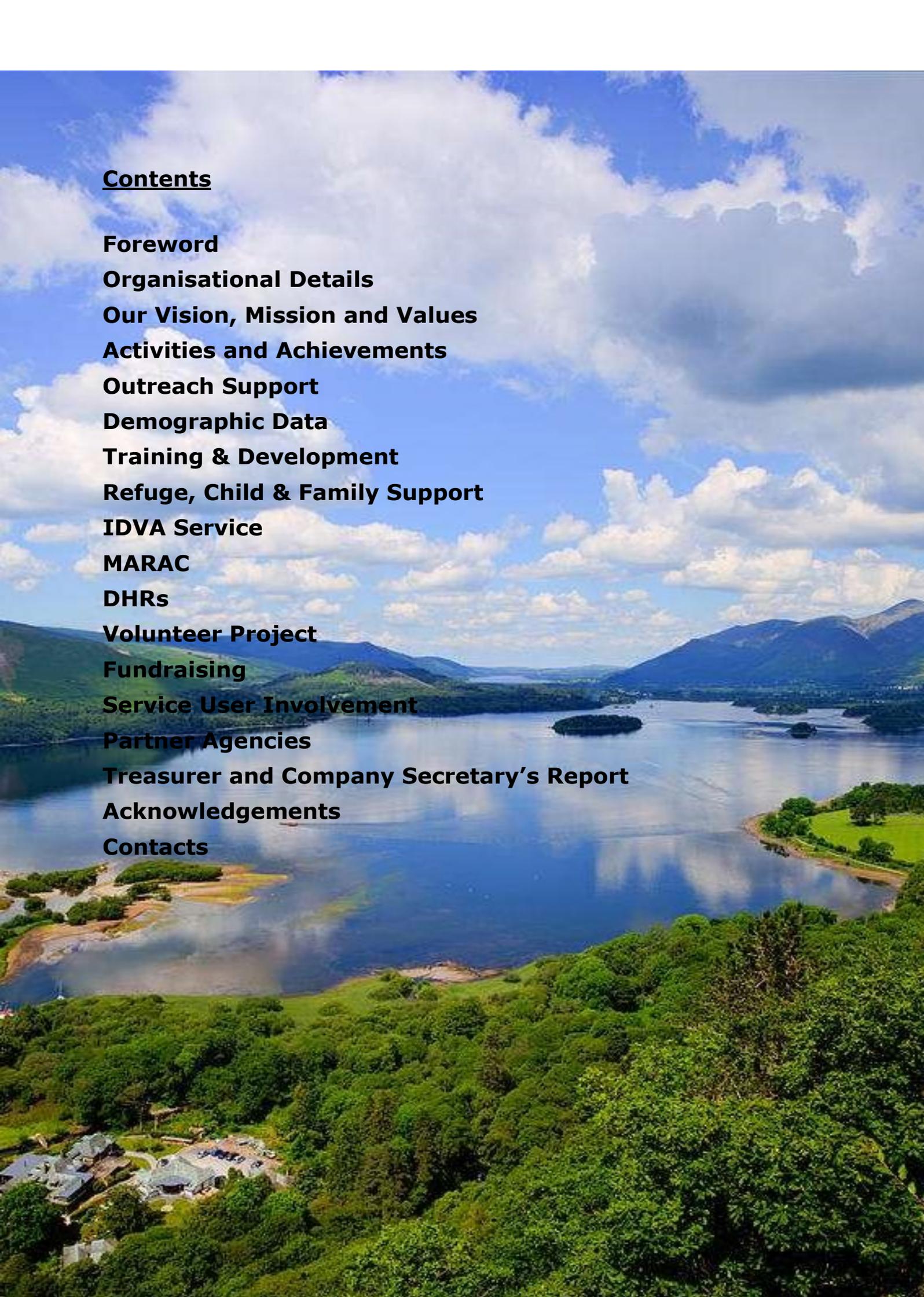




Annual Report 2020 - 2021





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Foreword

The people EDAN Lincs provide help and support to are facing often life changing experiences, threats to their lives and way of life. The impact domestic abuse has on families and individuals continues to be serious and long-lasting. We know that EDAN Lincs staff deliver important services to people when they need it most, and we hear from people who have been helped so much by the work EDAN Lincs do. During this pandemic year, domestic abuse levels increased, both in calls and in seriousness, and the service had to be changed to be delivered safely. To everyone who adapted ways of working, piloted and delivered safe services which continued to have a positive impact, and worked out of their homes under lockdown and continuing changed way of working, the Board and I are hugely grateful. We also want to thank the people who couldn't work from home, who needed to come to support people in the homes we provide in the Refuges.

We work as part of a wider system in Lincolnshire, and our commissioners supported the changes which needed to be made, at pace, this year. Much of this work is led by the management team and CEO, who together with the new Finance Director, have been able to help services be sustained and developed. Our fundraising has been well focused and supported by local business and individuals, for which we are really thankful. We are 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 effort - 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 for the simple steps they encourage people to take to help their recovery.

**Jo Mead
Chair of Trustees**



Organisational Details

Charity Name: EDAN Lincs

Registered Charity Number: 1092913

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

The Trustees are appointed by application and selection of the board

Members of Staff 31/03/2020 – 01/04/2021

<u>Trustees</u>
1 x Chair
1 x Treasurer & Company Secretary
8 x Board Trustees

<u>Managers & Outreach Staff</u>	<u>Responsibilities</u>
1 x CEO	Overall responsibility for the management of EDAN Lincs.
4 x Outreach Project Managers	Responsible for assisting the EDAN Lincs CEO with the overall management and supervision of Outreach Domestic Abuse Workers and service delivery. Each of which lead on specific areas of the service.
1 x MARAC Manager	Responsible for representing EDAN Lincs in a multi-agency arena, in relation to high risk cases of domestic abuse and DHRs.
1 x Senior Project Worker (Outreach)	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.
1 x Senior Child/Young person Worker (Outreach)	Responsible for providing supervision to staff as well as direct work with Children & Young people, assessing their needs and providing a range of support options available.
20 x Specialist Domestic Abuse Workers	Responsible for delivering support to vulnerable people affected by domestic abuse. Support will vary dependent upon risk identified.
2 x Triage Workers	Responsible for the screening of new service users affected by domestic abuse.
6 x Family, Child & Young Person Workers	Responsible for supporting children, young people, families accessing outreach support at EDAN Lincs.

<u>IDVA Service</u>	<u>Responsibilities</u>
1 x IDVA Manager	Responsible for the overall management and supervision of IDVA workers and service delivery.
8 x Community IDVA's, 1 x Hospital IDVA	Responsible for representing EDAN Lincs in a multi-agency arena, in relation to high risk cases of domestic abuse

<u>Lincoln Refuge</u>	<u>Responsibilities</u>
1 x 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.
5 x 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.
1 x Senior Family & Child Support Worker	Lead role responsible for supporting families in EDAN Lincs refuges
2 x Family & Child Support Workers	Responsible for supporting families, children and young people in EDAN Lincs refuges.
1 x Sessional children's worker	Responsible for supporting families, children and young people in EDAN Lincs refuges.

<u>Louth Refuge</u>	<u>Responsibilities</u>
1 x 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.
3 x Support Workers	Responsible for delivering refuge support to vulnerable people affected by domestic abuse and aid their recovery and transition into the community.
1 x Family & Child Support Workers	Responsible for supporting families, children and young people in EDAN Lincs refuges

<u>Bank Staff & Volunteers</u>	<u>Responsibilities</u>
2 x Bank Staff	Responsible for assisting Specialist Domestic Abuse workers and providing support to vulnerable service users.
1 x Housekeeper	Responsible for cleaning and tidying the refuge once or twice per week.
x Volunteers	Provide additional support to service users who have been assessed as standard risk / support families in the refuge setting.

<u>Fundraising</u>	<u>Responsibilities</u>
1 x Fundraising Co-ordinator	Responsible for fundraising for the organisation

<u>Project Admin</u>	<u>Responsibilities</u>
1 x Finance Director	Responsible for the accounts of all EDAN Lincs staff, Managers and Trustees.
1 x Finance Co-ordinator	Supports Finance Director and is responsible for the accounts of all EDAN Lincs staff, managers and Trustees
1 x PA / Project Administrator, 1 x Refuge Administrator	Responsible for HR administration, offering administrative support to EDAN LINC'S staff, managers and Trustees.



Our Vision, Values and Mission

Vision

To live a life free from domestic abuse

Values



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.

Activities and Achievements

EDAN Lincs is a registered charity (1092913) which was 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 to deliver three countywide contracts across Lincolnshire. This allows us to provide support to adults and children/young people who have been impacted by domestic abuse. In addition, we received additional funding from MHCLG for two 'complex needs' outreach worker; a part-time refuge worker and one hospital IDVA. We also receive funding from BBC Children in Need for child/family support workers in our refuges, and via Lincolnshire Community Foundation Trust (LCFT) for our volunteer project short-term.

In addition we have had the opportunity to apply for additional short term COVID funding during the pandemic, which includes 6-months funding from the OPCC office which funded an IDVA post and DA outreach worker post. Two x 3-months (tranche) funding from central government which funded one of our dispersed properties and additional support hours and 'bank' hours across services. Additional funding via LCFT to support a 6-month outreach IAS post. We have been very lucky in accessing COVID funding through the lottery and BBC CIN and financial support to buy equipment from LCFT and Lincolnshire rotary clubs along with funding to support our in house counsellor within refuge.

- Celia Madden (CEO)



Outreach Support

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 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 financial year we have experienced increased referrals into the service and whilst following government COVID guidelines, we have managed to successfully offer guidance, support and advice to individuals.

Our Specialist Domestic Abuse Workers provided support over the telephone, face to face or a combination of both, in the main this has been over the telephone due to the pandemic. As a minimum, every service user is supported in relation to risk assessment, safety planning and if required, crisis intervention.

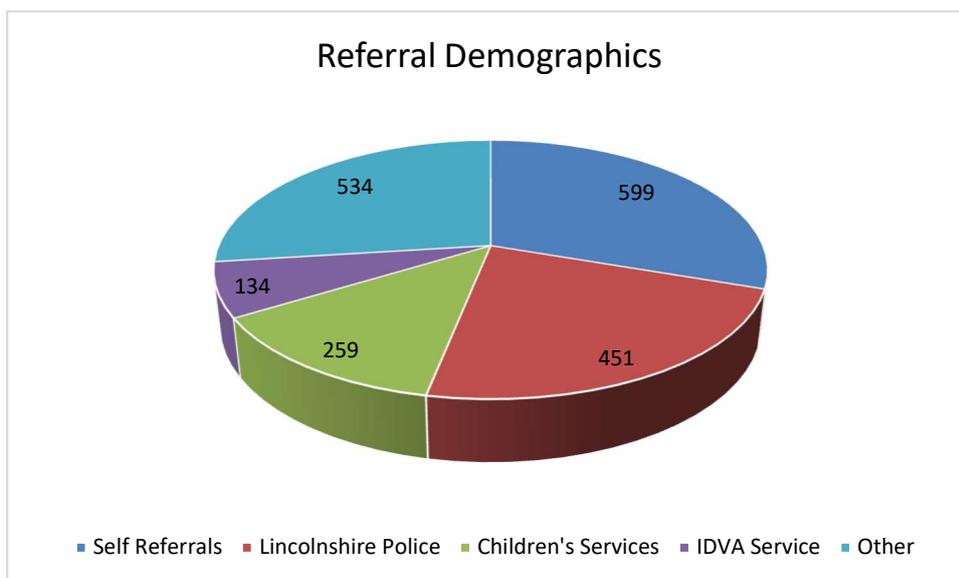
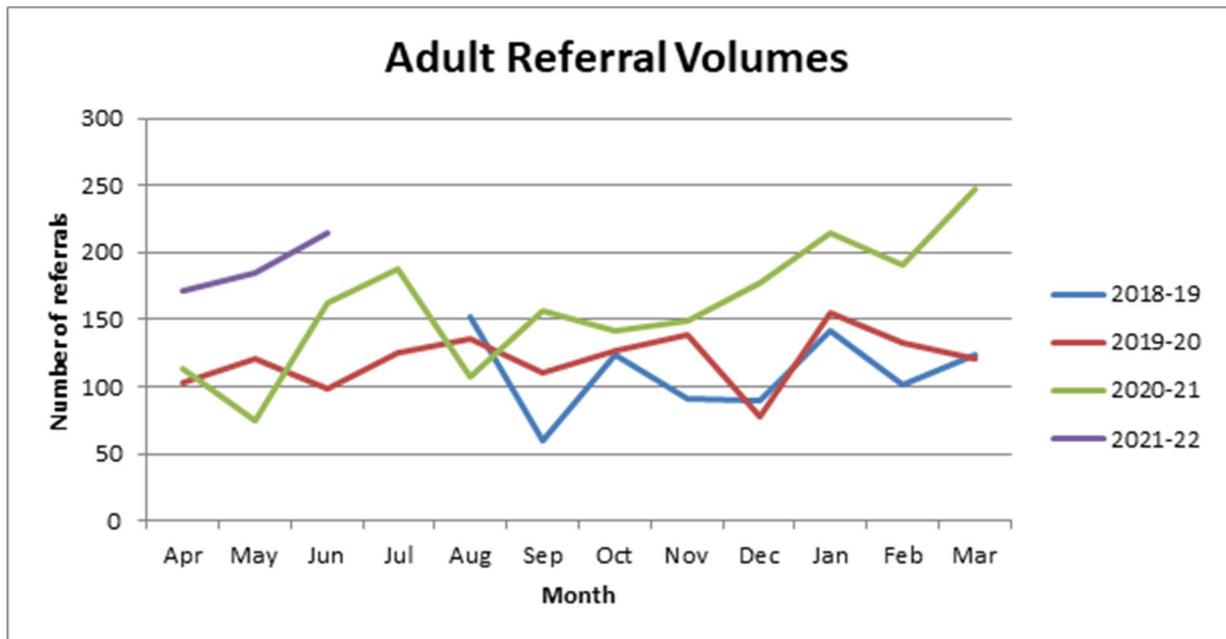
A comprehensive triage pre-assessment is completed with everyone accessing outreach support, this is to identify any immediate risk and the level of support required. Service users are allocated a specialist domestic abuse worker offering either short-term or medium support which will consist of:

- Crisis intervention and support planning to minimise risk**
- ACPO DASH risk assessment, which identifies the current level of risk for the service user and their family.**
- A child/young person (CYP) family assessment and referral onto our CYP team if it is identified the child/ren have been impacted by the living with domestic abuse.**
- Specific Domestic Abuse tools to identify individual support needs of families/individuals**
- A safety and support plan is compiled and agreed with the service user; which is reviewed on a frequent basis to meet changing needs, enabling service users to make effective choices, thus changing the quality of their lives and those of their children**
- Courses - Our condensed SAFE course raises awareness of domestic abuse, explores healthy/unhealthy relationships, and the impact children and young people. (Due to COVID-19 we have adapted the course to enable it to be delivered via the phone on a 1:1 basis)**

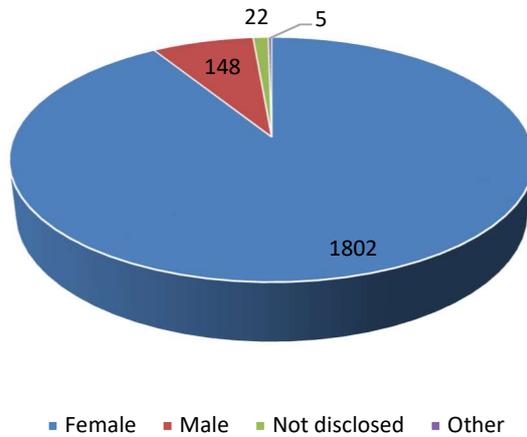
Outreach - Demographic Data

In 20/21, the target for the number of referrals which were triaged / visually screened within the designated timeframe was met at 100%.

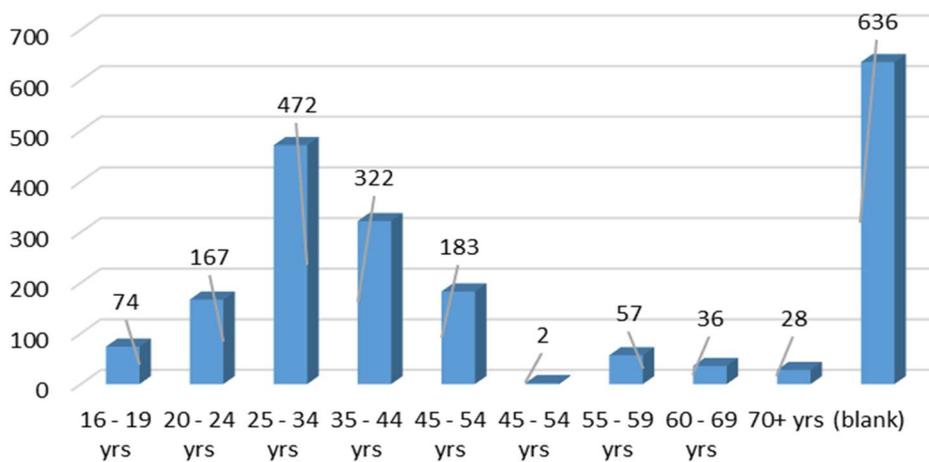
There were 1,997 referrals into EDAN Lincs between March 2020 and April 2021. 1,016 of the service users referred in were identified with mental health issues (51%).



Gender Demographics



Age Demographics



Ethnicity Demographics

Ethnicity	
Any other ethnic group	5
Any other Mixed/Multiple Background	6
Any other White Background	107
Asian/Asian British – Any other Asian background	5
Asian/Asian British – Bangladeshi	2

Asian/Asian British – Chinese	1
Asian/Asian British – Indian	10
Asian/Asian British – Pakistani	1
Black/African/Caribbean/Black British – African	3
Black/African/Caribbean/Black British – Caribbean	1
Mixed/Multiple Ethnic Groups – White and Asian	8
Mixed/multiple ethnic groups – White and Black Caribbean	5
Not provided	143
Arab	1
White – English/Welsh/Scottish/Northern Irish/British	1679

Triage

With a 36% increase in referrals from the previous financial year, the Triage department has adapted well to meet the ever-changing needs of the service. Furthermore, following changes regarding the referral pathway for Lincolnshire Police, EDAN has seen a significant increase in referrals from this agency, highlighting the number of victims requiring support within Lincolnshire.

Between April 2020 and March 2021, Triage have noted an increase in the complexities of service users, seeing a 52% increase in individuals presenting with mental health issues compared with the previous year. This again has encouraged Triage to adapt, employing suicide prevention questions during each pre-assessment, which in turn helps to break down the stigma associated with suicide.

The role is both fast paced and dynamic, requiring a skilled approach from the Triage Assessment Worker to quickly assess the risk whilst not minimizing the experiences of the service user. With a relatively new team in April 2020, training and coaching workshops became part and parcel of the role and the team morale, and is still in place today. Towards the end of March 2021, the Triage department was preparing for internal growth; an expansion much needed following a continual increase of referrals.

Training & Development

Due to the covid-19 pandemic we have been faced with unexpected and unprecedented challenges this year and there have been significant changes to the way we operate. On many levels it has felt incredibly turbulent, with staff and service users experiencing the impact.

However, we were able to stabilise the service to meet the crisis at hand while finding opportunities amid difficult circumstances and constraints. Although this period has been incredibly difficult, in many ways it has yielded a significant period of learning and growth. For example, we have discovered our ability to fully operate remotely, something which was inconceivable before the lockdown. We have adopted digital solutions which have proven to be more effective and efficient ways of working and embedded resilience within the service.

There have been many successes and achievements over the past year including the roll out of the 'wellbeing and strengths based initiative'. This is a person centred approach which focuses on each employee's growth and development. The purpose is motivating and empowering staff to reach their full potential by focusing on their strengths above all else, and working towards improving health and wellbeing in the workplace.

The staff are without doubt the outreach service's most valuable asset and the core reason for our successes. They have worked incredibly hard and have overcome so much during this challenging period. This year has shown more than ever the dedication, adaptability and the passion of the staff and how fortunate we are to have such a hardworking and talented workforce.

A further achievement has been the development of an online /e-learning S.A.F.E course which we plan to launch in May 2021 S.A.F.E stands for Safety, Awareness, Freedom and Empowerment. The S.A.F.E course has been specifically designed for adults who have experienced domestic abuse. The aim of the course is to support survivors to gain more knowledge and understanding of domestic abuse. On average, the course will take around 2.5 hours to complete, but this may vary depending on the user's individual pace and needs.

The S.A.F.E course content includes:

- The different types of abuse**
- Some of the common patterns of domestic abuse**
- Myths and truths about domestic abuse**
- Healthy relationships and core values**
- Brief overview of the impact domestic abuse has on children.**
- Potential warning signs of abuse**
- Dealing with grief and loss**
- The moving on process ... and much more!**

As the demand for support from survivors of abuse has increased, our service is the busiest it has ever been. Therefore, the launch of this e-learning course could not come at a better time. It will provide a platform for more survivors to access the S.A.F.E course, helping us to meet the ever growing demand for domestic abuse interventions. Furthermore, it will be a more efficient and cost effective method of delivery. We will still continue to provide the S.A.F.E course on a one-to-one basis to those service users who do not have the means to access the e-learning course or when it would not be appropriate.

As we move forward beyond this challenging year our focus as a service is to continue moving from the place of 'surviving' towards the destination of 'thriving'.

Our first challenge and priority was to respond to the global crisis and manage business continuity, which overall we did successfully. The latter part of this year has seen us transition into the 'recovery stage' where we have begun to reflect on our learning and gradually emerge as a more resilient and resourceful service. There are a number of key strategic areas to continue working on including employee wellbeing, operations, training and funding. This will enable us to move into the place of 'thriving' where we prepare for, and shape, the 'next normal'.



Child/Young Person (CYP) Support

During the last year, despite the challenges that we all had to face caused by COVID-19 the CYP team have received 343 referrals for support for children and young people and their families, we have supported all of them either by delivering family focus sessions and/or 1:1 sessions.

Support had to be adapted very quickly as schools were closed and we could no longer deliver the sessions there. We maintained the support to the CYPs and their families via telephone or zoom, by emailing or posting family focus and 1:1 session packs in advance of sessions.

The CYP team have also delivered 193 building blocks courses on a 1:1 basis via the telephone, including a few which had to be delivered with interpreters.

During the last year we have also seen the CYP team increase and we have welcomed two new team members as part of a 6 month pilot, this has helped enormously with our waiting list and we have finally seen it decreasing, this meant that the CYP's and their families did not have to wait for our support as long as they had before.

The CYP team worked relentlessly and did not stop, they have been committed, focused, determined, driven by their passion to make sure all CYPs were supported and got the best possible outcomes after being impacted by domestic abuse.



Refuge Support

East Lindsey Refuge

East Lindsey Refuge provides emergency safe accommodation for those who have fled domestic abuse. The accommodation consists of 5 two bedroomed self-contained flats within in the main refuge building which also hosts the staff office, communal lounge and external children's unit and garden/play area. In addition we manage two dispersed properties in the community both of these properties can accommodate an adult and up to 5 children. Within our dispersed properties we can accommodate male victims and those with older male children. These properties are also better equipped to support those from the LGBTQ+ community.

Refuge offers a safe space for those who have fled domestic abuse to access support at a critical time in their life and that of their children's. Support commences at the point of referral in to 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. Our East Lindsey refuge is very proud of the service delivered and staff are committed to ensuring that anyone arriving in to refuge are welcomed in a warm and welcoming environment and strive to ensure the accommodation is maintained to an exceptional standard. 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.

Support is then provided in a person centred holistic approach taking into account the needs of the entire family unit. 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. Further age appropriate support planning is carried out in the first few weeks whereby the support needs of each individual are identified and these are regularly reviewed (every four weeks). Staff are on site Monday to Friday 9am to 5pm and hold Group Case Management every day in order to prioritise the support needs of our residents and to assist in early identification of any issues i.e. a resident is not engaging or has withdrawn from support or a child who may continually be missing 1:1's or activity sessions. Staff are able to offer an array of support to our residents and work in conjunction with other agencies both statutory and non-statutory to offer the following:-

- Safety**
- Legal**
- Housing**
- Emotional Support including access to qualified counselling services through NWCH**
- Benefits**
- Debts**

- **Parenting**
- **Understanding Domestic Abuse – through the 'Safe' programme and 'Power to Change'**
- **Empowerment**
- **Health**
- **Inclusion & Integration**
- **Early Years & Education**
- **Support to secure essential household items**
- **You & Me Mum Program**

East Lindsey Refuge Provision tupted across to EDAN Lincs on the 1st of July 2020 during the COVID 19 Pandemic. Since July the 1st 2020 we have accommodated 26 families within our units of refuge accommodation of which 20 have gone on to secure a tenancy in their own right free from risk of further abuse. 2 were successfully moved to another refuge due to disclosure. 4 families unfortunately returned to the perpetrator. These figures do not reflect the seven families we are currently supporting. Out of the 125 referrals received we were able to accommodate 33 families including those currently residing with us. We have taken 203 additional enquiries for refuge space during this time.

COVID 19 and refuge provision – Refuge provision is an essential service and the staff team at East Lindsey are proud that we have been able to continue to run our service even although this has been on reduced staffing since February 2020. The standard of support or ability to access our refuge was not impacted by the pandemic as we implemented procedures to ensure COVID was not an additional barrier to those accessing refuge. Unfortunately we found many refuge providers working from home and not on site during the pandemic and the lack of onsite support resulted in refuge placements breaking down. Whilst as a staff team we fully understand how difficult it was to deal with the pandemic and how it impacted on us personally we were able to be professional and continue to prioritise service provision despite personal anxieties and concerns.

We have seen an increase in the number of complex referrals received, an increase in inappropriate referrals and additional difficulties in multi-agency working due to COVID even at statutory levels at times.

In addition to the added value for this period (£7,652.30) our service successfully applied for £6000 from the B & Q foundation to address maintenance and repair needs across the 3 sites.

The passing of the Domestic Abuse Bill has for the first time acknowledged children within domestic abuse households as victims in their own right and it is therefore crucial we are able to continue to provide the children with the support they so desperately need whilst in refuge.

This DA bill will be additional evidence to support any funding applications made to continue the essential work we currently undertake whilst families reside in refuge accommodation.

Lincoln Refuge

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 refuges are able to offer temporary accommodation for up to six months, during this time staff work hard to ensure that each family successfully engages with the service to bring about permanent change after suffering or witnessing domestic abuse.

Life in Refuge

Refuge can be a very unsettling and confusing time for victims fleeing domestic violence/abuse. 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. Their children can be confused and 'act out' as mum is unable to be there for them on an emotional level, and frequently their behaviours are a reflection of the abuse they have witnessed. Our primary aim is to ensure that they are welcomed and that they begin to start the process of healing from the experiences that they have fled from.

Staff support by building their independence, offering emotional support at what is often a confusing and upsetting time. The residents have left all that they have ever known, and although this maybe fleeing from an abusive relationship this relationship is often the only one that they can draw upon. Pre-held beliefs and conditions of worth are difficult to unpick and therefore it is paramount that our staff build a relationship with the residents and families from the start.

EDAN Lincs staff are highly trained in recognising those that may require further therapeutic intervention referring residents to our in-house counsellor that we have been lucky to have sourced funding for.

Children in refuge often find it difficult to convey how they are feeling or able to share what they have seen or felt. Specialist Childrens workers work closely with the children to help them to understand why they are in refuge and to offer them an outlet to voice the unspeakable. 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. Our residents have often not been given the confidence or

support to positively parent their children – they themselves may not have had a positive role model or been shown love and support. As an organisation 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.

Our mission is to ensure that all residents find the desire for change – this means 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 helping to keep themselves safe by recognising unhealthy behaviours, learning the full effects of domestic abuse and developing firm boundaries in all relationship.

The refuge team have worked hard to gain successful outcomes in supporting parent and child to stay together, by way of raising the parent's awareness around domestic abuse, what is a healthy and unhealthy relationship and the affects DA can have on children. Education for our residents is multifaceted - we want them to gain the confidence to speak out, to challenge and to believe that they can and will make a change that will benefit them and their children.

Support Offered

We offer residents at least weekly 1:1s or more if necessary, depending on the needs/complexities of each individual. The friendly approachable nature of the refuge means that residents feel confident enough to seek support when needed, often something that in their lifetime they have never been given. The 1:1's consist of raising awareness around DA and its affects, challenging old belief systems that are no longer useful, and offering a safe place to off-load their experiences, exploring options available to move on successfully and offering support to manage refuge life. The life of a resident within refuge can often be likened to a roller coaster - there will be ups and there will be downs. As a supportive team we are there to ride this with them, being there in a non-judgemental manner and giving them the space and autonomy to find their own answers. Resilience is key – we are not there to do the work for them, however we can be the support that they need 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 and not seek the previous validation from others.

We encourage all residents to access our in-house counsellor. This service has been invaluable to residents and has been another outlet in which they can work through any negative experiences and receive support on a professional level.

We advocate for residents to engage with other agencies such as children's services, solicitors, mental health, the police, housing, benefits, education etc to ensure individuals are fully aware of their situation and options. We fully support residents with CP (child protection) & solicitors meetings and help them understand what it is to 'protect their children from further harm'.

The pandemic has put up some barriers over the last year, some of the issues we have faced is running our refuges to full capacity with limited staff. We have also faced obstacles when trying to access other services such as applying for grants for white goods etc, or gaining 1:1 specialist support, such as accessing mental health services. Despite this the refuge team continued to work in a passionate and solution focused way to make every possible attempt to ensure all residents' needs are met, during what has been unprecedented times.

During the pandemic we have still ensured that residents and their children have had activities to do and ample support. They have enjoyed writing and creating a radio show. They wrote this themselves without any input from staff. They reconstructed what they had learnt on the SAFE course and related it to their own experiences. They then had the opportunity to work alongside actors and playwrights to create an adult fairy story with a very powerful, happy ending. In addition to this they have enjoyed making arts and crafts with a professional artist, creating some very eye catching and imaginative art work. The team have had the pleasure in watching very vulnerable victims gain confidence and become empowered to make positive change.

Other changes during this last year have been the new kitchen we have had fitted. And all the communal areas were decorated. We are now looking at getting each unit fully decorated and refurnished. The team have noticed that residents and their children are more respectful of the refuge and all take it in turns to keep it to this standard.

Poem written by one of our residents, after receiving the good news from children's services, due to the positive work she has completed in refuge meant that she could keep her unborn baby in her care.

MY GIRL

O My dearest K.....,

My fullest heart you made me desire,

To be your mum & fix up for you,

Determined not put on you what your brothers went through.

So many bad choices, that I made twice,

The dark life I lived I continued to entice,

I fully accept I failed R.... & T.....

Then carried on living my life in that moment.

Until along came the news, the sun came out,

That I was having you & suddenly there was no doubt,

All the darkness grew into light & finally I had something to make me fight.

***Fight to be the mummy you need,
To be a woman able to lead,
To teach you right from wrong,
To always make you feel you belong.***

***K... my girl our lives about to begin,
We'll find all the strength we need within
And when your brothers finally come back,
They'll be proud of us for staying on track.***

***This is a promise I make from my heart,
That I'll make sure this is our new start,
I love you so very much my little lady,
My world, my all, my beautiful baby.
Always Mummy xx***



Lincolnshire Independent Domestic Violence Advisor Service

The Independent Domestic Violence Advisors 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 (2017) Risk Assessment Toolkit, and/or professional judgement and referred to a Multi-Agency Risk Assessment Conference (MARAC). There are 8 community IDVAs and 1 Hospital IDVA.

The service provided by the IDVAs assists victims to get all the necessary support from partner agencies to reduce the risks they face, enhance their safety, and rebuild positive lives. They provide advice, support and information about the range, effectiveness and suitability of options to reduce their risk and ensure their safety and that of their children and vulnerable associates. For the majority of time the IDVAs work in partnership with the County Council, District and City Councils, Police, Health Service, Probation Service, Assault Referral Centre and local third sector support services.

The 8 community IDVA's are co-located in police stations across the county and have been for 11 years. The Hospital IDVA is located at Boston Pilgrim Hospital.

The Key aims of the IDVA Service are:

- 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

A Safelives Leading Lights accreditation is designed to recognize and reward good practice in IDVA Services across England and Wales. Our renewal application for October 21 has been submitted and we await dates for this assessment. Due to COVID-19 we were successful in a bid for further funding through the PCC's office and obtained funding for an IDVA initially for 6 months and this was

extended with funding from the MOJ to the end of the current contract (March 2023). This extension has greatly supported the 6 FT IDVAs in the community. Due to COVID -19 restrictions easing, more DA is being reported and as the summer months come in, we will see a natural raise due to Lincolnshire having coastal areas.

We were given £2500 from the NatWest Circle Fund through Safelives COVID – 19 engagement groups for IDVA clients to use for white good/moving/target hardening devices, this helped a variety of clients to move forward post separation/add further safety to their property and has assisted with their ongoing engagement with the IDVA working with them.

We have 2 IDVAs who are on a waiting list for IDVA Safelives training and once dates come through, we will put another IDVA on the waiting list for this.

Once the new IDVAs have passed their probationary period, they will also be put forward for IDVA training.

Examples of comments from Clients:

'You have been brilliant, thank you so much for everything you have done for me you have just been great.'

'My IDVA did an amazing job, literally saved my life and sought justice for me. A couple of years on and I still message her if I'm feeling a bit shaky or need advice and she always gets back to me. I 100% recommend this service, they really are on your side.'

Referrals in both East and West have increased this year, however there were 30 more referrals in the East than the West. In this last year (April 2020 to March 2021) 749 victims consented to IDVA, with 644 who were successfully contacted and engaged with IDVA. This equates to an 84% engagement rate of those who consented and were successful in contacting. The Service attempted to contact and complete DASH/risk assessments to 99% 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). Similarly all victims who opted to engage with the Service had risk assessments completed at the start of intervention to facilitate effective safety planning and liaison with partnership agencies and 84% of these were completed, which is above our target of 80%. The service has a set target of achieving 60% Service User Questionnaires completions for all engaged cases at case closure: the Service has never been able to achieve this due to a number of factors, the main being victim disengagement and failure to subsequently engage following the referral to MARAC. In the last year (i.e. over 4 quarters), 229 Service User Questionnaires were completed which

is 51%. This is a positive increase from last year of 8%.

In 2020-21 93% victims showed an improvement in emotional health and wellbeing and 96% of those closed felt they could manage to risk from others to themselves better at case closure. IDVA statistics has shown a continuous rate of male referrals to MARAC of 27 in both 2020/21 and the previous year's data.

When taking into consideration that the team have worked through a pandemic, seen a rise in referrals and changes with staff; the IDVAs have worked relentlessly and as their manager, I am very proud of what they have been able to achieve as a team during this time. Also how they have been able to continue supporting their clients through this challenging year.



Multi-Agency Risk Assessment Conference (MARAC)

The role of the MARAC in Lincolnshire is to provide a platform where a minimum number of agencies are represented to give the legal quorum, these representatives are managers and senior staff and must be inclusive of Health, IDVA, Police, Children's Services (where applicable) and DA services. This conference facilitates, monitors and evaluates effective information sharing to enable appropriate actions to be considered to increase public safety. The

referrals into the MARAC, are referrals that have been risk assessed by an agency, using the risk assessment tool and are referred in on a breakdown of a criteria of, but not inclusive of professional judgement, risk assessment score, escalation, transfer to Lincolnshire, along with cases meeting a repeat criteria or an imminent release from prison. Cases with consent are supported by the IDVA Service or the ISVA service (Independent Sexual Violence Advisor) depending on primary index offence.

Each agencies representatives, the "designated MARAC representative" role is to be a participating advocate to any cases referred to the MARAC, and not only those by their agency. To ensure that the information is provided in a concise manner 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.

During the period 2020-2021 there has been a 5% increase of referrals made by Edan Lincs to the MARAC. There was a total of 930 referrals made to the MARAC of which Edan Lincs referred 38, which is a 4% contribution from a third sector organisation in Lincolnshire. Inclusive in the 930 referrals, were 5 emergency MARAC cases and 3 honour base violence cases.

During this period 2020/2021 Edan Lincs submitted 100% fully completed referrals, and no inappropriate referrals made. Edan Lincs continues to clearly demonstrate good multi-agency collaboration with all partner agencies, and we endeavor to work around the difficulties that our contract of one agency one worker has presented. Since March 2020 due to Covid 19 there has been a shift to a "County MARAC conference", rather than East and West rotating weekly conferences. The county MARAC Conferences are now held on a Wednesday and Thursday of each week, covering all county areas weekly.

In addition to this, Edan Lincs were active participants in the implementation of the MARAC plus pilot which commenced during this reporting period. MARAC plus meet once a month, to tackle high risk repeat or complex domestic cases, which met a certain criteria. The aim of this pilot is to explore how the cases were managed in response to some data analysis activity that was commenced by LCC.

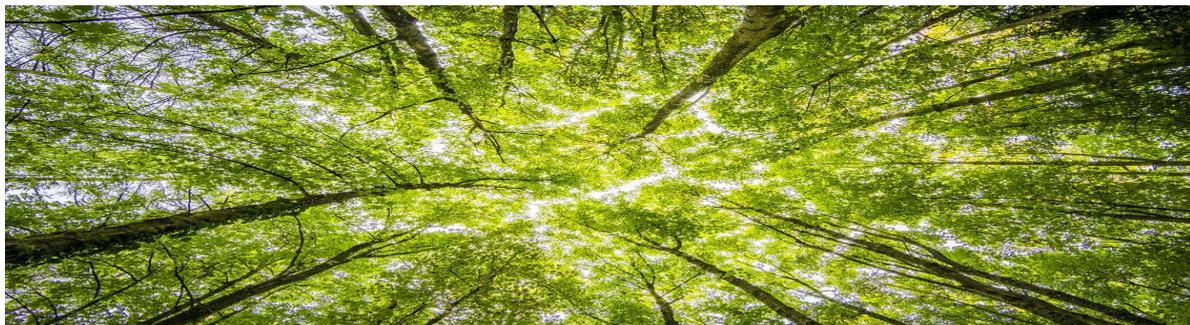
Domestic Homicide Reviews

One of the aims of the MARAC is to reduce the risk of serious harm or homicide to domestic abuse victims by linking directly with an appropriate service and providing a coordinated approach. Sadly lives are lost due to domestic violence or situational response to a

set of circumstances involving one or both parties. As a result of a Home Office change, in December 2016, Edan Lincs is now statutorily required and involved in the domestic homicide reviews (DHR's), since early 2017 in relation to Domestic Homicide Reviews in the county of Lincolnshire. On occasions we are approached and respond to other county area domestic homicide reviews and are participants in these as well.

To date they are still involved in several reviews of which are at varying stages of the review process or waiting publication, some reviews take a longer period of consultation due to the complexities of the case or for legal matters. The domestic homicide review will high light where the loss or taking of a life has key issues of occurrences such as stalking/harassment; child custody conflict, language barrier or accessing support services, increased risk at time of separation or recently afterwards, recognising control and coercive behaviours or the impact of health disabilities and or lifestyle choices. The DHR process takes into account all loved ones and will be approached to be involved when a domestic homicide is commissioned. All DHR's when completed are published by Lincolnshire County Council Safer Communities. It is, however, always important to note that reviews should not simply examine the conduct of professionals and agencies involved, the reviews should illuminate the past to make the future safer for our communities and those whose lives are effected by domestic abuse.

Previous statistics have shown that on average 2 women are murdered every week and 30 men are murdered every year due to domestic violence in the United Kingdom.

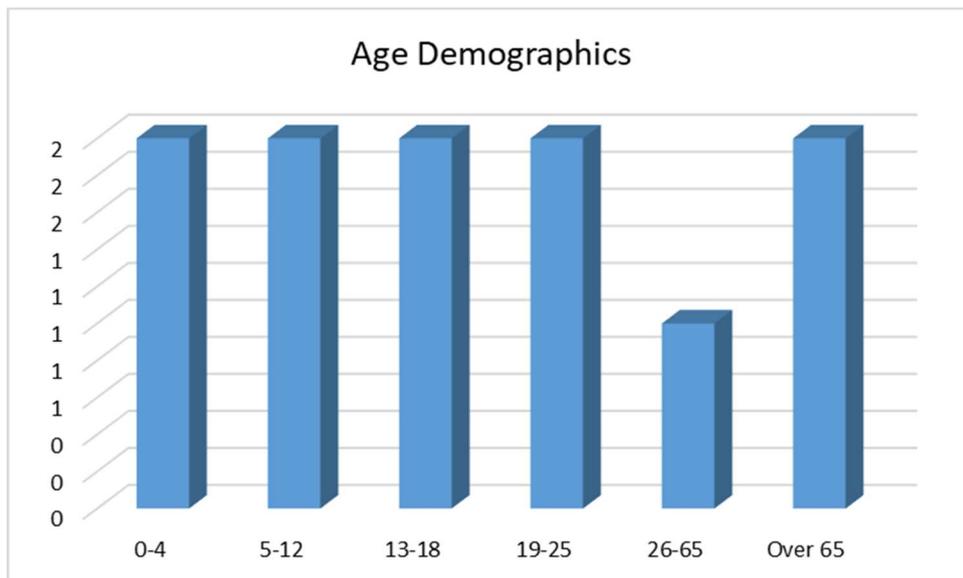
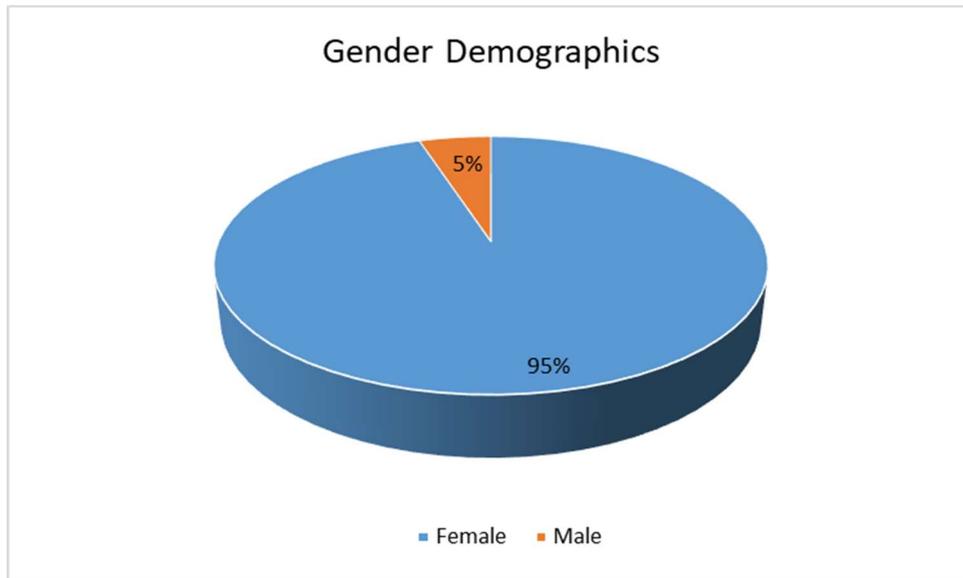


Volunteer Project

We did have a number of volunteers before COVID but unfortunately during lockdown we had to put our volunteer project on hold. We were lucky enough to have an Outreach volunteer work from home and take on a number of low risk cases as well as some refuge volunteers.

Volunteer Stats

Total No. of Volunteers involved in the project	6 (including refuge)
No. of Service Users that Benefitted from the programme	150-200



Fundraising

2020-21 was a year of transition for fundraising at EDAN. We started the year with an internal secondment post working 15 hours a week to assist with our fundraising and through that position we were able to source additional funding for a full time fundraising position with funds

provided by the Lincolnshire Co-op. Having the focus on fundraising resulted in a number of key areas of development:

- We could be more responsive to grant opportunities and develop better methods of applying using shared learnings from past applications**
- We could develop social media and increase our following and reach**
- We could be more innovative and creative in our fundraising, trying new approaches and taking learnings from these**

Generally our fundraising takes on three main forms – grant applications which are normally targeted for specific end user outputs such as the provision of specialist worker or projects costs, commercially based specific fundraising targeting organisations to build relationships and be a target for third party fundraising, and more personal fundraising through calls to action such as sponsorship challenges, regular donations through the website or requesting other donations or volunteer support.

The grant applications tend to be the larger amounts of money and over the year we received funds from Children in Need to support children in refuge, The National Lottery to develop our volunteering program and the Co-op to develop our fundraising. We also successfully applied for a grant to install CCTV across our refuges at a cost of £9,300. In terms of the smaller grant and organisational support we received there was over £6,000 of successful applications from supermarkets and over £30,000 of community support, personal fundraisers and donations from organisations. We received over £12,000 from our ongoing revenue streams such as the Lincoln Lottery and website donations.

Somewhat surprisingly, the impact of Covid on fundraising to date has been limited, due to the opening up of emergency funding streams which we have been able to utilise from Children in Need, National Lottery and as part of our ongoing contracts. We do expect a change in the coming year with funding to become harder to access and as a result we have recruited a fundraising co-ordinator who is focusing on further building our reach and making those essential connections with local businesses and organisations. We have introduced contactless donation boxes as well as continuing more traditional fundraising approaches.

In what has been a difficult year for many we have seen generosity and support at an unprecedented level and we are looking to the future with

our new fundraising co-ordinator to help build our reserve position and continue to offer the best for our end users and our staff. ”

'How to Donate': <https://edanlincs.org.uk/fund-raising/>



Service User Involvement

The empowerment of EDAN Lincs Service Users is one of the core values that we strive to uphold. Service Users are always encouraged to become involved in the development of our service, both strategically and operationally.

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 we work not only on a strategic but also an operational level, this close working relationship brings 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 financial statements are prepared for the year ended 31st March 2021.

Our finance team is:

Michelle Allen – Trustee (Financial Overview and Management reporting) with assistance from Financial Director and Financial Co-ordinator.

Acknowledgements

We would like to acknowledge the joint working and support we have had from our partner agencies both 'statutory and non-statutory. Multi-agency working is key for providing a holistic package of support to families and we have built excellent relationships with partners that we hope to build on this in the future years. With huge thanks also our funders, who without we would not be able to offer this vital service to those in need.

Our Key Partners:

Statutory and non-statutory organisations and charities who provide

- Fundraising
- Monetary Donations
- Vouchers and goods (i.e.: clothing, food donations, toiletries, furnishings)
- Local Community Groups
- Volunteer Mentors / Volunteer Counsellors

Funders:

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

Contacts

Lincoln – 01522 510041 (option 1 for Refuge, option 2 for Outreach)

Website – www.edanlincs.org.uk

Email – info@edanlincs.org.uk

Refuge Opening Times are 8.30am to 8.30pm Monday to Friday and 10.30am to 6.30pm at the weekends.

Outreach Opening Times are 8.30am 5pm Monday to Friday.

EDAN Lincs is a company limited by guarantee

Charity Number: 1092913. Registered in England and Wales

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

