

COVENTRY PANAHHGHAR PROJECT



**SUPPORTING WOMEN AND CHILDREN AGAINST DOMESTIC
VIOLENCE**

**TRUSTEES' REPORT &
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2020**

REGISTERED CHARITY NUMBER: 1007676

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COVENTRY PANAHGHAR PROJECT
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020

The trustees present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

We provide range of direct and indirect services to Black Asian Minority Ethnic (BAME) communities their children and their families and primarily to Asian women and girls to alleviate all forms of violence, abuse and poverty on a local, national and international level.

The charity exists to promote the safety of women and children affected by domestic violence and all other forms of violence such sexual violence Honour Based Violence (HBV), forced marriage, Female Genital Mutilation (FGM) human trafficking by:

- Offering safe temporary accommodation.
- Offering appropriate and accessible support services.
- Communicating the message that domestic violence and violence in all its forms is unacceptable and Promoting and providing action to prevent it.
- Promoting policy and best practice that respond to women, girls and children's safety, well-being and needs.

Panahghar Safe House Limited (PSHL) was set up with a view to managing government contracts on behalf of the charity to provide a clear audit trail to the funders. As part of Panahghar's strategy to sustain services the management committee agreed that funds will be used to support these contracts.

Significant activities and public benefit

The charity believes that violence and domestic violence is a violation of human rights and works to ensure that women, girls and children have the right to live free from violence, abuse and fear.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing charity's aims and objectives and in planning future activities. The trustees have also considered how planned activities will contribute to the aims and objectives of the charity.

In pursuit of its aims for public benefit, our services benefit the public through the following initiatives:

- To provide safe, secure temporary accommodation and counselling support service to women, girls and children.
- To provide advice, information and advocacy to victims and survivors of violence and abuse.
- To raise awareness of the issues which are faced by victims and survivors of violence and abuse.
- To ensure victims and survivors of violence and abuse obtain the legal and statutory benefits and redress to which they are entitled.
- To ensure appropriate support and play opportunities for children and a safe environment for children to live and recover from the effects of violence and abuse.

COVENTRY PANAHGHAR PROJECT
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The year under review was challenging with the reduction of funding. The charity undertook a review of the organisation to identify savings that could be applied whilst prioritising service delivery. Consideration was given to the need for an outward facing and local delivery model with an emphasis on voluntary services that complement and enhance our work.

We are busy delivering the tender which was made to Coventry City Council in 2018. We were successful in this tender with two other agencies in Coventry – Coventry Haven Women's Aid and Coventry Relate. We unfortunately lost our contract for refuge accommodation.

Last year we reported on the measures we had begun to implement to make the savings we needed. We reported on a consolidation of our infrastructure and a review of our service model these have been implemented. This year we have been focusing outwardly on marketing our services and we hope to continue this next year on a planned re development of our web site with a focus on income generation. We have also been concentrating on working at strategic level with local and national government and making bids for service contracts as well as fundraising through charitable trusts.

We have continued with our annual review of utilities and communications spend and took advantage of switching suppliers.

FINANCIAL REVIEW

Reserves policy

The trustees keep the charity's reserves under review. Due to the changes in economic climate the trustees agreed to invest free reserves in reconfiguring current services and to fund improvements and development of projects to support the long-term sustainability. Trustees will also ensure that reserve levels are at a level to provide some protection to the organisation and its charitable programmes. This plan seeks to limit any risk arising in the event of a downturn in some of the Charity's various sources of income or an unexpected need for additional expenditures.

The Charity Commission defines reserves as 'that part of the charity's funds which can be made available to spend for any or all of the charity's purposes once it has met its commitments and covered other planned expenditure. The Trustees are aware of the general legal duty to apply charitable funds within a reasonable time of receiving them.

Therefore, to justify the holding of reserves the charity needs a reserves policy which is based on a realistic assessment of the required reserves.

Income from restricted funds (income which must be applied to the purposes specified under the terms of the agreement or contract for which they were given), cannot be set aside for use in line with the reserves policy as any unused funds must be returned, carried forward or applied in line with the funding agencies requirements.

Unrestricted funds (money generated as a result of fees and charges, or interest on monies invested), is expendable at the discretion of the Trustees in furthering the objects of the charity.

The board of trustees has identified that minimum level of unrestricted funds should be set to counter balance trading uncertainty and provide a base level for stability. A target level of unrestricted funds has been set to allow for growth and for the charity to take advantage of strategic opportunities for the future growth.

COVENTRY PANAHGHAR PROJECT
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020

FINANCIAL REVIEW

Reserves policy - Continued

The current level of unrestricted funds should be set as follows:

Minimum level

Three months operating costs plus an additional fund to cover redundancy costs for all staff plus legal cost associated with winding up.

Target level

Six months operating costs plus an additional fund to cover redundancy costs for all staff plus legal costs associated with winding up.

The Board of Trustees has approved Coventry Panahghar Project's reserves policy and identified the following reasons to hold reserves:

- To provide financial stability to enable us to continue to achieve its objective during challenging trading periods.
- To allow us to take advantage of strategic development opportunities and plan for future growth.
- To enable us to make investment decisions in accordance with the investment policy and enable us to consider opportunistic investments which may not be within strategic plan.

The total net incoming resources for the year amounted to £41,086 (2019 - £56,386) including a loss of £2,811 incurred by PSHL- subsidiary. The net surplus for the year excluding restricted funds was £44,258.

Investment policy and objectives

The trustees have agreed an investment policy to ensure that the charity maximises its return on investment. The policy seeks to mitigate risk in the knowledge of the current economic climate. This policy is reviewed annually.

Funds may only be invested in financial institutions previously approved by the trustees. Any new financial institution submitted to the trustees' approval must be a recognised financial institution that has first class reputation and is authorised and supervised by the Bank of England or the Building Society Commission. Only Institutions with the highest credit rating will be considered.

FUTURE DEVELOPMENTS

The trustees decide on capacity building, ensuring the sustainability of current provision; maintenance and improvements to our buildings, developing services and programmes; making improvements and having contingency plans in accordance with its Business Plan which is reviewed annually.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes an unincorporated charity.

Management and organisational structure

The Management Committee of the charity are its trustees. They are supported by a management team lead by Ms Sobia Shaw the Chief Executive, who is currently off on long term sick leave. In her absence the charity are being temporarily lead by the Management Committee. Trustees are all from diverse backgrounds and bring with them appropriate knowledge, skills and experiences. The board of trustees are responsible for the overall direction of the charity's operations, its compliance with legislative requirements and ensuring the financial stability.

The trustees aim to meet bi monthly six times a year to review and approve strategic and operational recommendations from the senior management.

COVENTRY PANAHGHAR PROJECT

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment, appointment and induction of new trustees

New trustees are recruited as a result of retirement, resignation, or death of a member of the Board. Expressions of interest are invited in writing to the Management Committee, stating relevant work or life experiences. Potential trustees are invited to an information day by the Director of Services and then to meet with all or some of the trustees at an informal meeting.

Those remain interested will then be invited to attend a Management Meeting after which a vote will be taken regarding their appointment. Upon appointment trustees are invited to meet a senior member of staff for an induction and are given the opportunity to attend relevant training events and meetings.

Organisational structure

The Management Committee of the charity are its trustees for the purposes of charity Act 2011.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1007676

Principal address

3 St Margaret Road
Stoke
Coventry
West Midlands
CV1 2BT

www.safehouse.org.uk

Trustees

Mrs Amerdip Samra
Ms Samia Laats
Mrs Hari-Shabd Kaur
Ms Sara Kalsi

Treasurer
Chair

Auditors

Armstrongs Accountancy Ltd
Chartered Accountants and Statutory Auditor
1&2 Mercia Village
Torwood Close
Westwood Business Park
Coventry
West Midlands
CV4 8HX

Bankers

Barclays Bank
25 High Street
Coventry
CV1 5QZ

Administration

Ms Sobia Shaw	Chief Executive Officer
Mrs Sandra Manak	Executive Director of Services & HR

COVENTRY PANAHGHAR PROJECT
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020

Related parties

The Charity controls Panahghar Safe House Limited (PSHL) and Management Committee appoints the Directors of the Company. There are clear structures and processes of communication between the Company and Charity. The Company hold Board Meetings four times a year and report back to the Management Committee.

PSHL is a Company Limited by Guarantee and to share the charitable objective as Coventry Panahghar Project. The principal activities of the Company are:

- To address all forms of violence, abuse, distress and maltreatment from spouses, family, communities and/or structures - to promote humanitarian, environmental, educational, developmental, the relief of poverty and encourage economic and social well-being amongst vulnerable groups, primarily but not exclusively, women and children from Black Asian Minority Ethnic and Refugee backgrounds, locally, nationally, and internationally;
- To establish, organise, manage, facilitate and/or provide assistance, support, advocacy, legal work, information and advice, primarily in the pursuance of physical and emotional well-being and independence through encouraging self-help, social, educational, economic and recreational pursuits, projects, programmes services and initiatives, with a view to increasing service users' social capital, enabling them to access other agencies, networks, individuals and resources for their long-term sustainability and advancement;
- To raise public awareness by collaborating with voluntary organisations, local authorities, local residents' groups, communities and local organisations in a common effort to provide services enabling individuals to move forward with their lives

The Company has charitable purposes and exists to promote the safety of women children and men affected by all forms of violence and abuse

- Offering safe temporary accommodation
- Offering appropriate support services
- Communicating the message that violence and domestic violence and abuse is unacceptable and promoting action to prevent it.
- Promoting policy and best practice that respond to women men and children's needs.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees have examined the principal areas of the charity's operations and considered the major risks which may arise in each of these areas. In the opinion of the trustees the charity has established resources and review systems which, under normal conditions, should allow the risks identified by them to be mitigated to an acceptable level in its day to day operations.

GOING CONCERN

The trustees have considered the reserves policy above and the working capital requirements for the period of 12 months from the date of this report and have reasonable expectation that the charity has adequate resources to continue its operations for the foreseeable future. Accordingly, the trustees continue to adopt going concern basis for the preparation of the annual report and accounts.

COVENTRY PANAHGHAR PROJECT

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020

TRUSTEES RESPONSIBILITIES STATEMENT

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed (Governing document). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on29/1/21..... and signed on its behalf by:

.....*ACSamra*.....

Mrs Amerdip Samra - Trustee

Independent auditor's report to the trustees of Coventry Panahghar Project

Report on the audit of financial statements

Opinion

We have audited the financial statements of Coventry Panahghar Project (the 'charity') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2020 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report.

Independence

We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all the future events or conditions can be predicted, this statement is not a guarantee as to the Charity's ability to continue as going concern.

Reporting on other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Independent auditor's report to the trustees of Coventry Panahghar Project

Responsibilities for the financial statements and the audit

Responsibilities of the trustees for the financial statements

As explained more fully in the Trustees Responsibilities Statement, the trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the regulations made under section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Independent Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of this report

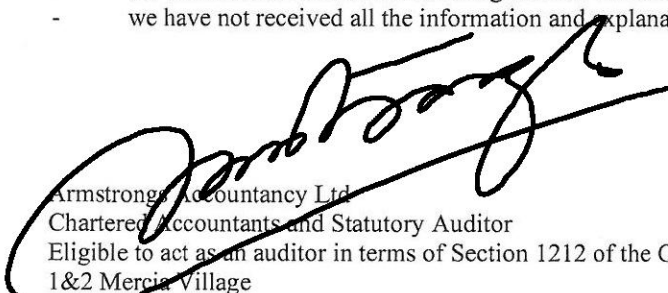
This report is made solely to the charity's trustees, as a body, in accordance with regulations made under section 154 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Other matters on which we are required to report

Charities Act 2011 exception reporting

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.



Armstrong Accountancy Ltd
Chartered Accountants and Statutory Auditor
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
1&2 Mercia Village
Torwood Close
Westwood Business Park
Coventry
West Midlands
CV4 8HX

Date: 30/1/2021

COVENTRY PANAHGHAR PROJECT
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2020

		Unrestricted funds £	Restricted funds £	2020 Total funds £	2019 Total funds £
	Notes				
INCOME					
Voluntary income	2	465	-	465	465
Activities for raising funds	3	34,286	-	34,286	133,566
<i>Income from charitable activities</i>	6				
Sheltered supported accommodation		406,461	351,168	757,629	480,098
Investment income	5	1,109	-	1,109	1,066
Total income		442,321	351,168	793,489	615,195
EXPENDITURE					
<i>Costs of raising funds</i>					
Fundraising charitable trading	7	35,059	-	35,059	133,666
<i>Expenditure on charitable activities</i>	8				
Community support services		355,999	-	355,999	232,947
Sheltered supported accommodation		7,005	354,340	361,345	192,196
Total expenditure		398,063	354,340	752,403	558,809
NET INCOME/(EXPENDITURE)		44,258	(3,172)	41,086	56,386
NET INCOME/(EXPENDITURE) AND NET MOVEMENT IN FUNDS FOR THE YEAR		44,258	(3,172)	41,086	56,386
RECONCILIATION OF FUNDS					
Total funds brought forward		632,581	113,479	746,060	689,674
TOTAL FUNDS CARRIED FORWARD		<u>676,839</u>	<u>110,307</u>	<u>787,146</u>	<u>746,060</u>

All incoming resources and resources expended derived from continuing activities.

All gains and losses recognised in the year are included in the Statement of Financial Activities.

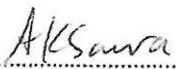
The notes on pages 11 to 19 form part of these financial statements

COVENTRY PANAHGHAR PROJECT

BALANCE SHEETS
AT 31 MARCH 2020

	Note	2020 Group £	2020 Charity £	2019 Group £	2019 Charity £
FIXED ASSETS					
Tangible assets	14	324,416	324,416	327,136	327,136
		<hr/>	<hr/>	<hr/>	<hr/>
		324,416	324,416	327,136	327,136
		<hr/>	<hr/>	<hr/>	<hr/>
CURRENT ASSETS					
Debtors: amounts falling due within one year	15	134,362	143,448	71,643	79,042
Cash at Bank and in hand		411,043	410,320	394,450	394,212
		<hr/>	<hr/>	<hr/>	<hr/>
		545,405	553,768	466,093	473,254
CREDITORS: Amounts falling due within one year	16	(82,675)	(65,927)	(47,169)	(32,030)
		<hr/>	<hr/>	<hr/>	<hr/>
NET CURRENT ASSETS		462,730	487,841	418,924	441,224
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		787,146	812,257	746,060	768,360
		<hr/>	<hr/>	<hr/>	<hr/>
NET ASSETS		787,146	812,257	746,060	768,360
		<hr/>	<hr/>	<hr/>	<hr/>
FUNDS					
Restricted funds	18	110,307	110,307	113,479	113,479
Unrestricted funds		676,839	701,950	632,581	654,881
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS		787,146	812,257	746,060	768,360
		<hr/>	<hr/>	<hr/>	<hr/>

The financial statements were approved by the Board of Trustees on29/1/21..... and were signed on its behalf by:


.....
Mrs Amerdip Samra
Trustee

The notes on pages 11 to 19 form part of these financial statements

COVENTRY PANAHGHAR PROJECT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2020**

1. ACCOUNTING POLICIES

General information and basis of preparation

Coventry Panahghar project is a registered charity. The principal place of business is given in the charity information on page 4 of these financial statements. The nature of the charity's operations and principal activities are provided on page 1.

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

The charity has taken advantage of the exemptions permitted and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure are sufficient with the level of reserves for the charity to be able to continue as a going concern.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Basis of consolidation

These financial statements consolidate the results, assets and liabilities of the Coventry Panahghar Project and its wholly owned subsidiary Panahghar Safe House Limited on a line by line basis. No separate Statement of Financial Activities or Income & Expenditure Account is presented for the Charity. The charity has gross income of £759,196 [2019: £481,618] and net incoming resources of £43,897 [2019 £58,440].

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes dividends, interest and rent. Where it is not practicable to identify investment management costs incurred within a scheme with reasonable accuracy the investment income is reported net of these costs. It is included when the amount can be measured reliably. Interest income is recognised using the effective interest method and dividend and rent income is recognised as the charity's right to receive payment is established.

COVENTRY PANAHGAR PROJECT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2020**

ACCOUNTING POLICIES- Continued

Fund accounting

Unrestricted funds consist of funds which the charity may use for general purposes at the Trustees' discretion; this includes designated funds which are designated for specific purposes.

Restricted funds represent income contributions which are allocated to a particular purpose in accordance with the donor's wishes.

All investment income, gains and losses are allocated to appropriate funds.

Resourced expended

All the expenditure is accounted for on accrual basis. Liabilities are recognised as resources expended as soon as there is a legal constructive obligation committing the charity to the expenditure.

Overheads and other costs not directly attributable to particular functional activity categories are apportioned over the relevant categories on the basis of management estimates of the amount attributable to that activity in the year either by reference to staff time or space occupied, as appropriate.

Governance costs are those incurred in connection with administration, strategic planning for the future, external audit and all the costs of complying with constitutional and statutory requirements, such as the costs of Board and Committee meetings and of preparing statutory accounts and satisfying public accountability.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- not provided
Office equipment	- 33% on reducing balance
Furniture, fixtures & fittings	- 33% on reducing balance
Computer equipment	- 33% on reducing balance

Investments

Fixed asset investments are valued at cost less provision for impairment, as these assets are not readily saleable and a reliable market value is not readily ascertainable.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Leasing commitments

Rentals paid under operating leases are charged to the statement of financial activities on a straight-line basis over the period of the lease.

Provisions

Provisions are recognised when the charity has a present and legal or constructive obligation as a result of a past event, it is probable that a transfer of economic benefit will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Taxation

Coventry Panahghar Project, as a registered charity, is exempt from taxation on its income and gains falling within section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gain Act 1992 to the extent that they are applied to its charitable objectives. No tax charge has arisen in the year.

Pension scheme

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

COVENTRY PANAHGHAR PROJECT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

2. VOLUNTARY INCOME

	2020	2019
	£	£
Donations & gift aid	<u>465</u>	<u>465</u>

3. INCOME FROM ACTIVITIES FOR GENERATING FUNDS

	2020	2019
	£	£
Safe and Supported Partnership Ltd	<u>34,286</u>	<u>133,566</u>

4. INCOME FROM SUBSIDIARY TRADING ACTIVITIES

Coventry Panahghar Project owns Panahghar Safe House Limited (A Company Limited by Guarantee). The results for the year, as extracted from the audited financial statements are summarised below:

	2020	2019
	£	£
Turnover & other income	<u>34,293</u>	<u>133,577</u>
Administrative expenses including gift aid	<u>37,104</u>	<u>135,631</u>
Retained profit/(loss)	<u>(2,811)</u>	<u>(2,054)</u>
Net current assets and shareholders fund	<u>(25,111)</u>	<u>(22,300)</u>

COVENTRY PANAHGHAR PROJECT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

5. INVESTMENT INCOME

	2020	2019
	£	£
Deposit account interest	<u>1,109</u>	<u>1,066</u>

Interest received of £1,109 (2019: £1,066) includes interest received by Panahghar Safe House of £7 (2019: £11)

6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Activity	2020	2019
		£	£
Rent receivable	Sheltered supported accommodation	402,642	379,143
Grant Income	Sheltered supported accommodation	354,987	100,955
		<u>757,629</u>	<u>480,098</u>

7. COSTS OF FUNDRAISING CHARITABLE ACTIVITIES

	2020	2019
	£	£
Staff costs including pensions	23,225	108,451
Travelling expenses	-	4,500
Telephone, fax & internet	722	6,368
Printing, postage & stationery	104	724
Insurance	8,354	8,908
Sundries	-	25
Legal & professional	2,532	4,170
Bank charges	122	142
Staff Training	-	378
	<u>35,059</u>	<u>133,666</u>

8. CHARITABLE ACTIVITIES COSTS

	Direct costs (See note 9)	Support costs (See note 10)	Totals
	£	£	£
Community support services	311,419	44,580	355,999
Sheltered supported accommodation	<u>326,165</u>	<u>35,180</u>	<u>361,345</u>
	<u>637,584</u>	<u>79,760</u>	<u>717,344</u>

COVENTRY PANAHHGAR PROJECT

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2020	2019
	£	£
Staff costs	307,847	111,794
Other operating leases	157,922	140,921
Rates and water	25,507	(8,204)
Insurance	18,507	12,719
Light and heat	30,893	28,177
Telephone	15,004	1,478
Postage and stationery	3,190	2,174
Sundries	1,914	346
Repair & maintenance	51,454	39,755
Cleaning & decorating	5,420	4,874
Travel & subsistence	13,842	10,297
Motor expenses	151	150
TV & entertainment	2,960	2,806
Training costs	2,973	1,603
	<u>637,584</u>	<u>348,890</u>

10. SUPPORT COSTS

	Management	Finance	Governance costs	Totals
	£	£	£	£
Community support services	37,540	3,569	3,471	44,580
Sheltered supported accommodation	<u>22,497</u>	<u>-</u>	<u>12,683</u>	<u>35,180</u>
	<u>60,037</u>	<u>3,569</u>	<u>16,154</u>	<u>79,760</u>

Support costs, included in the above, are as follows:

	2020	2019
	£	£
Community support services	18,281	24,894
Sheltered supported accommodation	11,603	3,750
Total activities	29,884	1,900
	£	£
Wages	3,763	2,579
Social security	892	-
Pensions	1,144	10,126
Insurance	-	202
Telephone	5,000	7,332
Computer Costs	41	1,285
Postage and stationery	2,460	2,720
Sundries	438	4,060
Travelling & subsistence	436	84
Depreciation of tangible fixed assets	-	1,965
Bank charges	849	5,046
Auditors' remuneration (Group)	-	4,650
Bookkeeping	-	8,380
Accountancy	2,045	44,580
Legal and professional fees	4,960	35,180
	<u>3,471</u>	<u>79,760</u>
	<u>44,580</u>	<u>76,253</u>

COVENTRY PANAHGHAR PROJECT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES
CHARITY

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME			
Donations and legacies	465	-	465
Charitable activities			
Sheltered supported accommodation	379,143	100,955	480,098
Investment income	<u>1,055</u>	<u>-</u>	<u>1,055</u>
Total	380,663	100,955	481,618
EXPENDITURE			
Charitable activities			
Community support services	232,947	-	232,947
Sheltered supported accommodation	102,754	87,477	190,231
Total	335,701	87,477	423,178
NET INCOME/(EXPENDITURE)	44,962	13,478	58,440
RECONCILIATION OF FUNDS			
Total funds brought forward	609,913	100,007	709,920
TOTAL FUNDS CARRIED FORWARD	<u>654,875</u>	<u>113,485</u>	<u>768,360</u>

12. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

COVENTRY PANAHGHAR PROJECT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

13. STAFF COSTS

Total staff costs for the year for Coventry Panahghar Project and Panahghar Safe House Ltd were as follows:

	GROUP		CHARITY	
	2020	2019	2020	2019
	£	£	£	£
Wages and salaries	333,931	230,257	310,988	126,877
Social security costs	23,864	15,239	23,793	10,309
Other pension costs	9,040	5,293	8,829	5,152
	<u>366,835</u>	<u>250,789</u>	<u>343,610</u>	<u>142,338</u>

The average monthly number of employees during the year was 18 (13:2019) and there were no employees with emoluments exceeding £60,000 during the period.

14. TANGIBLE FIXED ASSETS
CHARITY

	Freehold property £	Office equipment £	Furniture, fixtures & fittings £	Computer equipment £	Totals £
COST					
At 1 April 2019	318,895	10,863	120,669	108,865	559,292
Additions	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2020	<u>318,895</u>	<u>10,863</u>	<u>120,669</u>	<u>108,865</u>	<u>559,292</u>
DEPRECIATION					
At 1 April 2019	-	10,742	117,845	103,569	232,156
Charge for year	<u>-</u>	<u>40</u>	<u>932</u>	<u>1,748</u>	<u>2,720</u>
At 31 March 2020	<u>-</u>	<u>10,782</u>	<u>118,777</u>	<u>105,317</u>	<u>234,876</u>
NET BOOK VALUE					
At 31 March 2020	<u>318,895</u>	<u>81</u>	<u>1,892</u>	<u>3,548</u>	<u>324,416</u>
At 31 March 2019	<u>318,895</u>	<u>121</u>	<u>2,824</u>	<u>5,296</u>	<u>327,136</u>

COVENTRY PANAHGHAR PROJECT

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	GROUP		CHARITY	
	2020	2019	2020	2019
	£	£	£	£
Trade debtors	62,660	7,268	62,660	7,268
Other debtors	71,702	64,375	71,495	64,375
Amounts owed by group undertakings	-	-	9,293	7,399
	<u>134,362</u>	<u>71,643</u>	<u>143,448</u>	<u>79,042</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	GROUP		CHARITY	
	2020	2019	2020	2019
	£	£	£	£
Taxation and social security	9,088	10,785	2,028	2,546
Accruals and deferred income	73,587	36,384	63,899	29,484
	<u>82,675</u>	<u>47,169</u>	<u>65,927</u>	<u>32,030</u>

17. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2020 Total funds	2019 Total funds
	£	£	£	£
Fixed assets	324,416	-	324,416	327,136
Current assets	435,098	110,307	545,405	466,093
Current liabilities	<u>(82,675)</u>	<u>-</u>	<u>(82,675)</u>	<u>(47,169)</u>
	<u>676,839</u>	<u>110,307</u>	<u>787,146</u>	<u>746,060</u>

COVENTRY PANAHGHAR PROJECT

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

18. MOVEMENT IN GROUP FUNDS

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
Coventry Panahghar Project-General funds	654,881	47,069	701,950
Panahghar Safe House Ltd- Trading subsidiary	(22,300)	(2,811)	(25,111)
Total Unrestricted funds	632,581	44,258	676,839
Restricted funds			
Coventry Panahghar Project-Designated funds	113,479	(3,172)	110,307
TOTAL FUNDS	<u>746,060</u>	<u>41,086</u>	<u>787,146</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Coventry Panahghar Project-General funds	408,028	(360,959)	47,069
Panahghar Safe House Ltd- Trading subsidiary	34,293	(37,104)	(2,811)
Total unrestricted funds	442,321	(398,063)	44,258
Restricted funds			
Coventry Panahghar Project-Designated funds	351,168	(354,340)	(3,172)
TOTAL FUNDS	<u>793,489</u>	<u>(752,403)</u>	<u>41,086</u>

19. COMMITMENTS

	GROUP		CHARITY	
	2020	2019	2020	2019
	£	£	£	£
At 31 March 2020, non-cancellable lease commitment for properties	<u>31,348</u>	<u>31,348</u>	<u>31,348</u>	<u>31,348</u>

Lease agreements are subject to three months' notice.

20. RELATED PARTY TRANSACTIONS

The charity has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.



Panahghar/Panahghar Safehouse

Annual Report 2019 - 2020

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CHAIRS AND DIRECTORS' REPORT

Domestic Violence continues to see challenges and changes in 2019-2020 both nationally and locally at legislature, strategic and service level.

We are proud to be marching on in the face of such adversity and present our 2019-2020 Annual Report on behalf of the Management Committee and Board.

Coventry Services were re-commissioned by Coventry City Council and community-based funding was approved under the HPR Partnership with Panahghar, Coventry Haven Women's Aid, Coventry and Warwickshire Relate but we did not receive the accommodation-based funding. This meant that we went through a Tupe process for existing staff on the project to be transferred to another service provider. As this was a specialised area, we hired the services of a Tupe consultant. Of the 7 staff that were involved in this Tupe process; 3 transferred over to the new provider within in city and 4 staff applied for other posts within Panahghar. This turbulent time affected our staff tremendously, as difficult career decisions needed to be made by them and we worked hard to ensure everyone got the specialist support and information they needed during this process of change.

In July 2019, we started the new service and new staff came onboard to join existing staff. Several consultations took place with existing service users and all our existing service users bar one decided to remain within Panahghar's accommodation.

We continue to work collaboratively with other service providers within the city and have good working relationships, for example; Police, Social Care, Law Centre, Coventry MARAC, etc... We are activists in promoting BAME women's support and services within the wider regional and national platforms. We pride ourselves in being leading practitioners in the field and always endeavour to represent BAME women and their concerns. We have seen a rise in our referrals over the year and this highlights the importance of specialised BAME organisations like ourselves and we would like to recognise the support from Imkaan, which has been detrimental in advocating to government on our behalf.

Panahghar, Roshni and SWAN are in a consortium, where we manage the West Midlands Forced Marriage and Honour Based Abuse 24hrs/7 days a week bilingual Helpline. This is funded through the WMPCC.

The West Midlands Assistant Police and Crime Commissioner, Waheed Saleem visited our Panahghar Head Office this year and spoke with staff and service users. We were grateful for the opportunity to showcase our hard work and discuss some of the ongoing struggles we have with raising awareness around Domestic Abuse in our communities. A real opportunity to work together to tackle these concerns.

Under the new name of 'Hope Project,' our Leicester Complex Needs Project 'Opening Doors' partnership and service has continued, with further funding from the Ministry of Housing Communities and Local Government (MHCLG). This Partnership with Turning Point, Leicester/Leicestershire Women's Aid, New Dawn New Day, LPT and Leicester/Leicestershire City/County Council has strengthened year on year and we will continue to explore new avenues to stay connected.

We would like to thank all our partners because collectively our services support many vulnerable women and service users to access support under one umbrella.

We would like to extend many thanks to all the staff teams for their continued hard work and dedication. Both the Leicester and Coventry staff teams have continued to work hard in providing a high-quality service. Panahghar's services would not be what they are with the great staff and partners we work with.

Finally, Many Thanks to our fellow Committee and Board members for their hard work, support and dedicated commitment as always. We would like to give special thanks to Sobia Shaw, our CEO, who has been on long term sick but continued to support the charity as a member of the Board.

At the end of March 2020, we saw the Covid-19 pandemic rock the world and there has been much anticipation of what the future will hold for our services and its delivery. We have had to adapt very quickly under pressured circumstances, to review our safety procedures and emergency responses for staff and service users. This was to ensure minimal disruption yet optimal care. It will be a challenge that will need constant review as the pandemic consequences unfold.

The following sections of this report will give an insight into the services that Panahghar have provided in both Coventry and Leicester during the past year.

Samia Laats

Chair

Sandra Manak

Head of Services & HR/Executive Director

TREASURER'S REPORT

The Accounts have been audited and presented by Armstrongs – Chartered Accountants & Statutory Auditors.

This year our income was £793,489 and our expenditure has been £752,403. We are pleased to inform that we made a surplus of £41,086 during this financial year 2019 - 2020.

Many Thanks to all staff at Panahghar for working collaboratively. Through successful funding bids, careful monitoring of expenditure, day to day prudent spending to make further savings wherever possible. Optimising Housing Benefit payments and adopting a good reserves policy.

The occupancy level for 2019-20 is 95% around the same as last year (2018 – 2019 – 94%) early indications show that in the struggle to maximise income due to cuts that more and more accommodation providers are holding on to referrals rather than signposting on.

We were able to secure the MHCLG funding for the Leicester/Leicestershire and Rutland the Opening Doors Project complex needs' service again to continue from December 2019 until March 2021. The new project was named The Hope Project.

For our services in Coventry, and our Partnership bid with Coventry Haven Women's Aid and Relate Coventry and Warwickshire funding was approved and our service started in July 2019.

In February 2019, we were told we won the DVA community services but lost our refuge service which provided us with our core funding.

Panahghar's commitment to quality and the environment are borne out in the certification achieved for ISO 9001 and ISO 14001. We successfully passed our audit for re-certification in January 2019 for the year ahead. In January 2020, we successfully passed our ISO 9001 and ISO 14001.

We would like to thank members of the public, staff's families and staff who have donated food, clothes and shoes toiletries, toys, books and goods to us throughout the year. We would like to thank the Challenge team for their financial donations to Panahghar.

We would also like to thank the Food Bank, Red Cross and Tesco Fareshare for assisting with food for families with No Recourse to Public Funds and those with no or very low income and the Buddy Bag Foundation for their rucksacks for children of all ages containing lots of goodies.

The staff team have continued to work hard to assess our costs and make reductions where necessary which includes utilities as well as getting donations and changing properties.

Personally, I would also like to thank professionals and agencies that work with us on a continued basis to ensure the smooth running of our services.

Finally, I would like to thank our Finance Officer, all staff at Panahghar, the Management Committee and Board for their support.

Amerdip Samra
Treasurer

PANAHGHAR SERVICES

Panahghar is a specialist BAME by and for service and a charitable organisation within a framework that acknowledges the gendered nature of domestic abuse and we aim to address root causal issues of violence against women, which are embedded in the historical and cultural inequalities of the status of women in society. Panahghar, promotes diversity, accepting and respecting people from different backgrounds.

We believe that no one should live a life of violence and abuse. We support women and children to escape from violence and rebuild their lives and overcome different forms of abuse, such as honour based abuse, forced marriage, modern slavery and female genital mutilation. Our specialist services include providing women a safe and confidential place, offering emotional and practical support such as advocating on their behalf to agencies. Included within our practical work is a commitment to empower victims to explore and understand their experiences and the effects of domestic abuse upon them and their children with a perspective of building their resilience, confidence and self-esteem. Our support is mainly for women and children, but we do also provide some separate male support services. Panahghar prides itself with a friendly, compassionate, culturally diverse team of hard working and dedicated staff that speak different languages.

Panahghar provide:

- Panahghar 24 Hour Helpline 0800 055 6519 that runs 365 days a year
- Community based outreach: for women and male victims of domestic abuse across all service locations: Coventry and Leicester
- Hope Project for complex needs in Leicester and Leicestershire
- Specialised Children & Young People Practitioner support services (family support)
- Multilingual and Faith and Culturally sensitive support services
- Supported Confidential Refuge Accommodation of 30 bed spaces across Coventry and Leicester, a mixture of shared and self-contained units
- Independent Domestic Violence Advisor Service for women and male victims of domestic abuse in Coventry
- Support the West Midlands Forced Marriage and Honour Based Abuse 24 Hour Helpline 0800 953 9777 and "Safe to Talk" Helpline 0800 111 4998
- Opening Doors Outreach Project - Forced Marriage and Honour Based Abuse Specialist worker

Panahghar, Coventry Haven Women's Aid & Relate Coventry and Warwickshire formed a Partnership and began work in July 2019. We manage the Safe to Talk Helpline, providing support on a rota system. Taking referrals to assess what support is required and seeing if suitable accommodation/services are available for them or if they need our outreach support. Each Black Asian and Minority Ethnic referral is handled by Panahghar and is provided with cultural understanding and empathy, a listening ear, choice and options and most of all confidentiality and safety. Panahghar may also get direct self-referrals that contact us through our office or Panahghar 24hr helpline number who can be supported immediately and smoothly.

Panahghar received continued funding for their Complex Needs Project 'Opening Doors' to provide a dedicated specialist domestic abuse service for women from Black Asian and Minority Ethnic (BAME) groups with complex needs in Leicester and Leicestershire, but it was renamed the Hope Project. Including risk from Forced Marriage, Honour-Based Abuse, Drug and Alcohol Misuse, FGM and Mental Health, as well as some women with no recourse to public funds. This support is run in a consortium partnership with Turning Point, Leicester/Leicestershire Women's Aid, New Dawn New Day, LPT and Leicester/Leicestershire City/County Council that offers a wraparound service and refuge accommodation. Starting back in December 2018, this continues to be a strong partnership that we hope to continue with new funding opportunities from March 2020.

Panahghar's Opening Doors – Outreach project for West Midlands Forced Marriage and Honour Based Abuse started in May 2019 to support victims of such abuse to receive support. This was further complemented in

August 2019 with the West Midlands Forced Marriage and Honour Based Abuse Helpline, that is run in a consortium with Panahghar, Roshni and SWAN.

OUR ACCOMMODATION

Panahghar believes in offering choice, as far as possible given financial restraints in order to meet service user's needs, so for this reason, we have different types of supported accommodation in size, location, facilities and so on. Our refuges are a mixture of shared and self-contained accommodation. Confidentiality is key, with security and quality at their heart of all Panahghar provision.

COVENTRY

Our Coventry Refuge Services are fully self-funded at Panahghar since we lost our funding in July 2019.

Shared Houses (5 bed, 4 bed with disabled access and 4 bed)

Our 5 bedded accommodation is a large comfortable shared property that consists of 2 rooms for single women and 3 family rooms. The property has a garden for the service users and children to enjoy especially during the summer period. There are 2 bathrooms, a downstairs toilet and a lovely dining area next to a large kitchen and utility room. The House is equipped for vegetarian, halal and meat eaters with separate cupboards and white goods as well as crockery and cooking utensils. There is a large shared lounge with TV, music and games facilities as well as a toy/play area. This accommodation has a family feel to it to make service users feel at home.

Our 4 bedded accommodation is a beautiful spacious shared property for 4 families. This property has been adapted for disabled access as one of the rooms is ground floor with downstairs disabled bathroom access next to the bedroom and the communal areas have wider entryways. This property provides 2 kitchen areas; one for disabled use with lowered kitchen units. There is a large garden with an attached veranda for plenty of space for children to run around and play and there are lovely trees, shrubs and flowers giving a nice outdoor space to enjoy in the summer and gives character to the whole property.

Our 4 bedded accommodation is a small cosy shared accommodation which houses residents that are highly vulnerable stage of their recovery journey and are seeking their indefinite leave to remain or there are safeguarding issues or honour-based violence or kidnapping and trafficking concerns and so on. This accommodation is best placed for professional visitors such as Police, Social Care, Child protection/welfare agencies such as midwives and health visitors. This accommodation consists of a downstairs room for a single woman and 3 rooms which can house single or women with a child upstairs and two shower rooms. It has a cosy living/dining area and a kitchen with a back garden.

Self-Contained Apartments

This property provides 5 self-contained family apartments. Each apartment is decorated and furnished to a high standard with integrated appliances with their own intercom security systems. They have a modern living area, kitchen, bathroom and bedrooms. Each flat has an attractive colour theme which gives the flat character and helps the resident feel at home and gives them an insight of what their own property could feel and look like. They are particularly suited to families with older children or for those with disabilities. Residents with disabilities can be accommodated or where a service user requires a live-in carer. This accommodation offers versatility and flexibility. All amenities are nearby with very easy access to transport facilities. Residents have daily contact and if residents are away for any reason a safe and well check is done every day.

Self-contained living supports the work staff undertake with the residents and contributes to resident's confidence for independent living and developing the kind of skills needed for resettlement into the community.

LEICESTER/LEICESTERSHIRE

Shared House

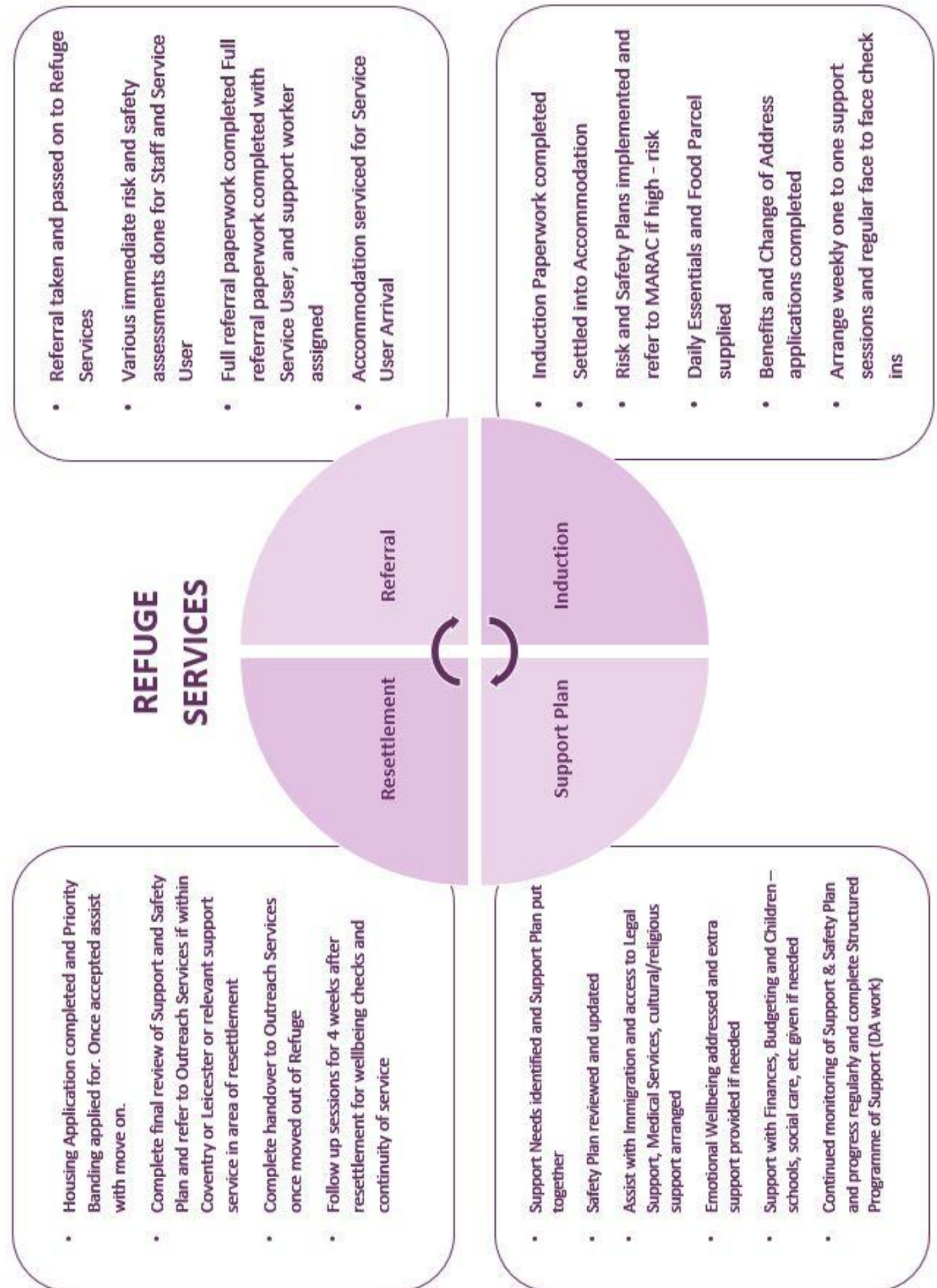
This is a five double-bedded shared house for women with/without children. Each resident has their own private room with a shared kitchen, 2 shower rooms, lounge and dining area. It has all the television, kitchen appliances and white goods. It has a pleasant garden and is situated near all amenities and shops, including culturally specific shops, doctors, health centre college and university and recreational facilities such as gyms.

Self-Contained Apartments

Our Leicester/Leicestershire self-contained accommodation is in a secure building with secure access. There are six 1-2 bed apartments that enable a whole family to live together as a unit and is particularly suited to families with older children or for those with disabilities. Residents with disabilities can be accommodated or where a service user requires a live-in carer. They have a modern living area, kitchen, bathroom and bedrooms. Each flat has an attractive colour theme which gives the flat character and helps the resident feel at home and gives them an insight of what their own property could feel and look like. This accommodation offers versatility and flexibility. All amenities are nearby with very easy access to transport facilities. Residents have daily contact and if residents are away for any reason a safe and well check is done every day.

Single Unit Accommodation

This property is single family units, suitable for with older children and larger families. There is a shared lounge/dining room with four good sized bedrooms. The kitchen is modern with all new appliances and white goods. It has an upstairs bathroom, downstairs toilet and separate utility laundry room. There is also a large rear garden to enjoy.



REFUGE Case Study

SU was referred to our domestic abuse service by Leicester Police who had helped her to flee domestic abuse from her husband. SU is a high-risk case and scored 19 on CAADA DASH risk assessment. She suffered from physical, psychological, sexual, emotional, intimidating abuse and coercive control from the perpetrator.

Complex Needs

- SU is a Pakistani national and ethnic who was forced into marrying the perpetrator, who is twice the age of the SU, in Pakistan. She could not refuse as her parents were not alive to support her and extended family were arranging the union.
- Perpetrator's son from his first wife is older than SU. Both the husband and this son did not accept SU and threatened her with deportation if she did not accept their will.
- SU was treated like a slave as she had to do all domestic chores even if she was tired/ill. She was sexually enslaved by the perpetrator and raped on several occasions.
- The perpetrator used coercive control to the extent he would voice record her everyday action through a hidden recorder in her bedroom and living room. This was to control SU behaviour and when she found out about the hidden recorder or refused to do the task, the perpetrator would physically and verbally abuse her, and psychologically torture her until she gave in.
- SU was diagnosed with migraines and fell into depression, as a result of this she became forgetful due to experiencing constant abuse and not being permitted to see the doctor for medical care.
- One day, when SU went to drink water, the perpetrator followed her and pushed her on the floor. SU then fainted and got injured on the left side of her body. The perpetrator continued to beat her until she woke up and then, gave her tablets to swallow which made her ill. SU was in tremendous pain and begged for doctors to be called.
- After an hour, SU pain remained unchanged and so the perpetrator had no choice but to call the ambulance but threatened SU not to tell them anything about the abuse or he would kill her. Once the ambulance arrived, they took SU to the hospital where she was treated by the nurses. This is when the police got involved.
- When SU was referred into the Hope Project, she was able to maintain relationships with professionals but unable to establish good relations with some residents living in the refuge. This was due to her being younger in age compared to other female residents and felt that she would be bossed around and used (i.e. taken for granted) as per her trauma. Hence, she had trust issues and would not interact with many people.

Support Provided

- SU supported with admission into our Coventry refuge, personal safety risk assessments and maintaining stable accommodation.
- SU provided financial support with food donations until NI number applied for and Universal Credit and Housing Benefits instated. Then SU supported in Budgeting skills and finance management.
- SU supported GP registration and depression medication intake.
- SU supported to maintain a positive relationship with other residents and a professional trusting relationship with Staff and other professionals in her support plan
- SU supported in making informed choices about her future and what she wanted for herself.
- SU supported SU with immigration, divorce, and ESOL classes – referring to specialist services where required.
- SU supported with emotional wellbeing and confidence
- SU supported with the police investigation and sexual violence services – referred and supported by CRASAC.

- Staff spoke to her about potential education opportunities that she wanted to pursue and enrolled her at the local college for ESOL classes to start.

Outcomes

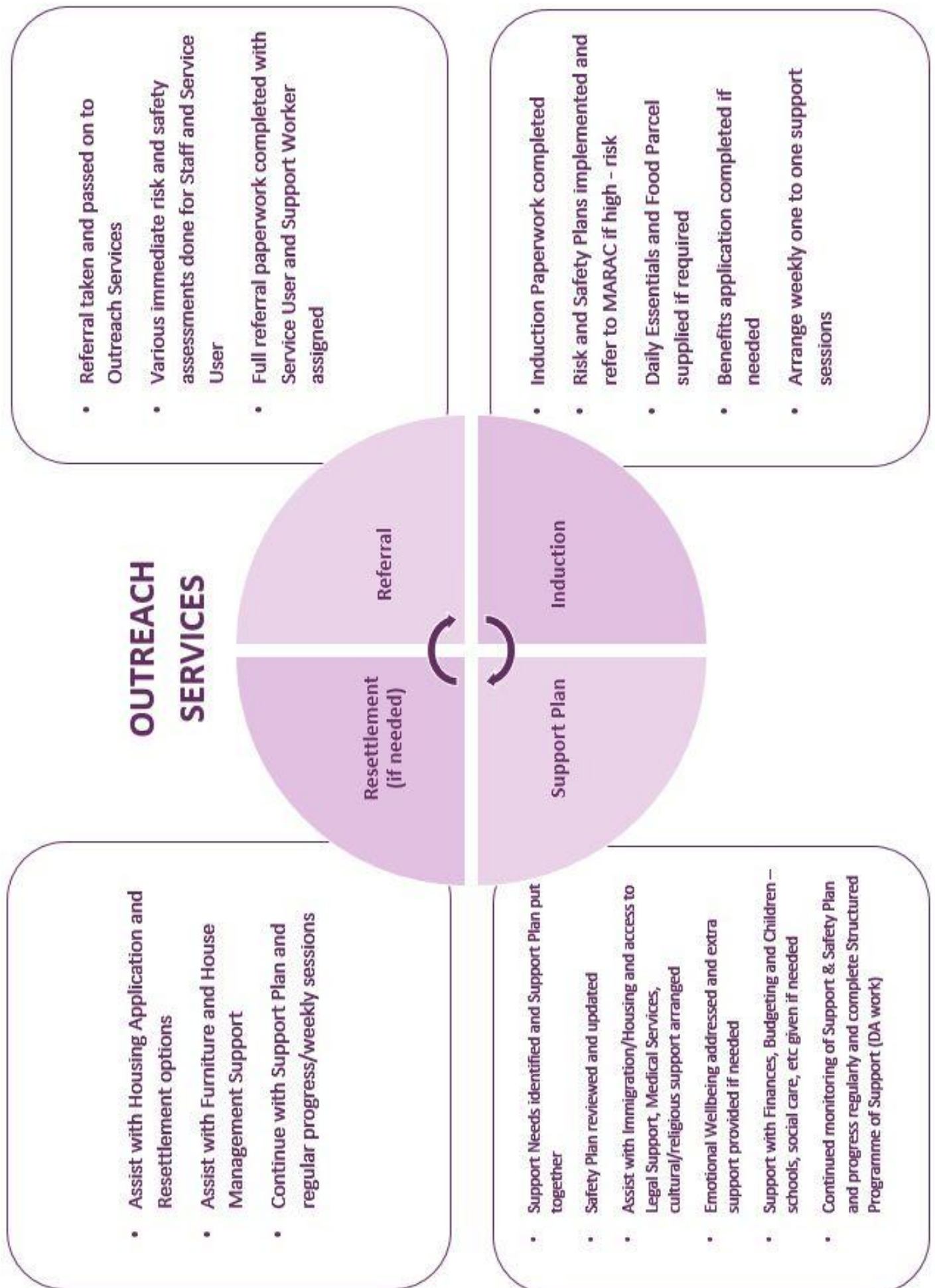
- SU was supported with weekly food parcels and charity funds until she received her benefits
- SU concerns regarding her immigration, police investigation, belongings, and other support services were always adequately addressed – so SU is more comfortable with the processes and has better understanding.
- After receiving Universal Credit, SU pays her service charge on time – felt more financially aware and able to budget plan
- SU continues to be supported by CRASAC with their crisis and advocacy service.
- Perpetrator found out that she was in Coventry refuge and therefore, SU was relocated to another safe refuge.

Evaluation

Multi-agency approach to supporting SU enabled refuge staff as well as Leicester Police, ISVA (CRASAC), charity support for destitution, DWP, Solicitors, Coventry Housing, and (ESOL) Coventry College to offer the SU the best support plan.

Panahghar staff continued to work with SU and provide continued emotional support and guidance on a weekly basis whilst she was under Panahghar's service. Monitoring progress and keeping strong links between all professionals involved to enable a smooth transition for SU. SU to be supported with finding housing and living supported accommodation.

DELIVERING OUTREACH SERVICES SUPPORT



OUTREACH Case Study

Background and Abuse

- 33 years old, female, Indian Punjabi with young baby
- Suffered controlling coercive abuse, physical abuse, financial abuse, emotional abuse, mental and psychological abuse by in laws and husband.
- Husband and in laws physically abused service user by punching and slapping.
- The service user was holding the baby during one of these incidents whilst she tried to flee from her husband.
- Service user was worried about her baby so placed him in the travel cot to keep him out of harm's way, but he continued to cry while the perpetrators abused the service user.
- Service user begged perpetrators to stop, so she could attend to her crying baby but instead her sister-in-law took the baby and left the property and called the police.
- They informed the police that the service user was mentally unstable and was trying to harm the baby and that they are trying to stop her.

Referral Process

- Self-referral and was living with sister
- A referral form and CAADA DASH risk assessment were completed.
- All support needs were identified, and a support and safety plan were put in place. Advice was given to service user about legal options.

Support Provided and Outcomes

- CAADA DASH risk score 14
- Referred to MARAC
- Emotional and practical support
- Immigration support with visa
- Financial support to encourage independency and support to look for work
- Housing support
- Non-molestation order obtained
- Encouraged service user to liaise with other agencies to access support and parenting skills
- Food parcels and donations provided

Difficulties and Challenges

- Service user's biometric card was delayed which left her with no access to public funds and no financial support.
- Service user was worried her husband would take child during child contact.
- Threats being made from perpetrator's family to service user's family in India causing service user more anxiety.
- Service user needed support with understanding professionals due to language barrier.

Additional Support Provided

- Continued emotional support and completion of the DA programme in house
- Explore options of suitable long-term safe accommodation for SU and her baby once her immigration & visa status was instated.

MULTI AGENCY WORKING

Multi Agency Risk Assessment Conference (MARAC)

Panahghar's IDVA regularly attends fortnightly meetings with MARAC to discuss high risk cases that have been referred into Coventry MARAC and support our cases through the process.

Staff in Leicester support the MARAC by referring to UAVA to take our high-risk cases to be heard and assessed.

Partner organisations – Panahghar works very closely with its partner organisations and consortium members to ensure a streamlined and well supported level of service. We have developed successful relationships and are frequently contacted for professional BAME specific advice and guidance(especially around Immigration). We are able to offer a multilingual, faith and culturally sensitive service and additionally, source more support for our service users where required.

Social Care – one of the most important agencies involved where there are children. Ensuring children are receiving the best care and safeguarded whilst staying in our accommodation. Even more important for supporting parents who have had their children removed whilst being in an abusive relationship and helping them to get the children back into their care once in our accommodation

Solicitors - it is difficult to find solicitors that have access to legal aid to support service users in Panahghar's services. We have a few solicitors that we work regularly with for service users that have immigration or family issues. Some solicitors have even done some work pro-bono for cases which have no legal aid access.

Forums/Task Groups – we attend regular nationally, regional and local forums and task groups to provide our BAME perspective to incentives and campaigns. They also allow us to receive up to date current information and resources that we can utilise in our service provision.

Meetings – we have regular meetings with West Midlands Police, Housing and local authorities to ensure victims of Domestic Abuse are identified and adequate support is provided efficiently and as soon as possible. We have held meetings at Local Jobcentres, Community Centres and Faith organisations to make organisations aware of the referral process and raise awareness of our services and helplines.

PROFESSIONALS' FEEDBACK

"I am really pleased how XXX has tried to coordinate support in respect of the above service user in that she had made a referral for her to get support from an Independent Sexual Violence Advisor who speaks her language. Well Done XXX " – Social Worker

"Thank You for your continued partnership. It's been a pleasure working with you both in these crazy times." – Immigration Caseworker, Law Centre

"The work you do is amazing, you should be proud of yourself for making such a difference"- Family support worker at Spinney Hill Primary School

"...Appreciated and please do not hesitate in letting me know of any further informative assistance whenever convenient as I fully appreciate how busy you and your invaluable supportive Panahghar colleagues have been." – Social Worker

"Thank you XXXX. I really appreciate the support for this family. This is really good news. Your organisation is fantastic and so vital to victims. Thanks again." – PPU

SERVICE USERS' FEEDBACK

"Panahghar is doing amazing job for our communities, so nice to see we are all one. I was always shared to apply for orders from judge, I was scared what will my community and family say, now I am safe and happy in my house with my children Thank you so much. May God bless you always."

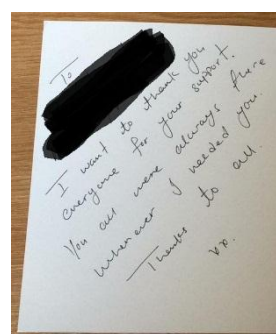
"I husband took me to Iraq and left me there with no IDs, I called Panahghar they contact the embassy in Iraq and arranged my travel document to come back to the UK, I am so luck and blessed to have a service like this."

"I just wanted to say thank you so much for helping me with getting legal orders in place to protect me and my children. I could never have done this by myself. I feel much safer at home now."

"Thank you for your support without you these will never get sorted. Now she is only waiting for the property then she can leave her life a peacefully."

"I feel better after speaking to you because I know you listen, and you are supportive"

"Can't believe how much my life has changed with your help, a year ago I had no money and nowhere to live and now I have a home and a job"



GROUP WORK AND ACTIVITIES

Thursday Coffee Catch up and Chat

We have run regular Coffee Catch up and chats on Thursdays as it's a great way to bring the women from the community and refuge together. This dedicated time, allowed women to speak openly in a safe place. The women shared their personal experiences and offered one another emotional comfort and moral support. It's a space for the women to laugh, smile, not feel afraid and help them to build a friendship with one another. The sharing of different and similar cultural experiences, and cooking recipes with each other enabled them to feel a sense of social community as most of these women had no family, no friends and were completely alone.

We found many benefits to the women participating in these sessions;

- Feeling less lonely, isolated, or judged
- Gaining a sense of empowerment and self-control
- Improving their own coping skills and self-adjustment
- Talking openly and honestly about their feelings
- Reducing distress, depression, anxiety, or fatigue
- Developing a clear understanding of what to expect for the future
- Getting practical advice and information about other services that were available.

Group Sessions

Panahghar ran regular group sessions at the office with groups of 8 women to deliver a DV Structured Programme of Support that covered the following sessions;

Session 1: Defining self-esteem

Session 2: Understanding self-esteem

Session 3: Rights

Session 4: Needs

Session 5: Self-evaluation of personal needs

Session 6: Education and socialisation of
Girls and young women

Session 7: Gender stereotyping and social norms

Session 8: Needs within a relationship

Sessions 9 and 10: Boundaries

Sessions 11 and 12: Emotions: anger, guilt, grief and
fear

Session 13: Assertiveness

Session 14: Endings and new beginnings

Roadshows, Events and Workshops

- Panahghar took part in many roadshows and Events at locations all over the Midlands this year to promote our services and bring awareness about Domestic Abuse; The FM & HBA Roadshow at Birmingham City Council, Victims' Summit, Birmingham Violence Against Women and Girls Away Day, etc...
- We visit and hold events with faith groups at various religious venues in the West Midlands. For example, we were involved in the 'Orange' Campaign with other community organisations and local authorities to bring awareness about Honour Based Abuse in Coventry, Birmingham and Wolverhampton.
- Alongside this, our partners we have delivered Forced Marriage & Honour Based Abuse, FGM and DA workshops in schools and community workshops.

These opportunities have enabled us to filter information direct to people and local communities but also talk about our services to over 400 adults and 450 children. We have collectively delivered workshops to over 103 community members in just the West Midlands FM & HBA Consortium alone and plan to continue doing so.



Panahghar's Roundtable Event

Sisters For Change supported Panahghar to run a roundtable event in April 2019. Where local councillors were invited and discussions around Panahghar's services and plans for our future took place. Roshni, in Birmingham and service users were involved in participating with these discussions and attended the event.



International Women's Day

This year Panahghar celebrated International Women's Day in March 2020, an event was organised for service users to celebrate each other together. The theme for the day was celebrating different cultural backgrounds and the fact that regardless of our background We Are All Equal.

Everyone including both staff and service users dressed up in their unique cultural outfits and all staff prepared a home cooked dish from their ethnic background. The day was celebrated with food, dancing, music, activities for the children and henna tattoos for the service users.

Music from multiple cultures was played throughout the day allowing both staff and service users to teach each other their traditional dances. This was a wonderful opportunity for both staff and service users to come together and celebrate their achievements, understand different cultures as well as feeling empowered.



West Midlands Assistant Police and Crime Commissioner Visit

The West Midlands Assistant Police and Crime Commissioner, Waheed Saleem, visited Panahghar to meet with both the staff and service users. He wanted to hear about staff experiences working in the sector to understand the challenges they face on the frontline, as well as the specific issues experienced by the BAME community. One of the many topics discussed was, why BAME women were not reporting the abuse they have suffered to the police and what the barriers are and how we can work together to overcome these? This opportunity allowed us to share our learning of working within the sector both regionally and nationally and share outcomes achieved in other projects offered by Panahghar. As well as highlighting the challenges we face as a dedicated BAME specialist service provider, in particular, the fact that we are currently self-funding 18 refuge spaces for the BAME community in Coventry - which has been at full capacity ever since we lost funding in July 2019.

Along with speaking with the staff team, Waheed also spoke with some service users who shared their experiences and the multiple challenges they have faced along their journey of receiving support, highlighting the need for a dedicated By and For BAME support provision. Waheed's visit left an impact on the service users as they were pleased to see someone from the police taking the time out to see what changes could be made to improve the services they are offered.

All in all, it was a very positive visit and we would welcome more opportunities like this in the future.



Christmas Presents

As every year, Coventry City Mission contacted us to ask about Christmas present donations for all the children in our accommodation. A list is given to them of ages of children we are accommodating at that time and they provide us with age appropriate presents all wrapped up and ready to give to them on Christmas day. We are thankful to organisations such as this to enable us to put a smile on the children's faces with the wonderful gifts that they provide. We also, received Christmas shoeboxes from a local school.



We ensure that staff attend the refuges on Christmas day dressed up to give these presents to the children. It is such a reward to see the children light up and feel some kind of normality of being in a homely environment.

Food Donations

Food Banks

We work with lots of food banks across the cities to collect food for service users that have no income either because they are no recourse to public funds or have applied for benefits but are not in receipt of them at the moment. Food vouchers are provided to us and we are able to fill these in for the individual service users and then collect the food and sometimes extra items if they are available such as toiletries.

Tesco FareShare

Tesco provide food parcels to us on a weekly basis of extra food that they have so that we can distribute this to the refuges for service users that require these. This food helps give a little extra are in receipt of just covers essentials. It is to service users especially if they have.

CHILDREN'S WORK AND FEEDBACK

Buddy Bags

The Buddy Bag Foundation supports Panahghar every year by providing the children in our refuges with Buddy Bags to help create a sense of safety and security to them. Each bag is age appropriate contain items for the children such as pyjamas, activity packs and books. When children move in, they feel the bags are a gift and it distracts them for a short while to concentrate on something else other than the situation that they have just left from. The children then draw a picture or write a short message on a postcard to send back the Foundation.



The National Citizens Service Challenge Programme

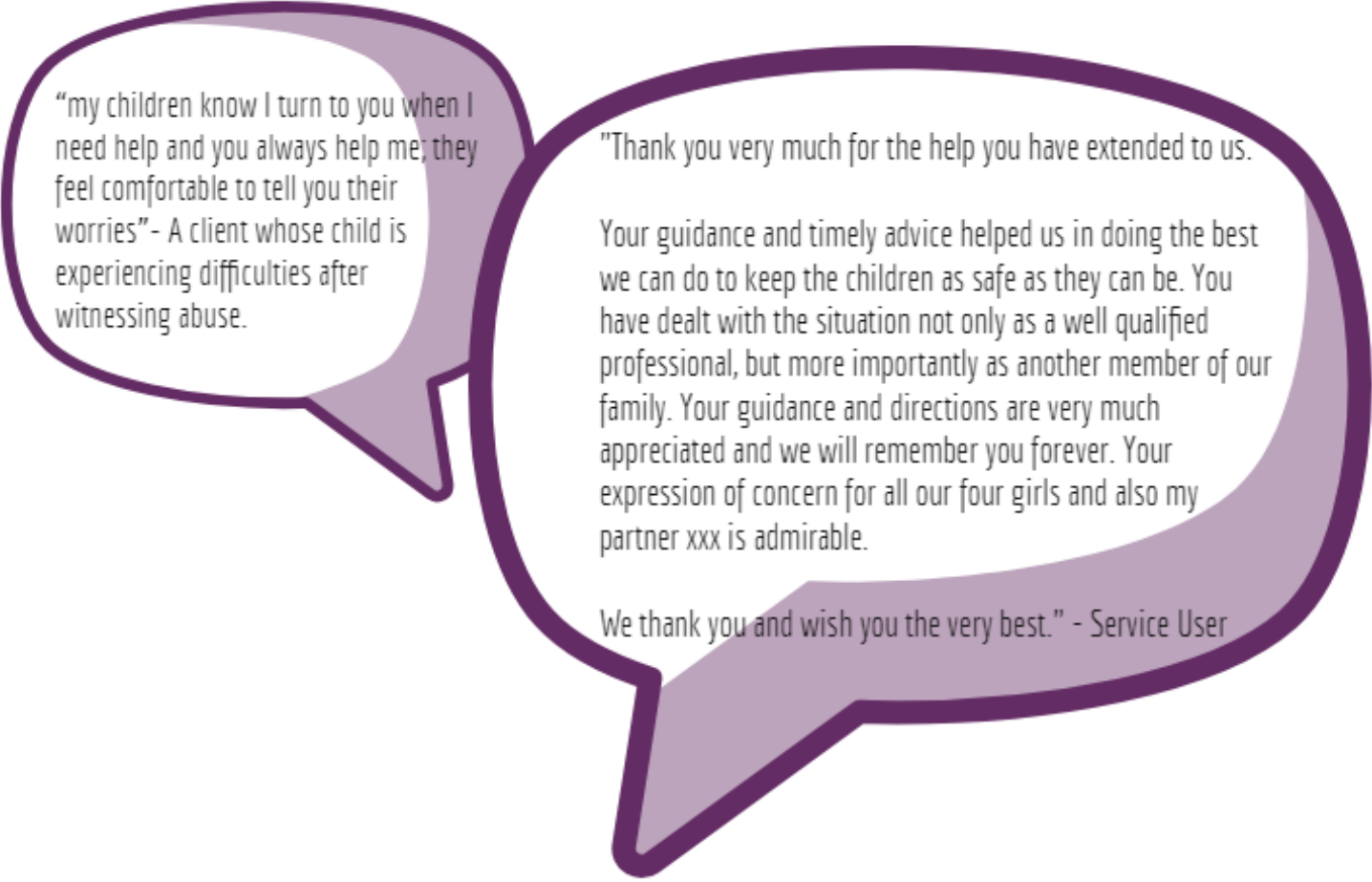
The Challenge is a charity that consists of school aged young volunteers who want to develop their skills and confidence by working with people in the community. We worked together with The Challenge to see how they could help our organisation practically in previous years. So, this year it was agreed that The Challenge would help us to paint our Garden Walls and did some gardening in Coventry. In return, the staff at Panahghar delivered a presentation to the young volunteers detailing the services that we provide and case studies of survivors of domestic violence and abuse that we have supported. It was a successful day and the young volunteers really enjoyed themselves and the staff were happy to have an office with fresh look.

(Triple P) Positive Parenting Programme

We provide the Positive Parenting Programme (Triple P) to our service users who require support with parenting issues they may have with their children. This is a simple, effective programme providing practical strategies to help manage or prevent behaviour problems.

The programme consists of 4 sessions. The first session requires finding out what problems the parent is facing. They are then sent off to record and monitor when these problems are happening and how often. The second session is where a plan is conducted as to what steps the parent can use to manage the issues they are facing. They then again record and monitor what is happening with the plan in place. The third session is where the parent provides feedback and see what is and isn't working. The plan can then be amended, and the parent can then use this plan and continue with their monitoring. The last session is to ensure the parent is happy with their plan, receive feedback from them regarding the programme and reassure the parent to confidentially continue with the plan.

All parents are informed that they can come back to the programme or receive advice should they have further issues with the same behaviour or if new issues arise.



"my children know I turn to you when I need help and you always help me; they feel comfortable to tell you their worries"- A client whose child is experiencing difficulties after witnessing abuse.

"Thank you very much for the help you have extended to us.

Your guidance and timely advice helped us in doing the best we can do to keep the children as safe as they can be. You have dealt with the situation not only as a well qualified professional, but more importantly as another member of our family. Your guidance and directions are very much appreciated and we will remember you forever. Your expression of concern for all our four girls and also my partner xxx is admirable.

We thank you and wish you the very best." - Service User

POLICY WORK

Panahghar has earned its reputation as a local leader in supporting and tackling victims and survivors suffering from domestic and sexual violence and insecure immigration status. This year Leicester, Leicestershire and Rutland LA Domestic Abuse Operational Group have asked Panahghar to deliver training to support the previous policy work we did for No Recourse to Public Funds for the region.

Panahghar have been instrumental in helping to develop and represent the BAME community in the upcoming DA Bill to be introduced in April 2021. We have attended regular meetings with the regional Taskforce team to collate a series of documents and protocols for the Coventry area and working towards putting together a training package to share with staff in the Domestic Abuse sector. Panahghar are passionate in making sure BAME are well represented and considered in the formation of such documents to enable support to be inclusive and representative of the BAME community.

Female Gender Mutilation (FGM) has been an area that Panahghar have invested many resources to bring about awareness within the local community and are working on moving towards developing a campaign strategy alongside the FGM Regional Task Group to enable a change in attitude in behaviours surrounding FGM in the coming year. We will report more on these developments in next year's report.

➤ Insecure Status – A Complex Area

Panahghar staff are specialists and highly experienced in dealing with DVA complex needs issues. This includes service users who have 'insecure status' and No Recourse to Public Funds.

Panahghar is one of the few agencies nationally not only to house but to undertake support and/or legal case work for victims. The issues are so complex that well established organisations come to Panahghar for assistance and guidance

There is much complexity around immigration legislation and policies for this vulnerable group of people some of these include:

- EU – EU referrals are really complicated as they themselves are unsure whether they are able to access any benefit rights in the UK. The whole process entails investigating whether they have worked in the UK, whether they have lived consistently in the UK and how long they have worked in the UK.
- Human Rights – Panahghar have supported service users who applied to the Home Office under human rights as they are fearful as to what can happen to them if they are sent back to their own country. These service users are not entitled to any benefits in the UK and therefore require financial support from other agencies.
- Destitution Domestic Violence (DDV) Concession – This allows service users who are currently on a spouse visa to access benefits so that they have financial support to apply for Indefinite Leave to Remain in the UK. The service user has the DDV Concession for 3 months and must apply within this time period. They are explained that once they apply for this, their spouse visa is cancelled.
- Dependants – These service users are on a visa which states that they have entered the UK as a dependant of a spouse or parent. These are complicated cases as they have no rights on their own in the UK. In most cases, children are involved and therefore social care are contacted to support them financially.
- Benefits - The transition from Job Seekers allowance to Universal Credit is a challenge, the move from face to face signing on to online is a barrier to women who are computer illiterate. Women arrive at

the refuge with no bank account which delays the timeframe to get their benefits payment while they sort a bank account and at this point, they will be relying on food banks and donations.

- Barrier to financial freedom - women who flee abuse are at crisis point and sometimes leave important documents behind, police have not been forth coming to help escort women to get their documents, they call this a civil not a criminal matter. This makes it difficult for women to obtain a bank account and therefore delays payment of benefits.
- The stigma of mental health acts as a barrier for BAME women to seek support, therefore, perpetrators use this against them, when their children are removed and fostered, they are usually placed with families that lack understanding of their religion and culture.

Immigration Case Study

Mrs X was born in India and came to the UK as a student. She fell in love with Mr X who is not from the same religious belief as her. Mr X has been residing in Britain for a long time and comes from a different ethnic origin. Mrs X and Mr X decided to marry each other, although both were from different religious and ethnic background. However, Mrs X parents and extended family were not happy with this decision and disowned her. Neither did Mr X's family back in his home country respected Mrs X and their decision to interfaith marriage. After their wedding, Mrs X gave birth to a baby daughter. This is when things went took a turn for the worst. Mr X became physically, sexually, mentally, and emotionally abuse towards Mrs X. This was a difficult situation for Mrs X to handle as both families had previously objected their marriage and after giving birth her partner had turned against her and wasn't the same as he was prior to the nuptials. Mrs X had been patient for too long and could not take the abusive relationship anymore. She had become more frightened for her child. Her extended family and society back in India had abandoned her for the decision she took and now her partner Mr X has become a perpetrator and she felt she wasn't left with many options.

Referral Process

Mrs X called our WMH and spoke to a member, this was then referred to Panahghar's wraparound service in Leicester as the service user was residing there. Panahghar completed a referral form and a dash risk assessment. Panahghar made a referral to social care, and a social worker was allocated. Mrs X was allocated a space at Panahghar accommodation in Coventry where she would be safe with her child from the perpetrator. Mrs X was supported into the refuge and was assisted to apply for housing benefit and universal credit, which was completed within a week. After a few days, her housing benefit was processed – evidence of her documents was sent to housing options.

Support Provided

When Mrs X came into the supported accommodation, she had her Indian passport and wasn't completely aware what visa she was currently on. Although, she had initially arrived in the UK on a student visa, she was under the impression that it had been changed to a parental visa on the birth of her daughter. We initially supported Mrs X with applying for a DDV concession. Staff explained to her, what this meant for her status and what a DDVC entailed. Then with the help of the Law Centre and their expertise Mrs X's visa situation was clarified. After much hard work and many conversations, Mrs X was successfully granted her Indefinite Leave to Remain in the UK (ILR). It was a long and arduous process to not only ascertain what had gone on and retrieve the correct documentation, but to explain this legal and immigration process to Mrs X. Panahghar Staff worked hard to ensure that Mrs X understood and supported this process in Mrs X preferred language.

Panahghar's risk and safety plan were completed and Mrs X was advised of the various safety measures to keep her and her daughter safe. Mrs X then recognised the risks around abuse and being in contact with the perpetrator. Although Mrs X wanted to stay in Leicester, staff told her the risks of being in the same city as the perpetrator. Staff revisited these risk assessments regularly to ensure continued understanding by Mrs X.

Mrs X's was referred to CRASAC for additional counselling support for the sexual abuse she suffered to enable her to come to terms with everything.

Understanding and awareness of DVA

Staff completed weekly one to one sessions, where they worked through Panahghar's Structured DV Programme of Support. This was vital in helping Mrs X become aware of domestic violence and the

different types of abuse. Mrs X then fully appreciated the impact of the domestic violence that she had experienced. She continues this work towards attaining the very best, in order to regain what she had lost as a result of the abuse that she was subjected to.

Mrs X received on-going emotional support through outreach. Later, when she was accommodated in one of our refuge there was a continuation of emotional support. She received awareness about maintaining healthy relationships and the importance of her child's mental, emotional, and physical wellbeing. She then fully understood the difference between healthy and abusive relationships. Mrs X built trust with support staff when discussing problematic matters and had shown massive development in her approach to handling future relationships, conflicts and misunderstandings. She was able to identify areas where she needed support and she would not hesitate to ask for support from any Panahghar staff. All advice, with regards to, personal risk and safety management had been helpful and appreciated by Mrs X. Through this she became emotionally strong and had the confidence to become more independent. She then felt comfortable to have discussions about her traumatic experiences of her past with staff members without emotionally breaking down and felt better/relieved after such discussions.

In addition, we managed to register her with the local GP and dentist to look at her health needs. Mrs X had also been proactive with staff in identifying local community activities and be more involved in the community. Staff supported with settling her daughter into school and then Mrs X pursued some educational ventures for herself at the local college.

Difficulties and Challenges

Mrs X has faced many challenges. First, her family being against interfaith marriage. Second, her in-laws being verbally and mentally abusive by sending stressful/disturbing messages and receiving unpleasant phone calls. Third, her ex-partner (whom Mrs X trusted/cared/and loved) became a perpetrator after wedding, especially after giving birth to a child the situation had worsened. All these incidents were extremely difficult for Mrs X to handle, it affected her in different ways – more than just emotionally and psychologically. It was a real struggle for Mrs X, especially not having the support of her family and the wider community. For Mrs X, all those experiences had been traumatic, especially as her young daughter had witnessed all the abuse. She was left feeling traumatised, heartbroken, betrayed and depressed. Mrs X and her daughter were also supported by Panahghar's Children and Young People's DA Practitioner. The daughter, even at such a young age, remembered the entire abusive relationship and this affected her behaviour. Mrs X felt she wasn't supporting or parenting her daughter adequately and needed guidance.

Immigration difficulties – Panahghar support may cases with immigration and rely on support from qualified solicitors to navigate complex cases such as Mrs X's case. Mrs X's immigration status was unclear when she was initially referred to our service and we supported the process of clarifying her documentation and status, explaining everything to Mrs X. Panahghar collated evidence from various supporting agencies, completed a descriptive and comprehensive supporting letter for Mrs X to send alongside the application.

Panahghar (2019 - 20)

65 NRPF
supported in Coventry

37 women & 22
children supported with
IDVA Services in
Coventry for 9 months
each

78 women & 71 children
supported in Outreach
Services in Coventry

44 NRPF
supported in Leicester

39 women & 56 children
supported in Outreach
Services in Leicester



Number of New Referrals 2019 - 20

462

TOTAL
REFERRALS

13,728 Panahghar Helpline calls received



Coventry Refuge Services 2019 - 20



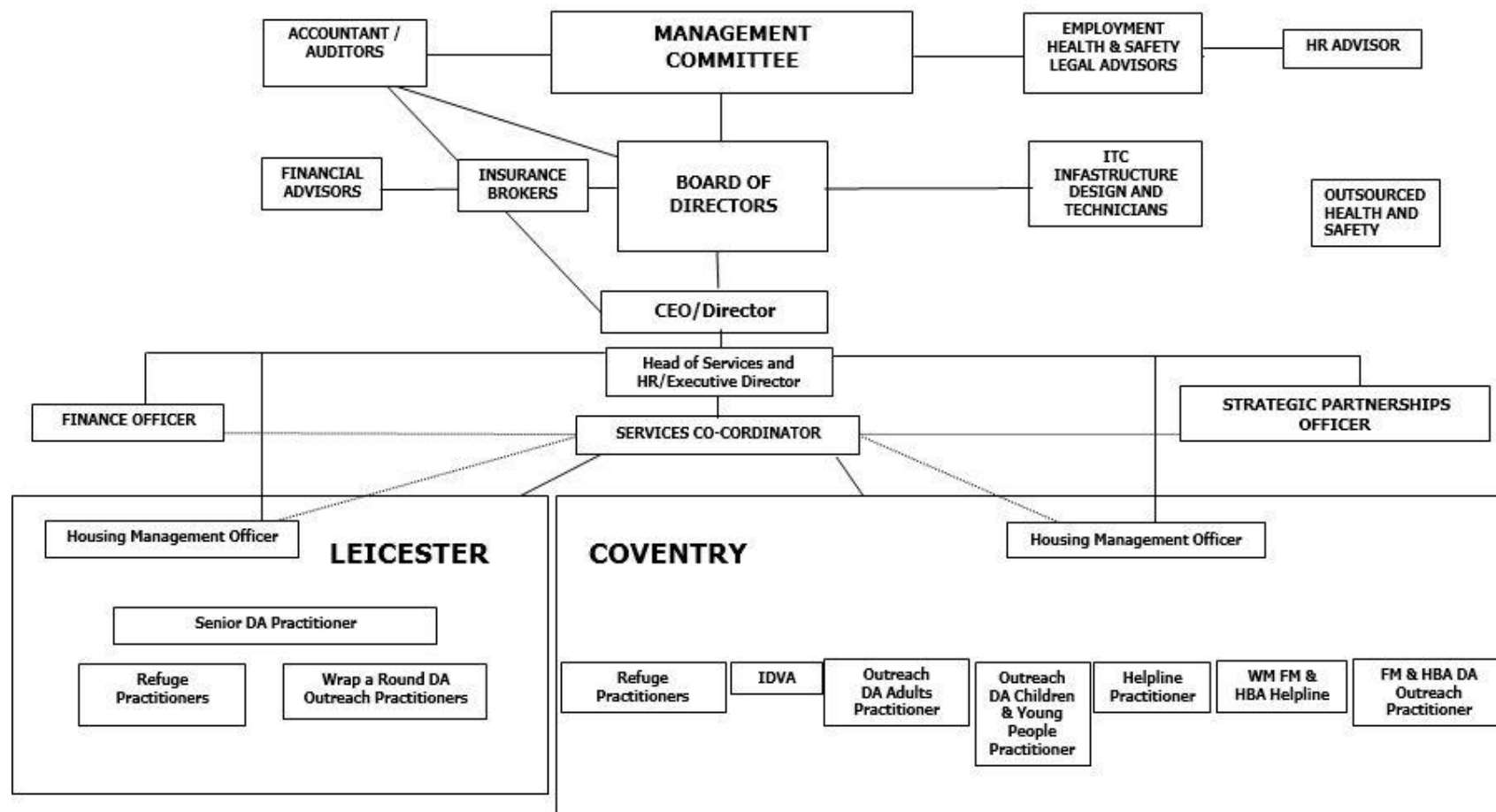
Leicester Refuge Services 2019 - 20



PANAHGHAR/PANAHGHAR SAFE HOUSE OPERATIONAL STAFFING STRUCTURE



PANAHGHAR AND PANAHGHAR SAFEHOUSE ORGANISATIONAL STRUCTURE 2019 - 2020



Version 1.2 March 2020

ACNOWLEDGEMENTS

We are all so passionate about the work we do, the biggest reward being that we provide support to allow someone to live free from violence. Panahghar aims to provide access to support and services that provide a holistic service to BAME victims, raising their aspirations, to realise their dreams and live the lives they want.

We wouldn't be able to offer that support without the amazing support staff team we have and the organisations and people that we work with. For their hard work and long hours, are what make the organisation function. Panahghar wishes to thank you all and those who work with and for, the organisation. We are extremely thankful to our Funders and Board/Committee members because without your continued investment in Panahghar, again nothing is possible.

Armstrongs Accountancy
Commissioners' Office
Buddy Bag Foundation
CDVASS
Citizens Advice Bureau
Whitefriars Housing Association
City College
Coventry City Council
Coventry Law Centre
Coventry Haven Women's Aid
CRASAC
Crisis Skylight
Dodds Solicitors
Duncan and Lewis
Early Help
Family Hubs
Health Visitors Team
Homemakers
Housing Benefits Team
Housing Options
IAPT
Imkaan
Irvine Commercial Insurance
Jaikara
Kundert and Co Solicitors
Leicester, Leicestershire & Rutland Councils
Leicester/Leicestershire Women's Aid
LGBT Service (Birmingham)
Lloyds Foundation
LPT

Matrix Capital
Mander Hadley Solicitors
Mankind
MARAC
MES Security
National Women's Aid Federation
New Dawn New Day
NHS – mental health services, GPs, etc...
Orbit Housing
Police Public Protection Unit
Police Stalking & Harassment Team
Public Health
Relate Coventry & Warwickshire
Refuge & Migrant Centre
Roshni
Sikh Your Mind
Sisters For Change
Social Care Leicester
Social Care Coventry
Schools – Safeguarding Teams
SWAN
Turning Point
UAVA
Valley House
Voluntary Action Leicester
Voluntary Action Coventry
West Midlands Police Crime Commissioner's Office
Peninsula
Zakaat Foundation

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Matthew Finch
Doug Harrington
Max
Andrea Porter-Bent

A big thank you to our Management Committee for their continued dedication and hard work.

Samia Laats Amerdip Samra Sara Kalsi	Hari Kaur Charanjeet Kaur
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A big thank you also to our Board of Directors of Panahghar Safe House Ltd for their continued hard work and commitment.

Samia Laats Sobia Shaw	Amerdip Samra Sandra Manak
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