



Trustees report

2017/18



eve
transforming lives affected by
domestic abuse



NVCFR have been providing services to women and children affected by domestic abuse in Northamptonshire for 33 years, growing and developing to meet the needs of families and the dynamic nature of domestic abuse. We believe that Eve's approach to domestic abuse must also be dynamic, we must evolve, develop and progress our services and our responses to domestic violence and abuse to be able to meet its challenges and the needs of victims and survivors. So this is what we do, we pioneer, we innovate and our staff work extremely hard to enable women and children and men to transform their lives.

NVCFR have been able to help more women, children and families this year, supporting them through a variety of programmes specifically designed to meet their needs, including mental ill-health, food poverty, child poverty, homelessness, pregnancy, drug and alcohol abuse. We couldn't have done it without the support of many people across the County, including Churches, local businesses and local and national grant makers too, who have generously donated clothes, food, and money to support the families we work with.

Mainly, we couldn't have helped so many people to leave behind the trauma and effects of domestic abuse without the dedication, skill and enthusiasm of our amazing staff and volunteer team. Every one of them works tirelessly to do their work, whatever their role, to the very best of their ability. They also work hard to be a team, to cover each other in the event of holiday or sickness, to say well done and to encourage one another. Our staff and volunteers are at the very heart of who we are and what we do.

Objectives for 2017/18

Eve has been successful in meeting its objectives for 2017/18



Provide safe refuge accommodation for survivors of domestic abuse who are looking for change.



Develop sustainable funding models that support delivery of a range of activities designed to enable, empower and build resilience in survivors of domestic abuse.



Deliver a structured programme of interventions that meet survivors' identified needs, build resilience and are designed to meet identified outcomes.



Support delivery of a series of high profile and challenging campaigns that raise awareness of domestic abuse and contribute to making Northamptonshire 'the safest place in England'.

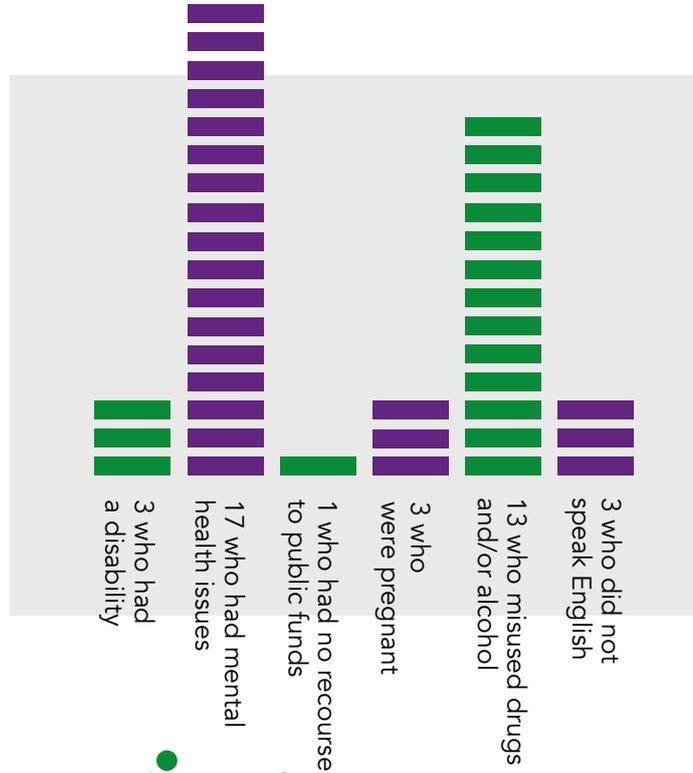
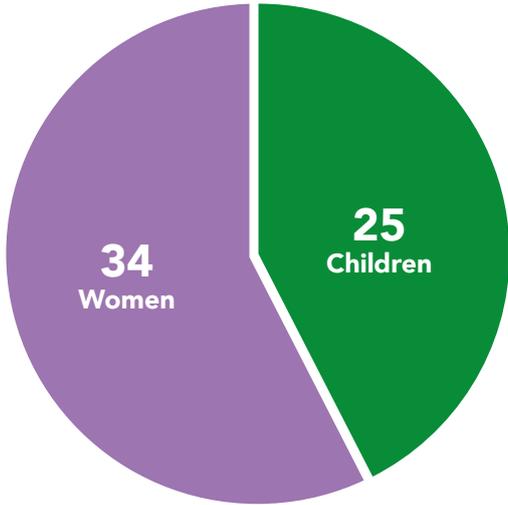


Delivery training and development, awareness raising and information sessions for providers of services that support victims and survivors of domestic abuse, community groups and businesses.

The following report provides the details in how we have

achieved these objectives

Refuge



10 children were admitted to refuge with child protection issues



3 children were placed on a plan whilst in service.

Ever received **181 contacts** and were **unable to offer a service to 77 of these** for the following reasons

17

No vacancies

19

not eligible
for service

8

Unsuitable
accommodation

10

unsupported
complex need

23

High risk

Our occupancy rate was **81%** this year.

This is lower than last year, a number of issues had an effect including closing rooms to be able to decorate them.

The refurbishment of the refuge has been completed with new soft furnishings, flooring and a complete re-decoration. In addition we have worked with Bright Horizons Foundation to develop and refurbish the garden at the refuge. Bright Horizons secured funding for the project and worked with our children to design a play space that is fun, interactive and can be used for education too.

2020

20 women and 20 children.

participated in our Community Service during 2017/18. These families were able to live in their own accommodation, receiving a range of services at our Women's Centre. Services include, **The Restored Programme, The SHE Programme, Occupational Therapy Services, Group Work Services, Children's Services** and **Keyworker** sessions.

7 children were admitted to the service with child protection issues.

7

children were admitted to the service with child protection issues.

The Restored Programme

Our Restored Programme is the core of all our delivery to our female service users. Providing a comprehensive assessment process, the programme is needs led and highly individualised. Restored is offered across all of our women and children services. Keyworkers support service users to achieve against 5 positive outcomes and to track their journeys so that they are able to celebrate their successes.

Restored includes a range of the following therapeutic interventions and activities:

Group Work

Occupational Therapy Services

Children and Young People's Services

A range of activities that support the development of self-esteem and confidence

Educational development activities

Volunteering activities

We received 52 referrals for The Restored Programme during this financial year and accepted 35 service users onto the programme. 7 service users graduated from Restored in June this year in our first ever Graduation Ceremony. Graduates were given certificates that showed their individual journey, the activities and interventions they participated in and their progress against the 5 outcomes.

Occupational Therapy Services

47 women and 27 children engaged in Occupational Therapy 1:1 and group work programmes during the year.

Funding from Lloyds Bank Foundation supports delivery of our OT services. Service users took part in a range of therapeutic group-work activities designed to raise self-esteem, improve mental health and equip each user with skills that foster independence, autonomy and resilience by enabling them to better manage their anxiety, stress and emotions and reported feeling more independent and better able to perform activities such as parenting, preparing healthy meals and maintaining safety.

'i CAN' aimed to maximise social skills, creativity and mastery, therefore improving occupational performance in work, education and leisure. Users reported engagement in these activities empowered them to try new things or to participate in activities not engaged in since experiencing domestic abuse. **47 women completed the 'i CAN' group-work course** for adult users. All 47 participants felt more able

to make independent decisions for themselves and their families and were able to successfully maintain tenancy and accommodation and made progress towards independent living.

25 women and 27 children completed the Inside Out course

– two women had more than 1 child attending the course with them. Inside Out was designed to support the development of stronger mother-child relationships, emotional regulation and social skills. The programme is based on Emotional Intelligence principles, assuming that emotional regulation and social skills can be learned in much the same way as sports, music or academic skills. The course aims to encourage relationship between mother and child whilst offering a safe learning environment where participants feel supported by others whose lives have been affected by domestic abuse. Feedback was sought regularly from participants

who reported that the group helped children to develop their social skills, improving behaviour at home and enabled them to develop and maintain friendships and good habits that support them throughout their social, academic and working lives.

Participants completing the course reported improvements in abilities to communicate effectively and appropriately with their child/parent. Participants reported self-esteem and abilities to express emotions in a safe and healthy way increased. Mothers reported feeling proud of their and their children's achievements.

74 participants engaged with a range of therapeutic Occupational Therapy interventions

specifically designed to increase positive experiences, interest and engagement in activities promoting health, self-awareness and motivation. Consultation with current and ex-users regarding their

needs, expectations and goals, led to the design of rolling group-work activities appealing to families, women and children.

Participants reported improvements in their engagement/communication with others, increased self-esteem, resilience and sense of achievement, feeling better able to express their emotions and opinions whilst in the company of others and felt more motivated to try new activities and learn new skills. Women engaging in 1:1 sessions grew in confidence and self-esteem and also felt better able to manage their anxiety. One woman went on to successfully secure a position of paid employment and

5 women began to undertake volunteering work.

The main successes lie in the proof that Occupational Therapy support services provide the tools required to support women and children who are victims and survivors of domestic abuse. All 74 participants recorded

an improvement in each outcome. This was evidenced in women/children achieving the following;

- undertaking driving lessons,
- establishing paid employment,
- maintaining volunteering positions,
- singing at charity events,
- advocating for the rights other women and children,
- enrolling on post-16 education courses,
- maintaining personal safety and freedom from domestic abuse and continuing to engage regularly and appropriately in group work and 1:1 sessions.

Eve continues to be the only Domestic Abuse Service provider in the UK to offer Occupational Therapy within our therapeutic programmes for women and children.



STORY

I found my OT 1.1 sessions have really given me valuable tools to use throughout my life. I really had a chance to take a look at myself and establish that actually I am a person of worth.

It made me realise and celebrate I have great strength and I am equal to anyone else. OT has given me the confidence to say “no” or “yes” which I didn’t have before. I am very aware now also of my boundaries, again, knowing I have every right to think of myself and know that it is ok to do that.

I am learning all the time. I look at my life more positively now and view everyday things in a more positive and assertive way.

I have taken away everything that was covered in the sessions and taken them on board to be used as reference throughout my life. I really enjoyed every part of the sessions as they were delivered in an extremely professional way, but equally in a lovely kind and caring way. I always felt I was important too, which was a lovely feeling. The sessions, although they could be hard work and I really had to think about myself and my life, they were fun, I was helped and always listened to.

I want to say to the OT team “thank you both so much”. I will always look back on my sessions knowing that although I have finished the course it will always carry on supporting me by using what I have learnt.

Group journaling for me was amazing. I am a creative person, so I always looked forward to joining in with journaling each week. The sessions were always so much fun, laughter was always present.

We were given interesting activities every week. It was just a lovely time to spend and immerse myself in the session. It was lovely too, to be involved in the group and to see ideas and creations from the other ladies.

Praise was also something that was always given, again that made me feel special.

I have carried on some of the activities at home. I have learnt that I really want to continue with journaling in my life and I will always set myself time to include it.

Children and Young People's Services

Funding from Children in Need has supported our Children and Young People's Practitioners to work with 50 children and young people this year.

All children participating in our service experienced or witnessed domestic abuse. However, there were a number of individuals directly experiencing abuse whether it was verbal, emotional, physical or sexual. We admitted 38 children into refuge whom were classed as homeless due to domestic abuse.

When applying for funding, our CYPP designed three outcomes for the programme. These were to;

- Increase self-esteem
- Improve family relationships
- Improve social and emotional well-being.

50 children increased their self-esteem to some level and 31 children made significant progress.

All of these children were able to engage in activities with other children and adults, were initiating play with other children and/or

adults and were able to engage in conversations appropriate to their level of development.

19 children started to experience progress. All of these children were short-term service users in families that moved on to other accommodation within six weeks. All of these children showed some progress in developing their self-esteem, settling better and more quickly in activities, becoming less anxious when separated from their Mums and developing their confidence in being able to talk to other children and adults.

Our CYPPs engaged families in specific interventions such as Domestic Abuse Recovery Together (DART), 123 Magic, Theraplay and 1:1 sessions around development of good bed time routines, weaning and fussy eaters. Each of these activities encourage children and

their mums to spend time together, enjoying activities together, playing together and enjoying each other's company. We have worked to encourage mums to develop relationships with other professionals such as Health Visitors, signposting them for support, information and advice where appropriate. Mums have reported that their relationships with their children have improved through participating in these activities and interventions, citing that children are more able to listen and act on instructions, talk to them about things they have done or that might be worrying them, are more able to control their emotions particularly anger.

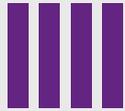
CYPPs provided trips and outings to encourage mums and children to

experience activities together that they might not otherwise have done. These have included the Christmas Pantomime, Roller skating and the Christmas Party. Children attending the Christmas Party were all given Christmas presents and the families were given seasonal foods to enjoy together at home.

Crèche activities for children aged 0-4 were provided for 26 children.

CYPPs completed individual observations on each child attending Crèche activities and were able to note that 18 had experienced significant progress in their social and emotional wellbeing. These children were initially very anxious at being separated from mum. CYPPs worked with these children to help them settle as quickly as possible,

supporting mum to attend activities and leave for longer periods until the child was happy to be left. Activities in Crèche included messy play, animal assisted therapy, rhyme time, stories and free play. Free play includes opportunities for role play, turn taking, sharing, use of large and small motor skills etc. Some children were initially uncomfortable with messy play and/or being near the guinea pig, but with gentle encouragement they were able to overcome their fears and engage in these activities eventually enjoying them. Other children had limited large or fine motor skills, having been unable to participate in activities such as throwing a ball, riding a tricycle or using paints before.



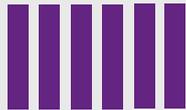
4 families participated in Domestic Abuse Recovery Together, and 3 completed the programme. All the parents and children participating in this programme have stated that their relationships have improved. 10 children were recipients of the improvements in family relationships.



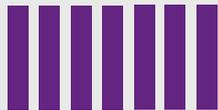
1 family participated in 123 Magic. 1 child experienced improvements in their family relationships.



2 families participated in Theraplay. 3 children experienced improvements in their family relationships. Both families completed the programme and the children showed increased secure attachments.



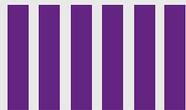
7 families attended the Christmas Pantomime at the local theatre. 11 children experienced improvements in their family relationships through this activity.



8 families attended summer activities at the local skate centre. 14 children experienced improvements in their family relationships through this activity.



3 families engaged in 1:1 sessions to alleviate problems with bedtime routines, weaning and eating. 4 children experienced improvements in their family relationships through these interventions.



7 families attended the Christmas Party and 14 children experienced improvements in their family relationships through this activity.



STORY

Family J came into service our Community Service on the Restored programme in January 2018. Mum has three children A, a male aged 16 , B, a female aged 10 and C a female aged 5.

It was identified that the DART course would benefit both mum and her 10 years old daughter, supporting the development of their relationship. At the beginning of DART, mum and daughter had some difficulties explaining their feelings to each other and mum had difficulties explaining why the child was unable to see her father due to unsafe contact.

B worked with Mum to complete DART and also engaged in protective behaviours and drawing and talking, alongside attending our emotional well-being course during the summer holiday. The school noted the 'remarkable difference' in B's behaviour and attitude on her return after the summer holiday break. Mum said that she is enjoying her children more and loving spending time together. B wants and enjoys cuddle times with mum, and is no longer blaming her for not being able to see Dad.

The SHE Project

Integrated Support Service

13 families

Minimum Safety Support

16 families

6 week call back only

2 families

Eve has worked with 31 families through the SHE (Safe, Healthy and Empowered) programme this year. SHE is funded by Big Lottery to deliver activities that support women, children and families who are victims of domestic abuse to develop self-esteem, confidence and resilience. SHE has enabled women to choose the right support for their families. Some women have chosen a minimum engagement with SHE for safety support only and this has maintained and strengthened their safety whilst their partner, or ex-partner, has engaged in the programme. Other women and children have engaged in the full Restored programme which works holistically to build the strengths of women and children to enable them to move on from domestic abuse.

Families on SHE have been lowered from Child Protection plans to Child In Need and to no further Children's Services' intervention as a result of engaging with the Restored programme.

SHE service users have become more assertive and have been able to use their new skill with their partners/husbands to work out better ways of communication between them. They have a better understanding of what domestic abuse is and the effects it has on them and their children. They recognise through the group work that they are not responsible for their abuse, they are not to blame. Women have developed the confidence to ask for advice about abusive situations they may be still experiencing.

Women have been enabled and supported to press charges against their perpetrators through the police for the abuse they have experienced.

Women who initially only wanted minimum support have asked for Integrated Support once they have had some intervention with SHE project staff and have continued with the support even when partners have completed or been de-selected from the Fresh Start programme.

Fresh Start

In addition our Domestic Violence Perpetrator Team have delivered **Fresh Start, a programme to enable male partners and ex-partners to choose to change the attitudes, beliefs and values that allow coercive and abusive behaviours.** This 30 week programme is based on the Duluth method and is in the process of being assessed for the Safe Practice award by RESPECT.

This community based programme has attracted referrals from a relatively wide section of the client population indicating the value of access to this type of programme. The service is continuing to see an increase in referrals from other professionals in the statutory, voluntary and public sector. Referrals to Fresh Start for this reporting period are below

In total

47 men

and

2 women

have been referred to Fresh Start

Assessed

32 men

and

2 women

The Fresh Start programme has allowed men to take responsibility and be accountable for their abusive behaviours. Through weekly sessions the men have been able to safely explore issues, patterns of behaviour and the consequences of it. By being able to gain this understanding, they have been able to change cognitively and behaviourally to make positive changes.

Men currently on or who have completed the Fresh Start programme have been able to gain an enhanced awareness of self and others, including an understanding of the impact that Domestic Violence has had on their partner and children.

Of the 10.2% of men who have completed the fresh Start programme there have been no

police call outs or incidents whilst on the course or since completing the programme.

There has been an improved relationship between the men on the Fresh Start programme and their partners/ex-partners which is underpinned by respect and more effective communication.

Offered a place on the programme

17 men
and
2 women

5 men
have completed **Fresh Start**

Training

Eve is established as a source of good quality training in the area of Domestic Abuse and related subjects.

This year we have recruited and trained a new Training Co-ordinator as part of our succession plan in anticipation of the retirement of our Training Consultant.

We have delivered 20 courses to 124 individuals in 4 different agencies with a range of core courses and bespoke programmes written especially for the audience.

There has been 3 rounds of our Core Training Programme delivered to new staff and volunteers and further delivery of training updates to existing staff and volunteers. Clients have ranged from statutory agencies to Third Sector and local community organisations. Training evaluations are consistently positive, with participants citing the knowledge, expertise and delivery style of our Training Co-ordinator as a reason for their enjoyment of the course.

Inter-Agency Networks and Partnerships

Partnership and inter-agency networking is a key factor in providing holistic services for our service users, and is often a requirement of service delivery. Eve is an active member of a wide range of networks and forums, including **Northamptonshire Against Domestic and Sexual Abuse (NADASA)**, **Community Safety Partnerships** and **Voluntary Voices Northamptonshire**.

We have worked with **Northampton Community Safety Partnership** to provide information, advice and guidance to women in different communities across the town and have supported the Police in their information awareness campaigns.

We have worked in partnership with **Northamptonshire Domestic Abuse Services, Northamptonshire County Council** and **Northampton Borough Council** to develop and deliver another successful bid to the **Department for Communities and Local Government** that enables us to continue provision of refuge services across the County.

We have further developed our partnership with **The University of Northampton**, working with the **Institute for Public Safety, Crime and Justice** to deliver the SHE project.

Donors & Grants

(Cash and in kind) inc. Cheques received by Admin (2017-2018)

Abington Avenue United Reformed Church, Abington Park Cafe, Ailsa Loake, A J Church, Alicia Taylor, Alison Wagner & Desborough Church, All Saints PCC, Earls Barton All Saints Church Flore, Amy Laurence, Amy Taylor, Anita Harewood, Anna Cox

Badby United Reformed Church, Barbara Defriend & Gill Pittams, Beryl Anderson, Bobbi Rickard -Smith, Brenda, Brenda Greenhalgh, Bridget Ringrose, Bridget Turner, Bright Horizons, Brixworth Community Centre, Burton Latimer Baptist Church, Burton Latimer Ladies' Club

Campion School Bugbrooke, Carey Baptist Church Moulton, Caroline Blenkhorn, Carolyn Bagley, Charlotte Duffy, Christian Celebration, Cineworld Sixfields, Community SafetyPartnership, C Roberts

Danielle A Holland, Daphne Chaplin, David Haynes, Dawn Warner (Siskin Marketing), Debbie Goodwin, Deco Theatre, Denise Campbell, Denise Johnson, Deona David Haynes, Diamond Commercial Recruitment, Diane Nobbs, Dorothy Hunter, Duke Street Evangelical Church

Emily Harris, Emma Fletcher, Emmanuel Group of Churches, Eric Walker

Faye Ramsey, Feel Unique, Flore Parochial Church Council, Foodbank @ Vineyard, Forefront Church

Gary & Imogen Shelton, Gemma Payne, Gill Dougla, Gill Whitney, Gracie & Poppy, Graham Milton Masonic Lodge, Greencore Group plc, Guilsborough Ladies' Friendly Group

H & J Pettitt, Halifax Building Society, Hewitsons, Hollowell's Funeral Directors, Holly Dickens, Holy Cross Church Milton Malsor, Holy Trinity & St. Paul Northampton, Hunsbury Harmonettes

Ian Elmes, Inner Wheel Club of Northampton, Isabel Whittaker

Jackie, Jackie Exton, Jacqui Johnson, Jane Curtis, Jane Neill, Janet Tough, Janis Dickens, Jenny Cowley, Jenny Hughes, Jenny Ilett, Jo Kendall, Jodine Hyland, John & Yvonne Whittaker, John McCormick, John Moulding, José North, Joy Bowman, Julia Ward

K Whyhiswskyj, Karen Ellis, Kate Wytwiskyj, Kelly, Kier Ltd, Kingdom Life Church, King Richard Court Social Club, Kingsley Park Methodist Church, Kislingbury & Upton Baptist Church

Liz Brooks, Lloyds Bank Foundation, Lucie Brown, Lucy Fisher Lush N'pton

Maeve Taylorm Major J Baker JP,

Malcolm Arnold Academy, Mark Palmer, Maxine Coulson, Michelle Jones, Miracle Church of God in Christ, Monday Morning Walkers, Monica Hartgrove, Moulton Evangelical Church, Moulton Church Ladies' Fellowship, Moulton Evening WI, Mount Pleasant Monday Fellowship, M & J Hughes, Mr & Mrs Adams, Mr & Mrs Boulter, Mr & Mrs J Foy, Mr & Mrs Lightfoot, Mrs C Smith, Mrs E A Hunt, Mrs J Emerton, Mrs J Neill & Guilsborough Women's Friendly Group, Mrs Phillips, Mrs S Padget, Mrs W Walker

Nadia, Nationwide Building Society, Nene Valley Inner Wheel, Nether Heyford Group of Churches, Nicole Brack, Nigel Onley (Northampton Bikers), Northampton RC Cathedral, Northampton School for Boys, Northamptonshire Association of Youth Clubs (NAYC), Northfield WI

Ola (Ronzi Accountants)

P & C Walker, Pam Mills & Burton Latimer Baptist Church, Park Avenue Methodist Church, Paul Carter-Hands, Paulerspury United Reformed Church, Peter & Diana Mair, Peter Heffron, Peter Palmer, Project Linus

Queensgrove Methodist Church, Queensgrove Toddler Group

Rachel Clark, Rebecca Harris, Rebecca Higginson, Revd Canon Miranda Hayes, Revd Sarah Harrison Potts, Ron Bridges, Charity Team County Court Business Centre, Rosemary Parrott, Royal & Derngate Theatre, Royal Mail (Swan Valley)

Sandra Henderson (Kier), Sandy & Sue, Sara Cave, Sara Gravett, Shaheen Sheik, Simon & Laura Pesie-Smith, S L Raven, SPLaw/ Martin Adams & McColl Ltd, St Andrew's Methodist Church, St Giles' Church Northampton, St John the Baptist Church, Chelveston, St Albans Foodbank, St James' Church Council, St Martin's Church, Lichborough, St Mary's Church, Burton Latimer, St Mary's Church Council, St Mary the Virgin, Dallington, St Michael & All Angels Church, St Vincent de Paul Society Northampton, Stacie Greenbank, Stephen Pollock, Storehouse Church, Sue Biggins, Sue Griffiths, Sue Tringham, Susan Halsall

The Arbours Christian Wives Group, The Big Lottery Fund, The Good Loaf, The Henry Smith Charity, The Page Fund, Thomas Greenlaugh Charitable Trust, Tina Starmer, Toni Rankin, Tony Anstell,

UDG Healthcare, University of Northampton

V & S Griffiths, Victoria Mann, Victoria Road Congregational Church

Wayne Johnson, Weatherbys, Wellingborough, Weedon Church Mothers' Union, Weedon United Reformed Church, Wellingborough & East Northants Women's Aid, West Haddon All Saints Church, West Haddon Primary School, Winter Glory Conference, Wootton Trinity Church Wootton WI

Zoe Catlin

"I have just written a few words on my experience of Eve."

From the moment I spoke to the DAP on that very first day in contact with Eve, I knew I had found help for myself and my family. The service that Eve provides, in my view, is absolutely invaluable. I am eternally grateful for everything that Eve has supported me with. The staff are amazing, I just cannot speak highly enough of them. The ladies (service users and voluntary staff) were incredibly supportive too.

On the days I visited the centre I often found it hard, but when I left I always found I walked out of the door with a smile on my face, a good feeling within and a sense of "I can do this".

Without Eve I would not be in the wonderful place in my life that I am now. I am happy and my family are happy and that to me, is everything.

I really hope that Eve can continue to support ladies through Domestic Abuse and have the chance as my family and I have been given, to be free of abuse.

To all the staff at Eve - You are a truly amazing, wonderful, kind and caring supportive team. You will all always hold a very special place in my heart.

"Thank you so very much for everything."



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