

Her Centre Annual Report April 2018 to March 2019

1. Introduction:

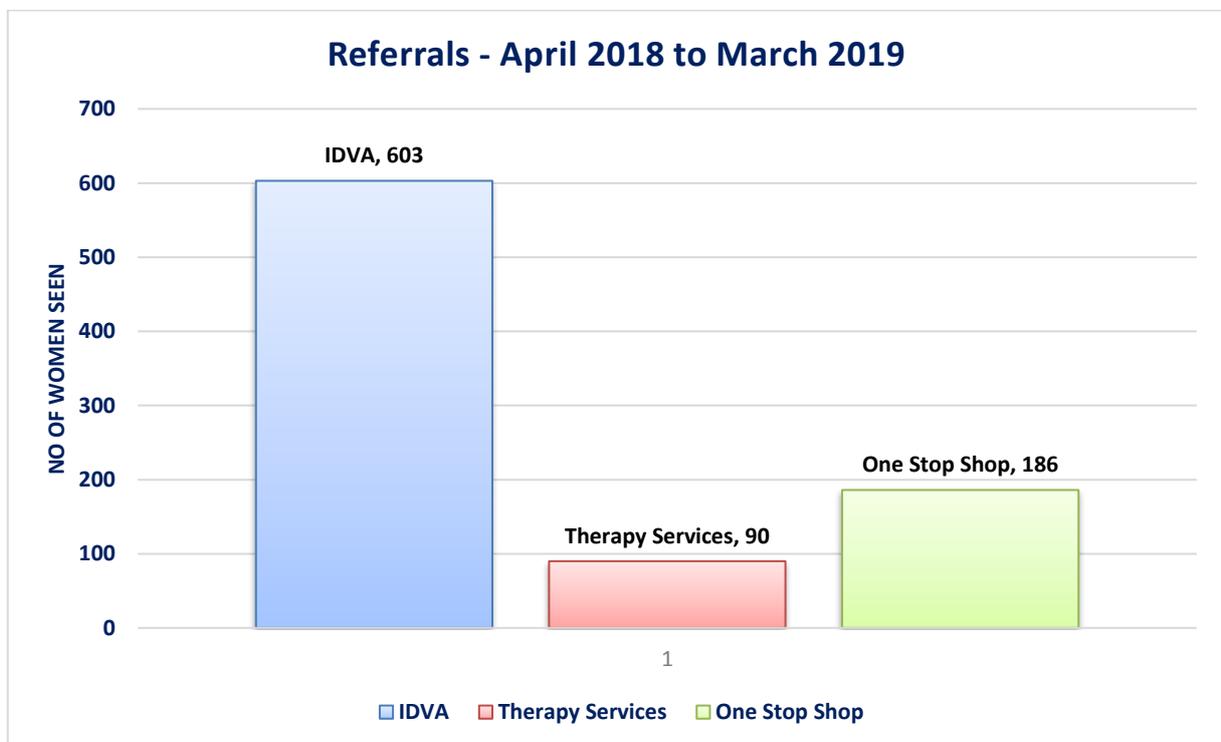
Her Centre has provided services for women in need since 1997. Our focus is holistic with advocacy for women experiencing abuse and additional services building women's ability to be independent and self-sufficient, through classes, work placements, and awareness of issues that impact on women and their families. This is our annual review of the past year's achievements.

2. What we achieved:

Her Centre received **879 referrals** to our Independent Domestic and Sexual Violence Advocacy (IDSV) service, from April 2018 to March 2019 and **engaged 709** women experiencing abuse, including those who attended the Friday One Stop Shop and were supported by our IDSV team. Our new One Stop Shop IDVA has given us greater capacity to work with women who are not just high-risk referrals giving more support to those who come as self-referrals. The summer was again our busiest time with referrals reducing from September to more manageable levels.

2.1 Feedback:

Based on our exit survey, 97% women who engaged with our IDSV service now feel safer, out of 156 who gave feedback over the past 6 months.



One client when asked how Her Centre can make you feel safer replied "Nothing as they already have. They gave me the confidence to leave an abusive marriage." Another client highlighted how much she benefitted from the support groups.

2.2 Young People's Service:

Her Centre has the New Leaf Young IDSVA project running for another 3 years from September 2018, and so continues to be able to provide prevention awareness through partner Little Fish Theatre and follow up one to one support through our Young IDSVA project. To date the project saw **3074 young people** through the workshops, **301 attended follow up support groups**, and **197 were supported** by our young IDVA.

| | Year 1 | Year 2 | Year 3 | |
|--|------------|-------------|-------------|-------------|
| Total Student Feedback Received | 963 | 1049 | 1062 | 3074 |
| Theatre Performance attendees | 589 | 917 | 979 | |
| Support Group attendees | 86 | 132 | 83 | |
| Clients seen by Young IDVA | 64 | 91 | 42 | |

2.3 Sexual Violence Advocacy:

The Sexual Violence Advocate post runs until June 2021 as funding was renewed from Henry Smith. We worked with **69 cases of women** who experienced sexual abuse this past year. This project with the young women's project complimented each other in addressing the increasing level of sexual abuse cases that are being reported to police, especially by younger women and girls. Our ISVA also facilitates a peer support group for women to address the ongoing issues left by the abuse.

I enjoy the group it helps me process the things that have happened to me. Caroline is lovely and has really helped us all

2.4 VAWG Advocacy:

Royal Borough of Greenwich funded a one-year post to work with wider Violence against Women and Girls (VAWG) which started in May 2018. The VAWG IDVA has engaged **54 women** by April 2019. This post works with women and girls experiencing forced marriage, stalking, honour violence, trafficking, being forced into prostitution and FGM. Her Centre is looking at wider funding options to keep this successful post running.

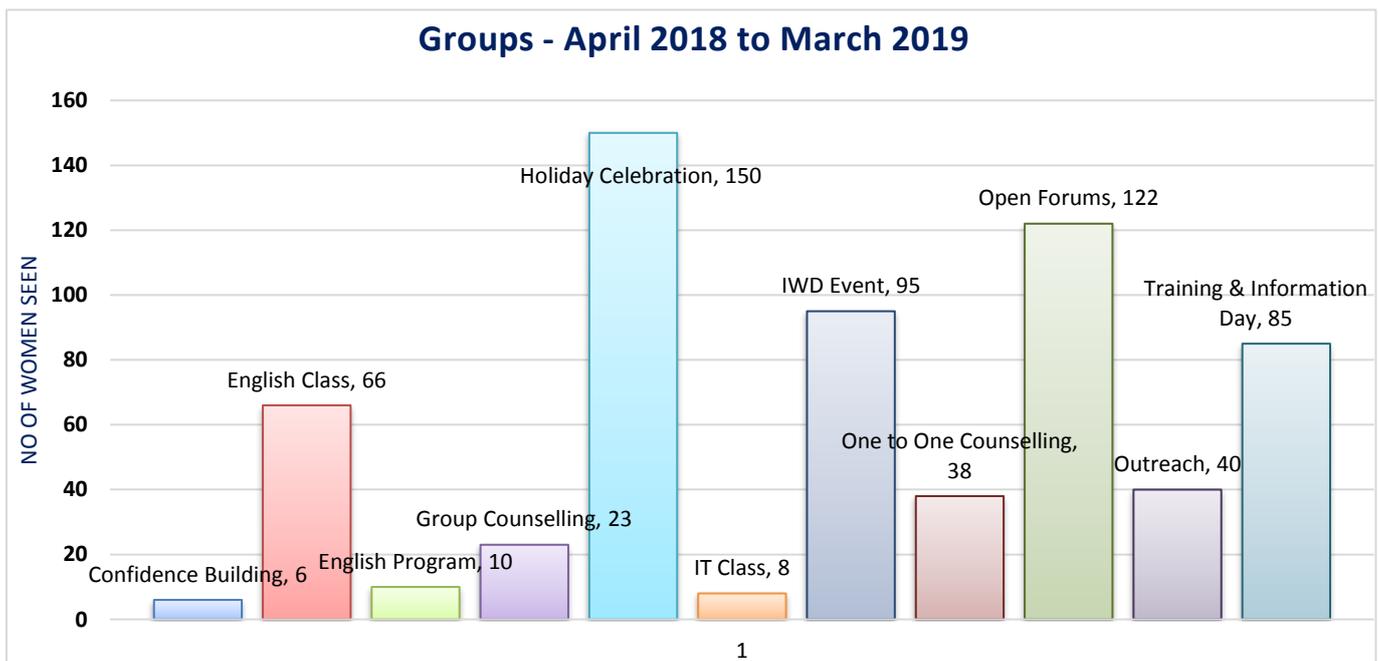
| Nature of Case | 1st Quarter Clients Seen | 2nd Quarter Clients Seen | 3rd Quarter Clients Seen | 4th Quarter Clients Seen | Totals |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------|
| FGM | 0 | 1 | 0 | 0 | 1 |
| HBV | 11 | 5 | 1 | 0 | 17 |
| Stalking | 8 | 8 | 8 | 8 | 32 |
| Trafficking | 1 | 2 | 1 | 0 | 4 |

2.5 Outreach and Events:

Our Outreach Post has supported 24 women into paid employment placements over the past 18 months and broadened our training offer from free basic English classes to confidence building, parenting, and basic IT. All these classes will run from Spring 2019. We also ran three training and information days, to sign up women to training and paid work placements.

| Month | Attendees |
|--------------|-----------|
| Apr-18 | 29 |
| Sep-18 | 30 |
| Nov-18 | 26 |
| Total | 85 |

We had 365 attending our events and open forums and 64 women attending basic English classes in 2018. 51 women took up individual counselling and 26 attended group counselling. We also ran a confidence building course and a basic IT course.



International Women’s Day, looking after your health and well-being, 95 attendees



Baby Blues Choir singing at Her Centre International Women’s Day event

| Courses and Events | Attendees |
|--|------------------|
| Confidence Building | 6 |
| English Class | 66 |
| English Program - National Maritime Museum | 10 |
| Group Counselling | 23 |
| Holiday Celebration | 133 |
| IT Class | 8 |
| IWD Event | 95 |
| One to One Counselling | 38 |
| Open Forums | 122 |
| Outreach | 40 |
| Training & Information Day | 85 |

TOTAL

573

2.6 Campaigning:

Her Centre jointly launched the Greenwich Women's Safety Charter with RB Greenwich in September this year and continues to campaign to change the negative treatment of women in Greenwich. We are also supporting the campaign for a DV perpetrator register, being led by our GLA representative, Len Duvall.



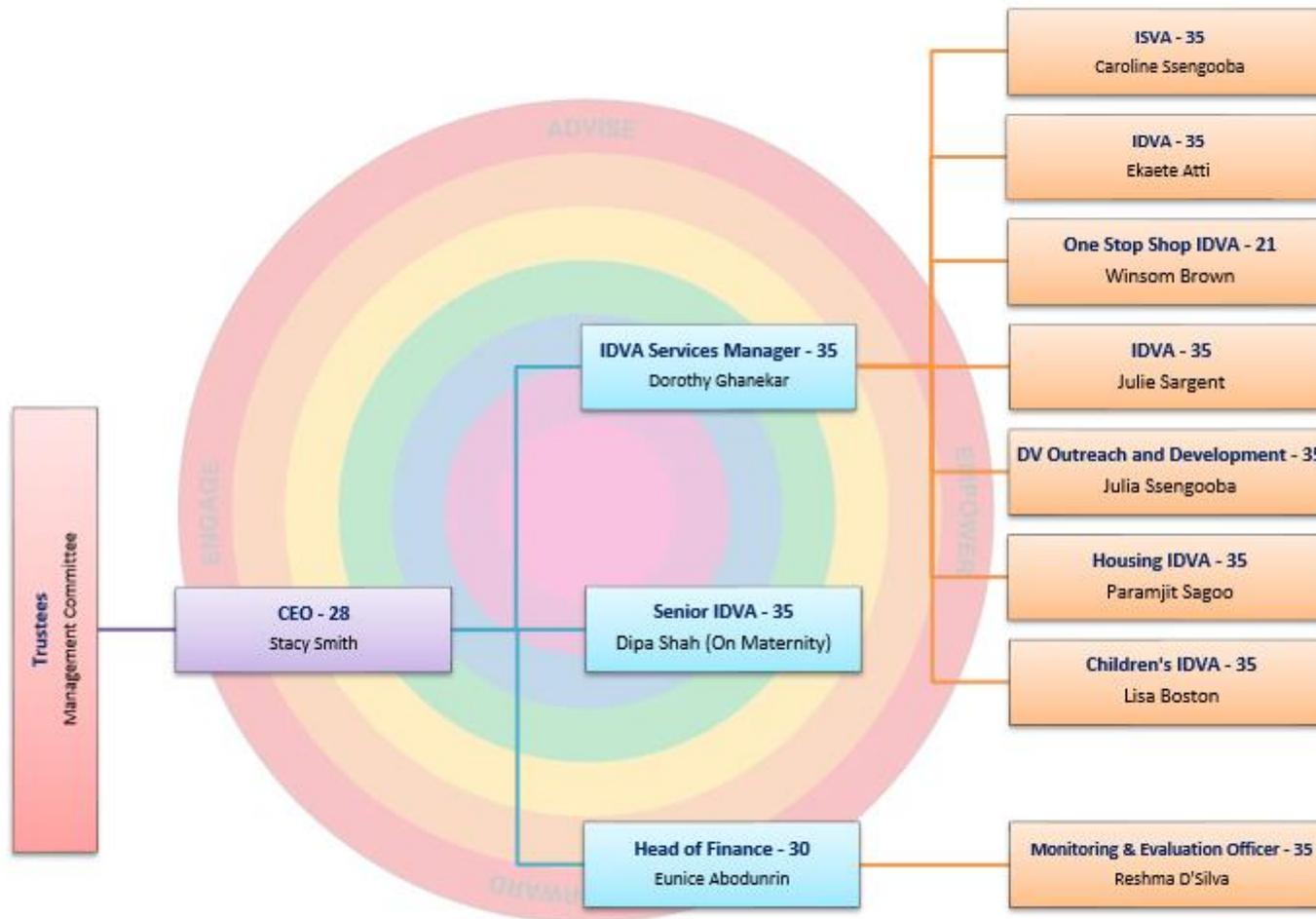
Greenwich Women's Safety Charter Launch

3. Positive Changes in the Past Year:

Her Centre has secured funding for two additional part time posts, that supports both the main IDSVA teamwork and the One Stop Shop. We have recruited two former staff who have strong knowledge and ability to meet the needs of women at high risk of abuse.



Current Organisational Chart For Her Centre



3.1 New Posts:

New funding from Royal Borough of Greenwich to provide a Children's IDVA post offers exciting new opportunities for Her Centre to expand our work to meet the needs of all the family. This funding, recently confirmed for 4 years, will support the team to address issues after families split and better support them through family court.

Additionally, a new one-year joint project to provide housing support with RB Greenwich, funded by MHLGC will see a specialist housing IDVA working at Her Centre as well as a DV housing post in Housing Options. We also secured funds for 2 years for our part time IDVA to support those attending our One Stop Shop.

3.2 User Steering Group:

The User Steering group continue to be active and have increased their campaigning work. They supported both the Greenwich Women's Safety Charter and Len Duvall's proposal for a perpetrator's register, with members giving their experience on TV and radio to support the campaign. Below is a link to one of our ex-users giving a statement for the campaign. Our User Chair has now formally become a member of Her Centre's Trustee board, to better ensure our accountability to those who use our services.

<https://www.london.gov.uk/about-us/london-assembly/london-assemblys-current-investigations/domestic-abusers-register-campaign>

3.3 Partnership Work:

Ongoing partnerships with Little Fish Theatre, Deborah Ubee Trust and Greenwich Local Labour and Business continue to help us provide the young person's New Leaf service, the trauma counselling service, and the back to work programme. Our partnership work has expanded to work with Clockhouse Community Centre, where we are based, to jointly develop an advice and training hub pilot. This is in response to the feedback from our steering group members and the other women we work with on how Universal Credit changes are challenging their already challenged daily lives. We have obtained substantial funding from Mercers for a two-year pilot to provide training in IT and English and a weekly advice hub on benefits, housing, social care, immigration and family law.

Partners in the Universal Credit Advice Hub

| | | |
|------------------------------------|---|---------------------|
| <i>CAB</i> | <i>Greenwich Welfare Rights</i> | <i>Advocacy Now</i> |
| <i>Clockhouse Community Centre</i> | <i>Lewisham Refugee and Migrant Network</i> | |
| <i>Greenwich Housing Rights</i> | <i>Greenwich Cooperative Development Agency</i> | |

4. Challenges in the Past Year:

Funding remains our main challenge as we continue to seek alternative funding to address the end of a major Big Lottery grant. We have secured new funding from two trusts and our hopeful of renewing an existing grant, but central government funding and funders such as Comic Relief continue to concentrate on larger provision by national providers. Greenwich council has been very supportive, and we can only hope that we will be successful with pending grants and not lose any essential posts.

As well as grant funding, Her Centre is seeking more donations from private firms and individuals. Last year we raised over £1000 through two runners in the London Half Marathon, and this year we are holding an auction to raise both awareness of the need for the work we do, and much needed additional funding. Here is a link to Her Centre fundraising page. Please donate if you can. <http://hercentre.org/donations---funding.html>

The other major challenge is the increase in referrals of women with greater needs from a range of services. Ensuring that our work at MARAC and in partnership can meet those needs is still our greatest challenge, and as a recent Domestic Homicide Review showed us, we don't always get this right. A woman greatly affected by the abuse she experienced spiralled into depression and eventually took her own life. Better sharing of what we knew of this woman's situation and joint support may have saved her.

5. Women's Own Stories:

Here are 3 women telling of their journey through crisis support and counselling at our 20th Anniversary last year. All three have been involved as members of the steering group.

<https://youtu.be/HBmYGBludSg>

<https://youtu.be/rxMXPydLbbo>

<https://youtu.be/IIBbq0M5X6Q>

Below are the journeys of two of our former service users who are now actively involved in our Greenwich User Steering Group, a campaign and review group who meet regularly to influence providers and local stakeholders on issues of domestic abuse.

5.1 From Service User to Change Maker – Two Women's Journeys:

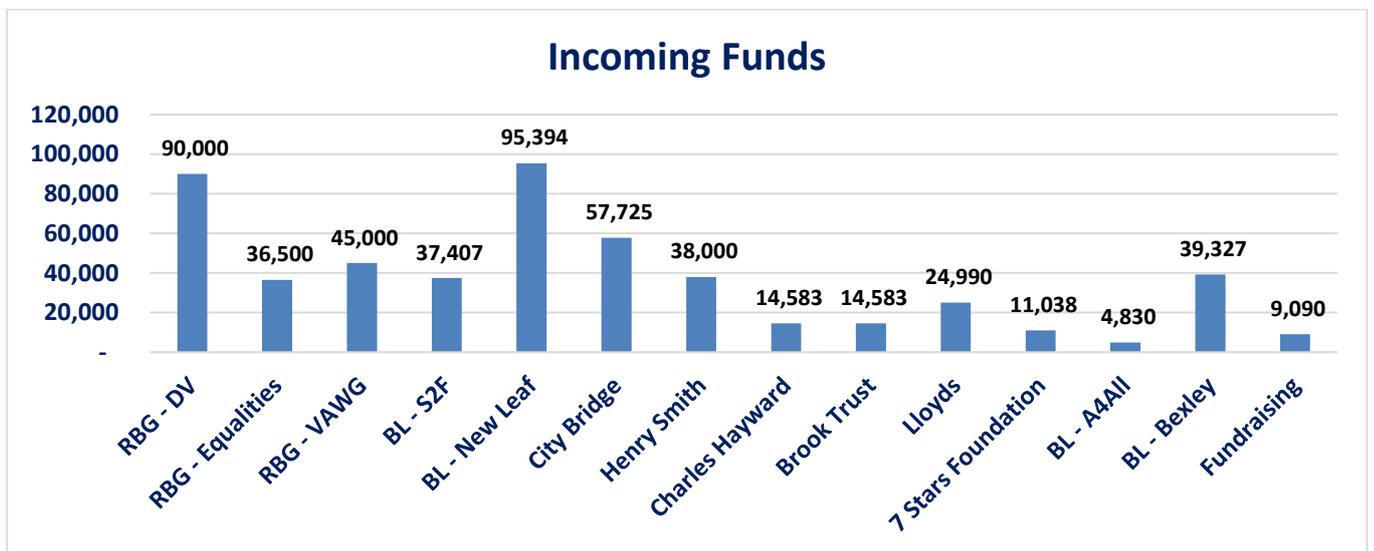
Claire Wheeler came to us for counselling after leaving a long-term abusive relationship. She found the counselling group "saved her life". A motivated and active campaigner, Claire has provided on-line support to many women struggling with the family courts and fought to change the wider culture that tolerates abuse. She has done this through work on the Greenwich Women's Safety Charter and the campaign to introduce a domestic abuse perpetrators' register, led by Len Duvall of the Greater London Authority. Claire is a governor for Oxleas NHS Trust and involved in the police cadets. She is also the chair of our Greenwich User Steering Group, run jointly with Greenwich DVA, and represents the group at the Greenwich Violence Against Women and Girls Strategic Partnership Board, giving them an annual report on the steering group's work. She is now a member of the Her Centre Board.

Maimunat Solange sought advice on leaving an abusive husband who also controlled all her earnings. After addressing immigration issues, Maimunat was able to access benefits support and housing. She volunteered at the Greenwich Migrant Hub, run by Lewisham Refugee and Migrant Network, and became an active member of the Greenwich User Steering Group. Following her volunteering, Maimunat took up Her Centre’s back to work paid work placements, being paid for 6 months at London living wage to work at the Migrant Hub. This led to a long term paid post at the Hub, using Maimunat’s first-hand experience and developing her skills. She is still an active member of the Greenwich User Steering Group, helping the group to campaign and develop services to meet gaps the group have identified.

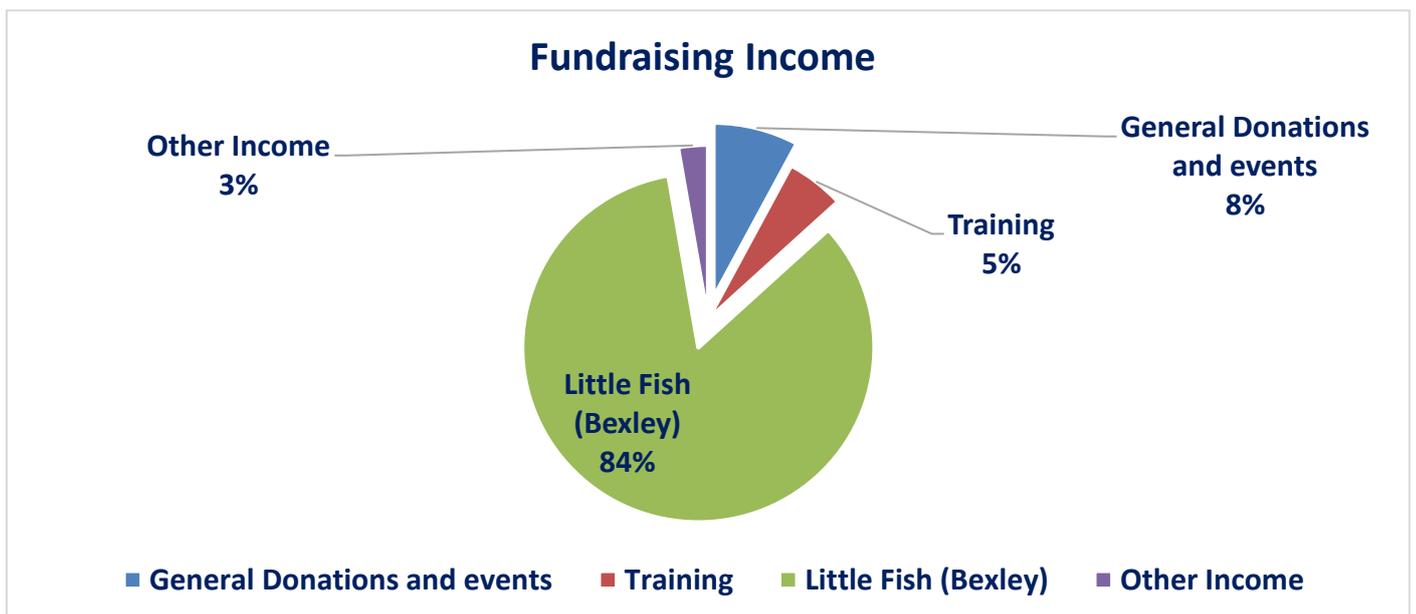
6. What our services cost and how we fund them:

Finance Charts & Graphs

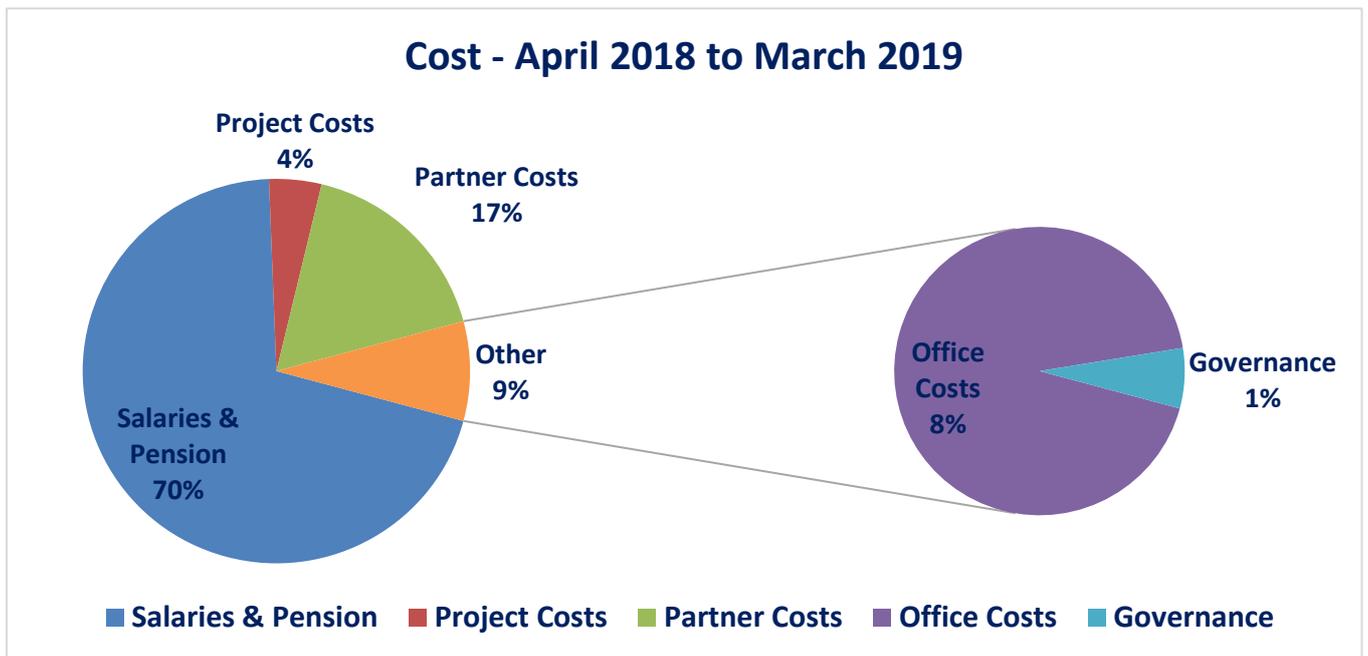
6.1 Incoming Funds:



6.2 Fundraising:



6.3 Expenses:



6.4 Reserves:

