

# EDAN Lincs Annual Report & Accounts



*PICTURED: THE LINCOLNSHIRE FLAG*

## 2022-2023



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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 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.

2022/2023 saw EDAN Lincs preparing to ensure through a robust tendering process that it would retain key contracts with the Local Authority. The organisation anticipated key changes to the way it delivered its services and prepared itself to offer increased access via a wider range of pathways. The use of technology has not always been a priority for EDAN Lincs as our core focus was to meet people face to face, however, during and after the Covid 19 pandemic we learnt new ways of working and ensuring women, children and men could receive support in a timely manner including on-line services. A large part of the new ways of working has seen EDAN Lincs utilising on-line services and ways of reaching into the community which has led to EDAN Lincs being successful in retaining the Domestic Abuse contract for Lincolnshire.

While the new service is to be named Lincolnshire Domestic Abuse Specialist Service (LDASS) EDAN Lincs continues to be a registered charity and ensure that it retains its charitable values now as it has done for 24 years. The team at EDAN Lincs are already preparing for its 25<sup>th</sup> birthday celebrations next year.

Our fundraising has been supported by local businesses 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 of 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**  
**Chair of Trustees**

## **Organisational & Staffing Details**

**Charity Name:** EDAN Lincs

**Registered Charity Number:** 1092913

**Registered Address:** The BG Futures Business & Enterprise Centre, Bishop Grosseteste University, Longdales Road, Lincoln, LN1 3DY

<b><u>Trustees</u></b>	<b><u>Responsibilities</u></b>
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	
X7 Board Trustees	
<b><u>Executive Team</u></b>	<b><u>Responsibilities</u></b>
1x CEO	Overall responsibility for the management of EDAN Lincs.
1 x Deputy CEO	Providing strategic support to the Trustees, CEO and Senior Management Team.
1 x Finance Director	Responsible for the financial reporting, planning and accounts of the organisation. Liaising with the Treasurer and auditor to ensure compliance.
<b><u>Senior Management Team</u></b>	<b><u>Responsibilities</u></b>
X3 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.
<b><u>Finance &amp; Project Admin</u></b>	<b><u>Responsibilities</u></b>
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 Controller	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 LINCS 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

<b>Outreach Team</b>	<b><u>Responsibilities</u></b>
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.
x13 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.
<b><u>Refuge Service</u></b>	<b><u>Responsibilities</u></b>
<u>Lincoln &amp; 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.
<b><u>IDVA Service</u></b>	<b><u>Responsibilities</u></b>
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.
X1 Hospital IDVAs	Based in Lincoln County and Boston Pilgrim Hospital providing support to individuals impacted by Domestic Abuse.
<b><u>Fundraising</u></b>	<b><u>Responsibilities</u></b>
x1 Fundraising & Communication Coordinator	Responsible for raising funding for the organisation and raising its profile.

## **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

**Controlling behaviour is:** a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

**Coercive behaviour is:** an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim

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

## Vision, Mission & Values

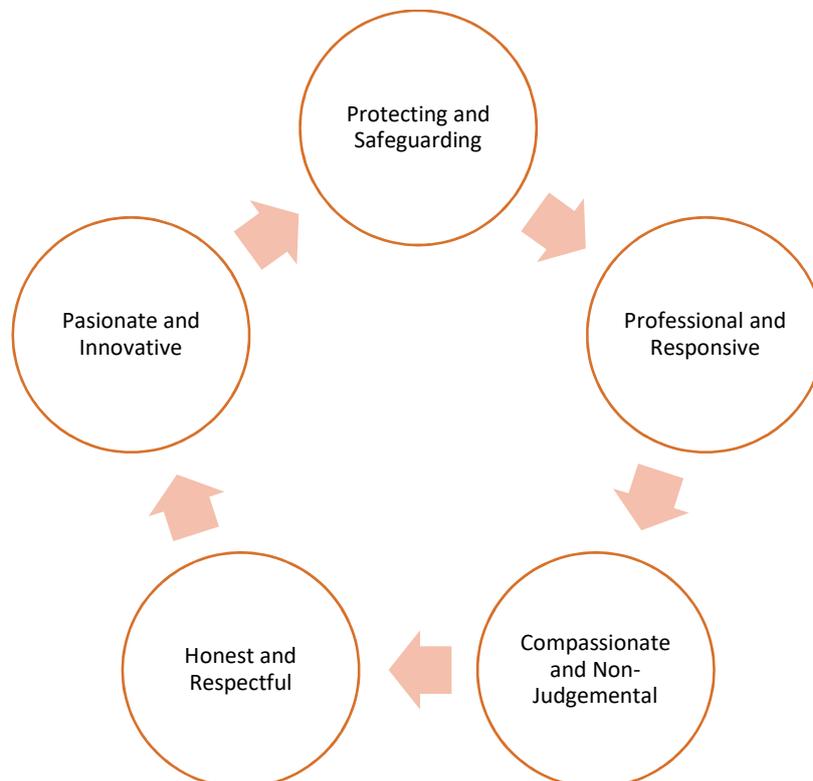
### Vision

- To live a live 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 the 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.

EDAN Lincs have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the 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.

EDAN Lincs strategically review its aims and objectives each year. The review looks at what has been achieved and the outcomes of the work over the past 12 months. The review looks at the success of each key activity and the benefits brought to those groups the service was set up to help. The review also helps ensure any aims, objectives and activities remain focused on the stated purposes for the coming year.



Burghley House, Stamford

## **CEO's Update**

EDAN Lincs 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 (LCC) to deliver countywide contracts across Lincolnshire including IDVA services, Outreach services and Refuge services so that vital support can be provided.

The five-year IDVA and Outreach contracts came to an end on the 31<sup>st</sup> March 2023 and the recommissioning of these two contracts have been combined into one countywide contract to provide support to those impacted by domestic abuse in Lincolnshire. EDAN Lincs was successful in the recommissioning of these services, securing a further 5 years of funding.

In terms of funding over this financial period, due to the ongoing demand on the Outreach service, an increase in funding was received for the final year of the contract. At this time Edan Lincs are in the second year of 2-year funding from the Police & Crime Commissioner's Office (PCC) which funds additional IDVAs. There is also a further year extension of MHCLG, funding Outreach Complex Needs workers and a 0.7 Refuge Worker.

Following a successful grant application to St James' Place it has been possible to expand the Outreach Child & Young Person (CYP) team from January 2022, which funded two CYP Workers until January 2024.

The Refuge service contract is also over a five-year period (3 years+1+1), which is currently in its third year, with years 4 and 5 extension confirmed. There has also been additional funding to increase capacity of the dispersed/move on properties across Lincolnshire. Two properties have been secured in East Lindsey and the search continues to source a further two properties in the Lincoln/West Lindsey area. This will enable the service to support 25 families in emergency accommodation at any one time.

The refuge is also in year two of 3-year funding from Mercers which provides support to families, children and young people in the refuges across Lincolnshire. Following the BBC Children-In-Need funding ending 30<sup>th</sup> June 2022 LCC increased the funding enabling EDAN Lincs to continue the same level of support for children and young people in Refuge. LCC has also provided £100,000 for the refurbishment of the existing refuge units over the duration of this contract.

The latter period of this financial year has been particularly challenging for the organisation with preparations for the mobilisation of the new Outreach contract alongside delivering the current contract. The hard work and dedication of the whole staff team during this time has been incredible. The Refuge service has seen challenges with the addition of managing a sub-contacting arrangement with the SOLDAS Refuge and also working to furnish the additional dispersed property.

Despite the challenges, further success during this year was achieved when being classified as 'Excelling' in the Lincolnshire County Council (LCC) Annual Review across the Countywide Outreach Services and Refuge contract. The IDVA service also achieved a further 3-years 'Leading Lights' accreditation.

The Management team and staff across all areas are without doubt the most valuable asset to the organisation and the core reason for its successes. They have worked incredibly hard during what has been a challenging year.

**Celia Madden**  
Chief Executive Officer

## **Triage & Information, Advice & Support Team (IAST)**

From April 1<sup>st</sup> 2022 to March 31<sup>st</sup> 2023 a total of 4,962 referrals were received into the service. There were 3,667 PPN's from the Police, 912 from all other agencies and 383 self-referrals. This is an increase of 43% on the previous year. Due to the increase in Police PPN referrals Triage & IAST have identified 68 high-risk cases resulting in referrals submitted to MARAC. This is 84% of the total number referred by EDAN Lincs. There have also been 131 EMAS (East Midlands Ambulance Service) direct referrals this year through a separate pathway which is a slight decrease on the 144 from the previous year. In this year Triage & IAST again saw an increase in the complexities of service users with a total of 1,340 referrals received identifying a complex need. This is a 29% increase compared to the previous year. The team regularly guide those who are in a state of crisis and help ensure emergency support is provided by relevant agencies. IAST has seen an increase in actions, with a total of 12,194 in relation to receiving calls, taking referrals, liaising with professionals, online chats and email enquiries, compared to the previous year of 4,036. This is an increase of 202%.

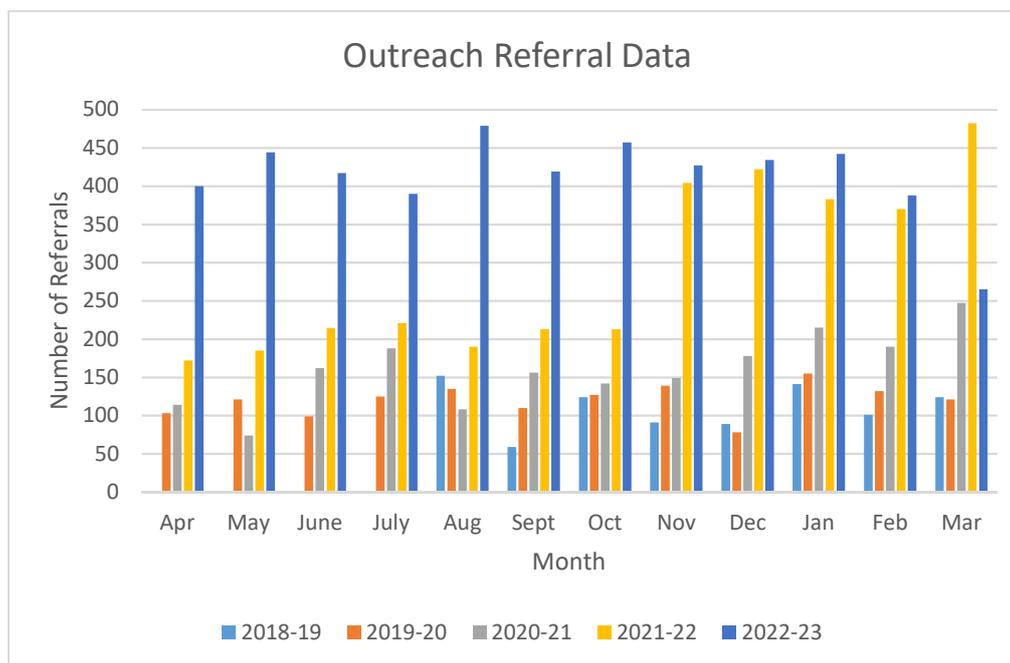
The Triage and IAST team have weathered through a particularly challenging 12 months, showing remarkable resilience in dealing with the difficult pressures of the increase in referrals to the service and complexities of cases. This was, in the majority, due to the increased number of direct PPN (Police) referrals. With an average of approximately 80% of PPN referrals being closed by the IAST/Triage team, this impacted significantly due to the large amount of support work required without the service user proceeding through to Outreach support. Most importantly the team have been able to provide much needed Domestic Abuse advice, awareness, options and safety planning to those in need. Each team member has the ability to confidently assess risk whilst providing an empathic, supportive and non-judgmental approach. An important part of their role is to encourage engagement with the service to those who may be nervous, not recognizing risk, apprehensive or scared. This can be testing but empowering to both the service user and the worker, providing a sense of accomplishment to both parties and provides motivation to the team to work through difficult times. As COVID has been left behind, the team continued to navigate the cost-of-living crisis as many service users are now faced with a difficult decision as to whether to stay or leave an abusive relationship. There has also been an increase in media coverage of domestic abuse.

A new Victim Lincs pathway was implemented in March 2023 which means a sharp decrease of PPN referrals into the service, which will allow some reflection and opportunity to prepare for the new contract immobilization and implementation. The team have remained committed, passionate and steadfast whilst under an enormous amount of pressure over the past 12 months. They have all strived to provide the best possible specialist service to service users and professionals through an exceptionally challenging time, going above and beyond, which has been gratefully appreciated. Through this time the team exhibited exceptional peer support and showed great camaraderie, thus contributing to, and ensuring, a positive working environment.

## **Referral Data for 2022/23**

### Outreach

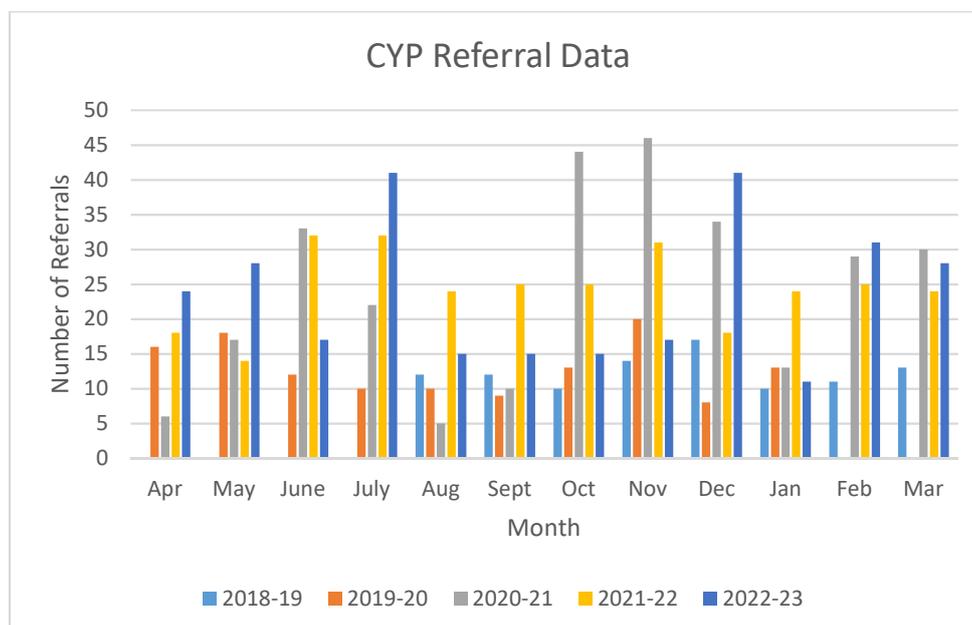
**4962** Outreach referrals (4% increase on 2021/22)



Year	Apr	May	June	July	Aug	Sept	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	1445
2020-21	114	74	162	188	108	156	142	149	178	215	190	247	1923
2021-22	172	185	214	221	190	213	213	404	422	383	370	482	3469
2022-23	400	444	417	390	479	419	457	427	434	442	388	265	4962

### Children and Young People

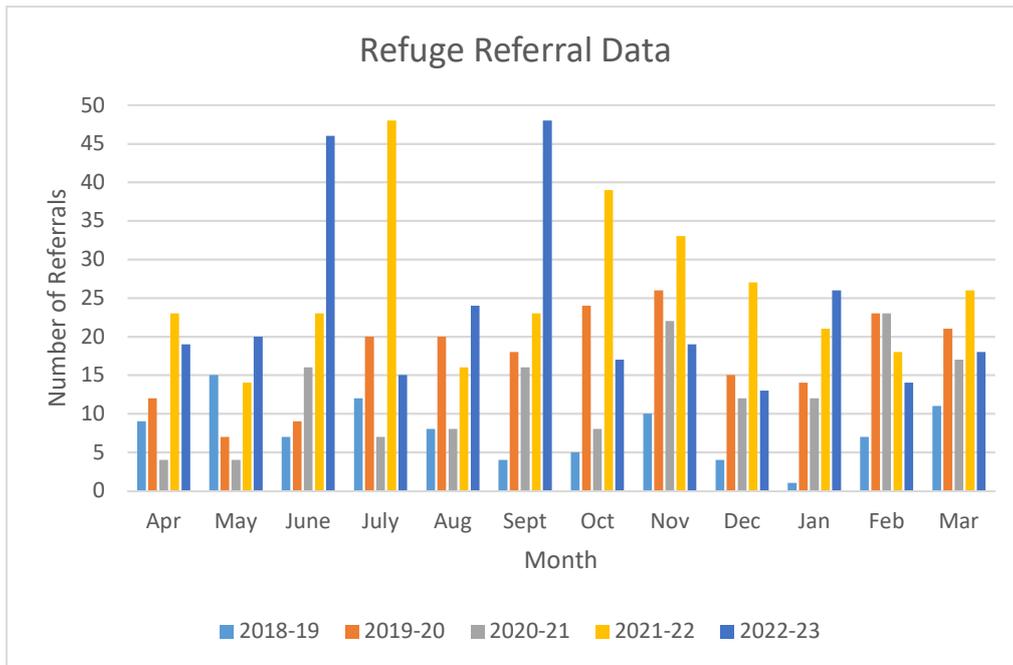
**283** CYP referrals (3% decrease on 2021/22)



Year	Apr	May	June	July	Aug	Sept	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	289
2021-22	18	14	32	32	24	25	25	31	18	24	25	24	292
2022-23	24	28	17	41	15	15	15	17	41	11	31	28	283

**Refuge**

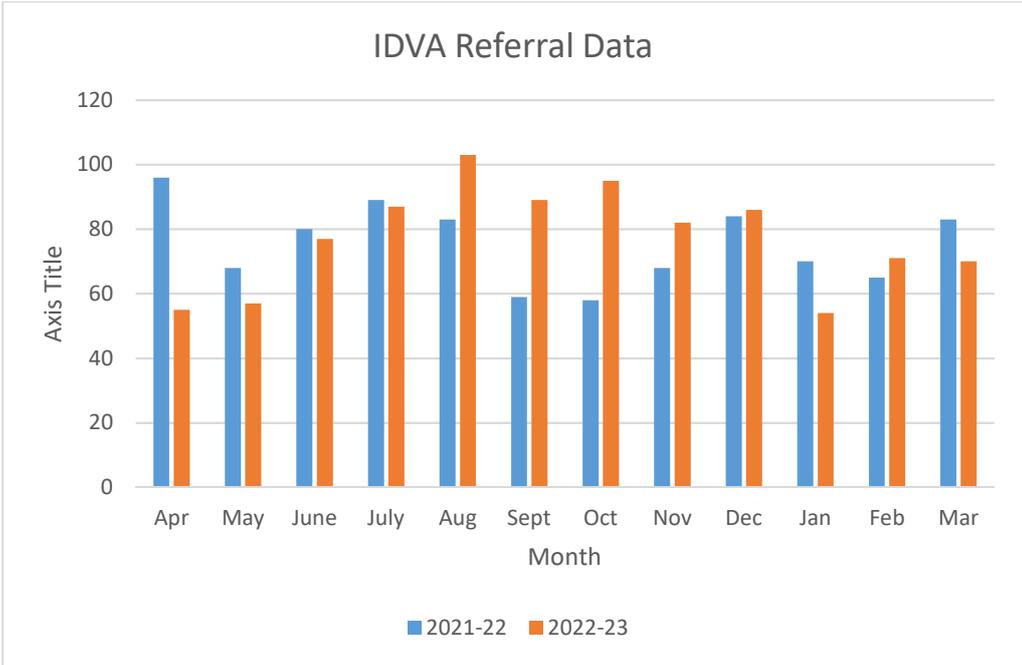
**279** Refuge referrals (10% decrease on 2021/22)



Year	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2018-19	9	15	7	12	8	4	5	10	4	1	7	11	93
2019-20	12	7	9	20	20	18	24	26	15	14	23	21	209
2020-21	4	4	16	7	8	16	8	22	12	12	23	17	149
2021-22	23	14	23	48	16	23	39	33	27	21	18	26	311
2022-23	19	20	46	15	24	48	17	19	13	26	14	18	279

**IDVA**

**926** IDVA referrals (3% Increase on 2021/22)



Year	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021-22	96	86	80	89	83	59	58	68	84	70	65	83	903
2022-23	55	57	77	87	103	89	95	82	86	54	71	70	926

## **Outreach Support**

The funding EDAN Lincs receives 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 behavior 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 continuing impact of the Covid-19 pandemic regarding how the service manages both the service users and staff experiences. We have responded and adapted to ensure we have been able to continue to support individuals and families accessing support. This has been achieved by continuing with practices that were introduced during the pandemic and continuing to support staff with a strength-based approach to supervision to ensure the increasing levels of vicarious trauma are recognized and supported.

Vital work was undertaken this year to secure the new domestic abuse contract with Lincolnshire County council, whilst continuing to work to deliver high performance levels within the current contract. This was achieved through teamwork, determination and the dedication of staff to the service.

Throughout this year we have focused our attention on building a comprehensive platform of resources (digital platform), whilst establishing an Outreach Engagement Team to satisfy the demands of the new contract. This new Lincolnshire County Council strategy promotes the service user being empowered to take ownership of their experience, whilst the new team establishes firm roots in and around the county. The clear message from our commissioners is one of early intervention, taking ownership and being empowered, giving our partner agencies the opportunity to be upskilled and work in collaboration with our service to be self-supporting and sustaining, which further encourages and strengthens unity and alliance with these partner agencies, which is paramount for future success.

In addition, we began preparation for major development and restructuring within our current CYP, Adult Outreach, IDVA, IAS and Triage teams to align with the new contract ensuring we meet the required deadlines.

With success in mind, we have focused on upgrading our current staff package to secure suitably qualified and experienced personnel and once recruited ensuring that our internal training and induction package meets with the high demands that are required from staff to support working in this arena, enabling longevity of service and a positive working environment.

## **Children & Young People (CYP)**

Within the last financial year the Children and Young People (CYP) team has seen a lot of changes, with staff who had been working with EDAN Lincs for many years either moving roles internally or leaving the service. As a testament to the resilience of the team, it has rebuilt in full and all are succeeding within their roles. The team is passionate in helping and supporting the families and children/young people, enabling them to understand what has happened and that it was not their fault. The team supports the processing of feelings and emotions and getting a better understanding of domestic abuse. This helps children and young people to live a life free from domestic abuse where they can thrive and be the best they can be after a difficult phase in life. After support from EDAN Lincs and thanks to the CYP team domestic abuse does not have to feel imprinted upon the service users forever.

The CYP team have supported 283 children and young people, providing family focus and 1:1 sessions in schools, children centres, GP surgeries, via MS Teams and over the telephone. They have worked intensely in partnership, making referrals to appropriate agencies, signposting, making sure the children and young people get the best support available.

100% of children and young people supported by the CYP team have reported:

- Feeling safer after EDAN Lincs support
- Improved understanding of their experiences and trauma
- Supported to build their resilience and wellbeing
- Feeling that they had learned about healthy and unhealthy relationships
- Feeling heard and understood



International Bomber Command, Lincoln

## **Refuge Support**

EDAN Lincs provides emergency safe accommodation for those who have fled domestic abuse. In Lincoln and West Lindsey EDAN Lincs has emergency housing for up to 14 families that can support adults, 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 the self-contained units in Lincoln are specifically designed to provide disabled access which means support can be provided to individuals with additional needs and could include supporting someone that is on a recognised substance reduction programme. The East Lindsey accommodation consists of 5 two bed roomed self-contained flats within in the main refuge building along with 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.

Person-centred and holistic support 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 a 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. Residents are offered weekly 1:1s as a minimum, with more support available. The friendly and approachable, non-judgemental nature of refuge staff means that residents feel confident enough to seek support when needed which is often something that in their lifetime they have never been given. Resilience is key and EDAN Lincs staff are not there to do the work for the residents, but support them to find the tools to navigate their own future. This means that when residents 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 ensures individuals are fully aware of their situation and options. Staff also help to support by building a residents independence, offering emotional support at what is often a confusing and upsetting time. 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 an in-house, funded, counsellor or other relevant agencies.

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 is paramount for improving the family dynamics. The growth of a relationship between the non-abusive parent and child is a unique and powerful experience to be part of. EDAN Lincs supports healthy parenting to encourage those loving, safe bonds between parent and child.

The mission of the Refuge service 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. The residents are able to access the '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 healthy boundaries in all future relationships.

This year a grant of £100,000.00 was provided by Lincolnshire County Council for the refurbishment of the refuges. Planning is underway to establish exactly how this money will be spent to improve the service provided by EDAN Lincs. The impact on the residents and staff of these planned improvements will be immeasurably positive.



Skegness Pier

## **Lincolnshire Independent Domestic Violence Advisor (IDVA) Service**

The team provides a specialist service for those aged 16 and over who have been referred to a Multi-Agency Risk Assessment Conference (MARAC) and have been assessed as high risk of homicide or serious injury due to domestic abuse. The IDVA attends scheduled and emergency MARAC's to represent the victim and coordinate the actions of partnership agencies. The IDVA Service had previously been awarded Safe Lives Leading Light status and continue to work within the standard to ensure good practice.

### Feedback

In this year there have been no formal complaints made and the service has received a number of compliments:

<p><i>"Thank you for going above and beyond to help me with this request. Client is recovering well and she continuous to engage with our support. I would like to express that your professionalism during my communications with yourself regarding this case has been outstanding I appreciate this very much."</i></p> <p>Partnership agency</p>	<p>"Police officers thank IDVAs that are working from police stations – in particular a recent incident to assist officers in dealing with a high risk incident and the IDVA supported the victim at the police station whilst securing temp accommodation"</p> <p>Local police authority</p>
<p><i>"The IDVA made sure, I understood the process"</i></p> <p>Victim</p>	<p><i>"The IDVA made the process of court seem less daunting"</i></p> <p>Victim</p>
<p><i>"My IDVA remained with me every step of the way"</i></p> <p>Victim</p>	<p><i>"The case kept getting adjourned and I just felt like It was not worth the stress anymore but my IDVA was there to empower me to keep going"</i></p> <p>Victim</p>

### Professional development

The IDVA team is multi-skilled, with access to internal and external training to enhance service deliverables. Two IDVAs have completed Paladin training and ISVA training and the organization adheres to the 6 year LCC Training pathway. A full day of Internal Resilience training has been provided to all staff.

Staff are committed to monthly supervision and further supported with quarterly clinical supervision in a group format. The service is subject to Safe Lives Leading Light reviews where in depth scrutiny of compliance with the IDVA performance criteria is undertaken.

### Caseloads and Statistics

Lincoln City and the east of the county continue to have the highest number of referrals into MARAC and the IDVA Service. Safe Lives recommend IDVAs should carry a caseload of between 5-7 cases per month (60-80 cases per annum). Numbers for 2022-23 indicate that Lincolnshire IDVAs have each had an average of

approximately 9 new cases per month. This does not take in to account the number of cases that are still open and being worked on from previous months or those where there is no consent and attempts are being made. Each IDVA averages 29 open cases at any time. The total number of referrals into the IDVA service for 2022/23 totals 1,084 which equates to a case load of approximately 98 cases per annum for each IDVA.

<b>100%</b> of victims received advice and guidance to seek legal representation to explore civil protection orders.	<b>97%</b> of victims required emotional wellbeing support, support using a psychosocial trauma informed approach or a referral to an appropriate service within the county.
<b>46%</b> of victims were supported through the criminal courts as a Domestic Abuse victim.	<b>99%</b> of victim reported on exiting the service that the overall risk from others had reduced.
<b>85%</b> of cases required housing related support.	<b>96%</b> of referrals responded to within 48 hours

The IDVA service has been attempting to monitor 16-17 year old referrals. The number referred to MARAC and giving consent has been relatively low at 14 cases however this is an increase from the previous year of 7 cases referred. Male referrals to MARAC had remained static at 28 in 2021/22 from 27 in 2019/20 and the service will continue to be active in this field. The new IDVA manager has been keen to address the high numbers of 'no consent' cases and meetings were held with the Inspector of the Police Safeguarding Hub to explore how to reduce the number of these cases.

### Finance

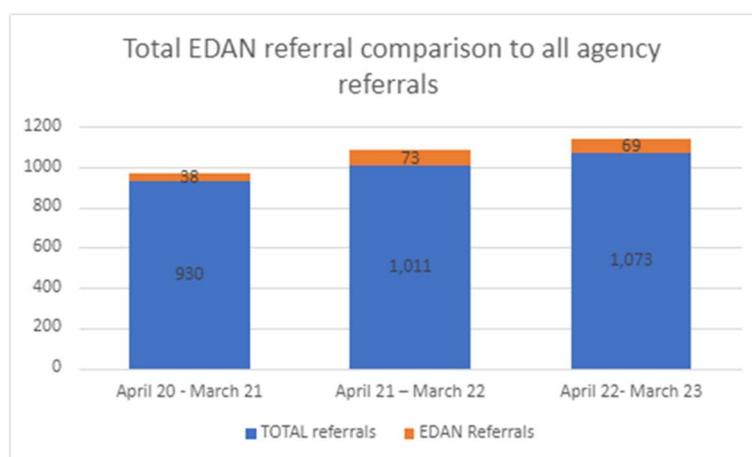
Main funding sources	Amount	Time period
Lincolnshire County Council IDVA services	£379,620.00 per year	Until June 2023
MOJ IDVA services	£118,196.00 per year	Until June 2023
Contract funding (rest of service)	£786,654.00 per year	Until June 2023

NatWest Circle Fund awarded the service £5,000 in May 2022. The funding was vital in providing financial support at the point of crisis, helping to increase client's safety. It also helped to fund food vouchers for those victims that find themselves in temporary accommodation.

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

As the commissioned domestic abuse service in Lincolnshire, EDAN Lincs are a representing body on the MARAC panel. The role of the MARAC 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 and 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 limited to, professional judgement, risk assessment figures, 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, not only those by their agency, but for all cases being referred by any agency. To ensure that the information provided is concise using the principles of Signs of Safety, clear presentation of risks is required, complicating factors/barriers to reducing risk are considered and what actions have been successfully implemented to reduce or remove risk to prevent a homicide are assessed. The homicide timeline is applied to cases being heard.

The below chart represents the year on year overall agency MARAC referrals and comparison of EDAN Lincs referrals. EDAN Lincs figures represented on this chart are not inclusive of all transfer cases that are requested by EDAN Lincs refuges as these are recorded as transferred in by the county transferring and not recorded as EDAN Lincs. The figures are not inclusive of referrals that are duplicated by another agency at the same point of referral (the figures are provided by LSP).



During the period 2022/23 EDAN Lincs Outreach/Refuge submitted 100% completed referrals and no inappropriate referrals, with 6.43% of the total referrals made to Lincolnshire MARAC by an agency. EDAN Lincs clearly demonstrated good multi-agency collaboration with all partner agencies and endeavour to work around the difficulties that the contract of ‘one agency one worker’ has presented over the last year.

Linking in with the MARACS is the 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 abuse or a situational response to a set of circumstances. Following a Home Office change in December 2016 EDAN

Lincs has been involved in DHRs and remains a contributing member in relation to ongoing DHRs in the county. On occasion the organisation responds to other counties DHRs and also participate as required as a panel board member. It is important to note that reviews are not simply there to 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.



St Buttolph's Church aka 'The Stump', Boston

## **Fundraising**

EDAN Lincs has seen stronger relationships with the press and an increased social media following of around 40% across Facebook, Twitter, Instagram and LinkedIn this year. This is after the successful completion of 'Communication Strategy Training for Charities' by the Fundraising Coordinator with the Media Trust. This increase in engagement has helped to boost appeals at crucial times such as Easter and Christmas which translates in to more help for service users in the refuges and in the wider community.

A number of events of varying sizes have been hosted throughout the year raising vital funds for the charity. Some highlights include the 'Creative Freedom' exhibition at Lincoln Cathedral, with pieces donated by artists for the refuges, and the 'Reflection 2020 Quilt', created to reflect on the lock downs in 2020, which raised £2,750. The C2C2C bike ride raised £10,000, a 24 hour martial arts challenge raised a further £3,250 and other events such as a fashion show, the Lincoln Santa Fun Run and more continued to raise money and awareness for EDAN Lincs.



The website now uses the Just Giving checkout for online donations, ensuring that all money donated goes directly to supporting victims of domestic abuse. An increased understanding and use of QR codes on printed media helps to achieve results and deliver a clear message about the charity and its purpose.

During the year EDAN Lincs has been supported by a number of local businesses. Waterside Shopping Centre ran their White Ribbon campaign and Primark Lincoln held events for customers and staff. Bells Garden Centre fundraised throughout their busy pumpkin season and New Theatre Royal fundraising enabled many of the families supported by EDAN Lincs to go to the spectacular Christmas Pantomime.

The following businesses have also supported the charity:

Siemens Energy Lincoln	Platform Housing
ACIS	Longhurst
Lincolnshire Rural Housing	Gleeson Homebuilders
Sills & Betteridge Solicitors	Ringrose Law

There has also been support, volunteered time and fundraising by students of Lincoln and Bishop Grosseteste Universities. The money raised this year has been used to support the provision of counselling, summer activities and outings for survivors staying in refuges as well as redecoration and refurbishment of refuges, and much more. Grants have also successfully been secured from Happy Days Charity & Platform, B&Q, Tesco, Asda, Lincoln Minster Roundtable Foundation for Freedom, Siemens, The Lord Barnby Foundation, Black & Blue and Tesco Mobile.

The charity has built and strengthened relationships with local community groups like the South Holland, Gainsborough and Bailgate Rotary Clubs, Witham Women's Institute and Cherry Willingham Mother's Union. These relationships have flourished during the '16 Days of Action' experience when the charity partnered with many of these groups to create small domestic abuse awareness events. The intention is to continue to build more relationships with communities and businesses, strengthen links with groups and create a central database of contacts to enable meeting needs faster as well as building on the success of social media to reach the unreached groups.

To donate <https://bitly.ws/TnF8>

## **Partner Agencies**

So much of what the charity does 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 relationships 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**

The finance team is Natasha Vick – Financial Director, supported by the Audit, Finance and Risk committee.

The main source of income to the Charity this year was Lincolnshire County Council

## **Future Plans**

As expected, inflationary pressures have been a big factor of EDAN's financial performance over 2022-23 and we are proud to have delivered a strong set of numbers, with a slight increase in held reserve. This has been achieved whilst also delivering pay increases to staff and maintaining service levels.

Fundraising income increased significantly in the year to March 2023 and the hope is to continue to capitalise on this through the current year. The focus for the board will remain on supporting the reserve target, but also on developing investment and other income streams which will safeguard EDAN Lincs as it continues to grow in the future.

## **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
- Local schools and colleges
- Universities within the county
- Not statutory charitable organisations
- Solicitors and courts
- Other domestic abuse organisations
- Health sector
- The Charity also subscribes to the National Women's Aid Charity
- And many more...



Marshall's Yard, Gainsborough

## **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 for the refuges
2. Loss of funding

Ongoing Government funding is subject to a very strict annual assessment process 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



The world's only 8 sailed Windmill, Heckington

## **Acknowledgements**

EDAN Lincs would like to acknowledge the joint working and support received from partner agencies, both statutory and non-statutory. Multi-agency working is key for providing a holistic package of support to the service users and excellent working relationships have been built with partners. EDAN Lincs extends special thanks to funders and supporters without whom the charity would not be able to offer the vital services to those in need.

The pictures used throughout this report depict landmarks from the county of Lincolnshire. They can each be found in locations across the seven districts in which EDAN Lincs provides vital support to the community.

## **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 (Chair) M K Allen Chartered Accountant (Treasurer) (resigned 29.09.22) L Patsalides C Taylor R Simmonds (resigned 09.11.22) L Pryke (resigned 07.03.23) N Dillon-Jones (resigned 09.02.23) T Buzec (appointed 22.11.22) V Plumbly (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 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](http://www.edanlincs.org.uk)    **Email:** [info@edanlincs.org.uk](mailto:info@edanlincs.org.uk)

### **Opening Times:**

- **Refuge:** 8.30am to 8.30pm Monday to Friday, 10.30am to 6.30pm Saturday.
- **Outreach:** 9am to 5pm Monday to Friday.
- **IDVA Service:** 9am to 5pm Monday to Friday.

## **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.