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| WLDAS logo white.jpgAnnual Report 2016 - 2017 |
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‘Every mountain top is within reach if you just keep climbing’



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**Foreword**

**West Lincolnshire Domestic Abuse Service (WLDAS) continues to develop and adapt to the ever continuing challenges that it faces each year to enable the organisation to keep offering a high level of service to all those in need.**

Outreach support is available throughout the whole of West Lincolnshire and covers Lincoln, West Lindsey and the North and South Kesteven areas. The workers are able to provide clients with the emotional support that they need, and also in offering practical advice to those who are being affected by domestic abuse in their lives.

WLDAS can also offer refuge to those fleeing from domestic Abuse. There is emergency accommodation for 16 families: women, men, children and young people who require a place of safety due to the domestic abuse they have been subjected to. The accommodation consists of three dispersed properties in the West Lindsey area, two dispersed properties in North Kesteven and a multi occupancy refuge which holds 11 self contained units of accommodation in the Lincoln area.

The Independent Domestic Violence Advisory Service (IDVA’S) provides a specialised service for both men and women who are aged 16 and above who are assessed as being at high risk of homicide or serious injury from domestic abuse.

**Organisational Details**

Charity Name: West Lincolnshire Domestic Abuse Service

Registered Charity Number: 1092913

Charity Registered Address: Wright Vigar, 15 Newland, Lincoln, LN1 1XG

West Lincolnshire Domestic Abuse Service is a company limited by guarantee, governed by a Memorandum and Articles of Association.

The Directors are appointed by application and selection of the board.

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| **Office** | **Director’s Name** |
| Chair (Current) | Tania |
| Chair (Previous) | Lisa |
| Treasurer and Company Secretary | Michelle |
| Director | Sylvia |
| Director | Daryl |
| Director | Laura |
| Director | Nikki |
| Director | Beth |
| Director | Philip |



**Members of Staff 01/04/2016 – 31/03/2017**

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| **West Lincolnshire: Managers and Outreach Staff** | **Responsibilities** |
| WLDAS Manager: Celia | Overall responsibility for the management of WLDAS |
| Outreach Project Manager: Leanna | Responsible for assisting the WLDAS Manager with the overall management and supervision of Outreach Project Workers and service delivery, as well as holding own caseload |
| MOT Project Manager: Ali | Responsible for the development and delivery of the Volunteer Mentoring Scheme, as well as the line management and supervision of Volunteer Mentors |
| Senior Complex Needs Worker: Sam | Responsible for assisting the WLDAS Manager with the line management and supervision of Project Workers as well as holding own caseload of complex cases |
| Senior Project Worker: Jane | WLDAS MARAC Lead responsible for representing WLDAS in a multi agency arena, in relation to high risk cases of domestic abuse |
| Complex Needs Project Worker: Kiera | Responsible for assisting the Senior Complex Needs Worker with those clients who have complex needs throughout the service |
| Family/Child Support Worker: Rebecca | Responsible for supporting families in WLDAS refuge |
| Project Worker: Vicky | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Project Worker: Yvonne | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Project Worker: Abbie | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Project Worker: Gemma | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Project Worker: Ann | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Project Worker: Lurdes | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Project Worker: Hannah | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Project Worker/Courses: Emma | Responsible for delivering outreach support to vulnerable people affected by domestic abuse. Also responsible for delivering the SAFE/SEARCH courses |
| Project Worker/Refuge: Sam | Responsible for delivering outreach support to vulnerable people affected by domestic abuse |
| Triage Assessment Worker: Emily | Responsible for making initial contact with service users who access the service, assessing their needs and discussing the range of support options available |
| Transitional Family Support Worker: Vanessa | Responsible for supporting families in WLDAS refuge and their transition into living in the community |



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| **Lincoln Refuge** | **Responsibilities** |
| Refuge Project Manager: Lucy | Responsible for assisting the Project Manager with the overall line management and supervision of Project Workers in refuge |
| Project Worker: Kerry | Responsible for delivering refuge support to vulnerable people affected by domestic abuse |
| Project Worker: Kirsty | Responsible for delivering refuge support to vulnerable people affected by domestic abuse |
| Project Worker: Natalie | Responsible for delivering refuge support to vulnerable people affected by domestic abuse |
| Project Worker: Emily | Responsible for delivering refuge support to vulnerable people affected by domestic abuse |
| Project Worker: Sharmeen | Responsible for delivering refuge support to vulnerable people affected by domestic abuse |
| Project Worker: April | Responsible for delivering refuge support to vulnerable people affected by domestic abuse |
| Project Worker: Kaye | Responsible for delivering refuge support to vulnerable people affected by domestic abuse |
| Family and Child Support Worker: Karen | Responsible for supporting families in WLDAS refuge |
| Family and Child Support Lead: Karen | Lead role responsible for supporting families in WLDAS refuge |
| Sessional Worker: Barbara | Responsible for assisting Family and Child Support Lead in supporting families in WLDAS refuge |

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| **Bank Staff** | **Responsibilities** |
| Refuge Bank Worker: Kaye | Responsible for assisting Project Workers in refuge and providing support to vulnerable women and children |
| Refuge Bank Worker: April | Responsible for assisting Project Workers in refuge and providing support to vulnerable women and children |
| Refuge Bank Worker: Sarah | Responsible for assisting Project Workers in refuge and providing support to vulnerable women and children |
| Refuge Bank Worker: Sara | Responsible for assisting Project Workers in refuge and providing support to vulnerable women and children |
| Refuge Bank Worker: Ruth | Responsible for assisting Project Workers in refuge and providing support to vulnerable women and children |
| Family/Child Support Worker: Cynthia | Responsible for assisting Project Workers in refuge and providing support to vulnerable women and children |



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| **Business Support** | **Responsibilities** |
| Accountant/Payroll: Kim | Responsible for administrative support to WLDAS staff, Managers and Directors |
| HR and Project Administrator: Sarah | Responsible for HR administration across WLDAS and offering administrative support to WLDAS staff, managers and directors |
| Volunteer Coordinator (MOT): Natalie | Responsible for coordination of WLDAS volunteer mentors ‘Move on Together’ (MOT) project |
| Project Liaison Worker (MOT): Janet | Responsible for administrative support to WLDAS MOT Project and WLDAS Manager |
| Project Administrator: Andrea | Responsible for administrative support to WLDAS staff and directors |
| Project Administrator: Caroline | Responsible for administrative support to WLDAS staff and directors |

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| **IDVA Service** | **Responsibilities** |
| IDVA Project Manager: Angela | Responsible for the overall line management of the project and supervision of the IDVA team |
| IDVA: Anna | Responsible for supporting high risk victims of domestic abuse |
| IDVA: Dawn | Responsible for supporting high risk victims of domestic abuse |
| IDVA: Jen | Responsible for supporting high risk victims of domestic abuse |
| IDVA: Sarah | Responsible for supporting high risk victims of domestic abuse |
| IDVA: Lara | Responsible for supporting high risk victims of domestic abuse |
| IDVA: Andy | Responsible for supporting high risk victims of domestic abuse |

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| **WLDAS Volunteers and Students** | **Responsibilities** |
| 39 Volunteer Mentors | Provide additional support to service users who have been assessed as standard risk |
| Admin Volunteer: Sylvia | Provide administrative support to WLDAS |
| Admin Volunteer: Caroline | Provide administrative support to WLDAS |
| University Students | Gaining experience in the field |



**Our Vision**

**To live a life free from domestic abuse**

**Our Mission and Values**

Protecting and Safeguarding

Being passionate and committed

Being professional and responsive

Being honest and respectful

Listening and being non-judgemental





**Activities and Achievements**

West Lincolnshire Domestic Abuse Service (WLDAS) is a registered charity (1092913) which was established in 1999.  WLDAS delivers a high quality service to men, women and children who are experiencing or have experienced domestic abuse in Lincolnshire.

**Service Provision**

 Service User Groups provides peer support for service users.

 Drop in sessions providing information, support and advice around domestic abuse.
 SAFE Programme – A course raising awareness of domestic abuse, exploring healthy/unhealthy relationships, and the affects of domestic abuse on children.
 SEARCH Course assists in building confidence and self esteem. 
 ROOTS Course helps families to rebuild bonds that may have been damaged due to domestic abuse.
 Move on Together Mentoring Scheme – a volunteer mentoring programme supports standard risk service users, to improve outcomes for individuals and families affected by domestic abuse, providing support to address barriers to social inclusion and facilitate personal growth and empowerment.
 Awareness raising presentations to partner agencies, voluntary agencies, colleges and universities.

 1:1 support to individuals across Lincoln, West Lindsey, North and South Kesteven.  Providing intensive support, advice and intervention to individuals and families affected by domestic abuse.
 Refuge provision for 11 families (women and children) based in Lincoln, and 5 dispersed properties for (men or women and children) in West Lindsey and North Kesteven.  
 Refuge Family and Child Support offers one-to-one support, sibling and family group work for children in refuge.
 IDVA Service provides crisis intervention to reduce risk to high risk victims of domestic abuse where there is a risk of homicide or serious harm.
 We offer advocacy services for service users, which provides a holistic package of support to assist families in moving forward with their lives.
WLDAS current service provision consists of:

We are predominately funded by Lincolnshire County Council (LCC) for the delivery of our services, along with smaller amounts of funding which assists with the support we can provide.

We are funded to deliver outreach support services throughout West Lincolnshire, covering Lincoln, West Lindsey, North and South Kesteven and to provide Refuge provision in Lincoln, West Lindsey and North Kesteven.

**Outreach Support**

Our current funding enables WLDAS to provide a holistic package of support to individuals and families who have been exposed to domestic abuse.  We provide one-to-one emotional “outreach support” to men, women and children within their homes or an agreed safe location.

As domestic abuse survivors have often been subjected to patterns of coercive controlling behaviour from their abusers, an options-based approach to safety and support planning allows them to begin to make positive choices, empowers them and promotes self-protection in the long-term.

The needs of individuals depend on their own unique experiences of abuse and the level of risk they currently face.  In many cases individuals have been subjected to prolonged and systematic abuse.  domestic abuse survivors often experience isolation, mental health problems and have difficulty living a fulfilled life. Project Workers provide intensive support, where a number of comprehensive assessments are undertaken;

* Initial triage assessment to identify the level of support required;
* Crisis intervention and support to minimise risk;
* ACPO DASH risk assessment, which identifies the current level of risk for the service user and their family;
* Specific tools to identify individual support needs of families/individuals;
* A comprehensive needs and risk assessment which takes into account all the service users’ options and minimises risk;
* A safety and support plan is compiled and agreed with the service user; Support plans are reviewed on a frequent basis to meet changing needs, enabling survivors to make effective choices, thus changing the quality of their lives and those of their children.

**Refuge, Child & Family and Transitional Support**



**Refuge Support**

We have emergency housing for 16 families; women, men, children and young people who require a place of safety due to the domestic abuse they have experienced. This accommodation comprises three dispersed properties in West Lindsey, two dispersed refuges in North Kesteven and a multi-occupancy refuge consisting of 11 self-contained units of accommodation in Lincoln.

Our refuges provide temporary accommodation and a place to feel safe, secure and free from further abuse.

Intensive emotional and practical support is offered on a daily basis to those in our refuges and maximising their safety is paramount.  Men and women in the refuges are helped to claim benefits, access permanent housing and utilise other relevant services for themselves and their children.

Our refuges offer a breathing space where future decisions can be made free from pressure and fear.  Refuge provides a comfortable home for men, women and children and it is a place where they can rediscover their self-esteem and independence.

**Life in Refuge**

The last 12 months have been very busy in the multi occupancy refuge. We have seen a large number of families come and go through our service, many with extremely positive outcomes- families moving forward in their lives free from abuse and fear.

Funding for any additional events within refuge is an ongoing need and this year we have been fortunate enough to have been supported by Lincs2Nepal  who have been running a monthly ‘Pamper Evening’ for our families. The families have thoroughly enjoyed this treat and it has supported their emotional and physical wellbeing significantly. Huge thanks to the dedicated volunteers for this.

Through donations and kind volunteers we were also able to take the families on a trip to the pantomime- this was a big success and everyone had a great time and experienced some magic at Christmas time.

Denise Benetello has been coming into the refuge to deliver ‘Looking After Yourself’ workshops to the women in refuge- this has been very well received and has had a really positive impact on the women’s lives. Thank you Denise!

In the beginning of the year we had a weekly craft club for our families and this was a great opportunity for the women to get together and learn new skills, relax and create various different projects. Thanks to the volunteers who made this possible.

We have also been fortunate enough to be supported throughout the year by donations from various other groups, churches, charities and organisations (too many to list individually but we appreciate you all!)

We are also grateful to our partner agencies who, via multiagency working, help us to keep families safe and lead as normal a life as possible.

The staff within refuge work tirelessly to help these vulnerable families to have a positive experience in refuge and to help them rebuild their lives. Without our passionate, dedicated, hardworking team in refuge we couldn’t possibly run the service the way we do. Each and every one of you are doing an amazing job, thank you.

I’d like to finish with a quote from a woman who was staying in refuge during early 2017: “I honestly believe that without this refuge I would never have been able to end the cycle of abuse. This place has truly saved me and my beautiful children.”

**Child and Family Support Service**

Our refuges have dedicated Child and Family Support Workers, who support children, young people and families throughout their time in refuge. These workers are highly skilled in supporting families to strengthen or rebuild parent-child relationships, support with practical aspects, such as sourcing school places, accessing health care and sign posting to local amenities and groups. They offer 1:1 emotional support for children and young people enabling them to explore their experiences in a safe and secure environment. Our support workers organise and run play sessions within refuge and each year Christmas Parties and Family Fun Days are held, for all to enjoy.

**Transitional Support**

Transitional support is there to assist those who are moving from refuge to outreach. It enables a smoother transition to be made from refuge to outreach for the clients. The Transitional Worker will be involved with the service user once they begin the move on process, they will offer support for them which will include maximising safety in the property along with helping with any other practical tasks that may need to be carried out to help to settle the service user into their new surroundings.



**Complex Needs Worker**

The Complex Needs Outreach Project started at WLDAS in October 2015.

The Complex Needs Outreach Service has proven to be incredibly effective supporting service users that are victims of domestic abuse, who have additional needs such as drug and alcohol misuse or a diagnosed mental health condition. Originally in 2015 this programme started with 1 Complex Needs worker. In order to meet the demands of the service and the clients presenting with complex needs we now have 2 Complex Needs Specialist Outreach project workers.

Supporting the service users from a complex needs approach enables us to give a more specialised service to clients that present with additional complexities. The Complex Needs Workers are able to support the service users in a time appropriate manner, to meet their needs for support around the domestic abuse work and their additional needs.

The Complex Needs Workers have supported 120 service users throughout West Lincolnshire during 2016/2017. These service users have presented themselves with additional needs such as mental ill health, disabilities, special needs and drugs or alcohol misuse. WLDAS Complex Needs Workers and Outreach Workers have supported 157 clients to access mental health services during this year.

The Complex Needs Workers are part of the Blue Light Engagement Group and attend the multi agency meetings. This along with the ongoing work has supported the WLDAS team to build better relationships and work more effectively with outside agencies such as Addaction and mental health services. The Complex Needs Workers also support the rest of the WLDAS team, including the Refuge staff, with their complex clients being able to offer additional support and advice to the service. The Complex Needs Support Team has proven to be an invaluable part of the WLDAS service.



**Move on Together Mentoring Scheme (MOT)**

Our MOT project is an excellent scheme for both survivors of domestic abuse and volunteer mentors, which has seen both growth and development in 2016 – 2017 and continues to evolve. Mentoring can be incredibly effective in this arena as a non-judgemental listening ear, offering constructive support, effective action and support planning which encourages the survivor to continue on their journey towards a life free from domestic abuse.

One to one support is offered to survivors who are suitably paired with a mentor for up to a 6 month period.  During this time the survivor is empowered to move forward by focusing on any significant areas in their lives; survivors of domestic abuse often experience loss of self-esteem and confidence which greatly impacts negatively on all aspects of their lives.  With the support of a mentor these prominent factors are highlighted and addressed effectively to help them move forward. The mentor supports the survivor by empowering them to take small steps towards their goals, which are reviewed and re-assessed accordingly, using an individual holistic approach.

The aim of the MOT Project is not only to empower and support survivors, but to also provide a rewarding and beneficial experience to volunteer mentors, who give so much of their invaluable time and expertise to the organisation. To achieve this aim, WLDAS offers the opportunity to volunteers for personal growth, development of new skills and experiences as well as access to relevant and ongoing training.

In 2016 – 2017 funding from DCLG and Comic Relief afforded WLDAS the opportunity to continue the expansion of the project throughout the whole of West Lincolnshire. We have successfully trained 39 volunteer mentors throughout West Lincolnshire, with 34 mentors providing support to 104 individual survivors of domestic abuse, which does not include the indirect support of children involved.

**WLDAS Courses**

**Roots Programme**

Our Children and Family Support team have developed a programme around the effects of domestic abuse on children, young people and their families to non abusive parents. This programme allows non abusive parents to explore the types and reasons for the behaviours their children or young people may be displaying, how to communicate in an age appropriate manner, set appropriate boundaries and routines and have fun together. It is a very interactive programme, with lots of role play and groups discussions in which clients are encouraged to share what has worked well for them. We also share ideas, activities and resources to encourage open and honest talk between all family members, something that may be useful in supporting them all to move on from domestic abuse.

**Search and Safe Programme**

The SAFE Course now consists of a 2 day course and we work to provide a safe and comfortable space to maximise the benefits from the courses for each service user.

We start by addressing the statements that many people hear once they have been the victim of a domestic abuse, “You have to stop getting into these relationships” and/or “why did you not just leave?” We have found that by addressing these statements at the beginning it helps bring down any barriers to learning, it also reassures service users that we do no judge. We look at the different types of domestic abuse, what they include and why perpetrators may choose to use abuse to get their wants, wishes and desires met, including the excuses service users may have heard which is a good exercise and brings the realisation that is isn’t just them that have heard those excuses but it is everyone around the table. We aim to help service users make sense of all the chaos they have been living with by looking at the cycle of abuse, emotional lifeline and the power and control wheel amongst many other tools.

In the second week we look at how children are impacted by domestic abuse, this compliments the ROOTS course. We look at Maslow’s Hierarchy of Need, attachment theories and parenting styles, which helps to reassure service users that even though they have found themselves in a domestic abuse relationship their children have had them in their life to hold them emotionally and to meet their needs as soon as they possibly can. We finish this section off with a fun activity and by looking at “love connections”, instilling the knowledge that it is never too late to reconnect with your children.

We explore what behaviors and characteristics to be aware of regarding new friendships and relationships going forward and to help achieve this, the group creates a list of their core values without even realizing it. We identify what happened to those values in the first instance to bring this into their awareness which will help them to identify whether a relationship/friendship they are considering has the potential to be unhealthy.

The SEARCH Course is our confidence and self-esteem course that looks at anxiety and depression.

This is one of our newest courses and is made up of 2 days. For this course we do a lot of brainstorming which helps to challenge service users thought processes.

We look at what mental health means to us as a group and then look at the 4 sections that make the course in more depth.

We give service users an understanding of the differences between confidence and self-esteem and do a scaling exercise to help them identify the areas in their life where they maybe struggling.

We look at what can impact our life and how we feel when at crisis point, how to plan and implement our emotional and psychological safety planning guidelines when we find ourselves at that point, this is to help us to get to a better place without having to think about it in too much detail.

As a group we look at what anxiety and depression is and how it affects us as individuals in different situations and start to put a toolbox of support mechanisms in place.

We revisit Maslow’s Hierarchy of Need but use it as a way of looking at how we can meet those different areas of need when at a low point in our life, the group work together to create an on-going resource of support that can meet their individual needs – this is transferable into their emotional and psychological safety planning guidelines.

We have many tools that we use throughout these two courses to enable them to be as interactive and fun as they can possibly be and we have had amazing feedback via evaluations and project workers over the last year.

**MARAC**

MARAC is the Multi Agency Risk Assessment Conference

During the year April 2016 to March 2017 West Lincolnshire Domestic Service has continued to strive ahead on risk assessing all clients that reach out to our service for support with the embedded practice of using the DASH (Domestic Abuse , Stalking and Harassment (RIC)).  We use this tool to identify high risk cases of domestic abuse. This year we have begun to risk assess clients prior to arrival at our refuge, this is in its infancy stage, however, lends well to assessing high risk transfer cases on their arrival in our county and the current risk, prior to cases been transferred to the MARAC. All cases from WLDAS that are deemed high risk are then presented at the Multi Agency Risk Assessment Conference from WLDAS that are deemed high risk.

Of the 539 cases referred to the Multi Agency Risk Assessment Conference (Lincolnshire West only). WLDAS referred 25 (5 %) of the high risks cases. This is in comparison with the remaining 30 agencies both statutory/non-statutory, (not  including  police  referrals (266) resulting in WLDAS performing in the top 11% of referring agencies, not including police. Whilst the figures reflected are recorded as part of the evaluation process, not all referrals submitted by WLDAS are counted due to other agencies referring at the same time to the MARAC (West).

In a recent evaluation by Lincolnshire County Council it was reported that, during the period of April 2016 and March 2017 WLDAS submitted 100% fully completed referrals and have made no inappropriate referrals. WLDAS continues to clearly demonstrate good multi-agency collaboration with all partner agencies.

**IDVA Service**

In the year April 2016 to March 2017 there were 981 high risk referrals to the Multi Agency Risk Assessment Conference. From this number 848 gave their consent for a referral to be made to the IDVA service, with a total of 667 engaging with the service. This equates to 89%.

In this financial year referrals to MARAC have increased significantly which has meant a substantial increase in caseload for the permanent 5 FTE IDVAs. The IDVA Service was allocated monies to employ an extra 0.5 IDVA from 25/5/16 to 24/5/17 which helped to reduce caseloads but as from 24/5/17 the Service has returned to its original staffing compliment .

In February 2017 the IDVA Service undertook a partnership agency feedback survey where agencies were invited to give their views of the IDVA Service. Replies received were very positive praising the Service for its professionalism, commitment and multi-agency working.

Wherever possible Service User Questionnaires are completed at case closure in a bid to continually assess the effectiveness of the IDVA Service intervention and seek continuous improvement.  The Service User Questionnaires that have been   completed  show that victims find  the IDVA Service  offers them protection  and support, leading to  them feeling safe and confident   to report incidents to the Police and support prosecutions through the Court process, thus ensuring that perpetrators are held to account. It is evident from the feedback that is received that victim's repeat victimization is reduced, leading to an overall improvement in their physical and emotional wellbeing. It is additionally a contractual requirement to supply the contract manager with 3 case studies each quarter; these show the breadth of work undertaken with victims and the positive outcomes achieved.

The current IDVA Service contract comes to an end in March 2018 and recommissioning is due to take place at the end of 2017.

**In 2016 – 2017 throughout Lincolnshire, a total of 9,538 incidents of domestic abuse were reported to the Police**

**For the West Lincolnshire Domestic Abuse Area, 5339 incidents of domestic abuse were reported to the Police**

This is broken down as below.





**Service User Involvement**

Empowering service users is one of the core values that WLDAS strives to uphold. Service users are always encouraged to become involved in the development of our service, both strategically and operationally.

Service user support groups and drop in’s are held across Lincoln, Gainsborough, Market Rasen, Grantham and Sleaford, these are open to both past and current service users. Courses run by WLDAS can also be accessed, and if and when a past service user feels ready they can apply to become volunteer mentors within WLDAS.

**Partner Agencies**

Working closely alongside and in conjunction with other partner agencies is extremely important to WLDAS and we recognise that this must be on both a strategic and operational level. There are many benefits to working with partner agencies and WLDAS recognises this. One of the main benefits is that we are able to make use of the expertise that other agencies can offer, this helps to ensure that our service users are supported as much as possible to move on with their lives.

**Funding**

Our core funding is secured in the following areas

**Outreach Services** – Lincoln/West Lindsey, North and South Kesteven until March 2018

**IDVA Service** – Until March 2018

**Housing Support Related Services (Refuge)** – until August 2018 with a possible 1+1 year extension

**Treasurer and Company Secretary’s Report**

Our financial statements are prepared for the year ended 31st March 2017. Our finance team is:

Michelle Allen – Director, Financial Overview and Management Reporting

Kimberley Breckons – Bookkeeper, Payroll and general day to day finance management

Caroline Cammack – General day to day input

Sarah Crowther – General day to day input

**Acknowledgements**

West Lincolnshire Domestic Abuse Service wish esto thank all our funders and all those who have helped our service in many ways over 2016 – 2017

Multi agency working is vital to the support and help that we are able to provide to all who access our service

**Our Key Partners:**

Statutory and non statutory organisations and charities who provide

* Fundraising
* Monetary Donations
* Vouchers and goods (ie: clothing, food donations, toiletries, furnishings)
* Local Community Groups
* Volunteer Mentors
* Voluntary Workshop Deliveries (ie: Lincs 2 Nepal, Denise from Looking after Yourself)

**Multi Agency Working:**

* Lincolnshire County Council
* BBC Children in Need
* Evan Cornish Foundation
* West Lindsey District Council
* North Kesteven District Council
* Peoples Health Trust
* Department for Communities and Local Government
* Comic Relief



Climb mountains, not so the world can see you, but so you can see the world



**Contacts**

Lincoln – 01522 510041

Gainsborough – 01427 616219

Website – [www.wldas.org.uk](http://www.wldas.org.uk)

Email – [info@wldas.org.uk](mailto:info@wldas.org.uk)

Opening Times are 8.30am to 8.30pm Monday to Saturday and 10.30am to 6.30pm at the weekends



West Lincolnshire Domestic Service is a company limited by guarantee

Charity Number: 1092913. Registered in England and Wales

Registered Address: Wright Vigar, 15 Newland, Lincoln, LN1 1XG