

# Annual Report 2018 - 2019

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## **Foreword**

**EDAN Lincs (Formerly known as West Lincolnshire Domestic Abuse Service) is a registered charity that provides specialist support to individuals and families affected by domestic abuse in Lincolnshire.**

**We continue to develop and adapt to the ever continuing challenges that we face each year enabling the organisation to keep offering a high level of service to those in need due to the impact of domestic abuse.**

**EDAN Lincs defines domestic abuse as physical, emotional, sexual or financial abuse by a partner, ex-partner, or any family member. This includes coercive and controlling behaviour, forced marriage and so-called honour based violence.**

**We support adults both male. Female and children/young people that have been impacted by domestic abuse.**

**EDAN Lincs is funded by Lincolnshire County Council (LCC) procurement for the delivery of Countywide Domestic Abuse Support Services throughout Lincolnshire. This includes:**

- Countywide Independent Domestic Violence Advisor (IDVA) Service.**
- Countywide Outreach Domestic Abuse Support Services this includes a Targeted Children's Domestic Abuse Support Service.**
- Refuge Provision throughout the West of the County of Lincolnshire**

**Edan Lincs offers outreach support throughout the whole of Lincolnshire and covers Lincoln, East Lindsey, West Lindsey, South Holland, Boston and North and South Kesteven area of the county. Specialist domestic abuse workers are able to support both men and women, offering crisis intervention, emotional support and practical advice to those who have been affected by domestic abuse.**

**Alongside this we offer targeted support for children & young people who have been impacted negatively due to living with domestic abuse. Specialist child/young person workers offer family focus group work and 1:1 support.**

**The IDVA Service is commissioned to support victims (men, women and young people aged 16 and over) who reside within the geographical boundaries of Lincolnshire, and who have been assessed as at 'high risk' of serious harm or death, and have been referred to a Lincolnshire Multi-Agency Risk Assessment Conference (MARAC) In addition we have a hospital IDVA based within A&E of Lincoln County Hospital.**

**EDAN Lincs also provides a refuge service to those fleeing from domestic abuse. There is emergency accommodation for 14 families: men; women, 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, and a multi occupancy refuge which holds 11 self contained units of accommodation in the Lincoln area.**

## **Organisational Details**

**Charity Name: EDAN Lincs**

**Registered Charity Number: 1092913**

**Charity Registered Address:** 11 Navigation Business Centre, Mill Gate, Newark, England, NG24 4TS

**The Trustees are appointed by application and selection of the board**

## **Members of Staff 01/04/2018 – 31/03/2019**

<b><u>Office</u></b>	
<b>1 x Chair</b>	
<b>1 x Treasurer and Company Secretary</b>	
<b>6 x Board Trustees</b>	
<b><u>Managers and Outreach Staff</u></b>	<b><u>Responsibilities</u></b>
<b>1 x CEO</b>	Overall responsibility for the management of EDAN Lincs
<b>3 x Outreach Project Managers</b>	Responsible for assisting the EDAN LINC'S CEO with the overall management and supervision of Outreach Domestic Abuse Workers and service delivery.
<b>1 x Marac Lead/Senior Project Worker</b>	EDAN LINC'S MARAC Lead responsible for representing EDAN LINC'S in a multi agency arena, in relation to high risk cases of domestic abuse.
<b>1 x Senior Project Worker</b>	Responsible for making initial contact with service users who access refuge services, assessing their needs and discussing the range of support options available.
<b>2 x Complex Needs Project Workers</b>	Responsible for assisting the Senior Complex Needs Worker with those clients who have complex needs throughout the service
<b>17 x Specialist Domestic Abuse Workers</b>	Responsible for delivering support to vulnerable people affected by domestic abuse
<b>4 x Family Child &amp; Young Person Workers</b>	Responsible for supporting children, young people families accessing outreach support at EDAN LINC'S

<b><u>Lincoln Refuge</u></b>	<b><u>Responsibilities</u></b>
<b>1 x Refuge Project Manager</b>	Responsible for assisting the EDAN LINCS CEO with the overall management and supervision of Refuge Specialist Domestic Abuse Workers and Refuge service delivery.
<b>1 x Senior Project Worker</b>	Responsible for assisting the Project Manager with the overall line management and supervision of Specialist Domestic Abuse Workers in refuge and supporting families in our dispersed properties.
<b>3 x Specialist Domestic Abuse Workers</b>	Responsible for delivering refuge support to vulnerable people affected by domestic abuse and aid their transition into the community
<b>1 x Family and Child Support Lead</b>	Lead role responsible for supporting families in EDAN LINCS refuge
<b>2 x Family and Child Support Worker</b>	Responsible for supporting families in EDAN LINCS refuge

<b><u>Bank Staff &amp; Volunteers</u></b>	<b><u>Responsibilities</u></b>
<b>2 x Refuge Bank Workers</b>	Responsible for assisting Project Workers in refuge and providing support to vulnerable women and children
<b>1 x Housekeeper</b>	Responsible for cleaning and tidying the refuge once or twice per week
<b>Volunteer Mentors</b>	Provide additional support to service users who have been assessed as standard risk
<b>University Students</b>	Gaining experience in the field

<b><u>IDVA Service</u></b>	<b><u>Responsibilities</u></b>
<b>1 x IDVA Project Manager</b>	Responsible for the overall line management of the project and supervision of the IDVA team
<b>6 x Community IDVA's</b>	Responsible for supporting high risk victims of domestic abuse
<b>1 x Hospital IDVA</b>	Responsible for supporting high risk victims of domestic abuse in the hospital setting

<b><u>Business Support</u></b>	<b><u>Responsibilities</u></b>
<b>1x Accountant/Payroll</b>	<b>Responsible for administrative support to EDAN LINCS staff, Managers and Directors</b>
<b>1 x HR and Project Administrator</b>	<b>Responsible for HR administration across EDAN LINCS and offering administrative support to EDAN LINCS staff, managers and directors</b>

## **Our Vision, Values and Mission**

### **Vision**

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

### **Values**



## **Mission**

**To support and empower all those affected by domestic abuse**

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

## **Activities and Achievements**

**EDAN Lincs is a registered charity (1092913) which was originally established in 1999. EDAN Lincs delivers a high quality service to men, women and children who are experiencing or have experienced domestic abuse in Lincolnshire.**

**EDAN Lincs in the main is funded by The Lincolnshire County Council, which allows us to provide support to adults and children impacted by domestic abuse. In addition during this period we also had funding from the Department for Communities and Local Government (DCLG) for a 'complex needs' outreach worker and BBC Children in Need for direct support for children & young people within our refuges. We also apply for smaller amounts from other organisations which is used to help assist in the areas where we provide support to those in need.**

**I can without any doubt say that 2018-19 has been the biggest challenge we have undertaken, From the 1<sup>st</sup> August 2018 we undertook massive growth in the organisation with the new commissioning of Countywide Domestic Abuse Support Services across Lincolnshire**

**EDAN Lincs was successful in winning the following contracts**

- Countywide Independent Domestic Abuse (IDVA) service (including implementation of a hospital IDVA)**
- Countywide Outreach Support Service (including a targeted children/young persons service)**

**With the growth of our geographical area now being the whole of Lincolnshire we made the decision to change our organisational name from 'West Lincolnshire Domestic Abuse Service (WLDAS) to EDAN Lincs - 'Ending Domestic Abuse Now' in Lincolnshire**

**In addition to EDAN providing outreach support to adults across the county of Lincolnshire, we also provide support to children & young people who have been impacted due to their experience of domestic abuse.**

**These changes have been a challenge and all staff both existing and new, via TUPE process have embraced the changes that have been implemented within our new contract.**

**Another area of expansion was the implementation of a hospital IDVA in Lincolnshire County Hospital this has proven to be massively successful with an IDVA based within A&E providing crisis intervention, training and awareness to NHS staff and teams within the hospital setting.**

**Our refuge service have had an increased focus on getting donations for families coming into refuge and monetary donations for the service and to help families with 'move on' items.**

**Across all services we have been massively busy and I feel proud of my teams through the challenges we have undertaken during this year.**

**During this year our outreach team moved premises which again was a massive change for all our staff across EDAN Lincs.**

## **Outreach Support**

**The funding which EDAN Lincs receives allows us to offer Outreach support to both families and individuals alike who have been or are currently suffering from domestic abuse. This support can be offered to men, women and children either at a pre arranged safe location or within their own homes if safe to do so. Those who have suffered domestic abuse have very often been subjected to coercive & controlling behaviour from those who have perpetrated the abuse. An options-based approach to safety and support planning allows them 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. Very often those who have suffered from domestic abuse have suffered prolonged abuse and survivors of this often find that they suffer from mental ill health and have trouble learning to readjust to life free from the abuse they have endured.**

**Outreach support is provided by our Specialist Domestic Abuse Workers either over the telephone, face to face and or a combination of both. As a minimum, every service user is supported in relation to risk assessment, safety planning and if required, crisis intervention. Once the immediate risks and threat of abuse is addressed the Outreach team can provide further support either 1:1 (face to face or telephone) and/or through group work interventions to ensure victims continue to feel safe and secure, make informed choices and take back control.**

**Specialist Domestic Abuse Workers are able to offer support to Service Users and their families in the following ways:**

- Initial triage assessment to identify the level of support required**
- Crisis intervention and support planning to minimise risk**
- ACPO DASH risk assessment, which identifies the current level of risk for the service user and their family.**
- Specific Domestic Abuse tools to identify individual support needs of families/individuals**
- A comprehensive pre-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; which 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

- **Courses - Our SAFE course raises awareness of domestic abuse, explores healthy/unhealthy relationships, and the impact children and young people.**
- **Drop in sessions/service user groups provide information, support and advice**

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

### **Refuge Support**

**EDAN Lincs have emergency housing for 14 families, supporting women, men, children and young people who require a place of safety due to the domestic abuse they have experienced. This accommodation comprises of three dispersed properties in West Lindsey, and a multi-occupancy refuge consisting of 11 self-contained units of accommodation in Lincoln.**

**Our refuges are able to offer 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**

**A typical day in refuge, begins with staff completing a hand over, where any information, issues or concerns raised by or about residents are shared and discussed. The team will share responsibility of ensuring the outcomes of discussions or concerns are dealt with promptly and discussed with Project Management Team if and when necessary.**

**Staff will ensure every resident is seen and spoken to throughout the day and will respond to any issues raised. Individual 1-1 sessions are held with allocated residents and their keyworkers. These sessions are to complete domestic abuse awareness raising as well as identifying specific needs of residents and sourcing and referring on to more appropriate specialist support services, for example Specialist Mental Health support services.**

**Telephone enquiries and refuge space referrals are ongoing throughout a typical day. Staff may be required to collect donated items from caring members of the public, who have heard about our service and wish to support our vulnerable families. Quite often donations are received from previous clients of our service, who value the support we have provided**

and want to give back in any way they can to support others in similar situations.

## **Refuge - Child and Family Support Service**

**EDAN Lincs offers a Children's Service unlike some refuges so we consider ourselves to be very lucky. We also do our own fundraising so that we can enhance our service by buying additional things such as our Playhouse and Toys in the garden, offer special activities and go on outings.**

**The role includes**

**Support to get children into local Schools, colleges or nurseries**

**Help with things families might need such as baby items (large and small), toys and clothing**

**Information about local activities and services such as sport clubs and the local Children's Centre**

**Supporting families that are part of a TAC (Team Around the Child) CIN (Child in Need) or CP (Child Protection) plan, the Family Support Worker works closely with the Social Worker and other professionals involved in supporting the family.**

**The services we offer:**

**After School Club for children that are school age during term time.**

**We do different child lead activities such as craft, outdoor activities and cooking**

**We also offer 1:1 sessions to children such as Drawing and Talking if both children and parents want this to happen. This can take place at school or in refuge. Our role also includes looking after children while mums have 1:1 sessions with their Keyworker**

**We offer support to children and parents on other occasions too on an individual needs basis. This can include applying for supported childcare or referrals to organisations such as Safe families.**

**We have visitors in refuge to ensure a variety of activities such as Pets as Therapy on the last Friday of the month and IMPS in the Community offering a sport activity on Thursday mornings in the school holidays.**

**We try and make the holidays fun with trips and activities to enjoy.**



## **MARAC**

**EDAN LINCS play an active part in the MARAC, a Multi-Agency Risk Assessment Conference. This is a national response to support victims of domestic abuse, who are risk assessed as being at high risk of serious harm or homicide. MARAC's , which are held weekly in Lincolnshire, rotating in three county areas of Lincoln, Boston and Skegness, which incorporate all of the geographical sub-regions of the county of Lincolnshire. These conferences are victim lead.**

**EDAN Lincs are represented weekly at this meeting, which is attended by senior managers/representatives from agencies such as Children's service, Police, Probation, Adult Safe Guarding, Health representatives, Mental Health, Drug and Alcohol services, with the intervention and advocacy for the client by the Independent Domestic Abuse Advisors (IDVA).**

**The main objective of this conference is to reduce the serious risk to the victim and children and any other vulnerable persons in that household, with the emphasis to increase their safety, health or well-being. The conference is a meeting whereby all agencies share relevant information in respect of high risk cases, which have been assessed as high risk, using the model of the DASH Risk checklist (a tried and tested way to understand domestic abuse risk).**

**Each client accessing EDAN Lincs for support is risk assessed using this tool and any clients meeting the criteria are referred to the MARAC. Any persons who are heard at this conference remain open to this process and can be subjected to a "repeat MARAC case", where one of three criteria's are met at any one time during this 12 month period, whilst open to agencies**

## **IDVA Service**

**The IDVA Service is independent of any agency: the primary role of the IDVAs is to ensure the safety of the Victim. They work from the point of crisis for the victim, usually just after a police call out, or for example, an attendance at Accident and Emergency. The service provided by the IDVAs assist victims to get all the necessary support from partner agencies to reduce the risks they face, enhance their safety, and rebuild positive lives. They provide advice, support and information about the range, effectiveness and suitability of options to reduce their risk and ensure their safety and that of their children and vulnerable associates. For the majority of time the IDVAs work in partnership with the County Council, District and City Councils, Police, Health Service, Probation Service, Sexual Assault Referral Centre and local third sector support services. A key change in the contract was that a hospital IDVA Service would be included with additional monies available to appoint an additional FTE IDVA to support the community provision (making 6 FTE IDVAs for the community based provision), and**

**1 FTE IDVA to take up the hospital IDVA post. Further funding was given for an additional FTE Hospital IDVA at Boston Pilgrim Hospital for 16 months. The Hospital IDVAs are located at Lincoln County and Boston Pilgrim A&E.**

**The Key aims of the IDVA Service are:**

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

**The IDVA Service support high risk victims through the civil and criminal justice system and assist in accessing service provision such as housing, health, and finance. They liaise with agencies from the statutory and voluntary sector to ensure that a multi agency approach is taken to ensure the victims safety.**

**The IDVAs attend all scheduled and emergency Multi Agency Risk Assessment Conferences (MARACs) to represent the victim and co-ordinate the actions of partnership agencies. Where appropriate the IDVA will also attend Multi Agency Public Protection Panels (MAPPA) and Child Protection Conferences.**

## **Service User Involvement**

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

Service User Support Groups and Drop In's are held across the county and these are open to both past and current service users, and are attended by at least one Specialist Domestic Abuse Worker.

## **Partner Agencies**

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

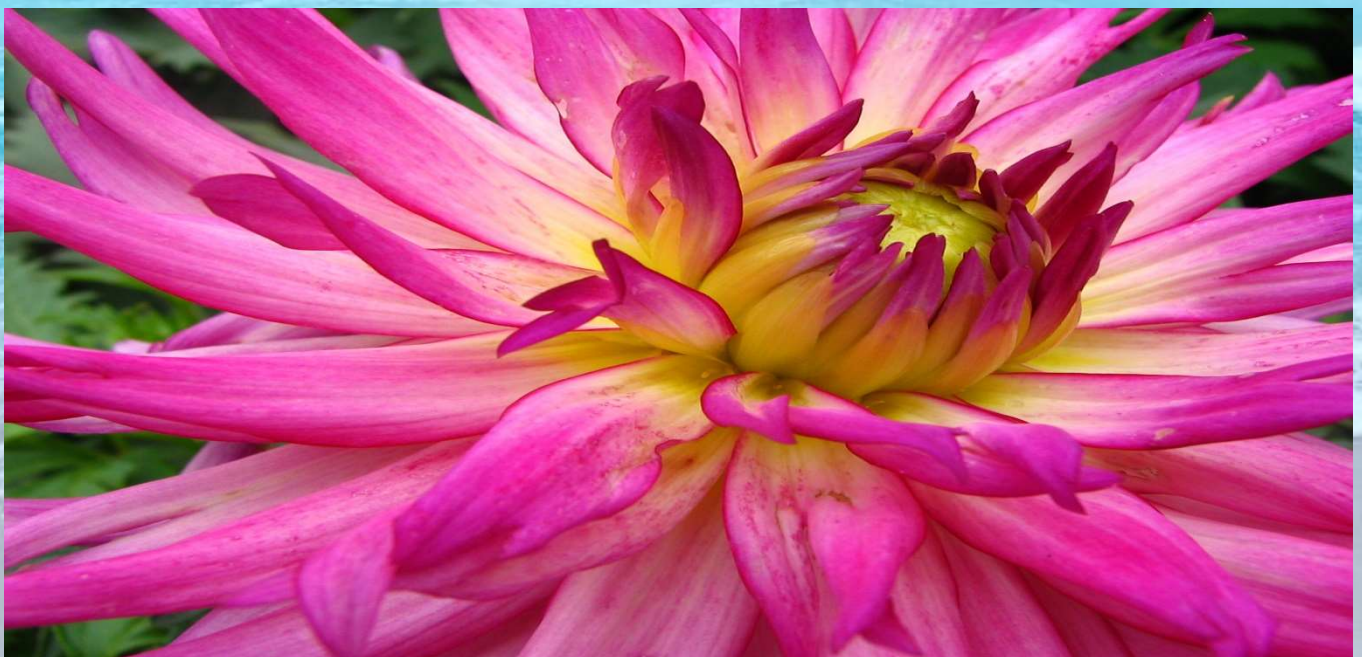
## **Treasurer and Company Secretary's Report**

Our financial statements are prepared for the year ended 31<sup>st</sup> March 2019. Our finance team is:

**Michelle Allen – Director, Financial Overview and Management Reporting**

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

**Sarah Crowther – General day to day input**



## **Acknowledgements**

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

## **Our Key Partners:**

**Statutory and non statutory organisations and charities who provide**

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

## **Funders:**

- **Lincolnshire County Council**
- **BBC Children in Need**
- **Department for Communities and Local Government**

- **Contacts**

**Lincoln – 01522 510041**

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

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

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

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

**EDAN Lincs is a company limited by guarantee**

**Charity Number: 1092913. Registered in England and Wales**

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

