



EDAN Lincs **Annual Report & Accounts** *2021 - 2022*



INDEX

TOPIC

PAGE NO.

- Foreword ----- 3
- Organisational & Staffing Details ----- 4
- Definition of Domestic Abuse 2021 ----- 7
- Our Vision, Mission & Values ----- 8
- Aims & Objectives ----- 9
- CEO's Update----- 10
- Triage ----- 11
- Demographic Data ----- 12
- Outreach Support (Adults & Children) ----- 14
- Refuge, Child & Family Support----- 16
- IDVA Service ----- 18
- MARAC & DHRs ----- 20
- Fundraising----- 21
- Partner Agencies ----- 22
- Treasurer & Company Secretary's Report ----- 22
- Risk Management ----- 23
- Acknowledgements ----- 24
- Reference & Administration Details ----- 25
- Contact Information & Open times ----- 26
- Statement of Trustees Responsibilities ----- 26

FOREWORD

The people EDAN Lincs provide help and support to are facing often life changing experiences, threats to their lives and the ability to feel a sense of safety and wellbeing in the place they should feel safe, home. The impact domestic abuse has on families and individuals continues to be serious and have long lasting impacts to all involved. The team at EDAN Lincs deliver important services to people when they need it most across Lincolnshire and we often hear from people who have been helped by the work EDAN Lincs do to assist families and individuals move on from a traumatic period in their lives.

While most of society slowly moved from lock downs to business as usual, domestic abuse levels continued to remain high, both in calls and in seriousness. The Board continue to admire the resilience of the EDAN Lincs team and are proud of the staff who have continued to respond in a timely manner ensuring the delivery of safe services. The Board would like to thank all the staff team, led by the CEO, for continuing to adopt and implement new practices which has led EDAN Lincs being able to increase capacity.

Edan Lincs also works as part of a wider system in Lincolnshire, and our commissioners have continued to support the organisation with changes that we have needed to make to meet the demands on services. Our fundraising has been supported by local business and individuals for which we are really thankful, the positive impact donations make to the people we support cannot be understated. We are also grateful for our partnerships and joint work with the local authorities, police, health, housing and schools, which are so important for creating and sustaining safe lives.

Recovery from domestic abuse takes time and if we think about how much is impacted for a person we soon see how complicated it can be. We are grateful to everyone involved across Lincolnshire in their on-going support to EDAN Lincs to enable us to encourage the people we support to take simple yet important steps in their recovery to move to a deserved safe and rewarding life

Paula Holdsworth
Acting Chair of Trustees

Organisational & Staffing Details

Charity Name: EDAN Lincs

Registered Charity Number: 1092913

Registered Address: 11&12, Navigation Business Centre, Millgate, Newark on Trent, NG24 4TS

<u>Trustees</u>	<u>Responsibilities</u>
X1 Chair	Supported by the Executive Team, Trustees provide strong effective leadership, governance, compliance, overall strategic direction and financial oversight of the organisation.
x1 Treasurer/Company Secretary	
x8 Board Trustees	
<u>Executive Team</u>	<u>Responsibilities</u>
CEO	Overall responsibility for the management of EDAN Lincs.
Deputy CEO	Providing strategic support to the Trustees, CEO and Senior Management Team.
Finance Director	Responsible for the financial reporting, planning and accounts of the organisation. Liaising with the Treasurer and auditor to ensure compliance.
<u>Senior Management Team</u>	<u>Responsibilities</u>
X4 Outreach Managers	Responsible for the overall management and supervision of Outreach Domestic teams and service delivery. Each Manager leads on a specific area of the service (triage, information, advice & support, adult support, children & young people support).
X2 Refuge Managers	Responsible for assisting the EDAN Lincs CEO with the overall management and supervision of Refuge Specialist Domestic Abuse Workers and Refuge service delivery.
X1 IDVA Manager	Responsible for the overall management and supervision of IDVA workers and service delivery.
x1 MARAC Manager	Responsible for representing EDAN Lincs in a multi-agency arena, in relation to high risk cases of domestic abuse and DHRs.
<u>Finance & Project Admin</u>	<u>Responsibilities</u>
x1 Finance Director	Responsible for the financial reporting, planning and accounts of the organisation. Liaising with the Treasurer and auditor to ensure compliance.
x1 Finance Coordinator	Supports Finance Director and is responsible for the accounts of all EDAN Lincs staff, managers and Trustees
x1 PA/HR Project Administrator,	Responsible for PA & HR administration, offering administrative support to EDAN LINC'S senior management team and Trustees.
x1 Triage Administrator	Responsible for administration of referrals at entry into service
x1 Refuge Administrator	Responsible for general administration in Refuge

Outreach Team	<u>Responsibilities</u>
X4 Outreach Managers	Responsible for the overall management and supervision of Outreach Domestic teams and service delivery. Each Manager leads on a specific area of the service (triage, information, advice & support, adult support, children & young people support).
x1 Senior Specialist Domestic Abuse Worker	Responsible for providing supervision to staff as well as direct work with service users, assessing their needs and discussing the range of support options available.
x1 Senior Triage Worker	Responsible for providing supervision to staff as well as direct work with service users, assessing their needs and discussing the range of support options available.
x1 Senior Child/Young person Worker	Responsible for providing supervision to staff as well as direct work with Children & Young people, assessing their needs and providing a range of support.
X34 Specialist Domestic Abuse Workers (SDAW)	Responsible for delivering support to vulnerable people affected by domestic abuse. Support will vary dependent upon risk identified.
x4 Triage Workers	Responsible for the screening of new service users affected by domestic abuse.
x3 Information, Advice & Support (IAS) workers	Responsible for providing Information, advice and support via our help line.
x6 Child & Young Person Workers (CYP)	Responsible for supporting children, young people, families accessing outreach support at EDAN Lincs.
<u>Refuge Service</u>	<u>Responsibilities</u>
<u>Lincoln & West Lindsey Refuge</u>	
x1 Refuge Manager	Responsible for assisting the EDAN Lincs CEO with the overall management and supervision of Refuge Specialist Domestic Abuse Workers and Refuge service delivery.
x1 Senior Refuge Worker	Responsible for providing additional support to the Refuge Manager, support to families in our dispersed properties and supervision of staff.
x4 Specialist Domestic Abuse Workers	Responsible for delivering refuge support to vulnerable people affected by domestic abuse and aid their recovery and transition into the community.
x1 Senior Family & Child Support Worker	Lead role, responsible for supporting families, children and young people in EDAN Lincs refuges and supervision of family & child support workers.
x2 Family & Child Support Workers	Responsible for supporting families, children and young people in EDAN Lincs refuges.
<u>East Lindsey Refuge</u>	
x1 Refuge Manager	Responsible for assisting the EDAN Lincs CEO with the overall management and supervision of Refuge Specialist Domestic Abuse Workers and Refuge service delivery.
x1 Senior Refuge Worker	Lead role, responsible for providing additional support to the Refuge Manager and supporting to families in refuge.

x2 Support Workers	Responsible for delivering refuge support to vulnerable people affected by domestic abuse and aid their recovery and transition into the community.
x1 Family Engagement Worker	Responsible for supporting families, children and young people in EDAN refuges.
IDVA Service	Responsibilities
x1 IDVA Manager	Responsible for the overall management and supervision of IDVA workers and service delivery.
x8 Community IDVAs, x1 Rural/Elder IDVA	Responsible for representing EDAN Lincs in a multi-agency arena, in relation to high risk cases of domestic abuse.
x1 Court IDVA	Responsible for providing additional support to high risk clients in the court setting.
x1 Child & Young Person IDVA	Responsible for providing support to children and young people impacted by living with domestic abuse.
x2 Hospital IDVAs	Based in Lincoln County and Boston Pilgrim Hospital providing support to individuals impacted by Domestic Abuse.
Fundraising	Responsibilities
x1 Fundraising & Communication Coordinator	Responsible for raising funding for the organisation and raising its profile.
Bank Staff	Responsibilities
1 x Bank Staff	Responsible for assisting SDAWs and providing support to service users.

Definition of Domestic Abuse 2021

The Home Office 2021 definition of domestic violence and abuse now states:

“Behaviour of a person (A) towards another person (B) is domestic abuse if ‘A’ and ‘B’ are each aged 16 or over and are *personally connected* to each other, and the behaviour is abusive.”

‘Personally connected’ means they are, or have been:

- Married
- Civil partners
- Have agreed to marry one another
- Have entered into a civil partnership agreement
- Are, or have been, in an intimate personal relationship
- They have, or have had, a parental relationship in relation to the same child
- Are relatives

Behaviour is abusive if it consists of, but is not limited to, the following types of abuse of another person:

- Psychological or emotional abuse
- Sexual
- Physical
- Economic
- Controlling behaviour
- Coercive behaviour
- Stalking or harassment

It does not matter whether the behaviour consists of a single incident or a course of conduct.

OUR VISION, MISSION & VALUES

VISION:

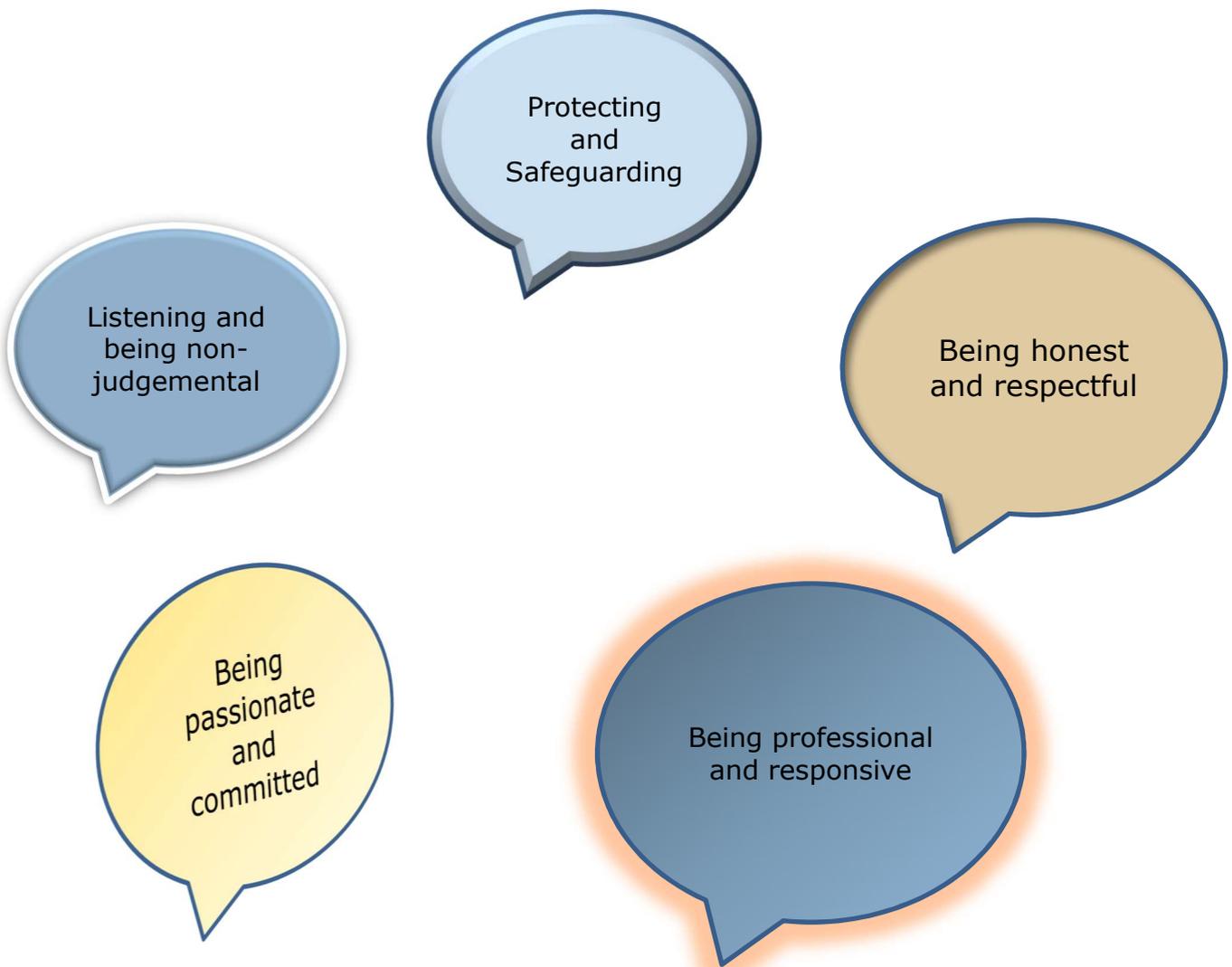
To live a life free from domestic abuse

MISSION:

To support and empower all those affected by domestic abuse.

To raise awareness of the impacts of domestic abuse and promote intolerance of it.

VALUES:



Aims and Objectives

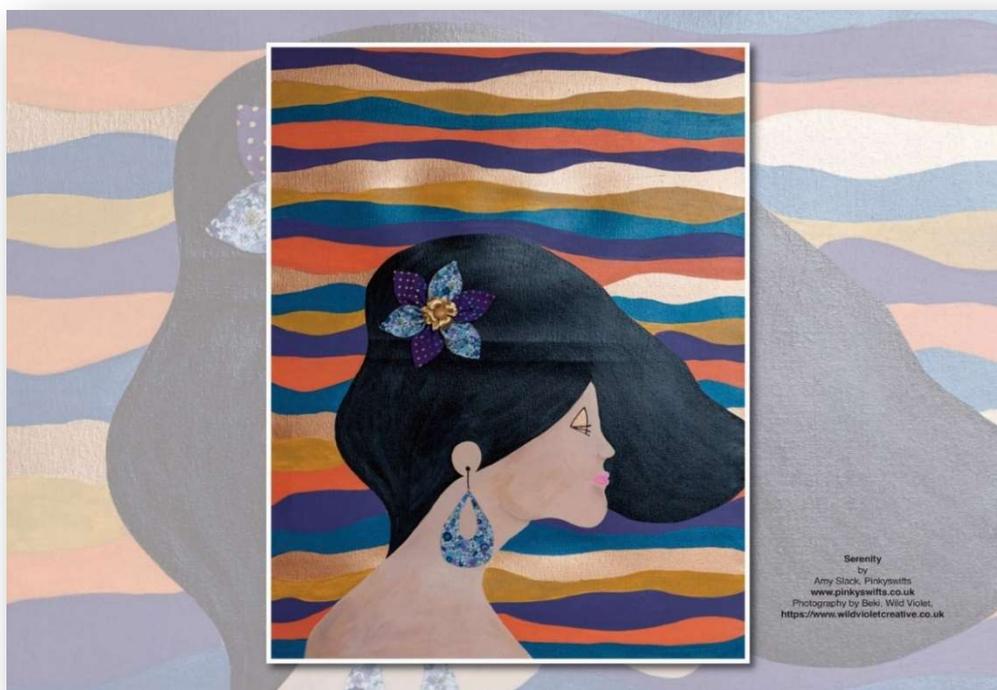
The Charity's objects, as set out in the Governing Document, are to relieve the distress and suffering of women, men and children who have suffered, or are exposed to, domestic abuse; in particular, but not exclusively, by the provision of information and support.

EDAN Lincs aim is to achieve the highest standards of service provision.

EDAN Lincs recognises that assessing and fulfilling the needs of women, men and children is one of the primary objectives of the organisation. To this end, the views of the service users accessing our services, either via Refuge, IDVA or Outreach, will be heard, recorded and acted upon in a number of ways to facilitate the provision of an effective service.

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning out future activities. In particular, the Trustees consider how planned activities will contribute to the objectives they have set.

We strategically review our aims and objectives each year. The review looks at what we have achieved and the outcomes of our work over the past 12 months. The review looks at the success of each key activity and the benefits brought to those groups we were set up to help. The review also helps ensure our aims, objectives and activities remain focused on our stated purposes for the coming year.



CEO's Update

EDAN Lincs, a Registered Charity, originally established in 1999 and gained charity status in 2001. EDAN Lincs has grown from strength to strength delivering high quality services to men, women and children who are experiencing, or have experienced, domestic abuse in Lincolnshire.

EDAN Lincs receives core funding from Lincolnshire County Council (LCC) to deliver three countywide contracts across Lincolnshire: IDVA Service; Outreach Service and Refuge Service. This allows us to provide support to adults and children/young people who have been impacted by domestic abuse.

Due to increased demand on our Outreach Service we have received an additional uplift of funding from LCC to support with managing the demand on the Outreach Service. In addition, we also received two years funding from the Police & Crime Commissioner's Office (PCC) to fund additional IDVAs, one year funding for our Outreach Service; and a one-year extension of MHCLG funding for two complex needs workers and a 0.7 post Refuge Worker. We also received funding from BBC Children in Need and Mercers for Child & Family Support Workers and a Family Engagement Worker to provide support to families, children and young people in our Refuges across Lincolnshire.

We were also able to expand our Outreach Child & Young Person (CYP) team with the addition of two CYP Workers for two years following a successful grant application to St James' Place.

The last two years in particular have been challenging for the organisation, however, the hard work and dedication of the whole staff team during this unprecedented time has not only enabled the organisation to meet its targets but to excel in empowering our service users to make positive changes and move forward with their lives free of abuse.

Further success during this year was achieved in being awarded 'Excelling' in our Lincolnshire County Council (LCC) Annual Review across our Countywide Outreach Services and Refuge contract.

The Management team and staff across all areas are without doubt the most valuable asset to the organisation and the core reason for our successes. They have worked incredibly hard and have overcome much during this challenging period.

Celia Madden

Chief Executive Officer

Triage & Information, Advice & Support Team (IAST)

As we began the roadmap out of lockdown EDAN Lincs continued to see an increase in referrals. A total of 3469 referrals were received for this financial year – which was an 80% increase in referrals from the previous year. The IAST and triage department continued to adapt, navigate through and meet the ever-changing needs of the service.

From April 2021 to March 2022, Triage & IAST again saw an increase in the complexities of service users, with a total of 1,302 referrals received identifying a mental health issue at the point of entry– this is a 35% increase compared to the previous year.

Due to the increase in police PPN referrals, Triage & IAST have identified a greater number of high-risk cases resulting in an increase of 69% of referrals submitted to MARAC by Triage/IAST than the previous year.

The Triage role continues to be both fast paced and dynamic, requiring a skilled approach from the Triage Assessment Worker to quickly assess risk, provide safety planning, signposting, emotional support and completion of immediate safeguarding actions required; whilst not minimising the experiences of the service user. This, at times, can be emotionally challenging for the team, who always endeavour to provide the best possible service to our service users.

IAST saw an increase in general enquires to the helpline, a slight increase to the number of EMAS referrals received and provided support to the Triage team by supporting with making the initial contact with service users within 48 working hours to meet our current KPIs.

IAST provide a skilled approach, as they can be the first point of contact a service user may have in speaking to anyone about what they have or are experiencing. It is therefore vital they provide an empathic, non-judgmental, and supportive voice. Their goal being to gain engagement to our service, risk assess and safeguard. They also provide guidance and support to help raise awareness and inform service users of their options.

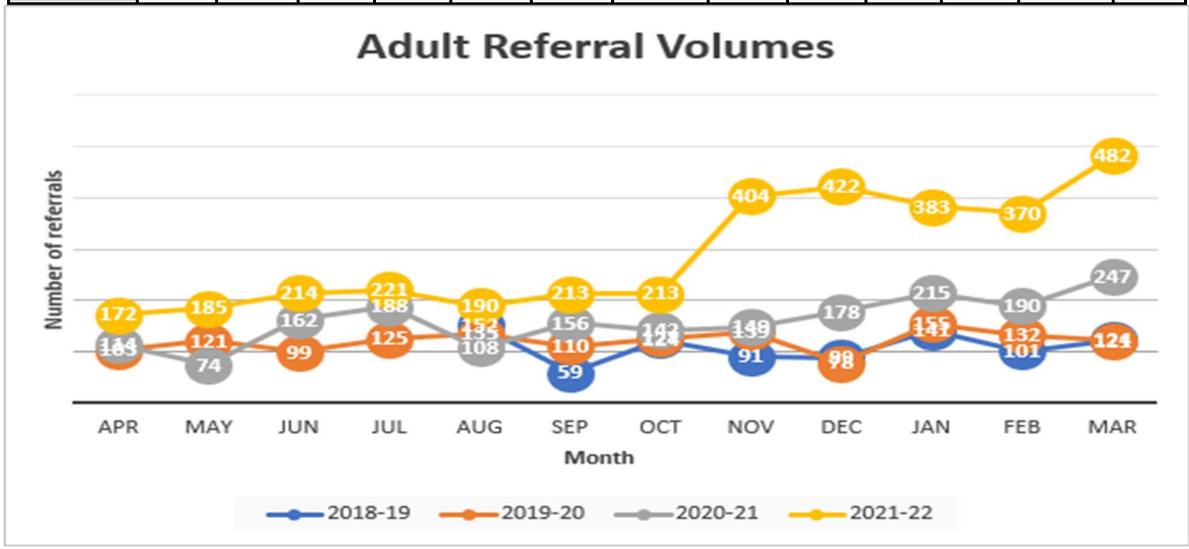
The past year has undoubtedly been challenging due to the volume of referrals received to the service; and with a minimum of 60% of these referrals being closed at the point of entry the Triage & IAST workers have worked incredibly hard to support the smooth running of the service, and offered support to each other remarkably well. To meet this demand Triage & IAST have seen an expansion to both teams, with the added introduction of both a Lead and Senior post to support both the Manager and the wider team through this challenging time; ensuring a prompt point of entry to service response to the county's ever growing need for a specialist domestic abuse service.

Referral Data for 2021/22

Outreach

3,469 referrals (80% increase on 2020/21).

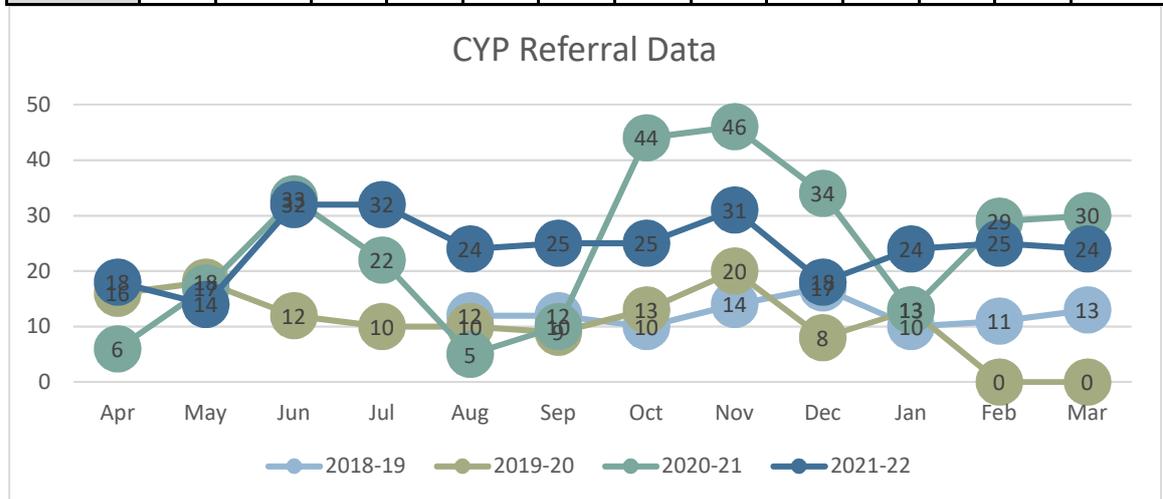
Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2018-19					152	59	124	91	89	141	101	124	881
2019-20	103	121	99	125	135	110	127	139	78	155	132	121	1,445
2020-21	114	74	162	188	108	156	142	149	178	215	190	247	1,923
2021-22	172	185	214	221	190	213	213	404	422	383	370	482	3,469



CYP

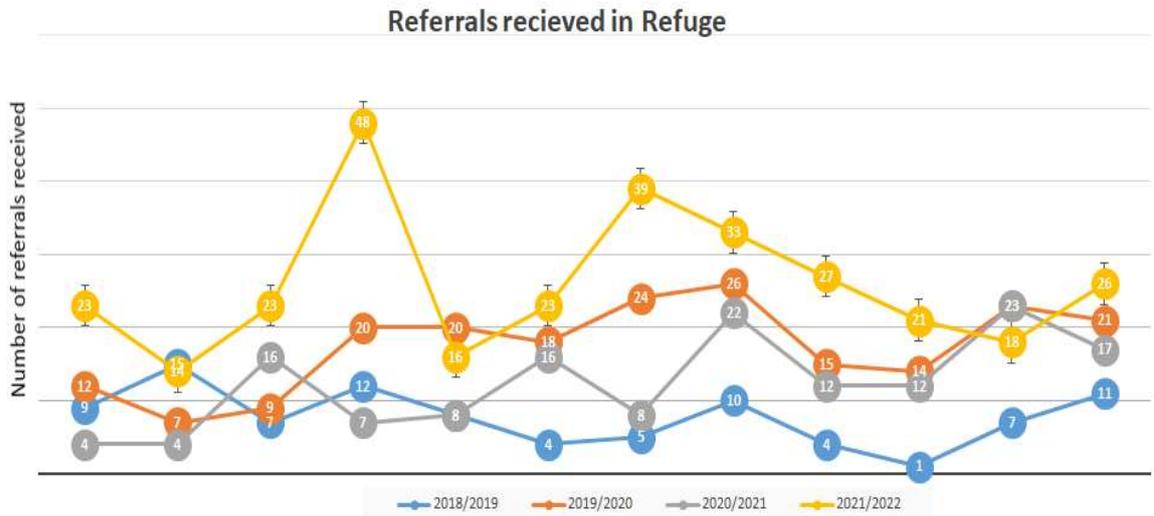
292 referrals for children & young people (7% increase on 2020/21).

Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2018-19					12	12	10	14	17	10	11	13	99
2019-20	16	18	12	10	10	9	13	20	8	13	0	0	129
2020-21	6	17	33	22	5	10	44	46	34	13	29	30	273
2021-22	18	14	32	32	24	25	25	31	18	24	25	24	292



Refuge

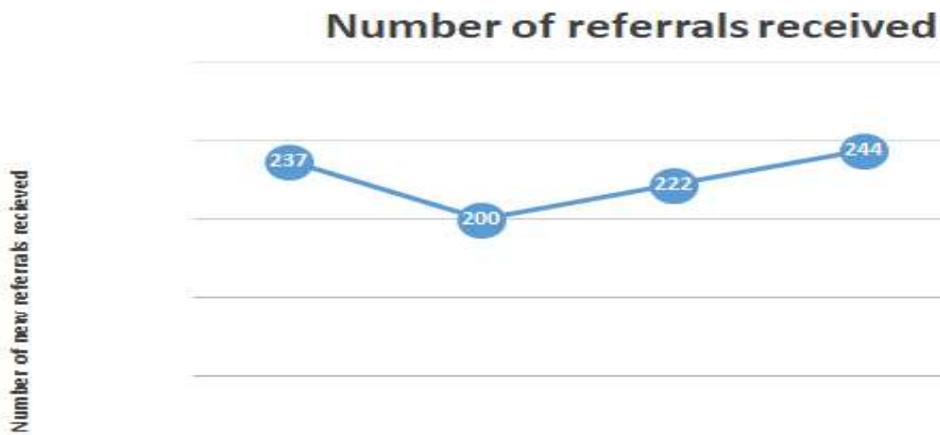
311 referrals (108% increase on 2020/21 & 234% increase since the start of the contract!)



	April	May	June	July	August	September	October	November	December	January	February	March	Total
2018/2019	9	15	7	12	8	4	5	10	4	1	7	11	93
2019/2020	12	7	9	20	20	18	24	26	15	14	23	21	209
2020/2021	4	4	16	7	8	16	8	22	12	12	23	17	149
2021/2022	23	14	23	48	16	23	39	33	27	21	18	26	311

IDVA

903 referrals into the EDAN Lincs IDVA Service.



	Apr – Jun 2021	Jul – Sep 2021	Oct – Dec 2021	Jan – Mar 2022	Total
Number of referrals received	237	200	222	244	903

Outreach Support

Adults

In 2021/22 the adults outreach service received **3,469** referrals, an 80% increase on the previous year. This significant increase in referrals led to additional funding being allocated by the commissioner to allow us to meet the demand. A pilot project to streamline the level of support offered to 'low risk' cases was instigated which offered signposting as well as access to our online e-learning course (SAFE).

The funding EDAN Lincs receive allows us to offer outreach support to both families and individuals; men, women and children who have, or who are currently, suffering from domestic abuse. Those who have suffered domestic abuse have very often been subjected to coercive & controlling behaviour from those who have perpetrated the abuse. An options-based approach to safety and support planning allows individuals to begin to make positive choices, empowers them and promotes self-protection in the long-term.

Every service user has different needs, and this is based upon their own individual experiences of abuse and the risk level that they face. This year has brought many challenges with the Covid-19 pandemic. We have had to respond and adapt to ensure we have been able to continue to support individuals and families accessing support.

Throughout this year, we have installed a comprehensive promotion and training package to our partner agencies, which supports understanding and insight of the redefined support outlined to our service users since the pandemic, which further encourages and strengthens unity and alliance with these partner agencies, which is paramount for future success.

In addition, we have further developed our Safety, Awareness, Freedom and Empowerment (SAFE) course, this is accessible via an e-learning digital platform as well as being delivered on a 1:1 basis if required. All of our three core areas of service, Outreach, IDVA and Refuge are able to refer clients onto this course, which raises awareness of domestic abuse and the impact on children and young people. Increasing their understanding of the cycle of domestic abuse and the signs to be aware of, giving individuals increased knowledge and understanding, builds foundation to move forward and rebuild their lives and make positive choices in any future relationships.

With success in mind, our internal induction and training package has been updated to run alongside our Strength based approach to support with current and new staff enabling longevity of service and a positive working environment.

We have, and are currently, developing and installing cost effective and improved technology and IT provision that can be accessed by staff and service users to facilitate improved efficiency and professionalism.

Children & Young People (CYP)

In 2021/22 the CYP team supported **292** children and young people, and their non-abusive parents, around the county. The CYP team completed most of the support in schools, Children Centres or via telephone/Zoom. 100% of CYPs reported improved resilience and wellbeing following support.

Additional funding was secured from St. James' Place, enabling a full-time role for a CYP Worker, who had previously been on a pilot contract, and another full-time role for a new CYP Worker.

The St. James' Place funding also included a 7.5 hours a week admin role to help with all new CYP referrals, and this has been of enormous benefit to the team.

Further funding was awarded by the Ministry of Justice for a new full time role within the CYP team; the CYP IDVA, who works very high risk cases, usually those which have been referred to MARAC.

Feedback received from CYPs, non-abusive parents and external agencies has been very positive, examples are:

"I would like to thank you for the support and compassion you have shown R over the weeks you have worked with him. When I asked for support for R, he was struggling with emotional control and unable to manage his feelings effectively. With R being so young I was concerned about the impact of myself and his father's breakup was having on him. R would struggle with anger and shout and get frustrated. He would also become irritated when talking about his father to me and blame his father's absence on myself. Whilst having the input from yourself I have seen a dramatic change in R's behaviour and also seen techniques he uses to control certain situations. R really enjoyed his one to one sessions and spoke very positively of the activities. Overall I'm grateful for the input you have had with him and I have seen a positive change in dealing with his emotions and his attitude towards myself. Thank you again I'm very grateful for your time."

"Sessions went really well, the boys are more happy and more open and honest about how they are feeling. G seems more confident and willing to try new things, he doesn't seem as worried as he did, thank you so much."

The CYP team worked hard to improve the lives of children and young people and worked with passion, resilience and dedication.



Refuge Support

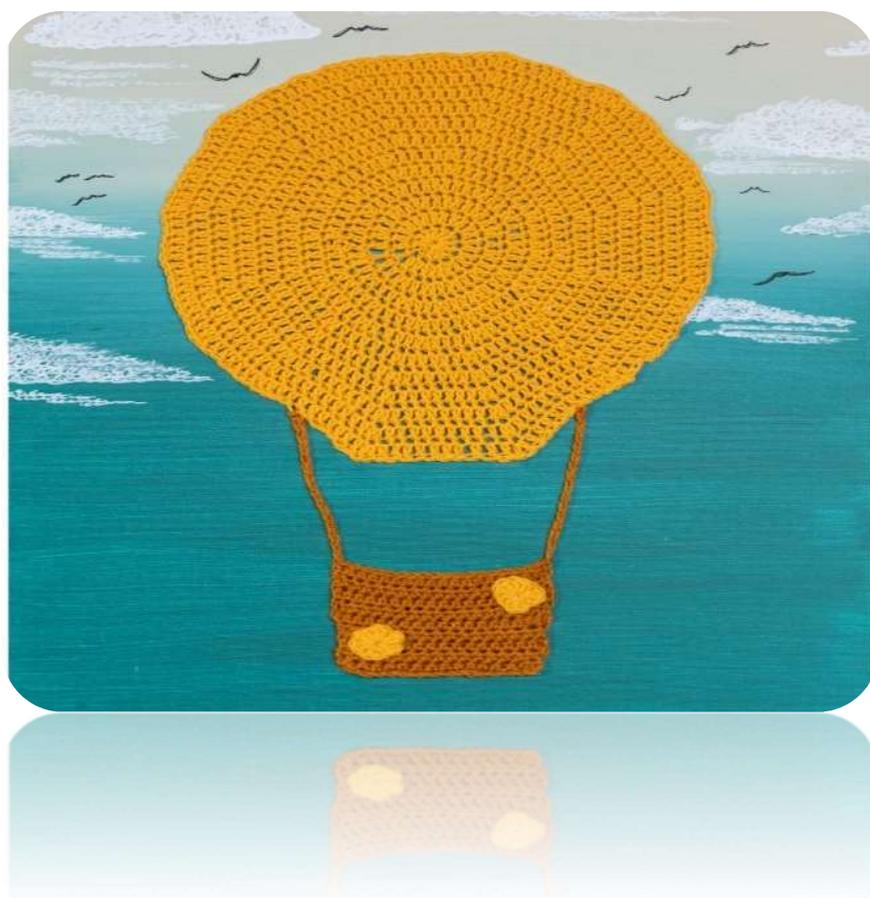
EDAN Lincs provides emergency safe accommodation for those who have fled domestic abuse. In Lincoln and West Lindsey we have emergency housing for up to 14 families, that can support women, men, children and young people who require a place of safety due to the domestic abuse they have experienced. This accommodation comprises of three dispersed properties in West Lindsey, and a multi-occupancy refuge consisting of 11 self-contained units of accommodation in Lincoln. Two of which are in a specialist unit with disability access which enables us to support individuals with additional needs, this could include supporting someone that is on a recognised substance reduction programme. Our East Lindsey accommodation consisting of 5 two bedroomed self-contained flats within in the main refuge building in East Lindsey which also hosts a staff office, communal lounge and external children's unit and garden/play area. In addition, there are also two dispersed properties in the community which can accommodate an adult and up to 5 children. The dispersed properties can accommodate male victims and those with older male children and are also better equipped to support those from the LGBTQ+ community. Support (person-centred and holistic) commences at the point of referral into the service which can be direct from the victim or via an agency. Each referral is risk assessed individually and takes into consideration not only the circumstances of the referee but also the support needs of any current residents. Staff are committed to ensuring that anyone arriving into refuge is greeted in a warm and welcoming environment. Residents receive welcome packs, new bedding and duvet covers, basic food items, children's buddy bags, toy boxes and access to our toy/book lending library. Safety support planning is completed on arrival with all residents and children which includes advice and guidance surrounding social media, email addresses, phone bills, bank statements and the non-disclosure of their location. We offer residents at least weekly 1:1s. The friendly approachable, non-judgemental nature of refuge staff means that residents feel confident enough to seek support when needed, often something that in their lifetime they have never been given. Resilience is key, staff are not there to do the work for them, however can support them to find the tools to their own toolkit so that when they leave the refuge setting they have the capacity to stand on their own two feet. Staff advocate for residents to engage with other agencies such as Children's Services, solicitors, mental health services, the Police, housing, benefits, education etc. This is to ensure individuals are fully aware of their situation and options.

Refuge can be a very unsettling and confusing time for residents. Initially when families/individuals arrive in refuge they need a high level of emotional and practical support, such as coping with overwhelming feelings of hurt and guilt. Children can be confused and often their behaviours are a reflection of the abuse they have witnessed. Staff support by building residents' independence, offering emotional support at what is often a confusing and upsetting time. Residents have left all that they have ever known, and although fleeing from an abusive relationship, that relationship is often the only one that they can draw upon. Pre-held beliefs and low self-worth are challenging to unpick and therefore it is paramount that staff build a good relationship with residents from the start. Staff are highly trained in recognising those that may require further therapeutic intervention referring residents to our in-house, funded, counsellor.

Children in refuge often find it difficult to convey how they are feeling or are able to share what they have seen or felt. Specialist Children's workers work closely with the children to help them to understand why they are in refuge and to offer them an outlet to voice their feelings. This positive engagement has such a positive effect on the family dynamics, and we are able to witness the growth of relationships between the non-abusive parent and child which is a unique and powerful experience to be part of. We support healthy parenting to encourage those loving, safe bonds between parent and child. We are not there to do the work for them, but we are able to walk alongside them as they gain the confidence to make the positive changes.

The last two years saw unprecedented challenges as we overcame the Covid pandemic and the challenge we faced. However, despite this the refuge teams continued to work in a passionate and solution-focused way to ensure all residents' needs were met.

Our mission is to ensure that all residents find the desire for change, through unlearning habits, realising that they are worthy of love and respect and that they do not need to rely on anyone else to give them validation. Our residents are able to access our SAFE course, which builds on all of the above and learning how to keep themselves safe by recognising unhealthy behaviours, learning the full effects of domestic abuse and developing firm boundaries in all relationships.



Lincolnshire Independent Domestic Violence Advisor (IDVA) Service

The IDVA service has grown in numbers since it was commissioned to provide Domestic Abuse (DA) services for the entire county in 2018. The service comprised of 7 community IDVAs, 2 Hospital IDVAs and a Rural/Elder IDVA and Court IDVA who were recruited in August 2021. IDVAs provide a specialist service for males and females aged 16 and over, who are assessed at high risk of homicide or serious injury due to domestic abuse and violence using the DASH Risk Assessment Matrix and referred to a Multi-Agency Risk Assessment Conference (MARAC).

Independent of any agency, the primary role of the IDVAs is to ensure the safety of the victim; working from the point of crisis for the victim, usually just after a police call out, or for example, an attendance at Accident and Emergency (A&E). The service provided by the IDVAs assist victims to get all the necessary support from partner agencies to reduce the risks they face, enhance their safety, and rebuild positive lives. Key aims include:

- To increase the safety of identified high risk victims and their child(ren) and other vulnerable associates
- To work from a point of crisis to address and reduce risk, offering short to medium term support
- To ensure the increased health and wellbeing of identified high risk victims and their child(ren) and other vulnerable associates
- To ensure that the views of identified high risk victims of domestic abuse are represented at the MARAC
- To provide appropriate information, advice and support to identified high risk victims in relation to civil and criminal justice system, contributing to successful court outcomes
- To work with identified high risk victims of domestic abuse to enable them to access the services they need (e.g. health, housing etc.) in the aftermath of the abuse
- To reduce repeat victimization

The IDVA Service had previously been awarded Safelives Leading Light status and will be re-assessed in August 2022. Compliance with contractual targets has been largely met during the last year and is set out in detailed reports which are submitted to the Contract Manager each quarter. The implementation of the Court IDVA, post COVID-19, has been a slow process due to restrictions, but now attends Court regularly and we are in the process of obtaining a permanent desk at Lincoln Magistrates court.

In this last year **693 victims consented** to IDVA, with **579 successfully supported** (an 84% engagement rate of those who consented and were successfully engaged with). The service responded to 94% of referrals within 48 hours (due to individual circumstances of the victim and availability of the referrer, it is not always possible to contact the victim within 48 hours but the attempt to contact is always made).

The service aims to risk assess victims at the point of closing their case; the service was able to risk assess 69% of closed cases with 91% of those assessed showing a reduction in risk. This is to be expected as victims who fully engage with the service will receive a robust support package. The shortfall in assessments at case closure reflects the number of victims, who for a number of reasons (the most common being resumption of relationship with the abusive partner and inability to effect change), disengaged at some point during intervention.

During the year 87% of victims showed an improvement in emotional health and wellbeing at case closure. 266 Service User Questionnaires were completed at closure, which comprises of 60% of closed cases. This is an increase from the previous year, and for the first time, meets the service target of 60% Service User Questionnaire Completion.

Feedback:

"I wanted to feedback about my experience working with AL. We have been working together for a couple of weeks on a fairly complex case and he has been nothing short of outstanding. It's great to work with someone on the ball, communicative and highly reactive. We don't often feedback the good stuff as often as we should so felt compelled to email you!" - Senior CPN, Partner Agency

"I can't thank [W] enough for what she has done for me, I don't know where I'd be without her". - Client

Multi-Agency Risk Assessment Conference (MARAC) & Domestic Homicide Reviews (DHRs)

The role of the MARAC in Lincolnshire is to provide a platform where a minimum number of agencies are represented to give legal quorum, and must be inclusive of Health, IDVA, Police, Children’s Services and DA services. This conference facilitates a risk led approach to domestic abuse, evaluates effective information sharing to enable appropriate actions to increase public safety. The referrals into the MARAC, are referrals that have been risk assessed by an agency, using the risk assessment tool with a criteria of, but not inclusive of, professional judgement, risk assessment figure, escalation, and transfer to Lincolnshire, along with cases meeting a repeat criteria. Each agency provides a “Designated MARAC Representative” (DMR). The DMR role is to be a participating advocate to cases referred to the MARAC, and not only those by their agency. To ensure that the information provided is concise using the principles of Signs of Safety, clear presentation of risks, complicating factors/barriers to reducing risk and what is working well/what actions have been successfully implemented to reduce or remove risk.

The chart below, represents the year on year overall agency MARAC referrals and a breakdown of EDAN Lincs referrals. EDAN Lincs figures represented on this chart, are not inclusive of all transfer cases that are requested by EDAN Lincs refugees, as these are recorded as transfer in by that county transferring and not recorded as Edan Lincs. Neither are the figures inclusive of referrals that are duplicated by another agency at the same point of referral. During the two comparative periods there has been a 92% increase in referrals made by Edan Lincs to the MARAC.

	All MARAC Referrals	EDAN Lincs Referrals
April 20 - March 21	930	38
April 21 – March 22	1,011	73

During the period 2020/2021 EDAN Lincs submitted 100% completed referrals, and no inappropriate referrals. EDAN Lincs clearly demonstrated good multi-agency collaboration with all partner agencies, and we endeavour to work around the difficulties that our contract of ‘one agency one worker’ has presented.

Domestic Homicide Reviews (DHRs)

One of the aims of the MARAC is to reduce the risk of serious harm or homicide to domestic abuse victims. Sadly lives are lost due to domestic violence or situational response to a set of circumstances involving one or both parties. EDAN Lincs, following a Home Office change in Dec 2016, is required and involved in DHRs since early 2017, and remain a contributing member in relation to ongoing DHRs in the county. On occasions, we respond to other counties DHRs and also participate as required.

Fundraising

2021-22 saw good progression in our fundraising. The Fundraising Coordinator was appointed in April 2021 and has spent time to get to know EDAN Lincs projects, identifying needs and funding opportunities, working with businesses and individuals to build up a stream of funding from grants, events, corporate & personal partnerships and raising awareness of domestic abuse.

We saw some amazing successes working in collaboration with other colleagues where the Outreach CYP Manager secured funding of £123,000 for CYP workers in for the Outreach Team from St James Place Partnership Foundation and one of our Refuge Managers secured £96,000 for a CYP post in one of our refuges, with funding from Mercer's Company.

The fundraising coordinator started with a focus on refurbishment of the refuges and funding has been sourced from B&Q, Screwfix and other local businesses as well as via appeals. There has also been funding from the Bishop of Lincoln, Community Dental Service and Evan Cornish Foundation. In addition, Boston Councillors Community Grant funded the replacement of some laptops, mattresses, translation costs and to the Freedom Funds.

Social media has been reviewed to identify strengths and weaknesses. The plan is to become more innovative and creative with appeals and general community engagement, as well as to increase regular fundraising streams including Just Giving, Amazon, Easy Fundraising and local Lotteries. We have successfully started to use QR codes, fundraising tins, 'Text to Give' and some schools have been involved in fundraising for us. Work is in progress to create more opportunities in local educational establishments to raise awareness and funds for EDAN Lincs going forwards.

During 2021-2022 we had some positive engagement from communities and supporters doing active challenges and raising money for EDAN Lincs; from the London Virtual Marathon (raising over £700) to press ups and clearing the streets by Lincolnshire Police cohorts (raising over £2,500), and various businesses supporting us by doing runs, walks, or bike rides.

One outstanding effort was made by Dunston Churches together with community groups to raise awareness of domestic abuse by doing a yarn bomb in their village. Planning and knitting while still in lockdown they created a colourful exhibition for people to enjoy safely outside while raising awareness of domestic abuse and funds for the charity (raising £1,350).



We are learning to be more proactive in seeking collaboration to support fundraising efforts and grant applications. This approach will be continued throughout 2022 and beyond as we aim to increase our reserves, strengthen our financial position and beat our fundraising targets with the help of local press, communities, corporations and our staff.

TO DONATE: <https://edanlincs.org.uk/fund-raising/>

Partner Agencies

So much of what we do involves working very closely and in conjunction with many other partner agencies. EDAN Lincs recognises the importance of this and works not only strategically but also on an operational level, to ensure close working relationship bring many benefits; not limited to but including being able to make good use of the expertise that other agencies are able to provide.

Treasurer and Company Secretary's Report

Our finance team is:

Michelle Allen – Trustee, Treasurer, with assistance from the Financial Director and Financial Controller.

Our financial statements and prepared accounts for the year ended 31st March 2022 can be found as an appendix to this report.

The main sources of income to the Charity this year were:

- Lincolnshire County Council
- BBC Children in Need
- Ministry of Housing Communities and Local Government (MHCLG)
- Lincolnshire Community Foundation Trust (LCFT)

One fund was overdrawn at the year-end, the Marie Curie fund, the project under which is being reviewed and payment will be received on final acceptance.

Reserves Policy

At the year end the charity had total funds of £741,723 (2021: £687,499) . Included in the total funds are restricted funds of £160,655 (2021: £356,711) and free reserves of £581,068 (2021: £330,788) .The Charity intends to hold free reserves equivalent to 3 months of expenditure, this allows for a continuous service provision. The board have reviewed the level of reserves held and confirms that this reserves target has been met. Our target reserves based on our monthly expenditure is around £425,000. The Board will continue to review this position on an ongoing basis but will maintain the current target for the financial year 2022-23.

Future Plans

From a financial perspective EDAN faces a number of challenges in the coming year, particularly around inflationary pressures and the cost of living impact on our staff, contracts and the victims who we support. In order to try and mitigate these we will continue to closely monitor our costs but will also be increasing our focus on our investment and income policy as well as diversifying our fundraising strategies. Whilst we have reached our reserves target this will always be a key focus for the Board, whilst we also invest in our physical assets and our staff as far as we are able to enable us to offer the most comprehensive support we can to service users.

Wider Network

In so far as it is complementary to the charity's objects, the charity is guided by both local and national policy and works as part of Lincolnshire's Integrated Care System. The charity also works in conjunction with various other bodies including:

- Lincolnshire County Council
- All seven District Councils
- Police
- Children's Services
- Adult Social Services
- Housing Associations
- Lincolns University
- Local schools
- Lincoln University
- Housing Benefits Officers
- The Charity also subscribes to the National Women's Aid Charity



Risk Management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The identified major risks facing the Charity at any one time are:

1. Loss of rental cost support of the centre
2. Loss of refuge via damage or loss of funding
3. Loss of experienced staff
4. Loss of funding

Ongoing Government funding is subject to a very strict quality assessment framework and all staff work very hard to meet the required standards of service. In order to ensure that the required service standards are met the Charity monitors:

1. Refuge occupancy
2. Number of clients during the month
3. Referrals
4. Number of cases on the waiting list

Acknowledgements

We would like to acknowledge the joint working and support we continue to receive from our partner agencies both 'statutory and non-statutory. Multi-agency working is key for providing a holistic package of support to our service users and we have built excellent relationships with partners. With special thanks to our funders and supporters, without whom we would not be able to offer the vital services to those in need.



The art depicted throughout this report was created and donated by **Creative Freedom** in 2021/22. In June 2022 we held an exhibition at Lincoln Cathedral Chapter House to show this work prior to it moving to its permanent home in the Refuge. Part of the exhibition contained posters designed by survivors of domestic abuse who had stayed in EDAN Lincs Refuges. They worked with artist **Nadya Monfrinoli** over 6 months to make these amazing pieces of artwork. We would like to acknowledge and thank all those involved in this project for their support, generosity, creative flare and work. These pieces of artwork will enhance our Refuge for many years, thank you!

Lincoln University & Dr Iwona Zielinska

From July 2020 to July 2022 EDAN Lincs was a host organisation of an EU-funded research project that aimed to develop an evidence base for domestic abuse services in the UK to support Polish migrant women in violent relationships. EDAN supported a Polish researcher (Iwona) in partnership with Lincoln University to complete the first time ever research on Polish women victims of DA. A national conference took place in Manchester on the 16th of June to share the research results which will inform how services and practitioners can better support Polish women victims of DA.

Link to the project website: <https://dvsupport.blogs.lincoln.ac.uk/>



UNIVERSITY OF
LINCOLN

Building an Evidence Base to Support Polish Women Victims of Domestic Abuse in the UK - UoL College of Social Science Research

This 21-month research project will generate a robust evidence base to improve support for Polish migrant women in violent relationships living in the UK.

uolcollegeofsocialscienceresearch.blogs.lincoln.ac.uk

REFERENCE AND ADMINISTRATIVE DETAILS

<u>Registered Company No:</u>	04243436 (England and Wales)
<u>Registered Charity No:</u>	1092913
<u>Registered Office:</u>	Office 11, Navigation Business Centre, Mill Gate, Newark, NG24 4TS
<u>Trustees</u>	P Holdsworth (Acting Chair) M K Allen Chartered Accountant (Treasurer) L Patsalides C Taylor R Simmonds L Pryke (appointed 28/3/22) N Dillon-Jones (appointed 28/5/22) B Tyrell (resigned 27.01.22) J L Mead (resigned 24.09.21) P A Davies (resigned 29.07.21) E Parnham (resigned 30.03.22) V Plumbley (resigned 26.05.22)
<u>Executive Team</u>	CEO Deputy CEO Finance Director
<u>Senior Management Team</u>	IDVA Manager MARAC Manager Refuge Manager Refuge Manager Outreach Manager Outreach Manager CYP Outreach Manager Outreach Triage Manager
<u>Auditors</u>	Paul Colcomb FCCA (Senior Statutory Auditor), Wright Vigar Limited, Statutory Auditors, Chartered Accountants & Business Advisers 15 Newland, Lincoln, LN1 1XG
<u>Bankers</u>	CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
<u>Solicitors</u>	Sills & Betteridge LLP, Aquis House, 18 - 28 Clasketgate, Lincoln, LN2 1JN

Contact Information & Opening Times

Tel: 01522 510041 - option 1 for Refuge, option 2 for Outreach

Website: www.edanlincs.org.uk **Email:** info@edanlincs.org.uk

Opening Times:

- **Refuge:** 8.30am to 8.30pm Mon to Fri, 10.30am to 6.30pm Sat
- **Outreach:** 9am to 5pm Mon to Fri.
- **IDVA Service:** 9am to 5pm Mon to Fri.

Key management remuneration

The trustees consider the role and responsibilities of key management personnel and review the remuneration package in line with similar entities. Annual appraisals and pay reviews on key management personnel are undertaken based on the individual's performance of their duties and fulfilment of the objectives of the charity in the period.

Statement of Trustees Responsibilities

The Trustees of EDAN Lincs, who are also the directors of EDAN Lincs for the purposes of company law, are responsible for preparing the 'Report of the Trustees' and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charity SORP;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and

- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Wright Vigar Limited, will be proposed for re-appointment by the Trustees at the forthcoming Annual General Meeting on: 29th September 2022.