training Partnership
Anah Project
Big Lottery Reaching Communities Programme
Bradford Community Broadcasting
Bradford Counselling service
Bradford College
Bradford CVS and KIVCCA
Bradford District Age Concern
Bradford District Assembly
Bradford Metropolitan District Council
Bradford Rape Crisis
Bradford Resource Centre
Bradford Women’s Aid
Bridge
Calderdale Women’s Centre
CH Wood
CNET
Bradford Clinical Commissioning Groups
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.
Please note: Photographed models appear throughout this review to protect the identities of actual service users.

The wording in this publication can be made available in other formats such as large print and Braille. Please call 0808 2800999.