

SUPPORTING WOMEN AND CHILDREN AGAINST DOMESTIC VIOLENCE

TRUSTEES' ANNUAL
REPORT &
FINANCIAL
STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2016

CONTENTS

	Page
Trustees' Annual Report	
Aims & Objectives, Statement of Public Benefit, Achievement & Performance,	1
Financial Review	2
Structure, Governance and Management	3-4
Disclosure of Information to the Auditors', Statement of Trustees' Responsibilities	5
Independent Auditor's Report	6
Consolidated Statement of Financial Activities	7
Consolidated and Charity Balance Sheets	8
Notes to the Consolidated Financial Statements	9 to 16

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2016

The trustees present their report with the financial statements of the charity for the year ended 31st March 2016. 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 for Smaller Entities (the FRSSE) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

The charity is to promote the safety of women and children affected by domestic violence by:

- offering safe temporary accommodation.
- offering appropriate and accessible support services.
- communicating the message that domestic violence is unacceptable and promoting action to prevent it.
- promoting policy and best practice that respond to women and children's needs.

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 domestic violence is a violation of human rights and works to ensure that women 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, men and children.
- To provide advice and information to survivors of abuse.
- To raise awareness of the issues which are faced by survivors of abuse.
- To ensure victims of abuse obtain the benefits to which they are entitled.
- To provide appropriate play opportunities for children living in refuge and a safe environment for children to explore feelings.

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 to continue the service we provide to the local community in partnership with another key local agency.

We are into the second year of our contract in partnership with Valley House delivering domestic violence services within the city.

The charity acknowledges that during these adverse economic and political circumstance we have made heavy losses, however the trustees have put measures into place in order to recoup the losses and return to a stable position.

These measures include the following;

- We now prepare monthly expenditure reports instead of quarterly in order to tightly monitor spending
- As a result of expenditure being scrutinised and decisions were made on further cuts and these have been

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2016

ACHIEVEMENT AND PERFORMANCE

Charitable activities- Continued

- implemented
- We have begun a process of reviewing our service model and rationalising including consolidation our infrastructure in order to make further reductions to spending. We will be able to report more on this next year.
- We have been actively fundraising and have been successful in securing £72,686 from the Department of Communities and Local Government (DCLG) in pursuant of our aims and objectives.

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.

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 outgoing resources for the year amounted to £101,604 (2015:£83,271) including a loss of £4,065 incurred by PSHL- subsidiary. The net deficit for the year excluding restricted funds was £101,604.

Panahghar's reserve policy is that the Charity should have sufficient free reserves to cover three months operating costs and to provide a fund to cover future capital replacement. The target was to build-up the future capital replacement fund to a level of £350,000 this target has been exceeded. Over the next 12 months the Charity will be looking at capital investment opportunities for improved facilities. This reserve also ensures that the Panahghar project remains financially sound despite the volatility of charitable future funding on which much of our income depends.

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2016

FINANCIAL REVIEW

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; 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 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 meet bi monthly six times a year to review and approve strategic and operational recommendations from the senior 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 may then receive a visit by a senior member of staff or meet with all or some of the trustees in an informal group.

Those remain interested will then be invited to attend a board meeting after which a vote will be taken regarding the 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.

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

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2016

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related Parties-Continued

- 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 domestic violence and abuse

- Offering safe temporary accommodation
- Offering appropriate support services
- Communicating the message that 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.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1007676

Principal address

3 St Margaret Road

Stoke

Coventry

West Midlands

CV1 2BT

Trustees

Mrs Amardip Samra

Treasurer

Ms Linda Williams

Secretary

Ms Samia Laats

Chair

Ms Parveen Dad

Ms Charanjeet Kaur Kensey

Ms Loulin Sharma

Auditors

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

Bankers

Barclays Bank 25 High Street Coventry CV1 5QZ

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2016

REFERENCE AND ADMINISTRATIVE DETAILS

Administration

Ms Sobia Shaw

Chief Executive Officer

Mrs Sandra Manak

Executive Director of 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.

DISCLOSURE OF INFORMATION TO THE AUDITOR'S

The trustees who held office at the date of approval of the Trustees' report confirm that, so far as they are each aware:

- there is no relevant audit information of which the charity's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

STATEMENT OF TRUSTEES RESPONSIBILITIES

Under the trust deed of the charity and charity law, the trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The group and charity law requires the Trustees to prepare financial statements for each financial year. The group and charity's financial statements are required by law to give true and fair view of the state of affairs of the group and the charity and of the group and the charity excess of income over expenditure for that period.

In preparing those financial statements, generally accepted accounting practices entails that the trustees to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting Standards and the Statement of Recommended Practice have been followed, subject to any material departures disclosed and explained in the financial statements;
- state whether financial statements comply with the trust deed, subject to any material departures disclosed and explained in the financial statements; and
- 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 required to act in accordance with the trust deed of the charity, within the framework of trust law. They are responsible for keeping proper accounting records, sufficient to disclose at any time, with reasonable accuracy, the financial position of the charity at that time, and to enable the Trustees to ensure that, where any statements of accounts are prepared by them under sections 132(1) of the Charities Act 2011, those statements of accounts comply with the requirements of regulations under that provision. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charity and to prevent and detect fraud and other irregularities.

The trustees' are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions.

ON BEHALF OF THE BOARD:

Mrs Amardip Samra - Trustee

Date: 29/11/16

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF

COVENTRY PANAHGHAR PROJECT

We have audited the group and parent charity Coventry Panahghar Project financial statements ("the financial statements") for the year ended 31 March 2016 set out on pages 8 to 17. 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 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 its Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees set out on page 4, the Trustees are responsible for the preparation of the financial statements which give a true and fair view.

We have been appointed auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's website at www.frc.org.uk/apb/scope/private.cfm.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's affairs and of the charity's affairs as at 31 March 2016 and of the group's 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.

Matters on which we are required to report by exception

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 Trustees' Annual Report is inconsistent in any material respect with the financial statements;
- · 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.

Amrstrongs Accountancy Limited

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

CV4 8HX

Date: 1/12/2016

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2016

		Unrestricted	Restricted	2016 Total	2015
	NT.	funds	funds	funds	Total funds
INCOME	Notes	£	£	£	£
Voluntary income	2	859		859	4,659
Activities for raising funds	3	134,968	-	134,968	59,560
Income from charitable activities	6	154,700		134,908	39,300
Community support services		2	_		25,903
Sheltered supported accommodation		374,795	72,686	447,481	369,439
The state of the second of the state of the		,	, =,000	,	505,155
Investment income	5	1,428		1,428	1,813
				*******	,
			•		-
Total income		512,050	72,686	584,736	461,374
EXPENDITURE					
Costs of raising funds	7	127 202		105.000	
Fundraising charitable trading Expenditure on charitable activities	7 8	137,303	-	137,303	94,231
Community support services	ð	76,753		76,753	40.277
Sheltered supported accommodation		399,598	72,686	472,284	49,277 435,774
Sheriered supported accommodation		399,396	72,000	472,204	433,774
		(
Total expenditure		613,654	72,686	686,340	618,301
		013,031	72,000	000,510	010,501
NET INCOME/(EXPENDITURE)		(101,604)	12	(101,604)	(156,927)
					\$ 5 60
Exceptional items	13	-		=	73,656
	•	-			
NEW YORK OF THE PERSON OF THE					
NET INCOME/(EXPENDITURE) AND NET		(101,604)	:=	(101,604)	(83,271)
MOVEMENT IN FUNDS FOR THE YEAR					
RECONCILIATION OF FUNDS					
Total funds brought forward		804,736	99,901	904,637	007 000
Total lunus brought for ward	20	004,730	99,901	904,037	987,908
		3			-
TOTAL FUNDS CARRIED FORWARD		703,132	99,901	803,033	904,637
		703,132		003,033	707,037

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.

BALANCE SHEETS AT 31 MARCH 2016

	Note	2016 Group £	2016 Charity £	2015 Group £	2015 Charity £
FIXED ASSETS Tangible assets	15	342,043	342,043	351,590	351,590
		342,043	342,043	351,590	351,590
CURRENT ASSETS Debtors: amounts falling due within	16	200 281	192 204	95 710	71 124
one year	10	200,281	183,394	85,710	71,134
Cash at Bank and in hand		318,711	318,711	506,833	501,667
		518,992	502,105	592,543	572,801
CREDITORS : Amounts falling due within one year	17	(58,002)	(44,077)	(39,496)	(26,781)
NET CURRENT ASSETS		460,990	458,028	553,047	546,020
		3		9	
TOTAL ASSETS LESS CURRENT LIABILITIES		803,033	800,071	904,637	897,610
NET ASSETS		803,033	800,071	904,637	897,610
FUNDS Restricted funds Unrestricted funds	19	99,901 703,132	99,901 707,860	99,901 804,736	99,901 797,709
TOTAL FUNDS		803,033	807,761	904,637	897,610

Mrs Amardip Samra

Trustee

The notes on pages 10 to 17 form part of these financial statements

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

1. ACCOUNTING POLICIES

Accounting convention

The financial statements of the charity have been prepared in accordance with the Charities SORP (FRSSE) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015)', the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

The Trustees have considered the reserves policy mentioned in Trustees report 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 the going concern basis for the preparation of the annual report and accounts.

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 £449,768 [2015: £401,787] and net outgoing resources of £97,539 [2015: £87,668].

Incoming resources

All the incoming resources are recognised once the group has entitlement to the resources, there is virtual certainty that the resources will be received and the monetary value of incoming resources can be measured with sufficient reliability.

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.

Resources expended

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

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

ACCOUNTING POLICIES- Continued

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.

2. VOLUNTARY INCOME

	Donations & gift aid	2016 £ 859	2015 £ 4,659
3.	INCOME FROM ACTIVITIES FOR GENERATING FUNDS	2016	2015

		6
	£	£
Safe and Supported Partnership Ltd	134,968	59,560

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:

	2016 £	2015 £
Turnover & other income	134,968	59,587
Administrative expenses including gift aid	139,033	55,190
Retained profit/(loss)	(4,065)	4,397
Net current assets and shareholders fund	2,962	7,027

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

5. INVESTMENT I	NCOME
-----------------	-------

	Deposit account interest Interest received of £1,428 (2015: £	21,813) includes interest received by P	'anahghar Safe He	2016 £ 1,428 ————————————————————————————————————	2015 £ 1,813 ————————————————————————————————————
6.	INCOMING RESOURCES FRO	M CHARITABLE ACTIVITIES			
	Coventry City Council	Activity		2016 £	2015 £
	Supporting People Fund Rent receivable Coventry City Council	Community support services Sheltered supported accommodation	ı	374,795	25,903 302,336
	Supporting People Fund	Sheltered supported accommodation	n	72,686	67,103
		·		447,481	395,342
7.	COSTS OF FUNDRAISING CH.	ARITABLE ACTIVITIES			
	Staff costs including pensions Travelling expenses			2016 £ 110,763 4,745	2015 £ 63,064 2,570
	Telephone, fax & internet Printing, postage & stationery Insurance Sundries			5,037 868 3,832	5,169 1,920 4,571
	Legal & professional Bank charges			400 11,633 25	553 16,378 6
		*		137,303	94,231
8.	CHARITABLE ACTIVITIES CO	OSTS			
	Community support services		Direct costs (See note 9) £ 30,964	Support costs (See note 10) £ 45,789	Totals £ 76,753
	Sheltered supported accommodation	ш	361,230 392,194	156,843	549,037

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

10.

				2016	2015
				£	£
Staff costs				76,052	123,660
Other operating leases				187,717	129,174
Rates and water				30,251	18,959
Insurance				8,493	10,521
				30,069	5,049
Light and heat				30,009	
Telephone				-	6,485
Postage and stationery				251	2,167
Sundries				6,759	8,915
Repair & maintenance				35,639	35,301
Cleaning & decorating	-			2,769	5,494
Travel & subsistence				6,613	8,470
Motor expenses				3,222	13,907
Children's equipment & outings				203	550
					2,881
TV & entertainment				3,706	
Training costs				450	394
				392,194	371,927
)
CURRORT COCTS					
SUPPORT COSTS					
				Governance	
		Management	Finance	costs	Totals
		£	£	£	£
Community support services		45,789	~	~	45,789
			11 229	22.520	
Sheltered supported accommodation		76,297	11,228	23,529	111,054
		122,086	11,228	23,529	156,843
Support costs, included in the above, are as fol	llows	9			
				2016	2015
	-		Sheltered		
		Community	supported		
		support services	accommodation	Total activities	Total activities
		£	£	£	£
Wages		36,439	47,797	84,236	71,051
Social security		,	5,459	10,809	4,965
		5,350	3,439	10,809	
Pensions		-			157
Insurance		1,200	7,320	8,520	6,753
Light and heat	•	-	1,700	1,700	4,755
Telephone		-	7,200	7,200	3,054
Postage and stationery		300	5,825	6,125	1,447
Sundries		100	338	438	756
Travelling & subsistence		2,400	658	3,058	5,522
		2,400			
Depreciation of tangible fixed assets		-	11,139	11,139	14,500
Bank charges		=	89	89	164
Auditors' remuneration (Group)		-	4,510	4,510	4,495
Bookkeeping		-	16,200	16,200	21,750
Accountancy		-	1,820	1,820	2,022
Other expenses		-	314	314	529
Legal and professional fees		=	685	685	10,223
- *		-	-	0	
		45,789	111,054	156,843	<u>152,14</u> 3

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES CHARITY

	~	Unrestricted	D	Total funds
		fund £	Restricted fund £	£
INCOME Donations and legacies Charitable activities		4,659	-	4,659
Community support services Sheltered supported accommodation		302,336	25,903 67,103	25,903 369,439
Investment income		1,784	2	1,786
Total		308,779	93,008	401,787
EXPENDITURE Charitable activities				
Community support services Sheltered supported accommodation		20,841 329,872	28,436 143,171	49,277 473,043
Other		(32,865)		(32,865)
Total		317,848	171,607	489,455
NET INCOME/(EXPENDITURE)		(9,069)	(78,599)	(87,668)
RECONCILIATION OF FUNDS				
Total funds brought forward		806,773	178,505	985,278
TOTAL FUNDS CARRIED FORWARD		797,704	99,906	897,610

12. TRUSTEES' REMUNERATION AND BENEFITS

There were no Trustees' remuneration or other benefits for the year ended 31 March 2016 nor for the year ended 31 March 2015.

Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2016 nor for the year ended 31 March 2015.

13. EXCEPTIONAL ITEMS

During the year ending 31^{st} March 2015, the Charity and its subsidiary registered for VAT retrospectively and the VAT refunds shown in the Statement of Financial Activities as exceptional items. Total amount of refund was £73,656 of which £32,865 was relating to Charity and the balance £40,791 was relating to the Panahghar Safe House Ltd.

There were no exceptional items for the year ending 31st March 2016.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

14. STAFF COSTS

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

	GROU	P	CHARITY		
	2016	2015	2016	2015	
	£	£	£	£	
Wages and salaries	257,228	242,052	152,824	183,575	
Social security costs	20,222	17,379	14,371	14,014	
Other pension costs	4,411	3,466	3,902	2,244	
	281,861	262,897	171,097	199,833	

The average monthly number of employees during the year was 13 (12:2015) and there were no employees with emoluments exceeding £60,000 during the period.

15. TANGIBLE FIXED ASSETS CHARITY

	Freehold	Office	Furniture, fixtures &	Computer	
	property	equipment £	fittings £	equipment £	Totals £
COST					
At 1 April 2015 Additions	318,895	10,863	120,669	104,007 	554,434 1,592
At 31 March 2016	318,895	10,863	120,669	105,599	556,026
DEPRECIATION	~				
At 1 April 2015	-	10,260	106,654	85,930	202,844
Charge for year		199	4,625	6,315	11,139
At 31 March 2016		10,459	111,279	92,245	213,983
NET BOOK VALUE					
At 31 March 2016	318,895	404	9,390	13,354	342,043
At 31 March 2015	318,895	603	14,015	18,077	351,590

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	GROUP		CHARITY	
	2016	2015	2016	2015
	£	£	£	£
Trade debtors	173,932	36,226	151,194	21,650
Other debtors	26,349	49,484	26,349	49,484
Amounts owed by group undertakings	-	-	5,851	
	200,281	85,710	183,394	71,134

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	GROUP		CHARITY	
	2016	2015	2016	2015
	£	£	£	£
Bank loans and overdraft	633	THE	-	-
Trade creditors	10,895	9,282	10,895	9,282
Amounts owed to group undertakings	≈ =	%≝	: E	181
Taxation and social security	19,957	8,824	11,000	-
Accruals and deferred income	26,517	21,390	22,182	17,318
	58,002	39,496	44,077	26,781

18. ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS

			2016	2015
	Unrestricted	Restricted	Total	Total
	funds	funds	funds	funds
	£	£	£	£
Fixed assets	342,043	=	342,043	351,590
Current assets	419,091	99,901	518,992	592,543
Current liabilities	(58,002)		(58,002)	(39,496)
	703,132	99,901	803,033	904,637

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016

19. MOVEMENT IN GROUP FUNDS

Unrestricted funds		At 1.4.15 £	Net movement in funds £	At 31.3.16 £
Coventry Panahghar Project-General funds Panahghar Safe House Ltd- Trading subsidiary	•	797,709 7,027	(97,539) (4,065)	700,170 2,962
Total Unrestricted funds		804,736	(101,604)	703,132
Restricted funds Coventry Panahghar Project-Designated funds	e e	99,901		99,901
TOTAL FUNDS		904,637	(101,604)	803,033
Net movement in funds, included in the above a	are as follows:			
		Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds Coventry Panahghar Project-General funds Panahghar Safe House Ltd- Trading subsidiary		377,082 134,968	(474,621) (139,033)	(97,540) (4,065)
Total unrestricted funds	is .	512,050	(613,654)	(101,604)
Restricted funds Coventry Panahghar Project-Designated funds		72,686	(72,686)	-
TOTAL FUNDS		584,736	<u>(686,340</u>)	<u>(101,604</u>)
COMMITMENTS				
	GROUP 2016	2015	CHA 2016	RITY 2015
At 31 March 2016, non-cancellable lease commitment for properties	£ 31,348	£ 31,348	31,348 £	£ 31,348

Lease agreements are subject to three months' notice.

21. RELATED PARTY TRANSACTIONS

20.

The charity has taken advantage of the exemption allowed under FRSSE and does not detail the related party transactions with Panahghar Safe House Limited (A wholly owned subsidiary).



PANAHGHAR & PANAHGHAR SAFEHOUSE Ltd ANNUAL REPORT

2015-2016

Because Everyone Has The Right To Live Free From Violence And Fear.











Contents

1.0	Cha	airs Report	3
2.0	Tre	asurers Report	5
3.0	Stra	ategic Partnerships Officer Report	7
1.0	Dire	ector of Services and Legal Advocacy & Personnel Report	<u>c</u>
5.0		nahghar Projects and Services	
5.1		Accommodation Units	
5.2		Coventry Service Overview	
5.	.2.1	Structured Programme of Support	12
5.3	L	eicester Service Overview	12
5.	.3.1	Support Provided	13
5.3	L	Understanding Domestic Violence and Abuse	15
5.	.3.1	Types of Domestic Violence and Abuse	15
5.	.3.2	Immigration	16
5.4	S	tatistics	16
5.	.4.1	Length of Stay	16
5.	.4.2	Source of Referrals	17
5.5	C	Case Study	18
5.6	Grou	p Sessions	20
5.	.6.1	Baby Group Sessions	20
5.	.6.2	Being Assertive Course	20
5.	.6.3	Money Management	21
5.	.6.4	Positive Parenting Programme	
5.	.6.5	Christmas Meal	
5.0	Ser	vice User Feedback	22
7.0	Ack	nowledgements	26





1.0 Chairs Report

It is with great pleasure that I present the Annual Report on behalf of the Management Committee.

2015 -2016 marks the first year of the newly commissioned CDVASS (Coventry Domestic Violence and Abuse Support Services) in Coventry of which Panahghar are partners under the umbrella Safe and Supported Partnership (SSP). This has resulted in a number of key changes to Panahghar's domestic violence and abuse supported accommodation service in Coventry. Coupled with continuing to self-fund our Leicester provision it has been a busy, challenging and ever changing year for Panahghar.

In order to secure a specific BAMER provision within supported accommodation we partnered with longstanding local domestic violence and homelessness service provider, Valley House, with whom we have worked for the past 30 years. Valley House provide the generic service provision within the new service model which ensures that Panahghar can continue to provide specialist support and accommodation to the BAMER community. The new formalised partnership is known as the Safe and Supported Partnership.

Following on from last year the implementation aspect of this new provision has dominated the staff teams work programme this year. The first year of providing the new commissioned service brought with it some challenges however a year on and the staff seem to have worked tirelessly to overcome these challenges and find new ways of working within the City. I would like to thank the implementation and operational team for all their hard work in this process, they have been busy formalising partnerships/protocols with other service providers, securing additional accommodation units, working with the Local Authority to develop the service model, restructuring Panahghar's working model to adapt to the new service model, as well providing much needed support and accommodation to victims of domestic violence and abuse.

The staff in Leicester has been busy continuing to operate our self-funded, low need service provision. It has been a challenging year as there has been a shift in demand with an increased number of high risk/need referrals presenting especially those with No Recourse to Public funds. With Leicester's population coming close to almost 50% BAMER community the staff team have been working tirelessly to ensure BAMER specific accommodation service provision continues in Leicester.

At this point I would also like to send our best wishes to Sobia Shaw, our CEO, who this year received a much awaited kidney transplant. We would like to thank Sobia for her ongoing support.

Additionally I would like to thank Sandra Manak and all the staff team for their continued hard work and dedication in delivering high quality services to vulnerable families, as well as the many professionals and practitioners who work with us and finally thanks to my fellow Committee and Board members for





their support and dedicated commitment. The pages that follow outline the varied and busy work programme we have been involved in this past year.

Samia Laats

Chair





2.0 Treasurers Report

The Accounts have been presented and audited by Armstrongs.

This year our expenditure of £686,340 has exceeded our income £584,736 and we have made a £101,604 deficit resulting in using our reserves to keep our core services running such as our multi lingual helpline and the Leicester refuge and supported accommodation service in Coventry.

Through careful monitoring of expenditure by the management team, on a day to day level we have been attempting to make further savings where ever possible, however our expenditure has increased £58,000 which has been rents we have paid but have not yet received from Housing Benefit.

We continue to have problems with housing benefits payments this year. The Local Authority finally approved our rents from last year in June/July however our new 5 bed self-contained unit we took on in June 2015 to comply with the contract with Coventry City Council has still not been approved. This has meant we have been using our reserve funds to pay for the extra 5 bed spaces as well as increased cost at our existing properties which has contributed to the deficit this year. The delays in receiving money have caused us cash flow difficulties.

The occupancy level for 2015-16 is 77.89%. The reason for this is that we are no longer in charge of our own referrals due to the local authorities in both cities changing their model and channelling everything through a central access point resulting in Panahghar capturing less victims/people who need support help and advice and more people from BAMER communities and who may now be falling through the net.

Recruitment to the dedicated fundraiser's position did not go as well as expected. We found there was a skills shortage resulting in us reviewing how we fundraise. One of our Board of Directors has taken up the gauntlet and applied to DCLG for the Ethnic Minority Development Fund in September. We are pleased to report our bid was successful. We had invited Coventry Law Centre to be part of the bid and so raised £72,686- for ourselves and raised £18,782 for Coventry Law Centre. This money was paid through the local authority and we did not receive the funds from the local authority until March. Payment in arrears is challenging enough for us as a small voluntary organisations, however coupled with severe delays put even more pressure on our cash flow.

We would like to thank individuals who have donated funds or toys and goods to us throughout the year. We would like to particularly place on record our gratitude to the following:

- * R Begum- £10.00
- Baron Davenport £244
- Sobia Shaw £152.33
- Mr and Mrs Sethi £300.00





We would also like to thank the Food Bank for assisting with food for families with No Recourse to Public Funds and those with no or very low income.

Personally I would also like to thank professionals and agencies that work with us in particular Mathew Finch from our Insurers Brokers who has supported us these past thirty five years and Matrix Capital our Chartered Independent Financial Advisors. Jungle HR, Peninsula and Muhammed Shabbir from Armstrongs all of whom help us to save money.

Finally I would like to thank Barry While our Finance Officer and the Management Committee and Board for their support and to the staff involved in the finance team.

Amerdip Samra

Treasurer





3.0 Strategic Partnerships Officer Report

The first year of the newly commissioned CDVASS services have been both challenging and exciting. While Panahghar and Valley House have long worked closely together, this new service has allowed them to form a formal partnership which is already delivering more integrated, flexible and positive results for all communities affected by DVA in the City and beyond. SSP will continue to further develop this unique cross-community approach to the delivery of the service.

The main focus this past year has continued to be the implementation of the new accommodation service in Coventry, for which the start date was 29th September 2014. Although we are a year in to our new service there have been many teething issues which have required a lot of time and patience to resolve. This has been an enormous piece of work this past year however it has meant that we have managed to sustain our current accommodation service provision as well as increase our accommodation units to 15 in Coventry.

This past year there has been an ever increasing demand for accommodation for No Recourse to Public Fund (NRPF) referrals. Unfortunately this category of referral seems to be the most vulnerable as they do not currently receive funding/sustenance from any statutory department even though the Local Authority has a duty of care under the Care Act 2014. In addition even if we are able to secure funding for rents/service charge, once admitted into the service there is a large amount of extra time consuming work that needs to be carried out by staff to ensure referrals are on the right path to secure their immigration status. This has been very demanding on our already tight budgets and staff levels. Panahghar were successful in securing a small, time limited pot of funding through the DCLG to provide support for NRPF referrals and undertake the extra work required to keep NRPF service users safe. This pot of funding also gave us to increase our accommodation units to 18. Although this funding has no come to an end we are working closely with the Local Authority to develop new funding streams for this vulnerable client group.

Key achievements to date:

- Partnership working internally with Valley House
- Working as part of the larger CDVASS team
- Working closely with the Local Authority to develop the service models as well as establishing working protocols
- Developing a new structured programme of support for service users which addresses issues of power and control.
- Implementing a new case management system
- Sourcing and securing new additional accommodation which now includes self-contained units
- * Restructuring our staffing structure and hiring additional staff
- Working with the single point of access model
- Increasing specialist safeguarding staff to respond to rising levels of safeguarding including CSE





- Responding to unparalleled increases in No Recourse to Public Fund referrals and partnering with the Local Authority to secure interim funding for this work.
- Responding to increased levels in forced marriage and honour based violence referrals
- EU citizens some of whom are not entitled to benefits are becoming a much larger proportion of the referral demographic in the last 12 months. Staff team receive regular training updates in this regard.

The staff team for our Leicester service provision have worked hard to maintain a presence through our self- funded, low level support self-contained accommodation service for victims of Domestic Violence and Abuse. This past year has resulted in both service provisions, Leicester and Coventry, operating somewhat differently to each other; this has been due to the implementation of a new commissioned service in Coventry. For example our Coventry provision now uses a case management system, key working, as well as a newly developed structured programmed of support being delivered. In the year ahead we will be working on securing funding to both sustain and enhance our service provision in Leicester.

Additionally we are still working hard to influence the future direction of funding for domestic violence and abuse services not only in Coventry and Leicester but also on a national scale, ensuring that the complex needs for BAMER communities are addressed in any proposed service model and that service user views and needs are clearly expressed.

Panahghar continues to be at the forefront of various key stakeholder meetings locally, regionally and nationally. We are an active contributor to Imkaan's network meetings where we have had much discussion and debate about the impact of the cuts especially on local specialised services like our own. I would like to thank them for their continued capacity building support for specialist BAMER services at a time of serious threats to services working to end violence against women and girls.

The work this year has been varied; complex and at times challenging however it would not have been possible without the support of Management Committee and the continued hard work of our frontline staff team, to which I would like to say thank you. I look forward to what the upcoming year has in store for us and I am sure we will in for some more challenging but exciting times ahead.

Rosie Kaur

Strategic Partnerships Officer





4.0 Director of Services and Legal Advocacy & Personnel Report

As mentioned previously by my colleagues the development of the Coventry Supported Accommodation provision has dominated the work programme this year; not only in terms of service delivery but also on staffing structures as well as accommodation unit types.

Securing this new supported accommodation service contract in Coventry has meant that we have been able to sustain provision nonetheless it has brought along with it a lot of change to our service provision; such as:

- Increasing accommodation units to 18 to accommodate the high demands of NRPF referrals in the City. Sourcing accommodation can be an overwhelming task as self-contained units are rather sparse in Coventry furthermore we have furnished these units to ensure that they contain all the necessary essentials that a service user would require when moving in.
- Increasing Staff levels in line with the new service model
- Staff training on new case management system as well as incorporating a case management system into service delivery methods.
- Changing the way we deliver our service to a 1-1 key worker approach. This was initially difficult but seems to have enhanced service delivery.
- Improving our joint on-call services with Valley House for SSP
- Introducing a Structured Programme of Support: this model incorporates and formalises all of the work our frontline staff have been delivering for many years and gives service users a clear picture of the service provided.

This past year has been somewhat challenging with all the various changes we have experienced with the Coventry service provision however the Leicester service has managed to adapt well to the changes we implemented last year. As we are still self-funded we are only able to provide low level support across our 15 self-contained units however due to the high level of demand we have increased this to medium risk. In the coming year a head we have made the decision to change one of our units to shared; this will not only reduce costs, which is much needed given we are still self-funded but service user consultation has highlighted that our single service users would prefer shared accommodation as they miss having a sense of community.

Panahghar's commitment to quality and the environment are borne out in the certification achieved for ISO9001 and ISO 14001. We successfully passed our re-certification audit in December 2015. Since that achievement we have not been complacent and have been actively improving the implementation plan. We have compiled a schedule of the activities to be covered in a 12 month period as well as introduced several measures to improve both our quality and environmental management systems. I would like to thank the staff team for their continuous hard work in achieving these standards.





Given all the changes this year both the Leicester and Coventry staff teams have continued to work hard in providing high quality, service user focused services.

The team have continued to work hard to assess our costs and make reductions where necessary which includes utilities as well as reviewing our staffing structures.

The following sections of this report highlight in detail each of the projects and services Panahghar provide in both Coventry and Leicester.

I would like to take this opportunity to thank the Management Committee for all their continued support this past year as well as all staff, past and present, for their continued hard work. We would not be able to provide any of our services without their dedication.

Sandra Manak

Director of Services, Legal Advocacy & Personnel.

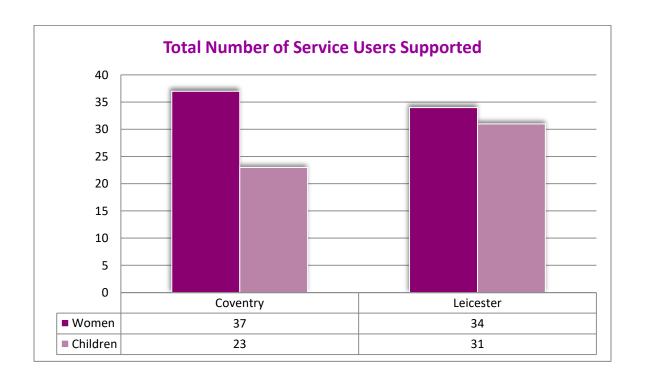




5.0 Panahghar Projects and Services

5.1 Accommodation Units

Coventry Shared: 12 Units • Humarahghar • Tumarahghar • Apnahghar • Shantighar • Shardaghar • Shardaghar







5.2 Coventry Service Overview

As a partner of Safe and Supported Partnership (SSP) Panahghar has received 58 referrals this year. Majority of referrals now come through the City's Single Point of Access (SPoA) provided by Refuge. However we do still accept self-referrals. Refuge is responsible for collating the details of the referral including risk and needs assessments and then contacts us to see if our available units are suitable and if we are able to admit the referral into our service. We provide the SPoA an update every morning informing them of what bedspace we have available. We have been working well with Refuge and ensuring that all referrals are provided with the best possible support.

You will recall that last year we enhanced our portfolio of accommodation in Coventry by providing 6 additional self-contained units. These have proved to be ideal for families who feel that they would like more independent living to prepare themselves and their family for when they leave our service to move back into the community.

5.2.1 Structured Programme of Support

Whilst service users stay in our accommodation, we carry out a structured programme of support with them all individually. The programme helps service users understand what abuse they have suffered and how this is domestic violence and abuse. We go through exercises to raise their awareness about what behaviour towards them is not acceptable. This helps them to look out for abuse signs in the future when in new relationships. This programme is also carried out over 6 weeks in a group session at our offices. Service users are able to build their understanding together and discuss this. The group session enables service users to empower each other and know that they are not the only person that has suffered and that leaving from an abusive relationship is the best step they could have taken for themselves.

5.3 Leicester Service Overview

As Leicester does not receive any funding the level of support is low and referrals with a low risk would generally be admitted here. However due to the high levels of demand we have been accepting many medium level risk referrals who once admitted into the service and a deeper dive into the details is carried out are presenting as high risk. In addition there has been a large spike in the number of No Recourse to Public Fund referrals we have received in both Coventry and Leicester.





Staff have been networking with other agencies and attempting to raise awareness of our existence as a self-funded organisation providing a service for those who have fled domestic violence and abuse. As well as working with the Local Authority to attend statutory forums such as MARACS which will greatly enhance the support provided to our service users as well as manage their risk levels.

As we are a non commissioned service in Leicester we have no restrictions as to the source of referral. Once a referral is made to our service a member of the staff team will complete a detailed assessment with the referral to collate as much information as possible about the referral and their circumstances thus allowing staff to make an informed decision based on the risk levels and other criteria which need to be met.

Our accommodation units in Leicester are currently all self-contained and are all well situated with amenities close by. The size of units varies from 1 to 3 bedroomed units which means that we are able to accommodate different sized families. Each unit has its own kitchen, lounge, bedroom and separate bathrooms.

5.3.1 Support Provided

Due to smaller staff numbers in Leicester the level of support we provide varies slightly from our Coventry service. Staff in Leicester work with residents to maintain a common brief using the following guideline:





Staying safe

- •Safety and security in the area, refuge, aggro phobia. The residents understating of ways she can keep herself safe, any vulnerabilities. Any concerns with
- Regards to past/present self-harm.
- Substance misuse.

Economic wellbeing

- •Is the resident in receipt of appropriate benefits, NRPF – what financial support
- Is available. Does residents have any debts and plans for repayments. Any concerns with regards to budgeting, is a
- Budgeting plan required.

Enjoying and achieving

- •Interest, hobbies art, craft, and sports
- Does residence need any support to
- Pursue interests.

Being healthy

- Any physical health problems, general health checks (eyes and teeth).
- Any treatment needed or medication, mobility aids/adaptations.
- Any concerns around mental health needs for counselling.
- Any dietary needs, weight, safe sex.

Making a positive contribution

• Engaging with key work, attending house meetings, cleaning duties.

<u>Supportive families, friends and communities</u>

Contact with family and friends. Peers interaction.

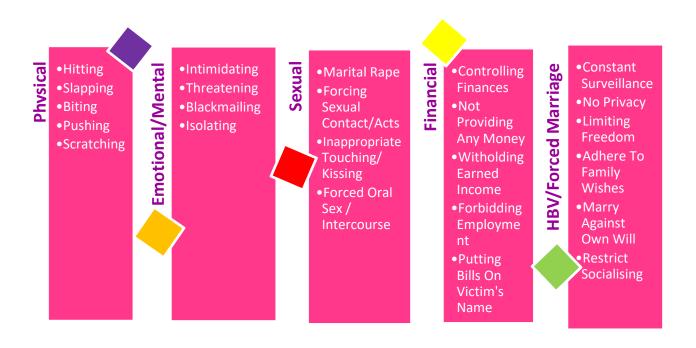
<u>Transitional</u>, move on and resettlement

•Integration into mainstream, move on expectations, use of day centre settings, familiarity with local resources, taxi, take away, laundry and information and advice centres, setting up a home. Support with a tenancy, connection to utilities.

5.3 Understanding Domestic Violence and Abuse

5.3.1 Types of Domestic Violence and Abuse

Support that is provided to service users depends on the types of domestic abuse that they have suffered. Although all service users are provided with practical and emotional support, their needs have to be assessed in order to determine the level of support that they require. Many service users are not aware that what they have suffered is domestic abuse. Here are those different types:







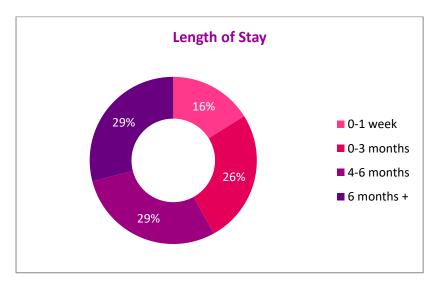
5.3.2 Immigration

The Destitute Domestic Violence Concession (DDV) is still in place for service users who have come to the UK on a spouse visa. This will enable them to cancel their spouse visa and be replaced with a Limited Leave to Remain in the UK for 3 months giving them access to benefits to support themselves financially. We have had a lot of referrals from the EU. It has been difficult trying to access benefits for these service users so that they have some income to support themselves. The criteria for the Department of Works and Pensions (DWP) consists of many interviews and collating information from the service user in order to determine whether they can access benefits or not. This is very distressing for the service users as they are not in the right frame of mind coming from an abusive relationship and may not have all the information required with them to provide the DWP. We have supported 15 women and 7 children who did not have any recourse to public funds. Due to the high level of immigration referrals that we receive, we have had to limit the intake.

5.4 Statistics

5.4.1 Length of Stay

We aim to build service users confidence and self-esteem whilst they are staying in our accommodation so that they learn independent living for when they move out back into the community. How long a service user stays with us depends on where they wish to move onto and whether all their support needs are met. Some service users support needs are met sooner and other complicated cases may take longer.

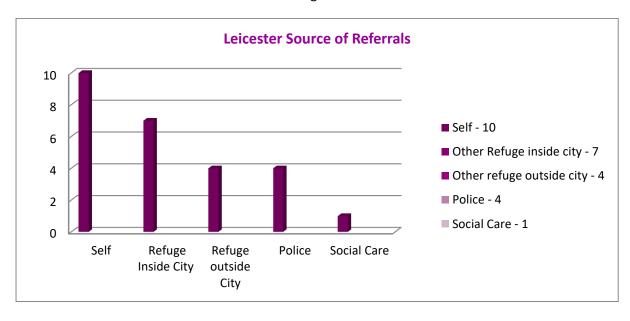






5.4.2 Source of Referrals

Although the main source of referral for our Coventry is the Single Point of Access run by Refuge, our Leicester service receives referrals from a range of sources.







5.5 Case Study

Background

- Ms A is a 45 year old Somali female.
- Has a 14 year old son who has ADHD.
- Referred by Leicester SAFE Project.
- Born Somali and settled in Sweden for 35 years where Ms A worked full time.
- Ms A got married and within a week her husband started to abuse her verbally and financially.
- The domestic violence got worse after her son was born. Ms A remained silent during the ordeal to protect her son from hearing the abuse.
- Ms A was sexually abused by her husband whilst he was under the influence of alcohol.
- Came to UK and settled close to husband's family where the abuse became frequent and more sever.
- After enduring escalating domestic violence and abuse Ms. A managed to call the Police and reported the abuse that she is going through.
- The Police removed Ms. A and her child from the property upon taking her statement
- Mrs A scored 11 on the CAADA-DASH risk assessment

Types of Abuse

Emotional/Mental

- Husband kept telling Ms A that she was not a good mother and was incapable of looking after their child.
- Husband was constantly accusing Ms. A
 of having an affair. He would talk to his
 mum about Ms A which caused a ruined
 the relationship that she had with her.

Controlling Behaviour

- Husband kept her isolated from her from her family and friends so Ms A had no one to confide in.
- •He would check Ms. A's phone on a regular basis

Physical

- •He would hit, slap, punch Ms. A.
- •His physical violence would escalate after he had been drinking alcohol.

Financial

- Ms. A was financially dependent on her husband. He would shout at her for buying the necessities.
- •She was not allowed to buy anything without his permission.

Sexual

He sexually abused her whilst drunk.

Verbal

• Ms. A's husband and family would abuse her verbally.





Upon Arrival

- 1. On arrival we established that Ms A is able to identify and manage risk and understands how to keep herself and her son safe.
- 2. Ms A understands all the rules regarding the safe house, not to disclose the address, importance of service charge being kept up to date, and what is expected from her as a resident in regards to health and safety.
- **3.** Ms A does not have any family or friends who live locally therefore staff were always available for her to come and chat to about any of her concerns.
- **4.** Ms A understands and has come to terms with the effects of D.V, which enables her to recognise future risks.
- 5. She feels she has strong faith and does not require any counselling from external support.
- 6. Ms A is physically well.
- 7. Ms A now has enough money for food and sustenance for her and her son.
- **8.** She feels she will be positive and is determined not to let her past experiences affect her future.

Settlement

Initially Ms A was feeling down and said she was finding it difficult to cope, especially as her son aged 14 has ADHD which affects his moods and his behaviour. Ms A feels sad for her son as living in a refuge at the age of 14 he cannot have friends round and it takes him a long time to get home from school which makes him very tired by the time he gets back. Living in the refuge is also proving difficult for her son to study.

Ms A and her son began to settle in well although she still had concerns about her son. Ms A had a visit from member of staff from 'Living with Abuse'. Her son informed her that he still would like to see his father. They all agreed this would be fine.

Safe and well checks with Ms A are done regularly and she knows she can come to the office at any time if she feels the need for any support. Ms A feels comfortable coming to the office to get things off her chest and knows staff are here to help.

Staff have assisted Ms A to make a homeless declaration at the Housing Options office for a council property. This process made her feel very anxious but the staff reassured her and supported her emotionally. Staff have also searched privately rented accommodation through agencies that accept housing benefits that will be suitable for Ms A and her son.





5.6 Group Sessions

Panahghar has arranged a range of group sessions at our community base for service users to attend and get involved, learn new skills, develop their confidence, give them an opportunity to socialise with other service users, develop new networks thus alleviating isolation and improving chances for recovery and independence. These sessions included:

5.6.1 Baby Group Sessions

We have organised baby group sessions that take place at our main office for our service user mums to access. Health visitors facilitate these sessions with our support staff present to help with translating. The sessions involve providing information to the mum's about different topics such as sleeping, teeth, nutrition and hygiene. Mums are able to ask questions in regards to the topics and ask personal questions that they may have about their children privately to the health visitors. They also can weigh their babies and measure their heights.

5.6.2 Being Assertive Course

Understanding the difference between assertiveness, aggression and submission

- Developing your confidence
- ❖ Saying "No" confidently
- How to be assertive in many different contexts
- Dealing with Conflict
- Communicating with others effectively
- Active listening
- Giving and receiving feedback
- Body language





5.6.3 Money Management

Informed Service Users about:

- Banks
- Debit and Credit cards
- Store Cards
- Debt awareness
- Budgeting skills
- Benefits
- Manage Savings
- Taking out Loans and what kinds of Loans to avoid (Shark Loans etc.)



5.6.4 Positive Parenting Programme

Staffs have completed training and are accredited to carry out the Positive Parenting Programme which has had a great response from the mother's staying in the refuge accommodation. The programme enables mother's to further their knowledge and gain skills and tips as to how they can use different tactics to manage their children's behaviour.

The programme involves carrying out four sessions in which it is identified what the behaviour problems are and what concerns the mothers have, conducting a parenting plan to manage these problems and concerns and monitoring the child's behaviour throughout the programme. The programme is very important as mother's feel that sometimes children have picked up behaviour problems from witnessing the domestic violence and abuse or because of the change in surroundings and atmosphere from being at home and moving into refuge accommodation.

The programme has been a great success and mother's residing in the refuge as well as floating support service users have found it a great benefit.

5.6.5 Christmas Meal

This year we took the service users to Pizza Hut for their Christmas meal. They really enjoyed themselves and all dressed up for the occasion and gave them a chance to all get together at the same time and socialise. The children played together and enjoyed their food.





6.0 Service User Feedback

Building Confidence & Self Esteem

- "At my lowest point my support worker was there for me"
- "The service has helped me get over the fear of taking my children out"
- "It was particularly helpful to build my self confidence. The support I received from the service has allowed me to have the confidence to socialise with my family and friends."
- "I've never lived alone and living in self contained helped me become more independent I had to cook for myself."
- "I have gained more confidence and am aware of issues to deal with DVA and how to get myself out of a situation"
- •"I felt like a nervous wreck and now I can hold my head high"
- •"I don't usually feel at ease with other people but I feel at ease with my support worker so that is why I feel this aspect of the service has been most helpful"
- "Happier realised what I took for granted"
- "Feel stronger and feel I have the strength to move on"

Understanding Effects of DVA

- "Talking about my experience made me understand better also the DVA group helped me a lot – different types of abuse"
- "You get to learn more about your abusive situation, you meet new people and you are given awareness of what's allowed and what's not allowed in relationships. It prepares you for the future and you gain confidence, you learn to make choices and decisions as an individual"
- "Because the perp knew where I was living, so when I moved to SSP accommodation I felt safe and attended the DVA support group, it helped me recognise signs"
- "I'm just glad there was a space for me. I'm returning to who I was before and my children are happy. I wish the DVA group could be run between 11am and 1pm at the moment it doesn't fit in with school times"
- "Made me realise how serious domestic violence is and how it could have ended differently"
- "The most helpful things have been going to the DVA group and also feeling comfortable about phoning the office at any time to get support"

Managing Money

- "My support worker was a godsend she was amazing so helpful with my debts and what I eat"
- "The service charge is affordable and this has supported me financially and I feel less stressed having more income."
- "When I moved in I did not have any money and I was given Christmas presents for my children I was so grateful."
- "I am happy that my son had his bus fare sorted out"





Improving Physical & Mental Health

- "Just taking me away from the situation I was in has lifted me up 100%. I am a lot calmer now and have seen a big change for the better in my children."
- "I needed more emotional support when I was down"
- "Feel better in myself I was on medication but have managed to halve it now. I'm not scared anymore. I've stopped looking around when I'm out and about feel confident, happy and enjoy myself more."
- "Considering that the seniors did my assessment and saw how anxious I was I feel I should have had a full time mental worker due to my mental state. I feel the support in the beginning was not suitable to my needs at that time."

Culturally Specific /Language Support

- •"I felt the cultural aspect was not really understood regarding my family my father in law was my uncle"
- •"I did not want to take out a forced marriage order. I was happy that they understood why I didn't want it; staff gave me advice but never forced me with the police."
- "Staff are good but social care and police don't understand. They can't understand why a Pakistani woman can't leave her home"
- "Thank you I am very happy. Everyone said they couldn't help because I was NRPF but SSP staff helped me set my stay in the UK."
- "generally I am satisfied with the service and the support I received especially when I needed to contact other organisations and my English isn't that good I always had support from the SSP staff.
- "They understand my needs and understand my cultural needs. They understand why it has taken me a long time for me to leave my husband"
- "I'm very happy staff understands the dynamics of my family. It was very hard because my mother in law was my mum's sister and my father in law was my dad's brother."

Move-On

- "Changed my situation completely I'm able to move forward I'm able to co-operate in a calm way"
- "I felt I didn't receive enough support after leaving the accommodation. But overall I am satisfied with SSP."
- •"I had to move out and I was not happy about it."
- "Everything is still up in the air about moving on"
- "Moving on is scary but I have to do it and I feel ready"
- "I thought I was prepared for moving on but now that I've moved it was a shock that the property came up so soon."
- "I have no concerns but would like to move on now"
- •"I'm a bit anxious about my housing situation and what will happen when I leave SSP. I need to talk it over with my support worker some more. I also don't want my children to have to keep changing schools."
- •"I feel not quite ready to move out, they offered my Tile Hill, don't know that area. I've struggled with this I was moving out so many times. I have been fighting with the council. I'd have to change schools and that will hurt the children. Council offered me a property that was in an unsafe area."





Quality of Support Provided

- "My situation was looked into a lot. My situation was different to other residents more was looked into."
- •"I would not recommend the service because the social workers are getting involved and this is not helpful."
- "My case workers always calling me and there if I need her, very helpful and good"
- "There were some bits that I was advised not to do such as contact with my mum. I
 did have contact so I ignored that advice it was a mistake."
- "If someone was in my position I would recommend the service because they would get support. They would also be connected with other services like counselling and recovery."
- •"I would recommend the service to others because places like yours are not advertised so you don't know where to go. It would be good if professionals like GP's knew about the services."
- "Communication at the start was difficult I was talking to so many different staff. Since September it's got much better and a lot of things have been achieved."
- "I got lots of support around filling out paperwork and getting familiar with the local area"
- "At first it wasn't very good but then it became very good and the level of support was very good"
- "Just recently it's been hard to get a hold of my support worker she's been ill just at the point of when I'm moving out."
- "I like the staff but not the seniors because they were harsh"
- "Children centre are vile but I rate the SSP staff"
- "I was pregnant and the safety of my unborn was always discussed"
- "All SSP staff tried to give me support and I appreciate that"

Quality of Supported Accommodation

- "The location of the accommodation is too isolated from my family."
- "It took a lot for me to leave my home. I don't really know Coventry. SSP made me feel safe I'm in a great neighbourhood"
- "Other residents had visitors, I had no control over this but the staff sorted this"
- "In a refuge it is more difficult to live independently but in SSP accommodation they gave my children more freedom and have helped me with my children's routines"
- "Yes my situation has changed for the better, just coming into a supported accommodation things were in place it felt relaxed I didn't have to share with anyone"

Feeling Safer

- "Staff make sure my kids are fine with regular safe and well checks"
- "Staff are good with children they were here immediately when my son was accidently injured by his brother"
- •"I felt safe. I was listened to. I was given advice and I was supported with issues I didn't understand"
- "Sense of security having a property to live in and feel safe and have support"





Improving Social Networks and Relationships

- •"I don't stand for anything anymore I'm in a relationship now with no violence. We talk."
- "It was difficult as my family are in Uganda and friends are not able to visit and eat a meal"
- •"Of course you helped me family court contact issues I was supported with this. I had NMO but wasn't enough so got a restraining order and family court stopped perp having contact."
- •"The service supported me to get back in contact with my family whilst I was with him I lost contact with them. The service gave me the confidence to repair the relationship"
- •"I had fallen out with my family my case worker encouraged me to make contact. Most of my family and friends didn't visit me when I was with my ex."
- "I have become more confident and my children are happy to move on. I feel like time spent in SSP has given us time to get to know each other"

Increased
ability to
access
training,
education and
other support
services

- "Since I've been at SSP I have completed courses. It's important for me to educate myself"
- "I was put in contact with the children centre support workers."
- "I now use the children centre"
- "The workers encouraged me and my son to engage in community and children services."

Improvements

- •"I wish there was a panic button in my room"
- "You helped but I wanted to go on the ESOL course"
- •"I would change the fact that the service is shorter than a year I would prefer a longer service"
- "What I would liked changed is that there is no service charge, Housing Benefit should pay for all of it"





7.0 Acknowledgements

Panahghar wishes to thank all those who work with and for the organisation in order to make it the successful and happy place that it is today.

Health Visitor Team Public Health Armstrongs Accountancy **Housing Benefits** Public Protection Unit **CDVASS** Citizen Advice Bureau Housing Options Refuge City College Imkaan Relate Social Care Coventry City Council Irvine Commercial Coventry Haven Jungle HR Solutions for Health Thaliwal Bridge Solicitors Coventry Law Centre Leicester & Leicestershire **CRASAC** Leicester City Council Valley House CRISIS Skylight Voluntary Action Coventry LIFE Defuze Barnardos Mander Hadley Solicitors Voluntary Action Leicester Dodd's Solicitors Wilsons Solicitors Matrix Capital Women's Aid Faberushi **Orbit Housing** Police Domestic Abuse Fry Housing Trust Team

A special thanks to our consultants, advisors, and maintenance workers for their invaluable support work and guidance.

Barry While	Mahmood Syed
Perry Huber	Matthew Finch
Andy Wells Peninsula	Doug Harrington
Robin Melley	Gary Matthews

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

Samia Laats Amerdip Samra Lovlin Sharma	Linda Williams Charanjeet Kaur
Lovun Snarma	