



Swansea Women's Aid

# Swansea Women's Aid Impact Report 2015-16



24 hour  
helpline:

**01792  
644683**

[www.swanseawomensaid.com](http://www.swanseawomensaid.com)

## SUPPORTED HOUSING

*"I have achieved finding myself again and the confidence I lacked."*

*"Thank you all for helping me find most of myself again."*



## DAISE PROJECT

### Case Study - Holly

Holly came to see a DAISE worker for advice about domestic abuse. She had been married for 7 years and had been experiencing emotional and financial abuse and was concerned about escalation. Holly wanted to end her relationship safely but didn't know how to do this or what her options were. She had a 6 year old daughter who she was concerned about and had witnessed abuse within the home. Holly had little access to money and was isolated due to control from her husband. She was experiencing depression and anxiety as a result and felt she had lost control over her own life and decisions.

*"I just wanted to say a big thank you to the DAISE worker. I honestly don't know where I would be without her".*

Having accessed support, Holly left the relationship safely and secured private rented accommodation.

She applied for benefits in her own name and accessed legal advice regarding child contact and divorce proceedings. Holly attended the Freedom Programme to reflect on her experiences of domestic abuse and her daughter accessed support too.

Holly is now resettling in her new home. She would like to access training/education and secure a job as her husband never allowed her to work. She plans to make new friends and volunteer in the future.

## SWANSEA WOMEN'S AID IMPACT REPORT 2015-16

### Foreword

**We are pleased to introduce Swansea Women's Aid Impact Report for 2015-2016. Throughout the year we have celebrated that this is our 40th year as an organisation and we are delighted that we are going from strength to strength, growing as an organisation, building on our previous successes and still providing innovative, high quality services to women and children experiencing domestic abuse. At the heart of all we do are the women and children we support and their voices help to inform, review and develop the services we provide.**

Like other third sector organisations, we are operating in difficult times with pressures on funding whilst at the same time facing increasing demand for our services and closer scrutiny. It is essential that we demonstrate the impact of the work we do with families and use this to check that we are working effectively, making improvements when required.

We are also concentrating on maximising our sustainability by forging partnerships, diversifying our funding base and enhancing our strategic fit with local and national strategies. Quality is key and we will be applying for Welsh Women's Aid's National Quality Service Standards quality mark for specialist Violence Against Women, Domestic Abuse and Sexual Violence services later on in the year. At all times our aim is to guarantee services that not only support women and children but also provide them with interventions that will build up their resilience and enable them to move forward positively with their lives.

This report celebrates the outcomes women and children have been enabled to achieve through their contact with Swansea Women's Aid and demonstrates the varied nature of the work we do in recognition that there is no one answer to domestic abuse; the response must be multi-faceted and far reaching. Through our pick and mix of service delivery we are continually striving to provide a blend of provision that best fits families' needs and looks to an abuse free future. Every achievement is significant no matter how small.

**Liz Hope**  
Chair

**Lynne Sanders**  
Chief Executive

# Vision

A world where women and children are free from abuse

# Mission

To provide innovative and sustainable high quality domestic abuse services that aid prevention, address women’s and children’s needs and enable them to move forward positively

# Values

- **Excellence** – in all we do and how we do it
- **Equality** – non-discriminatory and non-judgemental
- **Diversity** – everyone welcomed and valued
- **Women and children at the heart of all we do** – being supported, informing and directing services
- **Innovation** – in service delivery and planning
- **Integrity** – honesty, reliability, trustworthiness
- **Empowerment** – encouraging women and children to reach their full potential
- **Confidential** – respecting privacy and lawful
- **Collaborative** – working with others to change things for the better

## What we do - Service Delivery

### Supported Housing Project

Specialist staff at our 2 refuges and 3 safe houses work with the families to maximise their safety and enable them to move forward positively.

In the last year, we supported 100 women and 92 children in our accommodation.

## Outcomes

84%

of women felt safer

*“My confidence is back, that I can continue living in Swansea and I am starting a nursing career”.*

90.8%

of women could manage relationships better

*“I just want to thank you for all your help and support”.*

## Case Study - Wendy

Wendy came to Women’s Aid directly referred by the local hospital. Wendy began to use alcohol as a coping mechanism due to her experience of domestic abuse. When she came into refuge, her drinking had escalated to the stage where alcohol was needed on a daily basis. Wendy had very low self-confidence and issues with depression and anxiety. Wendy also had a number of physical health concerns under investigation.

During her stay, Wendy registered with the local GP and participated in medical tests and treatment. She discontinued her alcohol use and with support established a safety plan to assist her in remaining free from alcohol. She also accessed two IT courses and was accepted by an agency for volunteering work to assist in future employment. Wendy completed the Freedom Programme, attended a stress

management course and a self-confidence course and attended community activities such as Tai Chi. She also obtained housing.

Wendy has now been re-housed and is in receipt of support from tenancy support services. She plans to continue with her voluntary work and courses in IT and self-confidence, to engage in community activities to further build confidence and work experience with the view of entering paid employment.



*“My confidence is getting stronger I’m doing really well.”*

*“I just want to thank you for all your help and support”*

## DAISE (Domestic Abuse Information Support and Empowerment)

A successful Lottery application has meant that we have expanded the services on offer which now consist of 1:1 appointments and drop-in sessions at 3 community venues, the Swansea Domestic Abuse One Stop Shop and the SWA office.

Women can access 1:1 confidential support with a DAISE worker, either on an ad hoc basis or several times. Through support women are given advice and information about domestic abuse on a needs led basis and are encouraged to make informed decisions about their safety, recovery and future.

In the last year, 333 women were supported in the community.

## DAISE PROJECT

*"I've received extensive support and been put back together and empowered by the services of WA"*

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## Outcomes

81%

of women increased their safety

*"I cannot fault the service Women's Aid give; they have helped me so much and helped me move on from my circumstances. I am now in such a good place with my son and have gained a lot".*

73%

were better able to manage their accommodation

*"Friendly, compassionate and professional support. Went beyond their call of duty to help in a complicated situation".*

## Children and Young People's Services

Children and young people are offered support via 1:1 sessions and specialist group programmes. These provide them with the opportunity to talk about what they have witnessed or experienced in order to process it and make sense of what has happened and help them to develop safety plans.

In recognition that domestic abuse can affect the mother-child relationship, parenting workshops are also offered to the mothers of the children being supported.

Out of a total of 77 referrals, 37 children were provided with 1:1 support and group work.

## Outcomes

100%

of CYP know what domestic abuse is and that it is not their fault

*"Having someone to talk to that isn't Mum helps me. I don't want my mum to worry about me".*

95%

know where to go for help and who to speak to

*"The support has helped my daughter, she had someone to talk to that wasn't me and I felt happy with the support she received and the feedback I got".*

95%

helped to express their feelings and improve their family relationships

| Total No. of Referrals | No. of CYP to receive 1:1 support | No. of families living in SWA accommodation supported | No. supported through STAR Programmes | No. of women that accessed parenting workshops |
|------------------------|-----------------------------------|---|---------------------------------------|--|
| 77                     | 37                                | 3   | 8                                     | 12   |



## Changing Attitudes Together (CHAT)

Additionally, the Changing Attitudes Together project started in May 2015 thanks to funding from Children in Need and works with young people aged 11 - 18 years to promote healthy relationships and prevent domestic abuse in future relationships by supporting them to acknowledge and change their behaviour.

Out of a total of 35 referrals, 20 young people were offered intensive support in the last year.

## Outcomes

70%

**better able to develop non-abusive relationships**

*"Since having support my daughter is no longer physically abusive towards me".*

70%

**have improved communication skills**

*"I actually feel terrible about the way I've behaved. Support has helped me realise how I've made other people feel".*

## Case Study - Ella

**Ella (aged 15 years) had experienced abuse from her father and was referred to the CHAT project because she was being verbally abusive towards her mother and had threatened her brother with a knife. She did not attend school due to the impact of domestic abuse and as a result had very few friends and was very socially isolated.**

During sessions it became apparent that Ella was a victim of emotional abuse from her teen boyfriend and her family were unaware of this. As she had few friends and did not attend school, she liked to spend a lot of time with him.

Initially Ella was in denial that her relationship was unhealthy and could only see the positives. She spent a lot of time talking about how supportive and nice he was. However Ella reflected on all the information she was given during her first sessions with the CHAT worker and self-evaluated her relationship honestly. Following this she ended the relationship and could clearly identify the abuse she had experienced from her boyfriend and her father.

Things have improved at home and Ella now has a good relationship with her mother and her relationship with her brother is improving. She has recently started spending time with another boy and wants to continue with the support for a little longer to assess her new relationship and do some more work around early warning signs and other forms of abuse so she is aware of as much as possible. She has stated that she wants to ensure she never ends up in another abusive relationship and is also able to offer support to her friends.

Ella has signed up for college next year and is looking forward to meeting new people.

*"The information I got gave me a different view on how healthy my relationship was".*



## Prevention Services

### Freedom Programme

Raises awareness of the tactics used by an abusive person to maintain power and control. Women meet weekly as a group to share and explore their experiences of domestic abuse in a safe environment and learn about the warning signs for future relationships.

*"I enjoyed the Freedom Programme and meeting women with situations like mine. The information was very good and I felt safe in the group".*

### Recovery Toolkit

Focuses on the impact of abuse on thoughts processes and self-esteem. Women meet weekly as a group to explore positive coping strategies and the importance of self-care in their recovery.

*"The course (RTK) has helped me to find myself again. It helps you realise how much your thoughts can impact on choices you make".*

### Counselling Service

Delivered by volunteer counsellors on placement and coordinated by the DAISE Team. This year we have had 3 counselling placements in total. Women are offered 6 sessions initially with an extension of up to 12 sessions if needed.

### Homeopathy

Offered through Project Sol and offers a valuable service for women referred by SWA. The Homoeopathist attends bi-weekly and offers health assessments and natural herbal remedies to match women's health symptoms

*"Teresa [homeopath] is amazing! She gets straight to the point but is caring and non-judgemental with it".*

| Service           | Number of Referrals | Number of programmes run | Number of women supported |
|-------------------|---------------------|--------------------------|---------------------------|
| Freedom Programme | 117                 | 2                        | 18                        |
| Recovery Toolkit  | 30                  | 2                        | 12                        |
| Counselling       | 97                  | N/A                      | 21                        |
| Homeopathy        | 91                  | N/A                      | 75                        |

# Service User Voices

## Training provision

We have delivered domestic abuse training to 174 professionals ranging from health and social care students, trainee midwives, health visitors, substance misuse workers and GPs.

100% report feeling better equipped to deal with domestic abuse

We will also be participating in the ABMU Ask and Act pilot – an initiative arising from the new Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. This will result in us training hundreds of health professionals over the course of the pilot.

## Raising Awareness work

In order to raise awareness of domestic abuse issues and the services we offer, SWA staff deliver talks to community groups and attend networking events.

In the last year, we have delivered 15 talks to community groups and attended 6 key networking events reaching an audience of over 300 people.

100% of the people attending the talks reported that they had a greater awareness of domestic abuse and the services available

Snap surveys undertaken at the networking events indicated that 75% had visited our stall and reported having a raised awareness of domestic abuse and the services we offer.

## White Ribbon Day 25.11.15

The White Ribbon campaign is about men working to end male violence against women. The SWA team and trustees fully support this campaign and pledged their support this year.



We also participated in the White Ribbon Day event at the Swansea Domestic Abuse One Stop Shop that attracted over 50 visitors and was very successful.



## Your Opinion Matters project

This has focussed on the development of a core group of women, children and young people who have received ongoing training, support and empowerment to become Domestic Abuse Representatives.

### YOM project & service user achievements

| Achievement   | Number of women |
|---|-----------------|
| Embedded in 3 local fora  | 4               |
| Participating in local DA strategy group  | 2               |
| Participating in talks & presentations  | 2               |
| 3 Workshops (with Health, Housing & police representatives)   | 19              |
| Consultation meeting with HMRC  | 3               |
| Workshop with Welsh Assembly & discussions with Local Service Board re. issues with accessing public services | 6               |
| Service User representative on DAISE Project Board  | 1               |

### YOM project & Children & Young People (CYP) achievements

| Achievement  | Number of CYP    |
|--|------------------|
| Consultation meeting - CAF/CASS  | 2 YP             |
| Consultation event re. Social Workers & barriers to CYP accessing help | 12 CYP           |
| Feedback to public bodies on services they had accessed                | 4 YP, 5 children |
| Feedback event re. priorities for new National Advisor                 | 7 YP             |

## Service user feedback

“The YOM project has given me the confidence and skills I needed to put my knowledge and voice into practice. Being part of the project has made me realise that people do want to listen and that my opinion is valued. I now know the mechanisms for giving feedback and I feel I am helping service providers do their job by doing what is actually needed not just what they think service

users want. It has been an excellent project to be a part of, I have made some great friends and everyone is so welcoming, we are like a family... a community. The project has also helped my mental health by keeping me occupied and helping me deal with life and has improved my general wellbeing. I do feel we are helping service providers save money and improve their services for future service users”.

## 40th anniversary celebrations

**We celebrated 40 years as an organisation this year – a huge achievement and one that we are very proud of.**

Two key events were held – a public AGM in November 2015 at the Mansion House and an Anniversary Dinner in March 2016 at the Gower Hotel, Bishopston. We were delighted to share these occasions with over 100 guests and the trustees would like to thank everyone in the SWA team for their hard work in making them the success they were.



We also said farewell and gave our thanks to Ruth Davies our Chair for the last 10 years for her unflinching commitment and hard work throughout the years.

## AGM 2015



Gwendolyn Sterk Welsh Women's Aid



Lynne Sanders, Chief Exec & Councillor John Newbury, The Right Worshipful The Lord Mayor Of The City And County Of Swansea

## Anniversary Dinner - March 2016



Cake – donated by Celebration, Uplands



# SUSTAINABILITY

## Finance

Our strategic aim is to maintain and grow our funding levels, diversifying funding streams to lessen dependence on statutory funding. This year, we have been successful in attracting funding from 2 new sources that has enabled us to maintain our funding levels.

2014-15 £650,798

2015-16 £646,620

## Quality

The Swansea Women's Aid Quality Assurance Framework provides the infrastructure to identify how much we are doing, how well we are doing these and what difference we are making as an organisation. Building on this, we will be applying for Welsh Women's Aid's National Quality Service Standards quality mark for specialist Violence Against Women, Domestic Abuse and Sexual Violence services later on in the year.

*“Attainment of the WWA quality mark for specialist Violence Against Women, Domestic Abuse and Sexual Violence services will demonstrate to our stakeholders and the women using our services that we offer a high quality specialist service that is responsive to service user needs, accountable and well governed. It will also demonstrate the value we place on our most valuable asset – our staff and volunteers, recognising their dedication and commitment which enables us to ensure that the organisation is the best it can be.”*

## Governance

The SWA board has been successful in attracting 3 new trustees this year. We are delighted to welcome them and look forward to us working together to ensure that SWA continues to be solvent, well run and meeting the needs of women and children experiencing domestic abuse.

## CHILDREN AND YOUNG PEOPLE'S SERVICES (CHYPS)



### Case Study - Amy

**Amy (aged 7) was referred for support as she had witnessed physical fights and arguments between her parents. She had also experienced direct abuse from her father and left the family home with her mother. All of this had impacted on her as had the recent death of her grandfather.**

Amy was able to talk about her experiences with the worker and discuss how she was feeling. She was very anxious about seeing her father who was seeking contact via the courts and worried that he would turn up at the school Xmas concert. Through her support sessions, she was able to access therapeutic interventions through play and art work and discuss safety planning – what to do in an emergency. She was also signposted to bereavement counselling and support was given to her and her mother to rebuild their relationship following their experience of domestic abuse.

At the end of the support, Amy's confidence had grown and she knew that domestic abuse was not ok and it wasn't her fault. She was able to talk about her feelings and had ideas of things to do when she was feeling sad /angry, knowing who to talk to about her worries. She felt safer in school and knew which teacher to talk to in school if she was anxious or worried. Also her mother had gained a better understanding of the impact of domestic abuse and how to support Amy through this.

Amy's wishes for the future were to never see her father again. Amy also said that she felt ok talking about her grandfather because she knew it was ok to feel upset when you lose someone close to you.

*“ It's not my fault and it's not ok to hurt other people ”.*



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With special thanks to all our funders and the organisations and individuals who have donated to us throughout the year. Your support is invaluable and much appreciated.



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