

EDAN Lincs Annual Report & Accounts



2023-2024



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Foreword

This year we have seen the full implementation of the new ways of working following the award of the contract to provide Domestic Abuse services to the communities we serve across Lincolnshire. While the name changed to Lincolnshire Domestic Abuse Specialist Services (LDASS) EDAN Lincs has remained as a charitable organisation and retained its values as a charity.

The people EDAN Lincs provide help and support to are often facing life changing experiences, threats to their lives and uncertainty in their ability to feel a sense of safety and wellbeing in the place they should feel safest, their home. The impact domestic abuse has on families and individuals continues to be serious and have long lasting impacts to all involved.

The specialist teams at EDAN Lincs deliver important services to people across Lincolnshire when they need it most. We often hear from people who have been helped by the work EDAN Lincs do to assist families and individuals to move on from a traumatic period in their lives. This year EDAN Lincs have seen the full impact of delivering services within a new way of working, with the introduction of a Universal Offer of Support via our digital platform www.edanlincs.org.uk and the Outreach Engagement Team who have successfully engaged with partner agencies and communities across Lincolnshire.

The Board continue to admire the resilience of the EDAN Lincs team and are proud of the staff who have continued to respond in a way that ensures the delivery of safe services. The Board would like to thank all the staff team, led by the CEO, for continuing to adopt and implement new practices which has allowed EDAN Lincs to increase capacity.

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

Recovery from domestic abuse takes time and if we think about how much is impacted for one 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

<u>Trustees</u>	<u>Responsibilities</u>
1 x Chair	Supported by the Executive Team, Trustees provide strong effective leadership, governance, compliance, overall strategic direction and financial oversight of the organisation.
6 x Board Trustees	
<u>Executive Team</u>	<u>Responsibilities</u>
1 x CEO	Overall responsibility for the management of EDAN Lincs.
1 x Director of Operations	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.
Senior Management Team	<u>Responsibilities</u>
4 x 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).
2 x 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.
1 x IDVA Manager	Responsible for the overall management and supervision of IDVA workers and service delivery.
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.
<u>Finance & Project Admin</u>	<u>Responsibilities</u>
1 x PA/HR & Project Administrator	Responsible for PA & HR administration, offering administrative support to EDAN LINC'S senior management team and Trustees.
1 x Support Hub Administrator	Responsible for administration of referrals at entry into service
1 x Refuge Administrator	Responsible for general administration in Refuge

<u>Outreach Engagement Team</u>	<u>Responsibilities</u>
1 x Outreach Engagement Manager	Responsible for the overall management and supervision of the Outreach Engagement Team and service delivery.
1 x Outreach Engagement Project Coordinator 1 x Outreach Engagement Practitioner	Responsible for providing proactive early interventions, targeting communities and individuals who may face barriers to accessing domestic abuse support services. Plays a key role in increasing community awareness of domestic abuse including working with existing community groups to build their capacity to identify and support domestic abuse victims.
<u>Adult Intervention Service</u>	<u>Responsibilities</u>
1 x Adult Intervention Manager	Responsible for the overall management and supervision of the Adult Intervention Team including SDAPs and service delivery.
2 x Senior Specialist Domestic Abuse Practitioners	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.
12 x Specialist Domestic Abuse Practitioners (SDAP)	Responsible for delivering support to vulnerable people affected by domestic abuse. Support will vary dependent upon risk identified.
<u>Support Hub Service</u>	<u>Responsibilities</u>
1 x Support Hub Manager	Responsible for the overall management and supervision of Support Hub SDAPs and service delivery.
2 x Senior Support Hub SDAPs	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.
10 x Support Hub SDAPs	Responsible for providing information, advice and support via our help line. Also responsible for the screening of new service users affected by domestic abuse.
<u>CYP Service</u>	<u>Responsibilities</u>
1 x CYP Manager	Responsible for the overall management and supervision of CYP Practitioners and service delivery.
1 x Senior Child & Young Person Practitioner	Responsible for providing supervision to staff as well as direct work with Children & Young people, assessing their needs and providing a range of support.
4 x Child & Young Person Practitioner (CYP)	Responsible for supporting children, young people, families accessing outreach support at EDAN Lincs.
<u>Refuge Service</u>	<u>Responsibilities</u>
<u>Lincoln & West Lindsey Refuge</u>	
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.
1 x Senior Refuge Worker	Responsible for providing additional support to the Refuge Manager, support to families in our dispersed properties and supervision of staff.

3 x Specialist Domestic Abuse Practitioners	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, children and young people in EDAN Lincs refuges and supervision of family & child support workers.
2 x Family & Child Support Workers	Responsible for supporting families, children and young people in EDAN Lincs refuges.
<u>East Lindsey Refuge</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.
1 x Senior Refuge Worker	Lead role, responsible for providing additional support to the Refuge Manager and supporting to families in refuge.
2 x Support Workers	Responsible for delivering refuge support to vulnerable people affected by domestic abuse and aid their recovery and transition into the community.
2 x Family Engagement Worker	Responsible for supporting families, children and young people in EDAN refuges.
<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 IDVAs, 1 x Rural/Elder IDVA	Responsible for representing EDAN Lincs in a multi-agency arena, in relation to high risk cases of domestic abuse.
2 x Court IDVA	Responsible for providing additional support to high risk clients in the court setting.
1 x Child & Young Person IDVA	Responsible for providing support to children and young people impacted by living with domestic abuse.
<u>Fundraising</u>	<u>Responsibilities</u>
1 x 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:

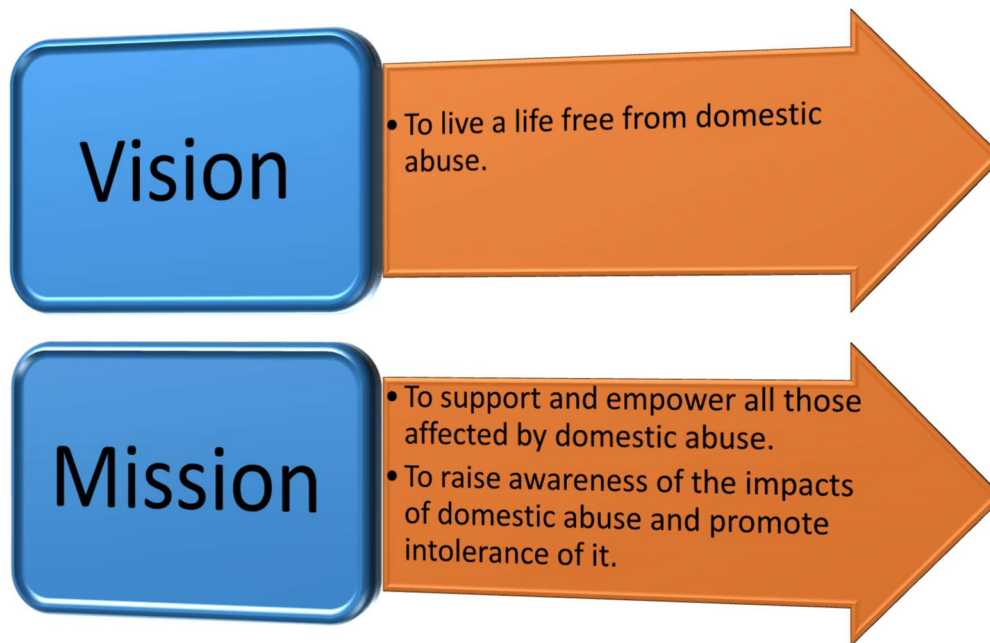
- Psychological or emotional abuse
- Sexual
- Physical
- Economic
- Controlling behaviour
- Coercive behaviour
- Stalking or harassment

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



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.

CEO's Update

Over this financial period, EDAN Lincs has received core funding from Lincolnshire County Council (LCC) to deliver two countywide contracts across Lincolnshire. Lincolnshire Domestic Abuse Specialist Service (LDASS) provide outreach services to adults, children and young people impacted by domestic abuse across Lincolnshire. Domestic Abuse Refuge Service provision provides emergency accommodation for individuals and families fleeing domestic abuse.

Lincolnshire Domestic Abuse Specialist Service (LDASS)

Lincolnshire County Council, the Office of the Police and Crime Commissioner (OPCC) and NHS Lincolnshire Integrated Care Board (ICB) work in partnership to ensure all Lincolnshire residents at risk of, experiencing or affected by domestic abuse can access information, advice and specialist support through a Domestic Abuse Support Service. During this period EDAN Lincs was successful in the recommissioning of the LDASS Countywide Outreach Contract, securing 3+1+1 years funding from 1st April 2023. The contract includes a Universal Offer of Support via a new Digital Platform (www.ldass.org.uk) to help victims of domestic abuse access support, information, resources and services.

Specialist Domestic Abuse Practitioners provide vital support to individuals and families impacted by domestic abuse in Lincolnshire. The service offers support to consenting adults and their children, in an holistic, non-confrontational manner to enable individuals to live free from violence; influencing positively on their safety, emotional wellbeing, health, education and enjoyment of life.

The first year of the LDASS contract focussed on the mobilisation and development across all service areas, including the new provision of the Outreach & Engagement Team (OET) and recovery element to the service. The purpose of the OET is to provide proactive early interventions, targeting communities and individuals who may otherwise face barriers to accessing domestic abuse support. OET have been recruiting and training DA Champions, setting up 'by and for' survivor groups and delivering 'Time to Thrive' empowerment sessions as part of the recovery element of the service. Recovery can also include support in court where there is ongoing criminal or civil proceedings relating to domestic abuse. In addition, during this period, funding from the Police & Crime Commissioner's Office (OPCC) which funds additional IDVAs, and a part time Outreach worker, became part of the funding within the new LCC outreach contract.

St James' Place funding provided the opportunity to expand the Outreach Child & Young Person (CYP) team by two additional workers. This was 2-year funding until 31 December 2023, these posts were funded within the LCC LDASS contract thereafter.

Domestic Abuse Refuge Services

The Refuge service contract is over a five-year period (3 years+1+1), which is currently in its fourth year, with the 5th year extension confirmed up until 30th

June 2025. Additional LCC funding allowed the increase of the dispersed/move on properties across Lincolnshire by two further properties in East Lindsey enabling the service to support 25 families in emergency accommodation at any one time.

LCC provide funding for children and young people (CYP) in refuge, enabling EDAN Lincs specialist CYP domestic abuse Practitioners to offer the same level of support for children and young people. The refuge also received 3-year funding from Mercers to support families, children and young people which ended in December 2023.

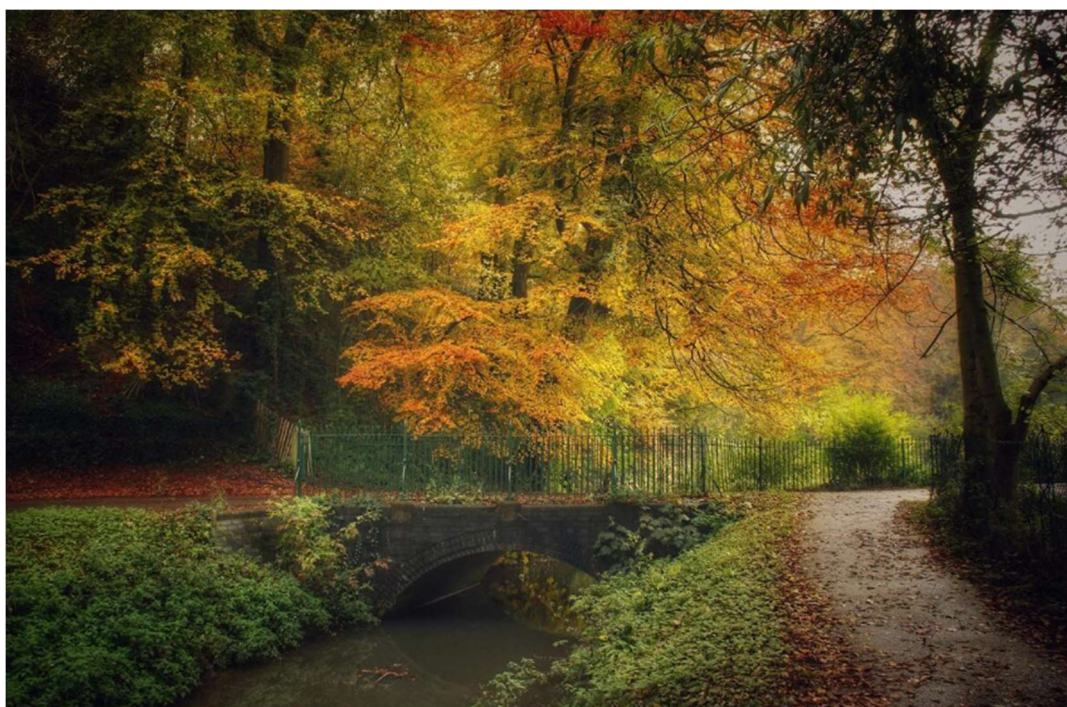
During this year LCC continued to provide funding for refuge provision within the SOLDAS refuge via a sub-contacting arrangement. Contract management information and data reporting is reported to EDAN Lincs on a quarterly basis.

During the later end of the financial year a full review of refuge service provision began with LCC in preparation for the forthcoming recommissioning in 2025. As the current countywide providers, EDAN Lincs played a key role within this review process, this replaced the usual annual contract review.

The Management team and staff are without doubt the most valuable asset to the organisation and the core reason for its successes. This year has brought many challenges across all service areas, but despite this the employees have been incredible. Many have worked tirelessly during what has been a challenging year, with the mobilisation of a huge outreach contract and new complexities and challenges faced across refuge. Many staff have gone over and above to ensure quality services are being delivered.

Celia Madden

Chief Executive Officer



Hubbards Hills, East Lindsey

Support Hub

From 1st April 2023 to 31st March 2024 a total of 1636 adult referrals were received into the service. This is more than a 60% decrease to the previous year. This reduction is due to an 84% decrease in the number of PPN referrals received following the introduction of the Victim Lincs Pathway in March 2023. From the total of 596 PPN referrals received, 326 of these progressed through to another area of the service.

For self-referrals and other professional referrals:

- 669 were received via the self-referral pathway, equating to 34% of all referrals received. This is an increase of 74% on the previous year. The launch of the excellent Digital Platform is the catalyst for this increase as the process for self-referring has become much more accessible and user friendly.
- 1316 were received via the professional referral pathway, equating to 66% of all referrals received. This is an increase of 33% on the previous year. There has been a decrease in the number of professional referrals towards the end of this period, most likely due to the launch of the mandatory DASH Risk assessment being submitted with a referral, which was introduced mid-September 2023.
- 211 EMAS notifications (East Midlands Ambulance Service). This is a 61% increase on the previous year, where 131 notifications were received.

Whilst there has been a marked decrease in the number of adult referrals into the service there has been an increase in the number of calls, online chats and email queries.

The table below represents additional work completed by the Support Hub excluding self-referrals taken, onward referrals and Assessment of Risks completed.

Type of Work	Amount
General Enquiries from SU's	7950
Online chats	470
Info Box (email) queries	1532
EMAS attempts at contact	523
IAST Attempts at contact	2707
Professional Calls	1331
Professional consultations	71
TOTAL	14,584

There has been a 20% increase with the previous year being a total of 12,194.

The Support Hub have referred 65 high risk cases to MARAC. This is a 4% decrease on the previous year where 68 cases were referred. A total of 1275 assessments of risk were completed.

Whilst the Digital Platform has a fantastic professional advice and resource section, Support Hub continue to receive calls and email queries from professionals seeking guidance. With this in mind, to support the professional community, a professional consultation service has been launched, which is available to any professional who would like to be provided with guidance, advice, and support for their own cases with clients where they require some specialist support.

The Support Hub has launched a pilot scheme in collaboration with some GP surgeries throughout Lincolnshire. The aim of this pilot is to ensure a simple and effective notification pathway into the service for those patients identified requiring support whilst at the surgery. The hope is that this scheme is successful and look forward to working closely with the participating surgeries.

In line with the new contract the team became known as the Support Hub and adopted a more hybrid approach across the two previous teams of IAST and Triage. Over this 12-month period the Support Hub undertook a transformation in the way they work, receive referrals and capture information. The implementation of the Referral Management Module (RMM) aimed to improve on our previous system, resulting in a significant change to the support hub. The construction, mobilization and launch of this new module was carefully planned in consultation with LCC and went 'live' in September 2023. This positive change in working styles revolves around having one system that receives and holds all referrals into the service. It is also able to identify repeat victims, providing a full overview of a victim's history within LDASS, which is essential in assessing risk. Each referral is visually screened by the Support Hub admin SDAP, with all additional checks completed before being released through to the Support Hub team to commence attempting contact.

The introduction of the RMM came with its own challenges, understandably, there were some initial hiccoughs, however, these were navigated promptly and effectively. The whole team exhibited an eager attitude and a positive commitment to change. It is hard to remember what life was like before the RMM existed!

The Support Hub team will confidently complete a comprehensive Assessment of Risk (AOR), whilst providing the essential empathic, supportive, and non-judgmental approach. It is at the forefront of each team members mind that they ensure a victim feels listened to and believed. The significance of this approach cannot be underestimated. EDAN Lincs feel passionately about continually providing an excellent service. The team also complete any immediate safeguarding and onward referrals should these be identified.

Those who may be nervous, not recognise risk, feel apprehensive or are scared will be encouraged to engage with the service. For those that do not feel ready to engage, all options are explained for a future referral and details of other agencies who may be able to support are provided. Support and guidance is also given to family and friends who are concerned about a loved one or a friend.

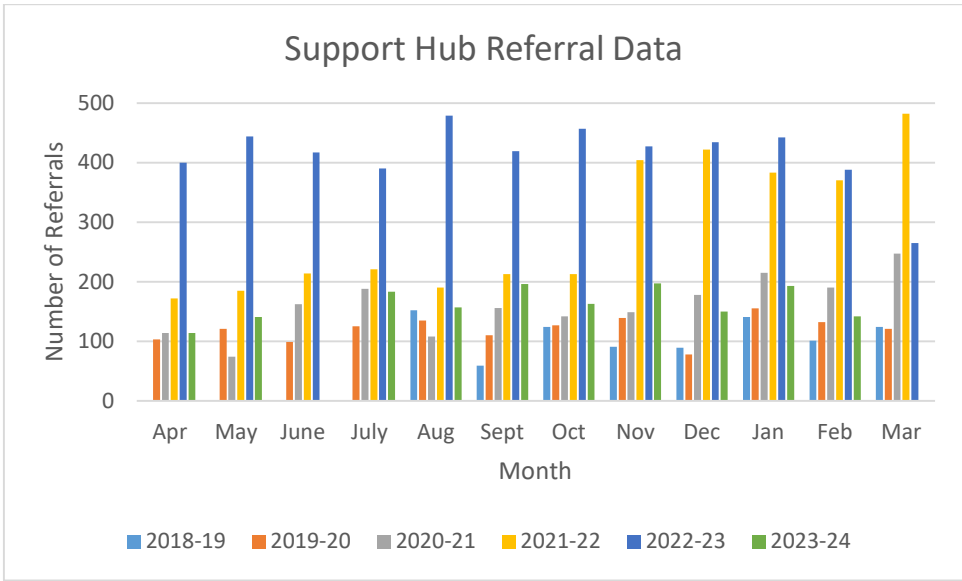
The role remains fast-paced, challenging, and at times, emotionally testing, requiring resilience, resolve and dedication. The work can be empowering to both the service user and the team member, providing a sense of accomplishment to both parties and provides motivation to the team to work through challenging times.

Thanks are extended to the Support Hub team for their continued commitment and support. The past 12 months has been a time of significant change and the team have embraced and navigated this time with enthusiasm. The team have continued to provide exceptional peer support and as always, their hard work and diligence is recognized and gratefully appreciated.

Referral Data for 2023/24

Support Hub

1636 Outreach referrals (67% decrease on 2022-23)

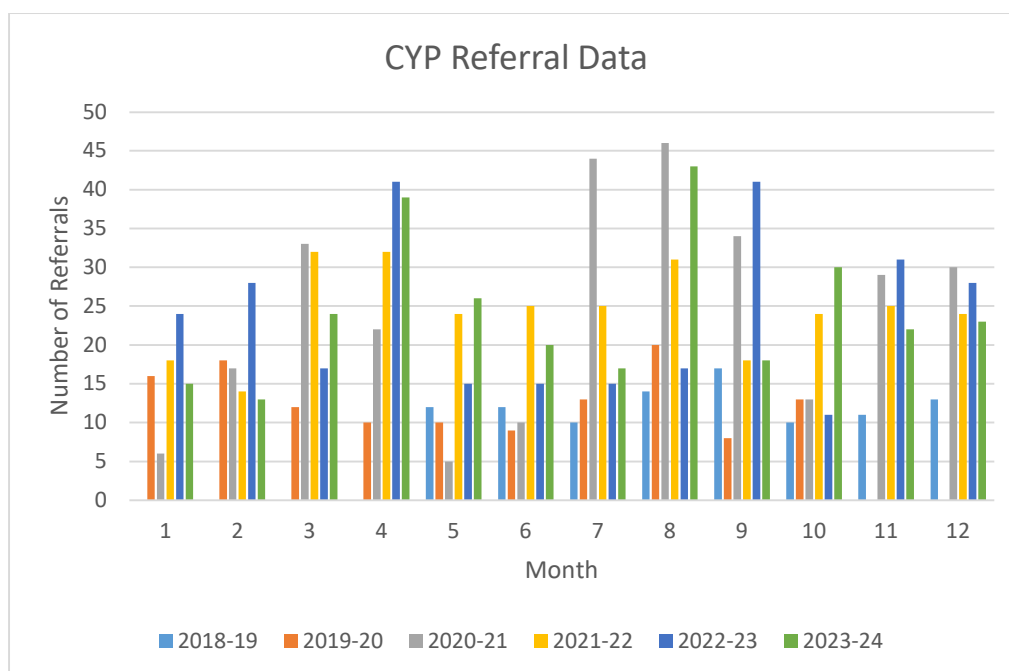


Year	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2018-19	*	*	*	*	152	59	124	91	89	141	101	124	881
2019-20	103	121	99	125	135	110	127	139	78	155	132	121	1445
2020-21	114	74	162	188	108	156	142	149	178	215	190	247	1923
2021-22	172	185	214	221	190	213	213	404	422	383	370	482	3469
2022-23	400	444	417	390	479	419	457	427	434	442	388	265	4962
2023-24	114	141	178	183	157	196	163	197	150	193	142	171	1636

*data unavailable

Children and Young People

290 CYP referrals (2.5% increase on 2022-23)

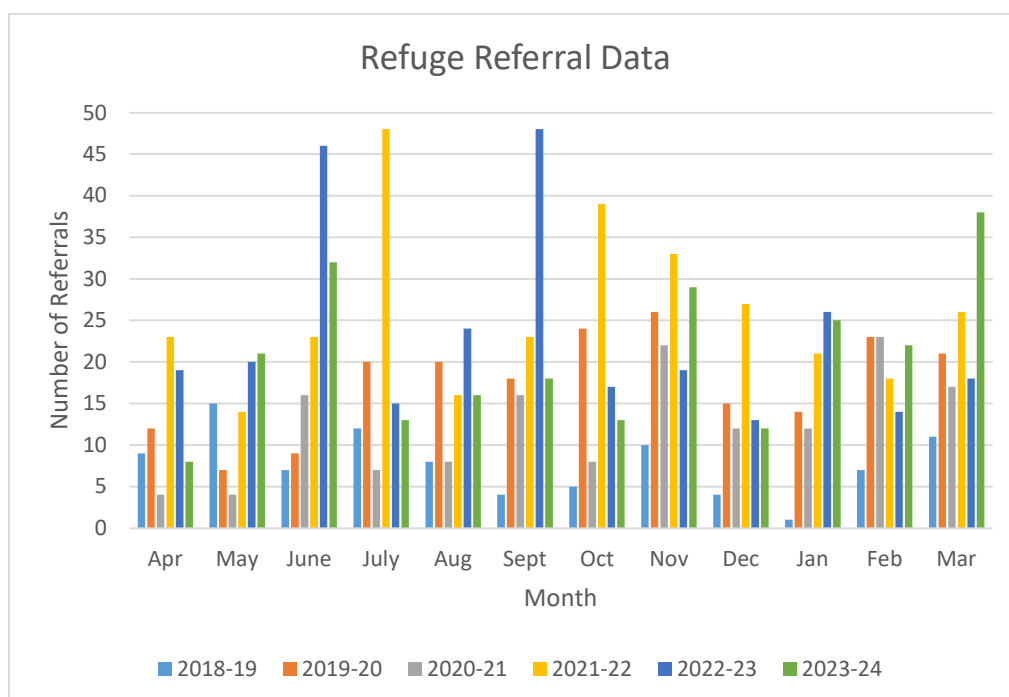


Year	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2018-19	*	*	*	*	12	12	10	14	17	10	11	13	99
2019-20	16	18	12	10	10	9	13	20	8	13	0	0	129
2020-21	6	17	33	22	5	10	44	46	34	13	29	30	289
2021-22	18	14	32	32	24	25	25	31	18	24	25	24	292
2022-23	24	28	17	41	15	15	15	17	41	11	31	28	283
2023-24	15	13	24	39	26	20	17	43	18	30	22	23	290

*data unavailable

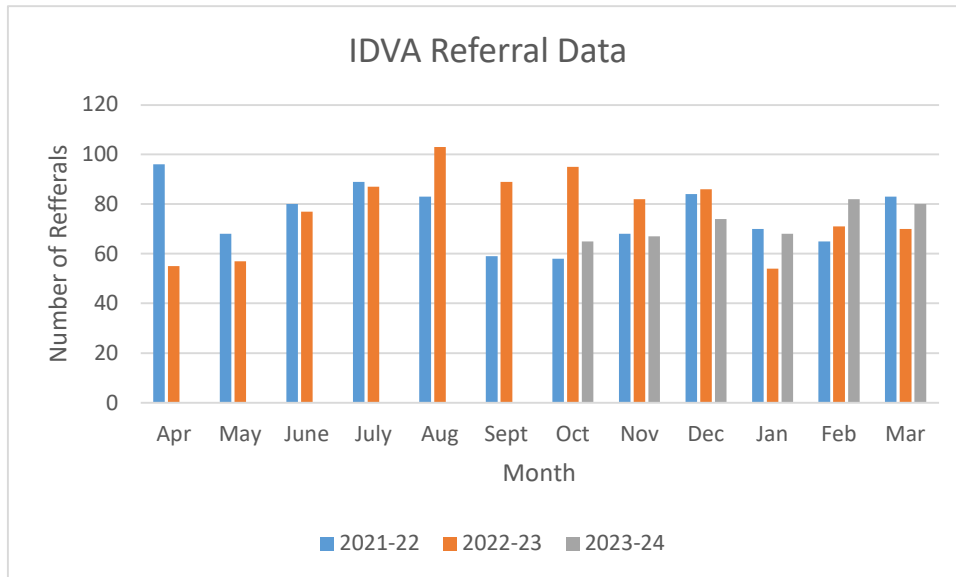
Refuge

247 Refuge referrals (11% decrease on 2022-23)



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
2023-24	8	21	32	13	16	18	13	29	12	25	22	38	247

IDVA



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
2023-24	*	*	*	*	*	*	65	67	74	68	82	80	436

*data unavailable



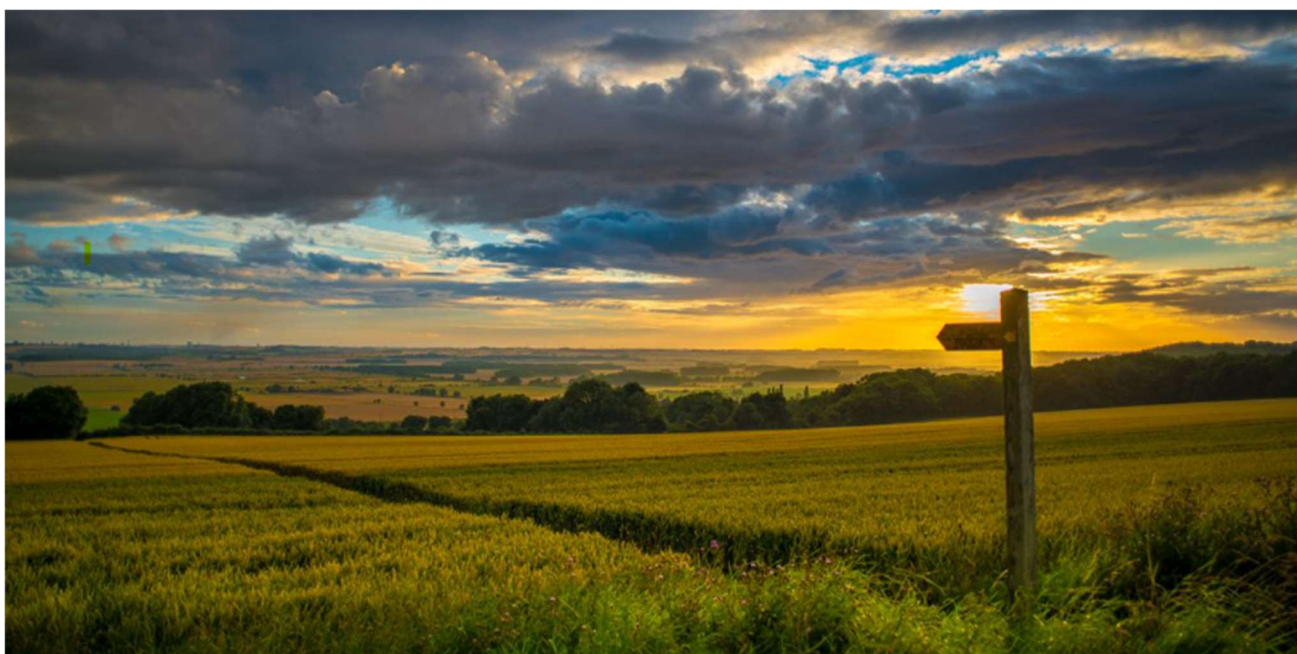
Temple Wood, South Kesteven

Outreach Engagement Team

It has been an exciting first year for the OET, who have been actively engaged in fostering stronger connections both within EDAN Lincs and with the DA partnership, as well as across the county of Lincolnshire.

By maintaining a visible presence at key community events, the team has nurtured relationships and facilitated new and ongoing collaborations with hard to reach and minority groups, alongside our established partners.

These efforts have been crucial in ensuring we meet the required contract outcomes, delivering a comprehensive toolkit of resources to the county. The community resources provided by the OET include the DA Champion training that has given 290 professionals and people in the county the confidence to approach and respond appropriately and safely with those they support, where domestic abuse has been identified, ensuring no one is left on their own, making DA everyone's business. This training has fuelled the motivation for attendees to establish, with our ongoing support, 8 survivor friendly groups where people vulnerable to an abuser can access empowerment and find their sense of self after the impacts of their abusive relationship, whether that is current trauma or healing from the past. This has empowered greater autonomy within a network of assistance, offering proactive early intervention alongside ongoing support to promote both recovery and prevention. Internally our team manages an element of the recovery support that enables our service users to take more time to recover, understand and grow in resilience. This is an area that is constantly being given thought to ensure it reaches its potential and will continue to develop over the coming year to support this growth.



Lincolnshire Wolds, West Lindsey

Adult Intervention

The funding EDAN Lincs receive allows us to offer adult intervention support to both families, individuals, adults and children who have, or who are currently, suffering from domestic abuse. An holistic strength-based approach to safety and support planning, education and understanding around domestic abuse allows individuals to begin to make positive choices, promotes self-protection, empowerment and equips them with tools aiding their recovery to a life free from abuse.

This year EDAN Lincs began to deliver The Lincolnshire Domestic Abuse Specialist Service (LDASS) commissioned by Lincolnshire County Council, with support from Lincolnshire's Police and Crime Commissioner and NHS Lincolnshire Integrated Care Board. LDASS is aligned to three core principles assessed case by case, which are, Prevention; aiming to intervene before harm occurs or preventing further harm. Protection; providing support to victims if harm has occurred to reduce the impact and increase their safety. Recovery; to be future-focused, increase resilience, confidence, and skills to rebuild victims' lives.

Adult Intervention staff have adapted to many changes in the way they work under the new contract to enable them to offer the highest level of holistic support to service users' with all of the core principles embedded in their practice. This year Adult intervention have focused heavily on partner agency working, with the aim of meeting our service users' needs not only within our remit but considering what other support the service user may benefit from alongside and are actively communicating regularly with other professionals and various support services, signposting clients to relevant agencies and making them aware of community responses to domestic abuse and survivor groups.

Following the completion of targeted intervention, service users have the opportunity to access the recovery that is available to them up to 12-months after their case is closed to service. This could be access to courses, one-off support via the Support Hub, support at court by the Court IDVA, as well as access to survivor groups and Universal offer of support, via the digital platform.

Communication is key to successful practice, Adult Intervention have been coming together regularly in person at team meetings, this promotes wellbeing of the Adult Intervention staff and enables peer support and discussions around reflective practice and learning to support their professional practice.

Children & Young People (CYP)

During the last year, CYP team were faced with lots of challenges and changes: three new team members joined the team, including a new CYP Senior, who all undertook an intense training and induction programme, delivered by the CYP manager.

The following actions were implemented during the mobilisation of the new contract to ensure the CYP team aligned with the new requirements:

- Brand new CYP actions were added onto the new system.
- A new CYP assessment (IA) was introduced to the team.
- Introducing a new CYP opening and CYP closing outcomes form.
- A new CYP tracker.
- New process pathway.
- CMM CYP flowchart for internal referrals and for external/direct referrals.
- CYP programme both for 1:1's and family focus re-written to accommodate the delivery of the new contract.
- CYP working agreement revised.
- Process checklist re-written
- And many more...

This year also saw the Senior CYP moved to another area of the service, applying more pressure to the manager, and a CYP Lead was recruited. Another hurdle to overcome was an increase in access to schools being denied to CYP's which required a letter of assurance from the CYP manager.

The team has worked constantly with a positive "can do" attitude and their comments are detailed below:

<p>"Working with Children and Young People is both challenging and rewarding, but working with them from a Domestic Abuse perspective allows you to empower and enable these children and young people to break the cycle of abuse."</p>	<p>"The children and young people we support can come into the CYP team worried, confused and with big emotions they sometimes don't know how to work through. We work with them to build up their broken relationships, their understanding of Domestic Abuse and improve their confidence and self-esteem"</p>
<p>"I enjoy seeing the progress of the CYP's throughout the sessions and it gives me great pride to see the difference we make week after week. I know we make a massive difference to these children and it makes me realise just how vital our role is within these children's lives."</p>	<p>"We show care, compassion, empathy and we really listen."</p>

Refuge Support

EDAN Lincs currently holds the LCC contract for all commissioned refuge provision in Lincolnshire. 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 bedroomed self-contained flats within the main refuge building along with a staff office, communal kitchen and external children's unit and garden/play area. In addition there are a further two dispersed properties in the East Lindsey area which means EDAN Lincs now can accommodate an adult and up to 5 children in all four dispersed properties. The dispersed properties can accommodate male victims and those with older male children and are also better equipped to support those from the LGBTQAI+ community. SOLDAS have been sub-contracted by EDAN Lincs through a variation in the LCC contract which provides additional units to enable support for those who need it.

The financial year April 2023 to March 2024 proved the most challenging year of the Managers 10-year service, by far surpassing the navigation of COVID 19. The sudden and unexpected passing of a much loved and valued colleague Karen Partridge had a significant impact, not only on the staff team but also the residents who had formed positive working relationships with her. At times staff members can all too often minimise their impact on those that EDAN Lincs supports. It is easy to become cynical, feel taken for granted and minimise the difference made to others, or believe that service users do not value the help they receive. The impact of Karen's death on the residents and children that resided in refuge shocked the staff team. There was no way to foresee the level of upset and the eloquently spoken and written words of grief that were shared with staff, such as "she was my support worker, she moved me in and was always at the end of the phone, I could tell her anything. What will I do without her?". The residents still residing in refuge recently provided staff with flowers on the 1-year anniversary of Karen's death, other residents that had moved on called or text staff with words like "to live in the hearts of those we leave behind is not to die." Within a week of Karen's death the refuge also had a resident placed in an induced coma, a struggle to prevent Children's Services returning children to a perpetrator, a 1-year-old baby who required a double blood transfusion, a serious case of financial abuse by one resident towards another, an array of allegations made against the staff team and manager, and various child protection issues including a 5-year-old being run over and air lifted to hospital. The team has continued to be resilient, innovative, determined and passionate. Despite all the challenges faced and overcome, service delivery was never compromised and the needs of those in refuge remained the priority.

This year has also seen a successful change of use from the communal lounge to a communal kitchen/multi-function room. Karen's Kitchen has become the heart of the refuge providing an ideal environment for facilitating the group "safe programme". Making jewellery for Mother's Day, baking cakes and lots of other activities for the families and children.

Despite the loss of the experience and expertise of the refuge Senior, recruitment across refuge has been successful and the team is fully staffed. The new team members are fully submerged in their roles, imbedded within the existing team and already proving to be an asset to the organisation.



Moulton Marsh Nature Reserve, South Holland

Lincolnshire Independent Domestic Violence Advisor (IDVA) Service

EDAN Lincs has robust governance arrangements in place and regularly reviews its organisational risk management and business plans. The IDVA service ensures that staff are Safe Lives trained and kept up to date with current practice by attending appropriate training courses and accessing electronic data and information. Training is in the main restricted to local training availability due to financial limitations and training opportunities locally are limited. Staff are subject to monthly supervision where cases are reviewed and discussed and case work subject to dip sampling. Staff are further supported by having clinical supervision quarterly in a group supervision format. The service is subject to Safe Lives Leading Light reviews where in depth scrutiny of compliance with the IDVA performance criteria is undertaken.

The Service User questionnaires that are completed show that victims find the IDVA Service offers them protection and support, leading them to feeling safe and confident to report incidents to the police and support prosecutions through the court process, ensuring that perpetrators are held to account. It is evident from the feedback that the risk of a victim's repeat victimisation is reduced, leading to an overall improvement in physical and emotional wellbeing.

"I am happy to attest to the fact that you have been an absolute asset. You have supported me in the administration and alteration of our DVDS and CSODS processes & procedures and continue to do so. You are always available and very supportive and helpful. You have become an invaluable means of contact, communication and our go to for all things IDVA/LDASS based."

"I would like to take the opportunity to thank you for your contribution working in partnership with the rest of the Agencies in order to safeguard our client. Your professionalism, approachable nature, wealth of knowledge, team work ethic and instinct has been invaluable. It has been a privilege working with you, I look forward to working in partnership with you again in the future."

There has been a 146% increase in referrals and the Court IDVA's now spend the majority of their time within the courts. Due to the overwhelming success of the Court IDVA's there will be a future need to explore funding opportunities to increase capacity in this area.

Community IDVA's adopt a hybrid working model; a combination of working from home and from police stations across the county. This helps shift the culture within the local police and supports victims by re-installing public confidence, providing practical support and demonstrating an improved response to DA.

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. Other services also attend. 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 or 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.

EDAN Lincs demonstrates good multi-agency collaboration with all partner agencies and endeavours to work around the difficulties that the contract of 'one agency one worker' has presented in previous years.

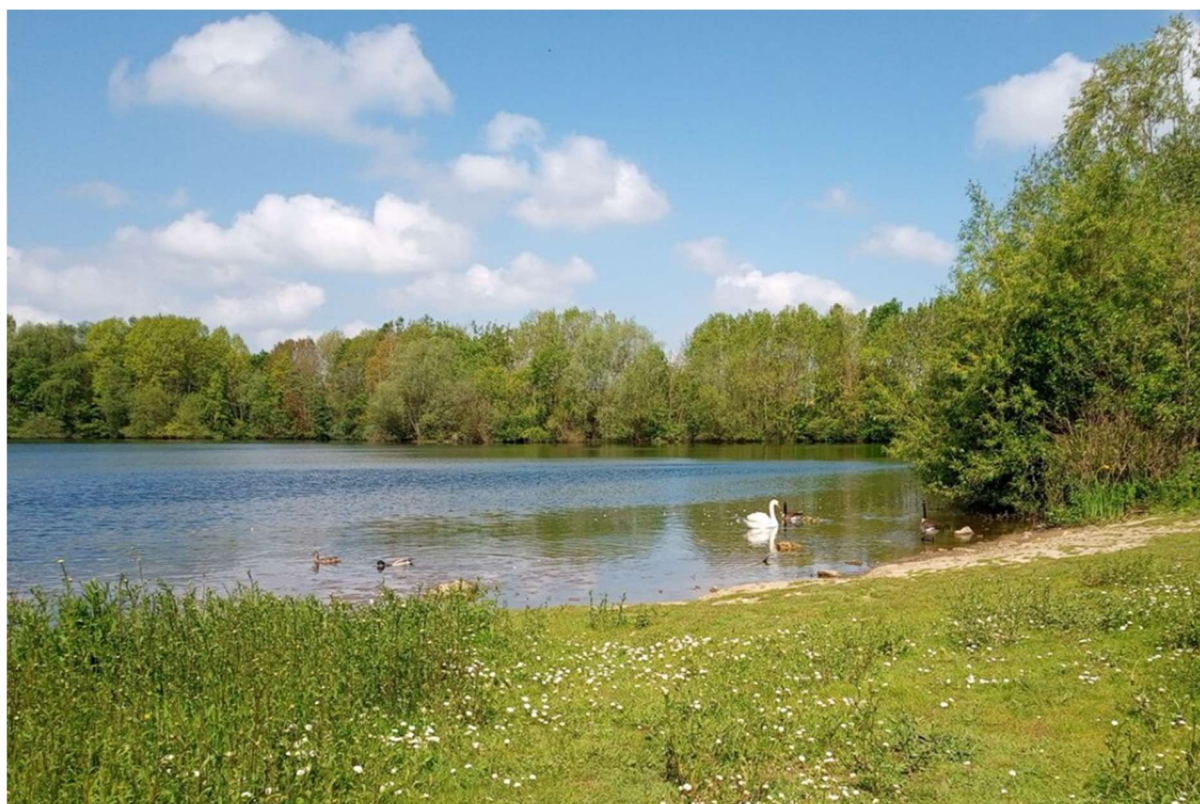
Linking in with the MARACS is the Domestic Homicide Reviews (DHRs). One of the aims of the MARAC is to reduce the risk of serious harm or homicide to domestic abuse victims. Sadly, lives are lost due to domestic abuse. Following a Home Office change in December 2016 EDAN Lincs has been involved in DHRs and remains a contributing member in relation to ongoing DHRs in the county. On occasion, the organisation responds to other counties DHRs and also participates 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.

Fundraising

EDAN Lincs maximises its reach to the communities across Lincolnshire by making use of social media platforms such as Instagram, Facebook, Twitter and LinkedIn. There is also a newsletter sent out to more than 650 subscribers. Regular communication is sent to employees to keep them updated with fundraising efforts and also to encourage participation at various events raising funds and awareness for the charity.

Some of the successful campaigns over the year include:

International Women's Day appeal raised £480 to fund an afternoon tea for residents and some service users supported by the IDVA team.	Local business Micronclean chose EDAN Lincs as their charity of the year and donated over £500 worth of second hand mobile phones.
The Magna Carta pub in Lincoln raised £507 through regular pub quizzes.	Lincoln Santa Fun Run raised £250.
Lincolnshire Cookery school hosted cooking classes for East Lindsey residents that focussed on budget cooking.	Toadstool Café donated takeaway food for residents in East Lindsey.
North East Lincolnshire Women's Institute donated over £1,200.	Morrisons and Tesco donated bedding, towels and other items.



Millenium Green, North Kesteven

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

The financial year 2023-24 was a year of adjustment as the new Outreach contract commenced and bedded in. The contract resulted in changes to resource operating model as well as internal process changes, which changed the shape of some of our finances. In addition, the cost of living continued to have an impact, both within our cost base and our fundraising income. We have delivered a strong set of financial results, with reserves being maintained well above our target position.

The focus for the board for the coming year 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. The board will also be implementing actions surrounding governance and compliance as discussed at the development day held at the start of March.



Frampton Marsh, Boston

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 and probation services
- Drug and alcohol services
- Children's Services
- Adult Social Services
- Housing Associations
- Local schools and colleges
- Universities within the county
- Non-statutory charitable organisations
- Solicitors, courts and witness services
- DA Champions
- Other domestic abuse organisations
- Health sector
- The Charity also subscribes to the National Women's Aid Charity
- And many more...

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

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 areas of nature 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.



Arboretum, Lincoln

REFERENCE AND ADMINISTRATIVE DETAILS

<u>Registered Company No:</u>	04243436 (England and Wales)
<u>Registered Charity No:</u>	1092913
<u>Registered Office:</u>	The BG Futures Business & Enterprise Centre, Bishop Grosseteste University, Longdales Road, Lincoln, LN1 3DY
<u>Trustees</u>	P Holdsworth (Chair) L Patsalides C Taylor (resigned 25.09.23) T Buzec (appointed 22.11.22) R Brown (appointed 25.05.23) N Davies (appointed 23.06.23, resigned 02.01.24) C Grant (appointed 23.07.23) M Bower-Brown (appointed 28.09.23) R Blanchard (appointed 28.03.2024)
<u>Executive Team</u>	CEO Director of Operations Finance Director
<u>Senior Management Team</u>	IDVA Manager MARAC Manager Refuge Manager Refuge Manager Outreach Engagement Manager Adult Intervention Manager Support Hub Manager CYP Intervention Manager
<u>Auditors</u>	Paul Colcomb FCCA (Senior Statutory Auditor), Wright Vigar Limited, Statutory Auditors, Chartered Accountants & Business Advisers 15 Newland, Lincoln, LN1 1XG
<u>Bankers</u>	CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
<u>Solicitors</u>	Sills & Betteridge LLP, Aquis House, 18 - 28 Clasketgate, Lincoln, LN2 1JN

Contact Information & Opening Times

Tel: 01522 510041. Option 1 for Refuge, option 2 for Outreach

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

Opening Times:

- **Refuge:** 8.30am to 8.30pm 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.