



bradford women's aid
support, assistance and accommodation for women
and children experiencing domestic violence

BRADFORD WOMEN'S AID ANNUAL REVIEW 2009



CHAIR AND MANAGER'S REPORT

This year we have focussed on consolidating our services which were able to develop with the appointment of 3 team leaders in November 2007. The teams have continued to thrive with the leadership of their respective team leaders, Mary, Lavena and Ameena. The team leaders have reviewed and updated systems and operational procedures and - as can be seen by our monitoring statistics - this has resulted in us being able to provide services to significantly more women and children escaping domestic abuse. The outreach service provided support to 201 new service users (2008 - 153); the resettlement service have worked with 80 women and 141 children (2008 - 27 women and 51 children) and the refuge have provided accommodation for 40 women and 58 children (2008 - 26 women and 33 children).

The benefits to Bradford Women's Aid of the restructure can also be seen by our achievement of Investors In People (IIP) recognition awarded in September 2008. Some of the comments in the report made by the IIP assessor, Lesley Bers, reflect the ethos of Bradford Women's Aid:

'There is a very collaborative and supportive atmosphere within the organisation...All staff actively share their knowledge and skills with their colleagues and this comes from the top through the team leaders to individual staff members...'
(Page 8)

'All people interviewed confirmed that they felt recognised and valued. They gave examples of management thanking them personally, end of year meals out, social events with the teams...'
(Page 12)

This year we have been working hard to produce our new business plan to which the whole organisation, staff and service users alike, contributed to. This gives us a clear indication of where we are going and what we need to get us there.

One of the key developments outlined in the business plan is our planned move away from the shared house style of refuge accommodation into self-contained unit provision which is something we have wanted to do for a long time. We have recently identified a housing association to whom we submitted a development brief and with whom are hoping to work in partnership to make this development become a reality.

There have also been some changes to staffing through the year. In the summer of last year Sian Harlow left the organisation and we recruited Helen Aristotelous (outreach worker) who started work for us in November. Also in November Sue Roberts (former volunteer co-ordinator) moved on and we wish both Sian and Sue all the best with the future. We decided to close our volunteer service, continue with volunteering on a smaller scale and recruit a second Asian outreach worker (part time) in order to meet

the increasing demand on our service. In February Debbie Burrage was welcomed into her new post as housekeeper in the refuge

We have had some changes to the management committee. Susan Shaw joined us in November (2008) and Diane Bridgewater took on the role of treasurer in January (2009). The management committee meetings have been restructured and now we have finance, employment and health and safety sub groups which meet regularly, each chaired by a management committee member. One example of the work undertaken by the finance sub group is that we investigated profitable and ethical investment options for the organisation.

Lisa Reynolds, our chair, announced in January that she would be moving to London later in the year and we were very sorry to hear that she would be leaving. We would like to thank Lisa enormously for her very positive contribution to Bradford Women's Aid over the last 4 years especially as chair (since January 2008) and as a member of the employment sub group. Last, but not least, two very long standing management committee members and founder members of Bradford Women's Aid, Chris Wardman and Margaret Streets resigned from the organisation, in the summer of last year and we thank them for their commitment and their support of the organisation for many years.

Sheila Asgari-Tourzan (Chair)
Sally Deane (Manager)



MEMBERS OF THE MANAGEMENT COMMITTEE

Sheila Asgari - Tourzan - (Chair from August '09)
Lisa Reynolds - (Chair from January '08 to March '09)
Diane Bridgewater - (Treasurer)
Maggie Warwick
Julie Barbor
Susan Shaw - (Appointed November '08)
Donya Byrne - Accent Partnership (Advisor)

TREASURER'S REPORT

This year the Organisation has remained very stable financially with an increase in expenditure of £74,239.

Our income over the past year rose with the majority of funding coming from the Big Lottery Fund (£500,000 over 3 years) and Supporting People £123,911. With restricted funding of £85,484 and un-restricted funding of £384,27.

Carrying over a surplus of £106,005 and with secure funding for another 18 months this leaves us with rising cost of £81,827 for salaries, NI and general expenditure, we have a healthy reserve of contingency funds which has enabled us to invest for our long term financial stability. In April we invested with the Bank of Scotland in a short term venture which gave us a return 1.09% and on reflection due to the poor return of the investment the decision has been made to withdraw this sum when the renewal date expires in September. Likewise, after extensive research we made the decision to invest into a longer term investment of 12 months with the Co-Operative Bank with an annual interest rate of 3.25% which has a far healthier return.

Our surplus goes towards meeting the requirements of our Reserves Policy whereby the medium to long term aim of the trustees is that unrestricted funds that have not been designated for a specific use should be at a level equivalent to between three and six months expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This year we have reached our medium term goal as our reserves have increased to cover 3.6 months of staffing costs

However, the recession remains a worry for any sector and given the current climate it is important we continue to closely monitor the budget as it unfolds. Our board reviews the current budget and approves any necessary changes. The Finance sub-group will also continue to monitor the organisations budget throughout the financial year.

But on a brighter note, we also received a positive report from our auditors RSM Bentley Jennison. This is an excellent indication of the changes in financial management introduced over the last couple of years

Our organisation remains well funded due to the work done by our manager, Sally Deane, who is responsible for researching and securing funding, this also ensures we meet our budgeted funding requirements.

Our finance worker Ruth Briggs who is responsible for our day to day finance, works alongside Sally and attends our finance sub group along with management committee member Maggie Warwick, the group meets every 6 weeks and having this sub group has proved to be invaluable in as much as it enables us to highlight specific areas where further work is needed and

we report our findings to the management committee. We would like to thank Ruth for her input into the organisation.

Diane Bridgewater
Treasurer



REFUGE WORKERS REPORT

Wow! This year has been a really busy and productive year at the refuge. Over the year we have accommodated 40 women and 58 children, and received 442 referrals.

We have been concentrating on improving our systems and developing the service further. In consultation with our service users we reviewed our systems, procedures and our business plan. After the consultation the staff team attended an "away day" at Hughes Bakery, Saltaire where taking all the views on board, we worked very hard to plan and implement the necessary changes.

The Refuge has seen some staff changes this year too. Last April we welcomed Naureen Akhtar into post, Naureen has settled into her role really well and provides language skills and cultural support to resident Asian women and children.

We also welcomed our new housekeeper Debbie Burrage into post in February. Debbie has also settled in to her role really well, and is doing an excellent job of keeping the refuge in good order and helping to keep things running smoothly.

We continue to work closely with other agencies in order to provide our services and we have formalised a Joint Partnership Working Agreement with Barkerend Surestart Children's Centre. Victoria Lydon (Social Work MA Student) is currently carrying out a shared placement with ourselves and the Children's Centre.

The children's workers have also been developing partnership working for example the School Attendance/ Parental Involvement Officer from the local primary school came into the refuge and ran workshops loosely based on the "Family Friends" programme for parents and Bernie McBride (health trainer) has been working with us to deliver workshops on basic first aid and oral health. Throughout the year children's workers provided 404 play sessions, 33 trips and outings and 12 children's meetings.

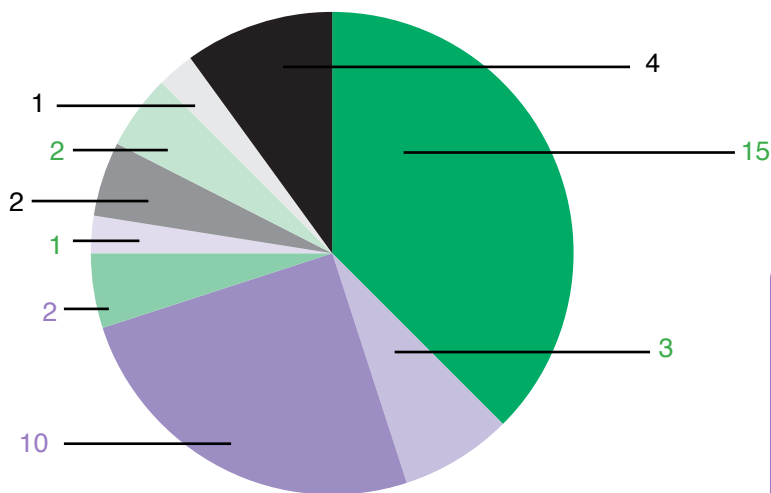
We have attended training courses in First Aid; British Sign Language; Common Assessment Framework (CAF); Child and Adult Protection and working with families who are not UK citizens.

Overall we feel we have achieved the targets we set for ourselves this year and look forward to our continued development in the coming year.

I would like to take this opportunity to thank the residents and staff at the refuge for all their input, help and hard work throughout the year.

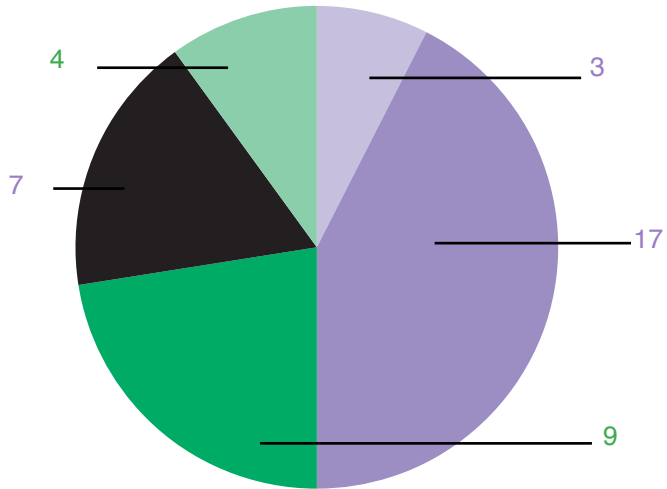
Mary West	Refuge Team Leader
Sheila Bell	Refuge Support Worker
Naureen Akhtar	Asian Refuge Support Worker
Lynn Vanderstock	Refuge Support Worker (Relief)
Debbie Burrage	Housekeeper
Nina Knapton	Children's Worker
Sharon Firth	Children's Worker

No of referrals: 442 Women
No accommodated: 40 Women 58 Children



Number of women identifying themselves as disabled: 0





Ages

16-18	3
19-25	17
26-30	9
30+	7
40+	4



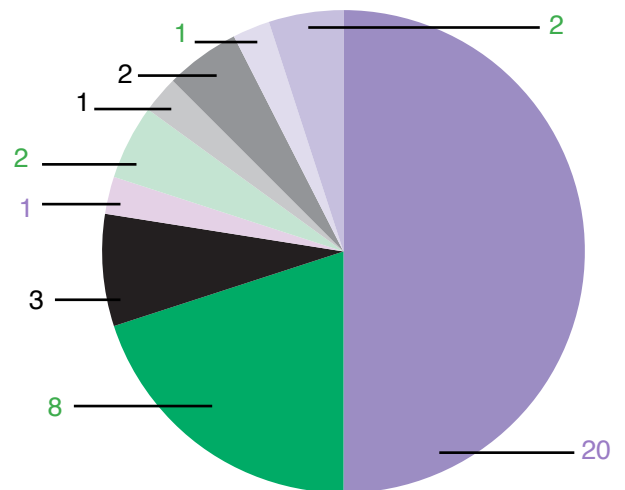
Faith

Christian	2
Muslim	15
Sikh	1
None	7
Unknown	15



Sexuality

Lesbian	-
Heterosexual	40
Bisexual	-
Transsexual	-
Other	-



Ethnicity of Women

White British	20	Iraqi	2
Pakistani	8	Chinese	1
British Asian	3	Mixed-White Asian	2
Latvian	1		
African	2		
Azerbaijan	1		

RESETTLEMENT WORKERS REPORT

As you will notice from the statistics we are proud to announce that the number of women and children we have supported over the past year has more than doubled. We are continuing to work with a diverse group of women and children, and the issues covered vary a great deal from immigration to welfare benefits and school appeals (we have been successful in overturning 6 school appeals during this period). Women have been actively encouraged to go on courses and training. During this period one woman has successfully completed the second year of her Psychology Degree and another has been accepted on a Youth and Families BA Degree course. The remaining women are on ESOL, literacy classes, maths and IT classes. Successes have also included women passing their driving tests and gaining certificates in order to apply for British Citizenship.

As a member of the team has been off sick Nazia Tabassum has been providing cover so the service to the women is not affected. The team have been actively involved in the recruitment and supervision of volunteers and students. The role of volunteers is a befriending role and is rewarding for both the service user and the volunteers. We are currently chairing the Floating Support Workers Group Meeting which contributes to our continuing work in close partnership with other agencies to provide a quality service to women and children.

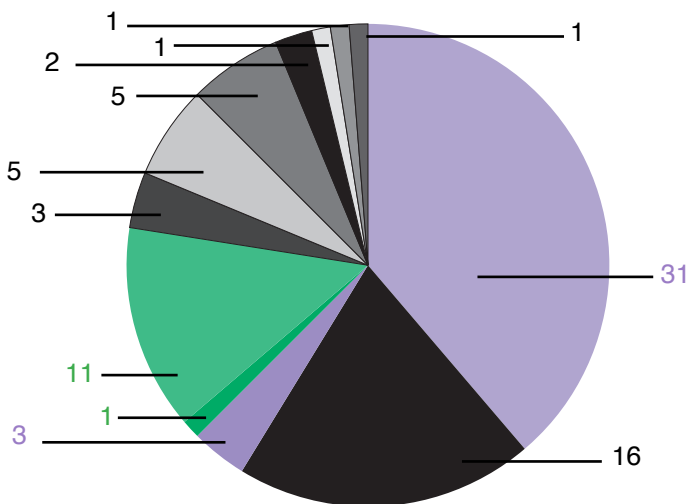
The Resettlement Women's Group started in November 2008. The service users meet every 6 weeks to plan activities for the coming weeks. Women have expressed an interest in healthy cooking on a budget and local trips. The women feel empowered and in control of the choices and decisions they are making in their everyday life and in the group. Women and children have also enjoyed a trip to the Pantomime to see Cinderella and trips to Blackpool and Scarborough.

A drop-in session will commence in May 2009, this is for service users whose support has ended and other referrals we are unable to accommodate due to being full. This idea came from the Women's Group as the women there felt that there should be a continuation of the services in some form, should women have issues they felt unable to deal with themselves.

We have gratefully received Easter Eggs from Yorkshire Water, toiletries from Robert McBride - which make up our Welcome Pack for women who have just moved in and at Christmas, 'Secret Santa' once again made the children's Christmas with Yorkshire Water and Santa's suitcase (Co-op Travel) making up the shortfall with extra gifts for older children and young adults.

- Ameena Mirza (team leader)
- Linda McLean (children's resettlement worker)
- Nazia Tabassum (resettlement worker)
- Davina Clarke (volunteer)
- Sobia Akram (student)

No of Women: 80
No of Children: 141



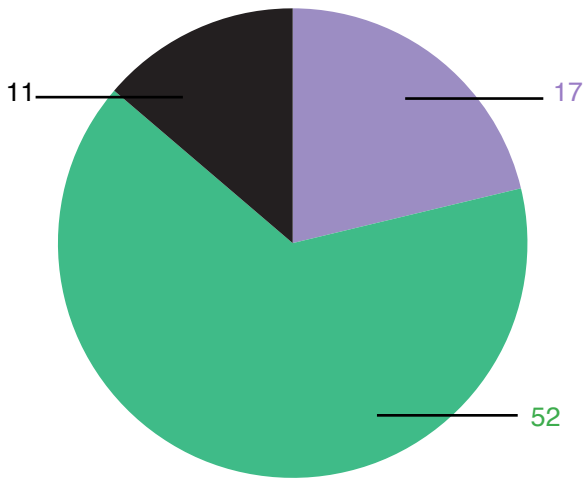
Referral Sources

B.W.A. Outreach	31	Black Women's Project	5
B.W.A. Refuge	16	Staying Put	5
Domestic Violence Unit	3	Gingerbread Housing Project	2
Worth Project	1	Keighley Women's Project	1
Self	11	Probation	1
ShIPLEY Women's Aid	3	Burnley Women's Aid	1



Sexuality

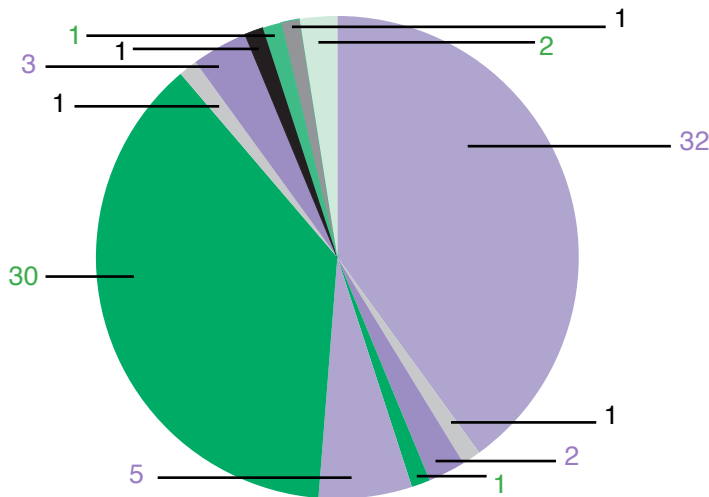
Lesbian	-
Heterosexual	80
Bisexual	-
Transsexual	-
Other	-



Age

16-24	17
25-44	52
45-65	11

Faith	
Christian	4
Atheist	29
Islam	43
Sikh	2
Bhuddist	1
Jehovah's Witness	1



Ethnicity of Women

White British	32	Asian British Bangladeshi	1
White Eastern European	1	Black British African	3
Mixed White/Asian	2	Black British Other	1
Mixed Other	1	Chinese	1
Asian British Indian	5	Middle Eastern	1
Asian British Pakistani	30	Other	2

Number of women identifying themselves as disabled: 7

OUTREACH WORKER'S REPORT

This has been a progressive, yet extremely busy year which has been rewarding in terms of developing the service and meeting the increasing demand for services by those with particularly high support needs.

We have continued to deliver a high quality service whilst continuously monitoring the caseload of our small staff team to ensure the well-being of workers. The outreach team have worked hard to improve standards through difficult periods, particularly during times of staff shortages.

In October Helen Aristotelous was appointed as part time outreach worker and Tracy Teale's post was increased to full-time.

As well as working directly with women on a one to one basis to promote empowerment and self worth, we continuously strive to forge positive working relationships with partner agencies such as those involved in the Multi Agency

Risk Assessment Conference (MARAC), which has a direct impact on the women whom we support to engage with services.

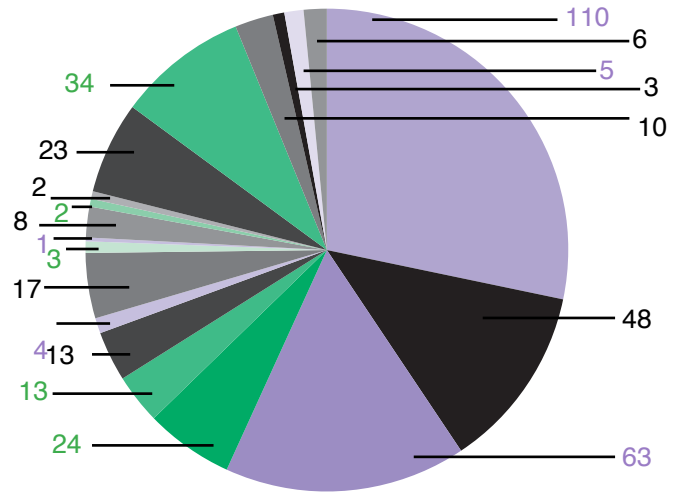
Through the workers' commitment to consult with service users regarding what they want to achieve the Women's Group has continued to evolve and has offered sessions themed around education and health. Sessions have included: **Therapeutic Art & Emotional Relaxation; Self Esteem & Confidence Building; Sexual Health / Cervical Cancer and Healthy Eating.** These sessions have proved beneficial and participants are actively extending their knowledge, acquiring new skills and engaging in topical debate. This Women's Group has promoted well-being and personal development.

- Lavena Lawrence (team Leader)
- Sham Aslam (Asian outreach worker)
- Tracy Teale (outreach worker)
- Helen Aristotelous (outreach worker)
- Carol Bage and Kyra West (volunteers)

No of referrals: 389
 No accepted: 201
 Number of overall service users: 317

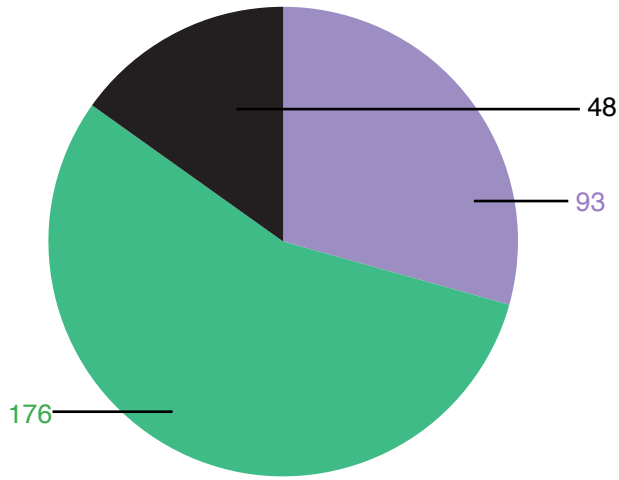


Number of women identifying themselves as disabled: 29



Referral Sources

Staying Put	110	Mental Health Services	8
Police	48	Homestart	2
Self	63	Worth	2
Health	23	Family Centres	24
Social Services	13	Other Voluntary Groups	34
Solicitors	13	Keighley DVS	10
Resettlement	4	Horton Housing	3
Refuge / Hostel	17	Housing	5
Refugee Council	3	Victims Services / Probation	6
School	1		

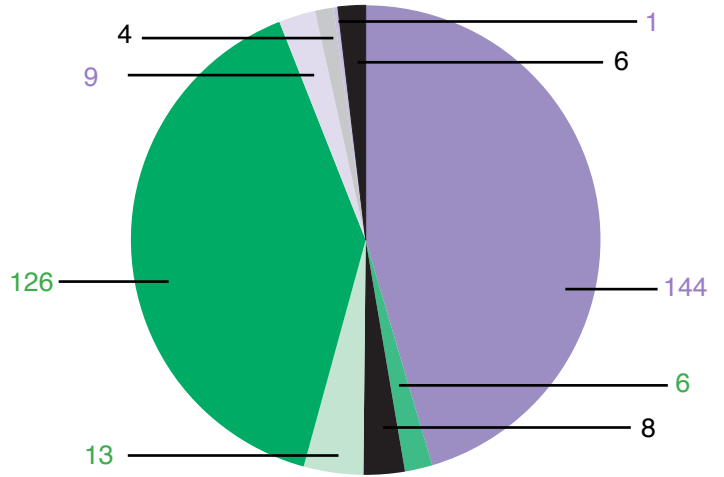


Age Group	Count
16-24	93
25-44	176
45-65	48

Faith	Count
Christian	80
Atheist	61
Islam	138
Sikh	11
Not known	27



Sexuality	Count
Lesbian	1
Heterosexual	314
Bisexual	2
Transsexual	-
Other	-



Ethnicity	Count	Ethnicity	Count
White British	144	Black/Black British Caribbean	8
Mixed White/Caribbean	6	Black/Black British African	4
Mixed White/Asian	9	Chinese	1
Asian/Asian Indian	13	Other	6
Asian/Asian Pakistani	126		



INCOME AND EXPENDITURE ACCOUNT - YEAR ENDED 31ST MARCH 2009

Income	Designated & unrestricted funds £	Restricted funds Outreach £	Total 2009 £	Total 2008 £
Grants received	209,396	3,64,545	573,941	399,811
Fees	50,543	-	50,543	48,108
Donations	2,860	-	2,860	3,886
Bank interest received	3,990	-	3,990	3,494
(Decrease) / Increase in investment value	(1,267)	-	(1,267)	(5,577)
Sundry income	1,508	-	1,508	306
Total income	267,030	364,545	631,575	450,028
Expenditure:				
Salaries and wages	115,451	276,904	392,355	319,291
Staff Welfare	113	1,387	1,500	-
Bank/payroll charges	146	-	146	265
Travel and motor	2,417	6,944	9,361	6,705
Repairs and renewals	2,875	1,673	4,548	7,101
Childcare expenses	-	8,737	8,737	10,736
Gardening	695	-	695	720
Light and heat	9,535	-	9,535	6,788
Telephone	7,219	9,222	16,441	12,684
Advertising, stationery and postage	3,773	3,679	7,452	5,276
Accountancy fees	1,787	-	1,787	1,926
Audit fees	3,524	-	3,524	4,014
Cleaning	7,093	-	7,093	4,615
Depreciation	805	-	805	1,073
Training	1,397	1,396	2,793	4,616
Insurance	3,571	98	3,669	3,746
Security costs	390	-	390	1,122
Office equipment	433	-	433	662
Central office costs	3,001	-	3,001	2,358
Sundries	1,702	407	2,109	1,930
Rent, rates and room hire	28,895	16,480	45,375	45,508
Worker/volunteer costs	-	240	240	2,537
Computer costs	980	254	1,234	3,670
Recruitment costs	850	-	850	2,821
Publications & subscriptions	1,048	449	1,497	1,167
Total expenditure	197,700	327,870	525,570	451,331
Surplus for the year	69,330	36,675	106,005	(1,303)

The above information is an extract from the statutory accounts for the year. The summarised financial information does not contain sufficient information to allow a full understanding of the results and state of affairs of the Charity as would be provided by the full financial statements. The full accounts are available on request from our registered offices, these have been audited by RSM Bentley Jennison and their audit opinion is unqualified. The full financial statements are to be approved at the AGM in November and will be filed at Companies House and the Charity Commission.

Bradford Women's Aid wishes to thank the following for their kind donations and support of the project:

Big Lottery
Bradford Commissioning
Bradford PCT
Bradford Supporting People
Bradford University
Bradford & District Charity Circle
Bradford & Bingley Building Society
Frank Buttle
Children In Need
Edwin & Sally Cooper
GMB
Headingley Orphanage
N & P Hartley
Kids Out
Joanne Keane
Ladies Eccleshill Church
Leeds Building Society
Lankelly Chase
Optima Legal
Shama

Donna Silveria
St Lukes Church
Toy Trust
Tudor Trust

DONATIONS OF GIFTS

CIBA
Sainsburys Staff
Mothers Union
Secret Santa
Santas Suitcase (Co-op Travel)
Yorkshire Water





Charity No 1099351 Company No 4802152



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