

SafeNet Annual Report 2014 - 2015



Contents

3	Governance Report 2014 - 2015
4	SafeNet – the team
5	Charity Manager’s Report
6	Part of the Calico Group
7	Domestic Violence – the local, regional and national picture
9	A resident’s story of domestic abuse, from childhood to present
10	How SafeNet can help
11	• Refuge: a safe place to stay
12	• Safe Houses in the community
15	• Supporting women and children from Black and Minority Ethnic origins
19	• Group work: Freedom Programme & the Power to Change
21	• Supporting Children and Young People in Refuge
24	• Freedom Flowers Patchwork Project
25	• Supporting those with Complex Health Needs
26	• Community Based Support: IDVA & Outreach
28	• SafeNet in Lancaster, Morecambe and District
31	Donating: a message from one of our residents
33	Financial Review 2014 – 15
34	How we’ve spent our money in 2014 – 15
35	Thanks to our Supporters



Governance Report 2014 – 2015

A word from the Chair

Chairs Report 2015

SafeNet experienced yet another challenging and exciting year during 2014/15. As anticipated the pressure on Supporting People funding streams has directly impacted SafeNet and along with many other organisations we have to deliver more for less without compromising our high standards. However, a strong positive for SafeNet is that as a member of the Calico Group we are able to respond quickly to new funding and business opportunities.

We are an ambitious and growing organisation with a clear focus on empowering women to live free from abuse and violence. Our refuge is always full; demand for safety and our service is high and unfortunately we are refusing some women assistance because their needs are complex and our existing provision does not cater for them. SafeNet is actively looking for opportunities to address this through alternative appropriate accommodation.

Some examples of our growth during the year include the purchase of a third dispersed property, a contract to deliver community based services in Lancaster which required additional premises and a decision by the Board to actively tender for other refuge and domestic abuse services across Lancashire (whilst at the same time maintaining positive partnerships with existing providers). We have been successful and managed rapid growth well; expect to see more evidence of excellent services and growth during the forthcoming year.

Finally, I would like to say a big thank you to all the SafeNet team whose loyalty and commitment to making a difference and improving lives is the reason we are able to deliver on our ambitions.

Karen Ainsworth
Chair of SafeNet Management Board

Resident's poem

**Believe me when I say
All of this is true
I owe the progress I've made
to you.
You welcomed me with open arms
Gave me four walls that were safe
And warm
You've helped me sort the good
From the bad
Believe me my Mum's so glad
I'm no longer turning up
Black and blue.
I'd have to say all the credit goes to you
And So! This is me saying Th Th Th ...**

Thankyou!



SafeNet – the Team

SafeNet Board:

Karen Ainsworth
Chair

Sharon Livesy
Vice Chair

Sue Mayor
Treasurer

Jackie Davies
Rachel Horman
Julie Cooper
Members

SafeNet Leadership Team:

Helen
Charity Manager and Company Secretary

Dianne & Diane
Assistant Manager Finance and Administration

Alex
Assistant Manager External Services and Development

Karen
Assistant Manager-Children and Young People, Volunteers

Jan
Team Leader Burnley

Andrya
Team Leader Lancaster

Refuge Support Workers:

Afsha, Amanda, Angela, Ayesha, Claire Louise, Clare, Collette, Donna, Havana, Helen, Hev, Jessi, Jessica, Joanne, Joanna S, Joanna Y, Jodie, Katie, Kayla, Lauren, Mandie, Maria, Marta, Maritsa, Michaela, Mo, Nadia, Nasreen, Odette, Rabiah, Rachel, Rebecca, Rimsha, Rosemary, Ruth, Sarah, Shakela Sharon, Uzma A, Uzma R, Yvonne, Zahida, Zenab,

Independent Domestic Violence Advisors (IDVA'S):
Beth & Jacqui

Outreach Support Workers:
Mo, Shahida and Wendy,

Children's Support Workers:
Avril, Ellen and Shaista

Strategic DV Co-ordinator:
Louise

Finance Assistants:
Elaine and Jo

Housekeeper:
Linda

Cleaners:
Ruth, Susan and Sheila

The SafeNet team have attended numerous training courses, some of which are: facilitating the 'Power to Change' groupwork programme, CAF Champions, Dementia Friends, Drawing & Talking, Universal Credits, Emergency First Aid, Authentic Leadership, Drug Awareness, Supporting Street Sex Workers, Equality Analysis, Freedom Programme, Health & Safety, Harm Reduction, Passionate About Customers, Personal Safety, Safeguarding Adults.

Charity Manager's Report

Resident's comment: It's hard to describe how brutal my life became, how fearful I was and still am and how broken I am inside. It's taken months but I'm slowly starting to come back to myself and take some control. I'll never be the same but I'm going to use what's happened to help me build a better life for me and my children and I won't be beaten ... not physically or mentally ever again. Thank you SafeNet, to all the support workers who care and to those behind the scenes I never met, your support has kept me and my children alive and gives us hope.

I am pleased to report a very successful year for SafeNet. We have helped keep many women and children safe from harm; promoted equality, a fairer society, and positive, safer relationships at home. SafeNet staff, volunteers, board members, supporters and our colleagues in the wider Calico Group share our values and support our purpose to reduce gender violence and abuse. It is through them that we achieve our aims so effectively. Domestic abuse is a serious problem, and on average two women die each week in UK communities, and many more are seriously harmed.

We strive each day to make a real difference to those we support. Our work helps to interrupt the repeat of destructive family patterns played out in many homes, and helps victims and survivors to break free and create safer futures. It is important that we not only work to 'mop up' the damage that's been done, but that we work to end the violence too, which means working with perpetrators to help them develop safer, less harmful ways to behave and develop better communication skills.

We know from experience that victims/survivors and perpetrators often grow up in the same homes, neighbourhoods and communities where domestic abuse is prevalent and routine. Both need help to survive and thrive, to adapt and change, and move towards safer positive outcomes. This requires a wider approach to working with domestic abuse, it needs engagement at the level of values and beliefs so that we can improve understanding and communication, and change destructive and harmful patterns of behaviour in homes throughout Lancashire.

Finally, a word of admiration for our resourceful and courageous residents, for those women and children who survive and thrive once they are away from violence and abuse. If you only read one page in this report, make sure it's the story offered to you by one of our BME refugee residents on pages 17 and 18, followed by our overview of the support work we carried out with her. This is just one of hundreds we listen to and act on each year to keep women and children safe, and I'm sure it will shock and sadden you. But it is important to really understand the dynamic of domestic abuse and her story illustrates the complexities well.



Part of the Calico Group

Our partnership with Calico continues to be successful as we grow stronger and extend our services. The Calico Group support our purpose and development whilst also supporting our autonomy and independence. Our charity continues to be run by women for women with the further remit to provide wider services to all victims/survivors of abuse. The Trustees that make up the SafeNet Board are highly motivated and committed to delivering quality services through excellent governance.

Supporting People Quality Assessment Framework (SP QAF)

We self-assessed our Burnley and Lancaster accommodation based services at 'QAF Level A'. External assessments were however postponed due to the lack of capacity within Lancashire County Council's SP Team. SP have 'no concerns regarding the delivery and quality of the services contracted to SafeNet'.

Supporting People Funding: LCC and the 'Supporting People' Fund had serious financial savings to make and we started this year facing cuts of £65,000 to our main contract to deliver accommodation based support in Burnley, a reduction of around 27% of the contract value. As the year progressed we prepared for the reduction in funding available for direct support to refuge residents, and sadly, we were unable to continue to fund two specialist roles in the refuge. SP also ended their temporary funding of the SafeNet Outreach Service, which was later replaced by LCC's joint commissioning of outreach services via a tender process.

Our Membership in the Safer Together Consortia and tender successes:

Safer Together (a consortium within Greater Together, Lancashire) came together in response to the changing funding environment and new ways that services are being commissioned. Several experienced domestic abuse service providers, including SafeNet, HARV, Star Centre, Humraaz, Liberty Centre, Safer Preston, Chorley CAB, Fylde Coast WA and Leyland & Chorley Refuge, worked together to submit tenders for Lancashire Children's Trust Early Support Service for Children & Young People and for the IDVA High and Medium Risk Service, both of which were successful and resulted in SafeNet being awarded increased funding for IDVA services in Burnley, and receiving new funds to deliver the Early Support Service in both Burnley and Lancaster.

Safe Houses in Burnley: This year we purchased a third property in Burnley, which increased our capacity to house families over an extended period, and also our flexibility to accommodate families with higher complex needs or with older male children/male family members.

Resident's comments

"I've left him six times before, but this time is different ... because I'm getting support from the refuge and have gained a lot of strength from other residents in the group sessions."

"Already started to appreciate myself as a woman, understanding my self-worth and finding out who I really am."

"It's lovely to be able to come here and be myself. You help me understand my troubles, my problems, my insecurities. I don't feel damaged anymore. You are my plaster, you know how to listen, talk, and encourage me."

"I feel good about leaving; it's time for me to get on with my new life."



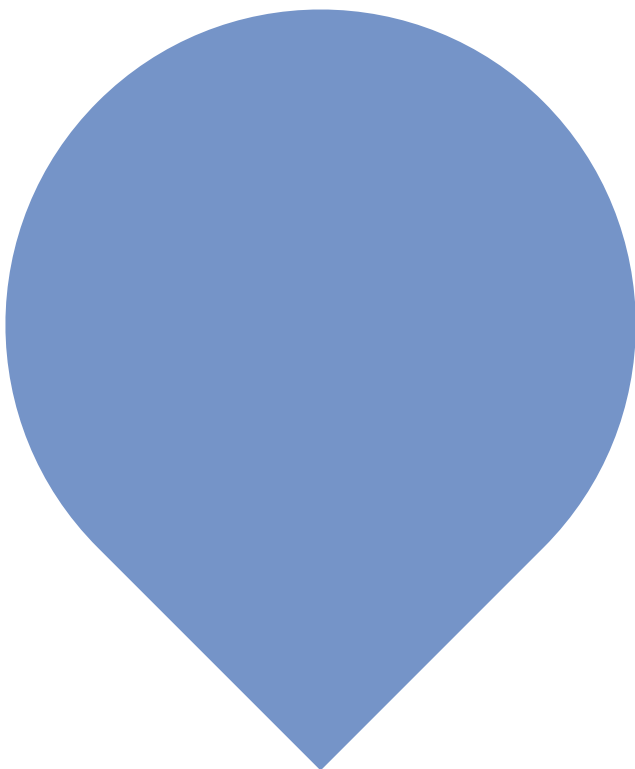
Domestic Abuse: The local, regional and national picture April 2014 - March 2015

Lancashire

- There were **25,970** requests for assistance to Lancashire Constabulary for domestic abuse incidents in this period.

7% of all reported incidents were 'crimed'; with 69% of those being assaults, 10% criminal damage and 10% harassment.

- Lancashire Crown Prosecution Service prosecuted **4,114** people for domestic abuse related offences, with **77%** of cases having successful outcomes.
- There were **2,932 high risk** cases reviewed by Multi-Agency Risk Assessment Conferences (MARACs), with **3,480** children living in those high risk households.
- **32** domestic abuse offenders started the Building Better Relationships programmes with Lancashire Probation Trust, with 10 offenders completing the programme within the period Apr 2014 - Sep 2014.
- **4,205** children were referred to Lancashire County Council's Care Connect team (Children's Social Care) for domestic abuse related issues.



Burnley

- There were **1,530** domestic abuse incidents reported to the police in Burnley.

In 60% (924) of those incidents, it was reported that children were living in the household.

- When looked at in terms of per thousand population, Burnley has the second highest rate in Lancashire with **17.5** incidents per **1000** population

Pennine Lancs Multi-Agency Risk Assessment Conference (MARAC)

Multi-Agency Risk Assessment Conferences (MARACs) are held twice each month to allow agencies such as the police, probation, health, children's social care, IDVAs and domestic abuse agencies to meet and share information, and create a multi-agency risk reduction plan for victims/survivors of domestic abuse who are at the highest risk of serious harm and homicide.

A total of **513** high risk cases were discussed at the Pennine MARAC this year, which is a **17%** increase on the number of cases heard the previous year, and included **568** children who were living in those households. Burnley SafeNet IDVA service plays a vital role within the MARAC process. The IDVAs attend the MARAC on behalf of the victims to share relevant information and bring the victims' views to the meeting, and take a lead role in ensuring that the agreed risk management plan is implemented.

Domestic Homicide Reviews (DHR)

Requirement multi-agency reviews following a domestic violence homicide. DHRs establish what lessons are to be learned, how we apply these lessons and improve service responses for all domestic violence victims and their children; and how we prevent future domestic violence homicide. Since the legislation was introduced in 2011, there have been 11 qualifying domestic violence murders where a review was undertaken in Lancashire, four of which were in East Lancashire.



A resident's story of domestic abuse, from childhood to present

"At 10 years old I was sexually abused by my brother. This continued for four years. I did not tell anyone but eventually decided to take action against him and the case went to the Family Court who acknowledged that he had abused me over the years. However, my mother did not believe me and this caused a family rift between us. I was pregnant at the time and it took all my energy to fight the case, but it was worth it to get justice for myself. Social Services were also involved to protect other family members. My step father was also very cruel to me and would say dreadful comments about my mother - he also physically hit me.

I eventually settled with my partner, but over the years I had lost three children through pregnancy and this was difficult to deal with and come to terms with. At first my relationship was good with my partner but eventually he started to control me through jealousy, always wanting to know who I had seen and where I had been. I started not going out as much as the hassle of going out was too much with all the questions and comments. Who had I seen, who had I spoken to, and accusing me of sleeping around. I eventually only went out to attend appointments, and even though I was not physically restrained, I was mentally restrained, and he would control me financially.

I have three children and recently my son was born 15 weeks prematurely, needing treatment for medical conditions due to his early arrival. He is now progressing well. However at the time I felt that I was not receiving any support with the children or help around the house. My partner would come home from work, lie on the settee and then go to sleep. I was physically exhausted and did not want sexual relations, which caused further pressures on our relationship as I was then accused of sleeping with other people.

Everything finally came to a head when he agreed that I could see my two best friends (they meant the world to me) for a girly night at their house and a take away. I was really looking forward to it but on the day his mood changed and I decided it was too much hassle so let my friends know. I was really disappointed.

Previously, my Family Support Worker had given me the contact number for SafeNet as we had discussed my relationship and she had concerns. I kept the number safe and then decided to ring. Whilst on the telephone to the Refuge my partner was shouting abuse at me and the Support Worker told me to come along as soon as possible. I phoned my two best friends and told them I needed some help and they came to the house - I only had the belongings I could carry on the pram and my three young children - we then walked to the Refuge.

I have to say that at first I hated being at the Refuge - I did not want to mix with other people and found it hard being in one room with the children and trying to get them to sleep at different times of the night. I did not trust anyone and wanted to leave every day. Eventually the staff helped me to trust again and I have now moved into one of the dispersed houses with my family. I am feeling better in myself but, like everyone else, I face day to day challenges. I still need the support but I know how to access it, and I am going to start attending counselling sessions in a few weeks time."

How SafeNet can help

SafeNet PROTECTS victims and survivors of domestic violence and abuse through the PROVISION of safe refuge and support services, and PROMOTES the PREVENTION of further harm through various initiatives including work to build safe and healthy relationships and promote equality. We offer expert practitioner knowledge and deliver a range of specialist services including:

- Refuge – a safe and confidential place to stay for women and children escaping abuse.
- Safe houses as move-on properties, and for more complex needs including families with teenage / young male survivors.
- 1:1 support and group work including the 'freedom programme' and 'power to change'.
- 1:1 support and group work in schools for children and young people.
- Helpline / outreach support and advocacy in the community.
- Support navigating the criminal justice system for those at highest risk of serious harm and homicide from Burnley's IDVA Service.
- Specialist support: for those from ethnic minority origins, including bi-lingual support and cultural and faith support; for those with additional health needs, and for male survivors.
- Group activities – finding your voice, sewing group, pamper evenings and cultural celebrations.

Feedback from a student social worker on placement

"When I first heard about my placement at the Refuge I was excited although apprehensive, other students had said that without statutory experience a statutory job after my placement would be impossible to get. However, I have learned far more at this placement than I would have done at any statutory placement. I have a greater insight into housing, benefits, immigration and child protection to name a few, as well as an understanding of the impact that domestic abuse has on children and women, and how they can present due to this."





Communal Refuges: a safe place to stay

This year, SafeNet's Refuge Support Services in Burnley and Lancaster delivered vital life changing services in a safe environment to 365 women and children, who were previously living in violent and unsafe homes.

When families are living in abuse, it touches every aspect of their lives and the effects can be devastating. Those who are able to escape to refuge accommodation benefit immensely from the safe, secure and non-judgemental environment which empowers them to rebuild their lives and supports their recovery.

Each family admitted to the refuge is in crisis and escaping abuse. They can stay for up to six months and plan their future. During their stay, they will work closely with an allocated support worker and progress through their support plan at a weekly key-working session. Each support worker works closely with agencies such as housing, benefits, police, solicitors, health, other refuges and supported housing projects.

During their temporary stay, residents participate in weekly house meetings and regular service consultations which have been well attended. They also contribute to practical housing tasks such as health and safety inspections and building audits where residents' contributions are valued. Residents have been consulted about our policies and procedures and have been involved in making decisions which affect them.

Local agencies attended the residents' monthly house meetings to give talks about how to access their services, and to distribute information and free gifts. Residents (and staff) said they felt much better informed about services available in the local community.

When it is time to move on, SafeNet supports residents' choices, whether it is to resettle locally or out of the area, or to return to their previous home, which may include reconciliation with the perpetrator. Our most important outcome, whatever a woman chooses to do, is to help them manage their future life as safely as possible. We create a safety plan to equip victims/survivors with pre-planning skills, which will keep them safer at home.

Safe Houses in the Community

In 2014-15, we extended our Safe House provision with a third two-bedroomed property, which meant we were able to accommodate more families who can't access the communal Refuge due to having older male children, complex needs, or not being ready to move on without continued support. We were able to accommodate 18 families within the Safe Houses in the last year, two of which had older male children aged 16+. We intend to continue increasing our provision in Burnley and develop a new Safe House in Lancaster.

Who we have supported in Safe Refuge

Of the **480** women referred, we have accommodated **187** women (**40%** of those referred) in safe, temporary emergency refuge accommodation. Of those, **145** (**46%** of **313** women referred) were in Burnley and **32** (**19%** of **167** women referred) in Lancaster.

Many of those women were assessed as at high risk of serious harm or homicide, and when they escaped, they brought their babies, children and young people with them. Of the **433** children referred, we were able to accommodate **178** (**40%** of those referred), **157** stayed with us in Burnley (**49%** of **311** referred) and a further **21** lived with us in Lancaster (**16%** of **132** referred). This brings the total of women and children referred to **923** and the total accommodated to **365** over this **12** month period.

Women and Children from Black and Minority Ethnic Origins (BME)

Of the **480** women referred, **132** (**27.5%**) were BME women, and **63** were admitted (**48%** of BME women referred). With them, **139** BME children were referred and **69** (**50%**) of those were admitted. In total, there were **282** BME women and children referred and **132** admitted. Overall that's **47%** of BME women and children successfully accommodated, which is a higher success rate than for women from the wider community.



The over-representation of BME women and children in referrals and admissions compared to the composition of the population is a reflection of the additional issues faced by women from some of the communities in our region. Issues such as extended family abuse, forced marriage, honour-based violence, social isolation (language barriers) cultural expectations, low incomes and poverty, an issue which is well illustrated by our resident's story on pages 17 and 18. The higher levels of extended family involvement in abuse and poverty means that women from BME origins escaping abuse may have fewer options, such as other family or friends, who will help them by offering a place to stay.

How we can help more people in more ways in the future

It's a serious concern for SafeNet that in 2014/15 we were unable to accommodate over **500** women and children who needed safe accommodation, due to either a lack of space or to their higher level complex needs. Our existing communal refuge provision is unsuitable for families with alcohol and drug dependency, potentially chaotic and unsafe behaviours, those with higher levels of mental ill health, or those with records for violence, arson or criminal behaviours.

SafeNet have been working closely with our Calico partners to address this gap in service, and are making excellent progress towards establishing a specialist refuge provision for victims/survivors with complex needs. This project is a high priority for SafeNet's future service development. In addition, we are starting to look at developing services, including accommodation for male victims and survivors of domestic abuse, and for perpetrators of abuse.

The team at SafeNet are proud of our achievements this year, which are the result of our continued efforts to create a caring and loving response to those subjected to violent abusive relationships and home environments. Next year, we will continue to grow and extend our services, and increase our management capacity in order to meet our aspirations and provide the necessary management support for growth, and for our on-going initiatives.

Burnley Refuge Accommodation

This year, there were **313** referrals for refuge accommodation and **145** admissions. Some of the families were accommodated in our dispersed Safe Houses. We accommodated **57** single women, **64** women with children (**157** children in total), and **24** women who came into refuge without their children.

We continued to accommodate high numbers of women and children from minority ethnic backgrounds, and **31%** of all referrals were for BME women. Of the **145** admissions, **53** of them (**54%** of **97** referred) were of minority ethnic origin (**36%** of those admitted) and **3** had no resource to public funds. Ethnic minority communities are just over **10%** of the local population, and families from South Asia continue to be by far the largest ethnic group. However, the composition of Burnley's communities appears to be changing with a higher number of residents now from Eastern European countries, and this is starting to be reflected in the composition of who is referred into domestic abuse services.

Resident's comments:

"I was happy at the refuge and the support I had from the staff. For the first time ever I felt listened too. The room was lovely, clean and quiet."

"The staff at the refuge were helpful and co-operative. I got the support that I needed and was able to talk when I needed too."

"Thank you very much for everything you have done for me and my daughters. We don't know what we would have done without all your help and support. We all really appreciate everything, I am going to miss you all and am never going to forget you. Thank you!"

"I just want to say thank you to all the staff for having me. When I arrived I was a withering flower. Now I am in full bloom. My confidence and self esteem have grown and I am the person I want to be. With all the support that I have had from the staff I am able to move forward in my life and forget the past. All my life I have been trying to get help and nobody would help me. Between you and me this has been a big achievement. You have helped me sort my life out in four months, which prior to this I have been trying to do for 30 years. I used to try and forget my problems through a bottle, until seven years ago when I realised that wasn't the way. It made things worse, now I don't need to drink that way anymore. Thank you from the bottom of my heart."

"The staff were kind and gave me and my children a very warm welcome. It's a nice place for women and kids in need. The staff are very nice and kind, and the people here are also very friendly."

"All of the staff here have been fantastic, and went that extra mile in supporting me. Seeing a happy, friendly face on a bad day was sometimes enough to help. I have been particularly close with my support worker and built up a trusting working relationship with her, as well as another support worker. I know without them both I would have been lost at times. They are both very dedicated, passionate people, and this world needs more people like them. I would like to take this opportunity to thank each and every one of the staff at SafeNet for all their continuous hard work and the support they have given me during my stay, love to you all."

Resident's Thank You Poem

It has really been a pleasure
I have memories I will treasure
So I bid thee fare the well
With a glad heart
I'm having a new start
It's all THANKS to the work you do so
From the top and bottom of my
HEART
THANKYOU!





Supporting women and children from Black and Minority Ethnic origins

"I don't know my date of birth. I can't write. I was born in Pakistan, in a small village. After coming to your sessions I feel that I don't need a date of birth to feel complete, you are teaching me to feel complete."

SafeNet works with high numbers of women from minority ethnic backgrounds.

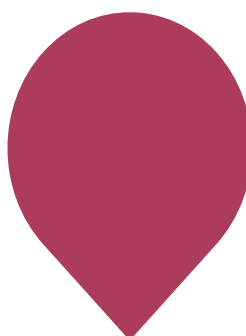
This year, 132 BME families (27.5 % of referrals) were referred for safe refuge and, of those, 63 (48%) were admitted as refuge residents. With them, 139 BME children were referred and 69 (50%) of those were admitted.

In total, **282 BME** women and children were referred and **132** admitted, being mainly Pakistani or Bangladeshi families. However, we also had residents from other countries including, India, China, Thailand, Africa, Poland, Ireland and some families from the travelling community. Our specialist services were delivered by experienced, bi-lingual practitioners who understand the language and discrimination barriers faced by ethnic minority women and children.

Women not born in the UK can face enormous difficulties accessing help when they are subject to domestic violence. Highly vulnerable, they have few choices, if any. Those with an insecure immigration status have 'no access to public funds'. They cannot be supported by the UK welfare system and consequently have no rights, no money, and nowhere to live.

SafeNet are able to help a small number of women in this situation, working in partnership with a Home Office government funded scheme, which will fund some emergency support if certain criteria are met.

Forced marriage, which is now a criminal matter, continues to be a major issue and we are using Forced Marriage Protection Orders to be able to protect women from being taken abroad.



One BME Resident's story of abuse

"In 2011 my father arranged my marriage to his nephew in the UK. My mother had passed away and my father had remarried, my step mother hated me and there was no room in my father's house for me anymore. After my marriage I remained in Pakistan and my husband returned to the UK. Two years later in 2013 I was sent for and came to the UK, immediately the violence and abuse started from both my husband and his family. They treated me like a slave, to them I was worthless. I had no money and had no rights in this country; I was totally dependant on my husband and his family.

I became pregnant and the abuse got worse, my husband and my in-laws continued to punch, kick, slap and strangle me. My husband carried on sexually abusing me and raping me. They controlled everything I did; I was not allowed to attend any appointments on my own, including antenatal appointments. My English was poor and I was told not to make contact with anyone, but to keep my head low and just say "No English". My in-laws were used as interpreters and I never knew what was being said or what advice I was being given.

In 2014 our daughter Zainab was born but the joy was short lived. Immediately I felt that all his family wanted was my child and I feared they would go to any lengths to get me out of her life. I was threatened with deportation daily and was told that my daughter would be removed by the authorities if I ever spoke to anyone about my life in the UK. They told my family in Pakistan that I had dishonoured them. This put me at risk and made it clear that if I was to return to Pakistan then all our lives would be in danger. I felt so scared and so alone.

In August 2014 I couldn't take anymore and I managed to get out of the house and flee to what I found out later to be a Children's Centre. I told them everything that had happened and they tried to help me, they phoned a social worker who managed to get me into a refuge. I didn't stay there because I was so scared and I truly believed the threats that my family had made. I had no money and no family or friends, and I couldn't speak to anyone as I couldn't speak English. I was totally isolated so I returned to my husband - he punished me for running away.

I was allocated a social worker, who I thought was going to help me. I wasn't clear as to what was happening around me. A week later my husband and I had an argument and he kicked and punched me in the chest. I pushed him back and scratched his face but my in-laws phoned the police. The police didn't speak my language so my brother-in-law did the interpreting.

He used the same threats of deportation and told me that if my husband was arrested my daughter would be removed and I would be sent back to Pakistan. I took the blame and I received a caution from the police for battery. I had no idea what this meant but was happy that I wasn't deported, and that my daughter hadn't been taken away.

The police brought me to the refuge where I am now, but due to the argument (or so I thought) my daughter Zainab was taken from me. She was placed with another family and I was totally destroyed and devastated. My life wasn't worth living; I was allowed to see my daughter twice a week, had no friends, no family, and no money or entitlement to even live in this country. I couldn't return home, my family in Pakistan told me not to return, but to stay here and go back to my husband.

The refuge were great. They gave me food and money to live on. I got some clothes out of donations and I started to feel a little bit better. They took me to see a lawyer, who said she would help with my immigration, and to see a doctor where I was allowed to speak freely.

I had a meeting with a solicitor at the refuge and took out an injunction on my husband and his family, but after this meeting I was told that I couldn't choose my own solicitor because the courts had said that I had to have one in London. I didn't understand why, but was told that I had learning difficulties and couldn't make any legal decisions. The refuge told me that one of the meetings I had had with my social worker was an assessment to see if I had learning difficulties, and it was found that I had.

As part of my support plan the Refuge and Solicitor applied to the Home Office to allow me to stay in the UK. In December, the Home Office granted me three months funding for my lawyer to gather evidence in relation to the abuse that I had suffered. There wasn't much evidence to show I was the victim - in fact, they found the opposite because I had taken the blame for the assault and had a caution for battery. The Home Office refused my application to remain in this country and I am currently waiting for the appeal process and second hearing.

In March my daughter was placed up for adoption and my world continued to fall apart, if it wasn't for the support from the staff at the refuge I would have taken my own life by now. The refuge has been amazing, letting me continue to stay and supporting me.

The most important thing that I will always remember and that I will take with me when I move on from the refuge is that people actually listened and believed me. I could look at people's faces, I didn't have to hang my head in shame. I was given space to cry and express myself.

I have lost my daughter and my family, just like my husband told me I would everything he said would happen has happened, I have little faith left. The refuge continues to fight for me so I have to stay strong and fight with them."

This story illustrates the powerless position of women who are forced to marry and brought to the UK, how that powerlessness is maintained and how this is unknowingly supported by other agencies. The section below gives an outline of some of the work we have done as an agency to support this young woman.

A Case Study of Support Work with a BME Resident

Support for women with 'no recourse to public funds' can be very complex. Following the demise of Legal Aid, SafeNet refuge support workers now undertake the complicated and lengthy task of applying to the Home Office on behalf of residents without 'indefinite leave to remain' in the UK and who, as a result, face deportation. In this case, we submitted an appeal to the Home Office on behalf of one of our residents who was refused 'leave to remain', though, at the time it seemed unlikely that the appeal will be successful.

The reason the application to remain was declined was the 'poor evidence' that she suffered domestic abuse, and that she had a criminal record which she did not declare. Also, that other agencies who worked with her were unable to evidence whether she was the victim or perpetrator. These reasons were based on the fact that her husband called the police and told them she had attacked him. When the police arrived, he showed them the scratches on his face. Our resident told us that her husband attacked her twice (whilst she had their baby in her arms) and his injuries were the result of her fighting back, defending herself and pushing him away. She did not speak English and could not give her side of the event to police. She was arrested in response to her husband's complaint and given a caution, which the Home Office noted as a 'criminal record'. There were three incidents in total Police attended. Both the social worker (Blackburn) and her support worker from the Wish Centre DV Service (Blackburn) described her as aggressive/difficult.

This resident was forced to marry her UK husband in 2011 (he is her first cousin) and brought to the UK in 2013. She has no other family here. She was beaten and raped

regularly. She was abused by the extended family, verbally and physically, imprisoned and in servitude, carrying out all household tasks. She was threatened with deportation and told she would be killed, and that her child would be taken off her or be killed, along with threats to kill other family members in Pakistan.

When the abuse came to light, Children's Social Care in Blackburn were involved which, amongst other impacts, resulted in her being 'assessed' as learning disabled. That judgement took away her litigation capacity, meaning that, for example, she could not choose her own solicitor. She did not speak English and did not understand the processes she was going through.

She was referred to SafeNet by Social Services (Blackburn). We were concerned that she wasn't being fairly represented and, as part of our support plan, we involved a new specialist solicitor. This upset her previous solicitor, impacting negatively on her immigration case to the Home Office. She had also received some well-meaning but poor immigration advice from another agency which created problems, as they lacked the specialism and knowledge required to advise.

This resident came to us in October 2014, and since then we have observed no behavioural issues or aggression. There have been no major problems during her stay. We submitted an appeal knowing that if it may not be successful and that if it failed she would be returned to Pakistan. The appeal was due to be heard in June 2015. She has been advised that as a 'final lifeline' she could apply for asylum under social criteria due to her experiences and the poverty of her family in Pakistan / complexity of the family dynamic. She is currently in receipt of benefits under a 'temporary leave to remain' whilst her appeal is pending.

Her daughter has been removed and put up for adoption by Children's Social Care (Blackburn) in response to her leaving the previous refuge she was in and returning to the violent home situation. She returned for some of the common reasons: no home; no income/benefits; threat of losing her child; the threat of deportation; fear and lack of hope.

SafeNet continues to support her until the outcome of her appeal, after which, she may be subject to deportation rules. Whilst SafeNet are unable to support her indefinitely, we continue to do everything in our power to right this injustice and support this woman.



Freedom Programme

Most women who have experienced domestic abuse have no idea how widespread it is and many who attend the Freedom Programme have never told anyone about the violence and abuse. The Freedom Programme provides a safe space in a group work setting for victims/survivors of abuse to talk about their experience with others, to make sense of what has happened, and to look at how they can create a safer, abuse-free future for themselves and their family.

We offer the programme on site to refuge residents, and all are encouraged to attend the weekly session. The feedback we get from residents is extremely positive and the course is very well attended.

Many of the women we have worked with and who have attended the “Freedom Programme” this year have written about their experiences of domestic abuse and the difference the programme has made to their lives.

This year **104** refuge residents attended the Freedom Programme, and **42** of those were women of BME origins.

Resident's comments about "Freedom Programme "

"Feels good to be listen to."

"The Freedom Programme stirred a lot of things for me today, brought back a lot of horrible memories. I realised that what I had thought wasn't abuse is abuse and even the times when I thought things were good, were only ways for him to keep me there; to make it harder to leave. The Freedom Programme made me understand what abuse really is. "

"Everything I have learned whilst at the refuge and attending the Freedom Programme will help me cope when I move out."

"Freedom Programme! I look forward to the session because it helps me understand why I feel the way I feel."

'Power to Change' support group for victims and survivors

The 'Power to Change' is a 12 week group programme for women recovering from domestic abuse that improves their safety and self esteem. Delivered each week on-site at the refuge and also in the community, the sessions are planned to help women grow stronger week by week, build their self-esteem and self-determination, and promote empowerment. Topics include: rights; needs; being assertive; self-evaluation; education and socialisation; gender stereotyping; emotions – anger, guilt, grief, fear; endings and new beginnings; setting goals; action planning; and healthy relationships. Women are empowered to use their own strengths and resources, and their coping strategies are reinforced, contributing to their own health and well being on a long term basis. Recovery and personal development is at a pace suitable for each individual.

Women's comments

"This is the first time that I've been able to talk openly about my feelings, share how I feel and know that I am not on my own suffering from abuse."

"I feel that I am growing stronger and more confident."

"I feel that I can start to respect myself, and expect others to respect me. "

"I just realised that you too are human and have feelings."

"I'm feeling privileged to be here and part of this group, and session."

"A very powerful session, I'm feeling emotional and you and the refuge are excellent and feel really supported."

"Power to Change gives me the Power to Change."

"At the third session I started to write a few letters but that is more than I've done all my life. You made me feel that I achieved a lot. I feel human. I can copy the title of the sessions on a piece of paper. You are making me like myself again."

"I am so confused. Glad you are here. I have so many questions to ask you. "

"I had nobody to share my experiences with, nobody to talk to. Can you stay after the session?"





Supporting Children and Young People in Refuge

"Children's workers helped me with court and contact, they are excellent."

This year **443** children were referred and, of those, **178** came and lived temporarily in SafeNet refuges with their mums. The remaining **265** couldn't be accommodated due mainly to lack of space or to higher complex needs in the family. Of those referred, **139 (31%)** were BME children and **69** of those (**50%**) were accommodated. The majority of children were babies and toddlers, with **61% aged 0-5 years**, **29% were aged 6-10 years**, and **10% were aged 11-15 years**.

Many of the children and young people who lived with us were assessed by Children's Social Care Services as vulnerable and 'at risk' and were subject to Child Protection Plans.

The children's workers help the children to offload about their domestic abuse experiences, and deliver therapeutic, one to one sessions with individual children, as well as group play sessions. The long-term benefits of support interventions for children who have experienced or are experiencing domestic abuse are not systematically measured, but anecdotally we know it helps children and young people to make sense of their lives, recognise it is not their fault, identify how they can keep themselves safe and access help.

For older children, there are house meetings, where they can offer their views and wishes about their stay in the refuge.

During their stay, children visibly thrive in the safe environment, and during this time, the work equips them to develop positive ways of moving forward into their future lives.

Children and young people's comments

"My dad got too drunk and hit my mum and she had enough. When I first came to the refuge I was scared but then I got to know people and I was happy." Girl, 7yrs old

"I like being able to have my own space, as at home I couldn't relax." Boy 15yrs old

"When I first came to the refuge I was happy because I was away from my dad." Girl, 5yrs old

"I'm happy here at the refuge with my mum. I don't want to go and see my dad, he would bribe me with toys and PlayStation games so I wouldn't say what things were really like at home." Girl, 10yrs

"It's cool being able to go out and do stuff, I really like going bowling." Boy, 12yrs old

"I can talk to the staff whenever I feel worried." Girl, 7yrs old
"In the first week I felt scared that nobody will play with me. In the second week I felt stronger because I made friends with a little girl." Boy, 9yrs old

"In the refuge I'm safe from my dad so he can't be mean to my mum." Boy, 7yrs old



Work in schools

The 'SafeNet Schools' project has developed successfully over the past year, and we work in several local primary and high schools, delivering group work around 'Safe Relationships' and healthy ways of keeping safe.

The refuge children's workers also deliver one-to-one therapeutic work with individual children in a primary school, helping the children to develop strategies to manage their home life whilst living with domestic abuse.

Feedback from children in schools

"I feel safer."

"Thank you, I enjoyed your session and finding out ways to sort things out."

"This is what happens in my house ... I knew things were bad but I thought it was normal."

"Can you come again?"

Early Support for Children & Young People (CYP)

Our CYP Early Support Service delivers support and therapeutic interventions to children and young people in the community who are living with domestic abuse and have been assessed on the Continuum of Need at levels 2 and 3. There continues to be much unmet need and we strive to raise funds to carry on this vital work.

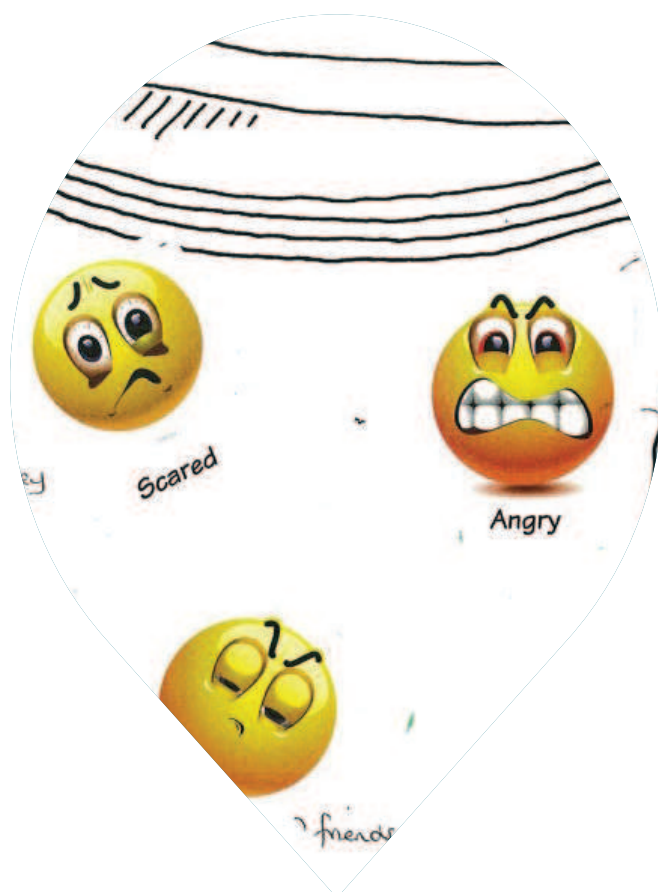
Feedback from children in the Early Support Service

"It feels good to be able to tell you some of what's happening at home, I can't talk to my Mum, she's got enough to deal with."

"You wont tell my Dad will you?"

"I can climb into our airing cupboard. Its warm and safe."

"I want to have a home with no arguments when I grow up, and where everyone is happy."



Freedom Flowers Patchwork Project

The Freedom Flowers Patchwork Project is a volunteer led creative arts project, for women who are victims and survivors of domestic abuse.

This offers a way of expressing the impact domestic abuse has had on their lives. Residents at the SafeNet Refuge have been contributing to the project, which has given them an opportunity to turn a negative experience into a positive one by providing the chance for some 'time out' and fun.

The project involves decorating patches of fabric cut from donated duvet covers, clothing, and other domestic soft furnishing items. The theme is 'Freedom Flowers' to represent the recovery from the trauma of domestic abuse. The patches are embroidered, painted or printed before being sewn together to make a huge patchwork quilt. Our evening sessions are held every two weeks and are extremely popular with the residents and children.

The group were asked to say how they felt at the start and end of the sessions, with quite a few of the women using the words anxious, worried or upset to describe their moods. However, almost everyone chose words such as relaxed, happy and calm when leaving the sessions.

We hope to secure funding to arrange more structures craft sessions during the day whilst children are at school in order to give the mums the time to spend learning a new skill. We plan to encourage our residents who are already able to do things such as embroidery, sewing and other crafts to offer help and support to the women who want to learn or improve their own skills. This has an added benefit of contributing to the self-esteem and confidence of the residents who are teaching and those who are learning something new.





Supporting those with Complex Health Needs

Domestic abuse is extremely damaging to mental and physical health, and women and children arriving at the refuge are distressed, often in poor mental health and/or in trauma. Their mental health varies greatly, ranging from mild depression to severe and on-going mental illness.

This year, **264** additional health needs were identified on referral to Burnley Refuge and a further **132** at Lancaster, totalling **396** overall. The largest number had mental ill-health and / or dependencies on alcohol and drugs. Women living in abusive environments tell us that they use drugs and/or alcohol as a means of self medicating the pain of their lives and to relieve the abuse they are experiencing. Some drift into addiction and some are forced to use alcohol and drugs as part of the abuse they are suffering.

We support women with dependency on drugs and alcohol, and those at risk due to sex work or high-risk behaviour, women who self harm and who are suicidal. Each resident had an individual support plan tailored to meet her specific needs and the emotional impact of the abuse suffered.

We advocate for residents and gain appropriate medical/clinical attention and on-going support with their recovery journey.

We are increasing the proportion of women seen by health care professionals and who are provided with improved healthcare.

We host regular on-site clinics with health agencies to provide the advice from Health Visitors, Midwives, Community Mental Health Team/Healthy Minds and have excellent engagement for our designated GP Surgery (for GP appointments and the Minor Ailment Scheme), Community Dental Surgery treatments and the Well Woman Clinic.

We support partnership work, invite guest speakers to our House Meetings for continued information sharing and provide health information literature for both staff and residents. Through this work we have supported residents to better manage long time health conditions as well as addressing areas of concern including self-medicating, healthy eating, sensible drinking and giving up smoking.



Community Based Support: IDVA & Outreach

SafeNet's Independent Domestic Violence Advisor (IDVA) Service and Outreach services support victims / survivors of domestic abuse at all levels of risk in our communities.

This year, we received **1268** referrals to our service and we delivered a range of support interventions to increase safety and provide advocacy and support through the Criminal Justice System. Longer term, our support has kept women and children safe, improved emotional wellbeing through 1-2-1 /group sessions and given practical support in the community.

IDVA services are delivered to those assessed as being at the highest level of risk of serious harm and homicide. The level of risk is assessed through the SafeLives RIC (risk identification checklist) – a checklist for identifying the severity and type of abuse being experienced. Those who score **14 or above on a list of 24** indicators are considered to be at 'high risk' and are then supported by IDVAs through a number of formal processes designed to protect them, such as the Multi-Agency Risk Assessment Conferences (MARAC) The Pennine MARACs are held locally twice a month.

We also deliver support to families who are assessed at the 'medium' and 'standard' levels but who still face significant risk. SafeNet Outreach Support Workers provide drop-in services for immediate advice and support with safety, emotional support and practical help at our town centre base, as well as a variety of local outreach settings, including children's centres.

Support for Male Victims of domestic abuse

This year, we received **41** male victim referrals from the Police via the Lancashire Multi-Agency Safeguarding Hub (MASH) five of whom were assessed as facing high risk of serious harm or homicide. SafeNet IDVAs/outreach support workers supported each male victim to assess their level of risk and take safety measures to reduce that risk. There was a low level of engagement from the male victims, many of whom were not ready to access support services and did not engage with the service over the longer term. However, each was offered emotional support, safety planning and practical on-going support, for example, to access safe housing or signposting to counselling and support specifically for men. There is an increase

in the number of men accessing the service for advice and support. In many cases, male victims are escaping male violence, such as teenage boys escaping father or step father, violence from male siblings or male partners.

Case Study: Supporting Male Victims of Abuse

A male victim of abuse (56yrs old) accessed direct support at our Burnley drop-in service. He had been evicted from his previous home and was living with his brother who was alcohol dependant and who had been taking his money and being physically violent. Our client had no money for food or toiletries and the violence was escalating.

Our client was afraid that he would come to serious harm if he stayed. He had been sleeping on park benches and staying on friends' sofas when he could. He was very confused and afraid and didn't know what to do. SafeNet were able to support him with immediate safety planning and to access emergency accommodation. We provided emotional support and practical advice on ways he could keep himself safe in the future. We referred him to agencies that could support him with debt advice, money management and housing. During our last support session with him he told us that he felt like a different person. He was receiving support and working well with all services. He felt safe in his accommodation and felt positive about his future.





SafeNet in Lancaster, Morecambe and District

Safe Refuge Accommodation Service

SafeNet refuge enjoyed a successful second year in Lancaster, supporting many women and children in crisis to stay safely in our temporary refuge accommodation and establishing excellent relationships with those referring clients at risk from Lancaster, Morecambe and surrounding areas. We met local needs and, as part of the UK network, provided valuable safe refuge to women and children escaping from other areas. Our most important outcome, whatever a woman chooses to do, is to help them manage their future life as safely as possible. We create a safety plan to equip victims/survivors with pre-planning skills, which will keep them safer at home.

We accommodated and supported **52** residents in total in the refuge in Lancaster, **32** women with **21** children. Our specialist children's support worker supported both women with their children and women who were unable to have their children with them. She advocated for families who were involved in family court cases and for those involved with children's social care. We also employed a part-time Premises Assistant which has helped to maintain the refuge accommodation to a high standard. We welcomed new volunteers to the project who provide much needed additional support for residents. Our degree-level students on placement were a very welcome addition to our team, generating a broad exchange of skills and knowledge.

SafeNet successfully accessed Lancashire's Police & Crime Commissioner's funding that enabled the refuge to install equipment and technology to increase accessibility to refuge for women and children with disabilities. It also enabled SafeNet to respond to residents' suggestions for improvements, including the purchase of sewing machines for the crafting sessions, additional furniture, and particular activities for parents and children.

SafeNet and LESS Community Interest Company worked together to successfully gain funding through the Awards For All lottery grant for the Green Refuge Project.

This is for creating an outdoor space full of vegetables and fruit, with regular outdoor activities for all the residents

that will lead on to cooking and eating the fresh produce.

Community Outreach / Drop-in Service for Lancaster, Morecambe and District

This year, we established a secure work-base in central Lancaster from which we deliver our community based services, in particular support to children and young people through the Early Support Service for C&YP living with abuse. We also deliver groupwork programmes from our outreach service such as the Freedom Programme and Power to Change and one-to-one support to women in the community. The area Multi-Agency Risk Assessment Conferences (MARAC) is held at the SafeNet Outreach base, and our presence and facilities have helped us to positively engage with all multi-agency partners as a new provider in the Lancaster, Morecambe and District area.



Resident's Comments

"The idea of leaving everything and everyone is hard; I'd been conditioned to believe I wasn't capable of doing anything on my own; told I'm worthless and no one in their right mind would believe anything I said. I had been whittled down to sawdust."

"To commit to a relationship is saying you trust your partner with your life, family, health, money, wellbeing. To admit you are in an abusive relationship means you can't trust yourself, you can't believe in your own judgements. When you're being abused the abuser somehow knows all this and plays you. You want to believe your own judgements. You start to believe you are the one causing all the problems, even admitting to things you haven't done to pacify the abuser. It continues in circles, a pattern of defeat."

"He says he hates you, you look in the mirror and try and change to fit his idea and ideals of a woman. However, he changes his reasons so you reassess, soon you don't recognise who you are anymore. People may notice, or choose not to. This in both cases presents problems as, if you have friends who want to help, he will make them believe it is you that has the issue, or be so rude that they can no longer be comfortable around you."

Poem from a Lancaster Resident

Yvonne, she's the one who fixes everything, she stayed with me on Xmas day
She brought her mandolin, I had my guitar
We had a laugh and a sing as a duet on the strings
But were way off X Factor, by far (not by a little bit)
There's Joanna with her bohemian locks, Sarah with her cherry red docks
Afshia with the most amazing eyes, Rachel with pink, purple, red, orange, green and blue hair dyes
Andrea is clever, beautiful and wise, she taught me what to expect from guys.
I really love you guys
I think I want to stay!
Michaela's auburn hair is like Rapunzel, Vanessa with a great complexion
My Keyworker Clair, she's fab, she can tell if I'm happy or if I'm sad
She notices when I'm wearing my scowl
When I've got my head down
There is some amazing talent unfolding there.
Mm, let me think for a while
There are others that made me smile
Sharon with her style, grace and flare, Marta, Zanab have also made me smile
You welcomed me with open arms, kept me in the safe and warm
Thank you, I owe so much to you
For all the names I can't remember, or don't even know
Yes, you behind the scenes
I don't know you but,
Thankyou



Donating: a message from one of our residents

"I'd like to thank you very much for your donations. Some of us arrive with literally the clothes on our back, so donations of clothes, shoes, boots, coats, hats, scarves, gloves, bags, have been distributed among us. In winter it was cold, with no hairdryer, so I was given a hairdryer. I was so grateful.

"We eventually move out of here, some of us have nothing, so donations of kettles, kitchen appliances, pans, cups, plates and forks are appreciated.

"I'm leaving in the next few days and, through your kind donations, I have a kettle, knife and fork for one person, pans, plates, cups, and washing up bowl. It really makes a difference; it means I can eat at least! I was also allocated bedding to take with me; they said I could have some curtains which they store until we leave. I have seen how having a few nice outfits can make a difference, especially when looking for or going for work. Your donations help us bounce back. Being dressed appropriately in an interview can make the difference for getting a job.

"On Thursdays, we have pamper night. The ladies are invited to have face packs or try various donated lotions and potions. After being through what we have, it's really relaxing; something not all of us are used to, but it helps us heal, so donating beauty products/ lady stuff is a good idea.

"The staff make welcome packs for new residents with your donations. It may include a toothbrush, soap, flannel, hair bobble, body wash, deodorant, lady products and a small bar of chocolate, which is very useful and helpful.

"Things like clothes maidens or ironing boards are greatly received. We have mums with children of all sizes. They grow so fast. Saving for a home and having growing children is hard, so donations of children's clothes, toys, books including teen fiction, shoes and coats are all greatly received.

"One little girl broke her zip and it just so happened that a coat in her size was donated; she was ever so grateful.

"Life isn't easy for anyone; we are all living in austerity. Some of us scrape by. If you are doing ok, that's great, just don't forget, if you get a new hairdryer, kettle, iron, fridge, dress,

straighteners, phone, dinner service, utensils; or you are a landlord with students having left things behind, then remember us. If you get new for birthdays and Christmas we greatly receive your old one!

"Your donations go to women and children in need who appreciate and are grateful for every bit of help they can get to help their family to the safety of a new home.

"If you have old phones/chargers, these are also very useful. They are sent off to be checked and made sure that they are safe and wiped of data and a new SIM inserted. They are given to women who have no phone. Having a phone enables women to stay in touch and phone for help if needed.

"We have a garden, so if you are getting a new patio set then think of us when you get rid of your old one. Anything is appreciated at all times of year.

"This year students left a lot in their flats. Some kind landlords thought of us. The donations this summer were great, thoughtful and very useful. I pray that donations will continue. It is really lovely when we have donations night. We sit in a circle; we are given a bag each to go through; then, as we go, we select items for ourselves. If we see something nice in the bag that will fit another resident we pass it on to them. Sometimes the donations night is a hoot. I have a hat fetish, so if I miss donations a resident may say.

"I will put that on one side...I know she will love that."

"So we share, it brings us together. I might pick something that is too big or small, so I pass it on. I was also grateful for the laundry products, They're so expensive."

Resident's Poem for Donations

It's donations night tonight, I'm going to stay in
It's nice to look in the bags, and see what surprise it brings
I'm looking for some vest tops, today's my lucky day
As another resident, passes one my way.
"Thank you" I say!, she replies with a smile,
"It will look good on you, it's just not quite my style!"
I pull out a lovey dress, oh it's not my size
"This will look good on you," I say. "Thank you" she replies.
I found a few more tops, and a pair of shorts
Now a pair of almost new hunters, for my little winter walks
So I really thank you
From the top and bottom of my heart
For your kind donations
That help us make a start
It really makes a difference.



Financial Review 2014 – 15

Over the past year, SafeNet has gone from strength to strength, with us successfully bidding for the two year contract at Preston. This is a 15-bed unit with all existing staff TUPE over to SafeNet, giving Preston residents continuous support. We now support women and children at our Burnley refuge, three Burnley safe houses, community based services and Lancaster refuge.

All of this would not be possible without the generous contributions from our many volunteers and supporters who continue to volunteer their time and money for our staff to make a difference with vulnerable families.

The Children Service: We have worked hard to raise funds for our children's services and to build links with local schools. Funds donated by Rochdale Women's Refuge Association when they closed continue to be utilised well through the SafeNet School Project, to provide direct support to children and young people in local schools, who are living with domestic abuse. As well as the Children In Need funding for on-site refuge children's services, SafeNet has also been awarded LCC funds to deliver an Early Support Service in Burnley and Lancaster.

Over the past year, we have recruited several new volunteers in addition to existing volunteers. They have been trained to assist residents in practical tasks and life skills. They provide additional emotional support alongside the existing paid staff. Volunteers typically work five hours per week.

SafeNet as part of the consortium Safer Together, have been re-commissioned to deliver community-based support services via the IDVA contract to high and medium risk victims/survivors for the next two years. Our IDVA team continue to support women at our drop in direct access office in Burnley and work tirelessly with other agencies and professionals to offer support.

Last year, we produced a feasibility study for the provision of an accommodation-based service for women with complex needs, for example, including alcohol, drug use and mental health challenges. The feasibility study demonstrates a viable scheme is deliverable, though further suitable funding is being sought. We plan to build an additional specialist purpose-built refuge building and establishing the new 'refuge recovery service' in the next three years.

Once again, we have ended the year with a surplus. However, this year's is significantly lower than last year, therefore we will have to be ever more increasingly resourceful with the funds we have. A breakdown of the key figures is given the on **page 35**. Copies of our audited accounts 2014 – 15 are available on request.

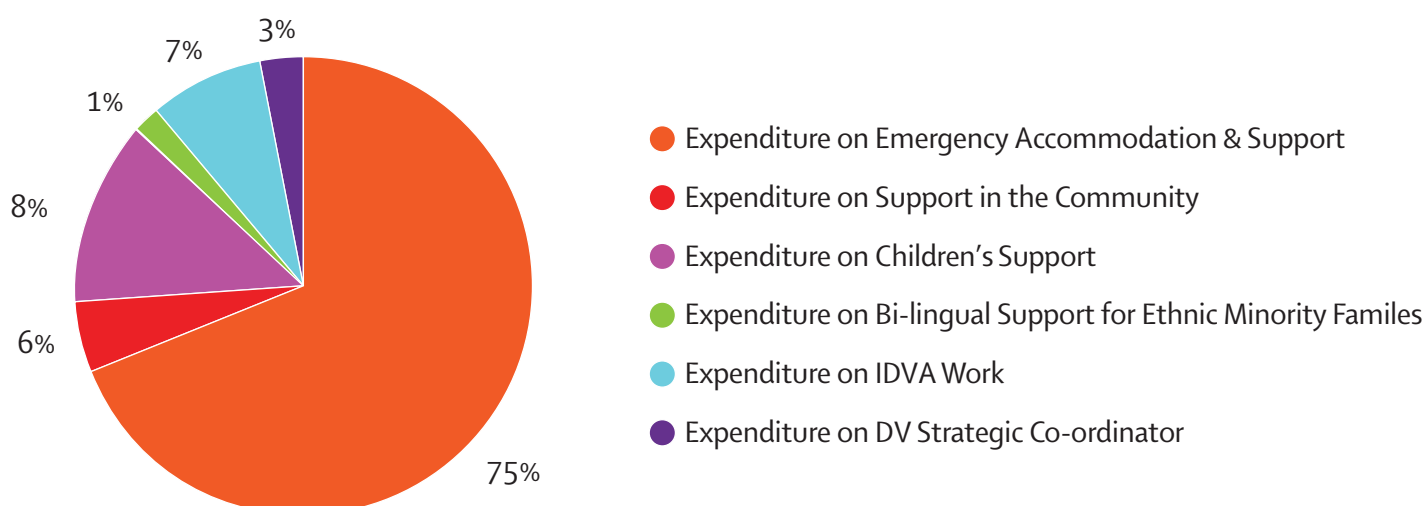
How we've spent our money in 2014 – 15

Financial Summary 2014-15

	£000's
Total Revenue Income (all services)	£1,089
Total Capital Grants (Lancaster Refuge)	£0
Total Incoming Resources	£1,089
Total Revenue Expenditure (all services)	£1,074
Balance	£15

Analysis of Charitable Expenditure 2014-15

Expenditure on Emergency Accommodation & Support	£805
Expenditure on Support in the Community	£53
Expenditure on Children's Support	£63
Expenditure on Bi-lingual Support for Ethnic Minority Families	£14
Expenditure on IDVA Work	£77
Expenditure on DV Strategic Co-ordinator	£30



Thanks to our Supporters

Organisations

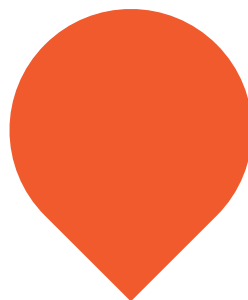
Ann Summers - Lancaster
Arteria Gallery
Atticus Accordians
Barclays Bank - Burnley
Barley Women's Institute
Bentley Hotel - Lincoln
Blue Lagoon Arcade - Burnley
Boots - Burnley
Buckinghamshire Emergency Food Appeal
Burnley Borough Council, Democracy Team
Burnley Borough Council, Regeneration
Burnley Borough Council, Town Hall
Burnley Central Library
Burnley General Hospital, Day Care Team
Burnley Rounders Club
Burnley Wood Community Centre
Chez Nanny
Children's Psychological Services
Community Solutions North West
Crow Wood Leisure - Burnley
Dar Al-Marifa
Dress to Impress - Lancaster
Duchy of Lancaster Benevolent Fund
Eden Bridge Children's Home
ELVSRC - Burnley
Expressions - Lancaster
Filbert's Bakery, Lancaster
Fruits of the Loom - Lancaster
Freemasons - Whalley
George IV - Burnley
Gillisons - Lancaster
IDSS East - Burnley
Inner Wheel Club of Carnforth
Inner Wheel Club of Colne
Inspire - Burnley
I Whittaker Décor Services - Burnley
Let Go IDVA Service - Lancaster
Mendit Ltd
Mondelez UK - Middlesex
Reedley Magistrates Court
Renes Lapelle - Lancaster
Royal Antediluvian Order of Buffaloes

Churches

Burnley United Reform Church
Church of Jesus Christ of Latter Day Saints - Burnley
Greenbank Methodist Church
GYM Methodist Church - Morecambe
Hapton Methodist Church
Hill Lane Baptist Church, Burnley
Nazareth Unitarian Chapel - Padiham
Padiham Road Methodist Church
Read United Reform Church, Simonstone
Sion Baptist Church, Burnley
St Cuthbert's Church, Burnley
St James Church - Burnley
St Leonard's Church - Padiham
Wheatley Lane Methodist Church, Fence Nr Burnley

Schools

Park High School
Rylands Primary School - Lancaster
Sedburgh School
St Joseph's Park Hill School, Burnley
St Mary's School, Burnley
St Mary's School, Newchurch in Pendle
Unity College - Burnley



People that Care

I used to live at home and cry a lot at night,
Feeling alone until that fight.
I couldn't cope or argue no more,
So I grabbed my stuff and walked out the door.

I was at my friends, she cheered me up, or at least she tried,
But alone at night I sat and cried.
I have my daughter so I stay strong,
I'll soon have my place and prove everyone wrong.

But I'm still scared and lost right now,
But I'm in safe hands, that's how I feel somehow,
That even though I feel alone and scared and cry,
They help me through each day that passes by.

See, I want to get out and feel free,
But I am because of SafeNet allowed me to be me.

So I may still be scared
With hardly a smile on my face,
But I know for once I am
In a safe place.

But it's hard to feel emotion,
Still I've been through a lot
All the fighting and pain.

