



Bury St Edmunds Women's Aid Centre Ltd



ANNUAL REPORT 2016/17

Registered Charity No. 276883
Company Registration No. 1338724





Philosophy Statement

Domestic Abuse is Unacceptable

Domestic Abuse impacts ordinary women and their families. Women can find themselves living in extraordinary circumstances. Women who leave the perpetrator will be offered a non-judgmental service tailored to their individual need. We believe that those impacted by Domestic Abuse need more than Refuge accommodation; they may also need help, support, trust and friendship to enable them to be empowered and regain control of their lives. Often the degradation that has been inflicted upon a woman has caused a loss of self-esteem and is invariably surrounded by other complex issues which all need to be addressed if a woman is to successfully change her life. Women's Aid believe that to enable a woman to succeed in breaking the cycle of domestic abuse, a holistic approach to meeting her needs is essential.

Whilst you are staying in the Refuge, even if this is for a brief time, you will be offered practical and emotional support.

We believe that children who live in the Refuge with their mothers are also impacted by domestic abuse and that their needs may require addressing separately. Women's Aid is committed to meeting the needs of children with patience, understanding and care. We believe that our facilities for children can help 'Rebuild Young Lives Through Play'.



AIMS AND FUNCTIONS OF WOMEN'S AID

The Bury St Edmunds Women's Aid Centre Ltd. is both a Registered Charity and a Company Limited by Guarantee. There are currently 7 Trustees of the Charity, who are also Directors of the Company. The 7 Trustees, all of whom are Volunteers, form a Management Committee that oversees the affairs of the organisation.

Women's Aid is a caring organisation that assists women and their children who are seeking refuge from Domestic Abuse.

The Refuge offers safety, accommodation, friendship and support to women and their children who are the victims of Domestic Abuse – whether emotional, physical, mental, sexual or financial – by husbands, partners or relatives.

Women who have suffered the humiliation of any form of abuse almost always need help in order to gain understanding and come to terms with what has happened in their lives.

We offer them practical help in the task of rebuilding their lives at a time when confidence and self-esteem is at its lowest ebb.

We seek to meet the needs of the children living in the Refuge with their mother, by providing play facilities that offer opportunities for fun and creativity, and supervised therapeutic play activities.

We aim to provide accommodation of a high standard which comprises a total of eight bedrooms, capable of accommodating a total of 23 women and children at any one time. The facilities consist of two sitting rooms, one dining room, three kitchens, three bathrooms, two support workers' offices, an administration office, a counselling room and the play suite, plus extensive gardens and outdoor play equipment.

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PATRONS, DIRECTORS AND STAFF

PATRONS

Etholle George
Helena Kennedy QC
Martha Kearney
Gina Long MBE

DIRECTORS

Christina Dye	Chairman
Maureen Byrne	Vice Chair
Fiona Harbron	Secretary
Elizabeth Larcombe	Treasurer
Judith Grandi	Fundraiser
Ruby Sayed	Trustee
Pauline Allen	Trustee

STAFF

Annie Munson	CEO
Tina Hickey	Support Services Manager
Maggie King	Support Worker
Nicola Nolan	Resettlement Worker
Sue Scott	Outreach Co-ordinator & Satellite Worker
Tracy Williams	Satellite Worker & Housekeeper (from July 2016)
Mel Baker	Housekeeper (left 2016)
Diane Hamilton	Child Worker
Zara Asenso Gyamerah	Child Worker (left 2016)
Nikki Mellor	Administrator

A MESSAGE OF THANKS

I am incredibly proud to be a Patron of the Bury St Edmunds Women's Aid Centre.



During my 35 years campaigning and fundraising for local and national charities and causes, I have always been acutely aware of the importance of the Women's Aid Centre in our community. So when I was asked to become Patron last year, it was a huge honour for me to be able to accept.

I have seen first-hand the amazing job Annie Munson and her dedicated team do – seven days a week, 365 days a year. Every single day, they multi-task and juggle a wide range of important tasks, but always quietly away from the spotlight, simply for the good of the centre and the people they support.

During my last visit to the centre, there was a small flood and it was no surprise to see Annie with her trousers rolled up, mopping up the water in one hand and calling an emergency plumber in the other.

I am very passionate about the crucial support offered by this amazing charity and I will always do whatever I can to support such a valuable service.

May I take this opportunity to thank everyone who has supported the Bury St Edmunds Women's Aid Centre over the last 12 months. It is so encouraging to see so many local companies support such an important cause. However, so much more help is needed.

The next 12 months will hopefully see a Women's Aid drop-in centre opened in the town. This will help answer a need but also bring about additional work and budgetary requirements for the close-knit team.

I hope you will join me in supporting the Bury St Edmunds Women's Aid Centre in 2017/18 and beyond.

Gina Long, MBE
Patron



CHAIR'S REPORT

As can be seen from the following reports this has, as always, been a very busy and expansive year, mainly due to the continued increase in the demand for our services and the need to keep pace with legislation and update our recording procedures.

This has been achieved by installing a new paperless recording system to enable staff to maintain a good picture of the clients' stay with us and provide the outcome data required by our funders. Other programs have also been introduced to aid them in improving our service; and the addition of a new dining room has given much need space for our families.

None of this could have been achieved without the funding from Suffolk County Council, grants from local and national organisations and the continued generosity of our many supporters. More can be read about them in the following reports.

Our plan to open a Resource Centre in town has taken longer than we had hoped. Despite receiving the set up and running costs, a suitable premises in the right location is proving quite elusive. We do hope that in the not too distant future this will be achieved.

Our website has enabled us to reach out to a wider audience allowing potential clients to see the services that we can offer and the various avenues they can take to receive the support they need.

The Satellite Project continues to provide support to male clients and those female clients who, for various reasons, cannot be accommodated within the Refuge. They receive all the support they require from our workers and are encouraged to attend the programmes and events run by the Refuge.

This year local supermarkets and bakeries have provided regular donations of a wide selection of food which are very much appreciated by clients, especially as they are usually surprised at the contents of the containers.

Our CEO has, this year, carried out many speaking engagements to local organisations promoting the work of the Refuge and in return received donations not only of money, but also of items to be distributed to the women and children. As she says in her report, she will be retiring later in the year, but I would like to thank her for her unstinting loyalty. She will be very much missed.

Funding is always an ongoing concern and I must thank our Fundraiser, Judith Grandi, for continuing to seek out different sources of funding to ensure that we can continue to provide the best possible service to our clients. I am also grateful to our Treasurer, Elizabeth Larcombe for keeping us on track and within our set budgets.

This will also be my last Annual Report as I have decided, after 20 years as Chair, to step down. I hope to remain a Trustee and continue to be involved in the future of the Refuge. I have great admiration for the work undertaken by the staff in what, at times, can be a very challenging environment. Their main aim is to ensure that the clients received all the support they require to leave us in the knowledge that they can live a better life. My thanks also go to my fellow Trustees for their support over the years.

Christina Dye
Chair

TREASURER'S REPORT

The year has seen many changes at the Refuge and with help of grants and donations we have managed the extra expenditure involved. Without the dedication of our fundraiser this would not have been possible.

We have been advised that after 31st March 2017 our core funding from Suffolk County Council is to continue via Suffolk County Council Public Health Directorate. There will be no increase in funding received from this source which is to remain at the level of the last two years. In real terms our income from this source is 27% less than we received in 2012/2013. Our other main source of income is received from Housing Benefit.

Our Fundraiser has been extremely busy in securing funds to pay salary costs and funding additional services. I set out below grants awarded during the year.

Suffolk Community Foundation	Child Therapy	£8,000.00
Suffolk Community Foundation	Child Worker 'B'	£9,667.00
Suffolk Community Foundation Bluebell Fund	Freedom Programme	£1,694.00
Green Hall Foundation Child Worker	Child Worker 'A'	£2,000.00
Martineau Fund – Coffee Morning Grant	Coffee Mornings	£2,000.00
Suffolk Community Foundation - Hodge & Shallow Fund	Theatre as Therapy Workshops	£2,000.00
Suffolk Community Foundation - Shadwell Fund	Theatre as Therapy Workshops	£2,000.00
Suffolk Community Foundation - Adult Counselling	Adult Counselling	£1,000.00
		£28,361.00

In addition we have received from Lloyds Bank Foundation, funding for salary support of £17,461 as the 2nd year drawdown of a 3 year grant. Further support from the Lloyds Enhance Programme paid for staff training and a one-year licence for *Outcomes Star*, a tool that fulfils Suffolk County Council's outcome measurement requirements. *Outcomes Star* and *AdvicePro*, a secure case management software system, have both been in operation for nine months.

Grant funding was also received from Suffolk County Council for our Survivors of Domestic Abuse (SODA) work of £4,000 and some £14,873 St Edmundsbury Borough Council for the Satellite Project, a special needs accommodation and counselling service provided in conjunction with Anglia Care Trust.

Donations received throughout the year totalled £98,400. This is broken down as follows;

Restricted Donations	£15,755
Unrestricted Donations * (of which £67,868 have been designated for specific purposes)	<u>£77,369</u>
	£93,124
Gift Aid relief	£901
Gifts in kind	<u>£4,375</u>
	<u>£98,400</u>



A significant donation of £50,000 was received which has been designated to the proposed Resource Centre for which we are endeavouring to secure suitable town centre premises. The Fundraiser's report will expand on this.

In the latter part of the year an extension was added to our premises to accommodate residents' dining facilities. This took the form of a conservatory towards which we received generous donations for the construction and fit-out from;

- Mr James Hopkins of Hopkins Homes
- Councillor Patrick Chung, The Mayor of St Edmundsbury (the Refuge was nominated as a beneficiary of The Mayor's Charity fundraising during his term of office)
- Richard Curtis, Bury Abbey Rotary Club
- Councillor Sarah Stamp, Locality Budget

More recently it was decided to re-locate the children's playroom to the cabin extension that was installed last year to accommodate the administration office. This has proved to be far more suitable for the purpose of a child play room as it is larger and has direct access to the garden and play equipment installed there. It has its own toilet and small kitchenette.

The administration office has been re-located in main building and the former children's playroom now accommodates the CEO and two Support Workers. These changes have, of course, incurred significant costs and payments to 31st March 2017 amounted to £2,931, with further payments yet to be made of £566, to complete the work.

Income and expenditure for the 12 months to 31st March 2017 amounted to:

- Income £353,262 (2016: £215,584)
- Expenditure £284,268 (2016: £231,957)

The overall surplus of £68,994 (2016: £19,627) reflects the level of donations that have been received and in particular the £50,000 donation designated to our proposed Resource Centre development.

Our cash balances at the end of the financial year of £232,793 (2016: £166,021) again reflect the level of donations received and mentioned above.

It is the Trustees policy to have Reserves to a maximum of 6 months operating costs and based on unrestricted funds as at 31st March 2017 Reserves stand at 5.4 months.

The Refuge accounts are audited by Knights Lowe of Bury St Edmunds and I propose that the Refuge continues to use their services for a full annual audit.

Our thanks go to all who have supported the Refuge in helping us to meet our financial commitments. This year has been no exception with generous donations of Harvest Festival produce, Christmas gifts, toys, toiletries, clothes, Easter Eggs.

It has been my pleasure to work in close co-operation with Annie Munson, CEO and her team. I wish to thank all members of staff for their support. My thanks also go to my co-trustees for their support.

Elizabeth Larcombe
Treasurer

Bury St Edmunds Women's Aid Centre Ltd

Detailed Statement of Financial Activities
for the Year Ended 31 March 2017

	2017 £	2016 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	98,400	34,077
Investment income		
Deposit account interest	292	654
Charitable activities		
Accommodation charges - Housing benefit	102,135	83,777
Accommodation charges - Resident's rent and housekeeping	8,644	7,970
Supporting People grant	78,237	92,223
Sundry income	859	866
Grants	<u>64,695</u>	<u>32,017</u>
	254,570	216,853
Total incoming resources	353,262	251,584
EXPENDITURE		
Charitable activities		
Staff costs	160,717	141,574
Refuge rent	15,302	15,456
Rates	2,541	2,476
Insurance	2,319	2,275
Water and electricity	8,544	7,519
Telephone	4,220	4,025
Administration	8,978	2,007
Hospitality and general expenses	14,732	8,945
Household expenses, furnishing and equipment	16,976	9,703
Van expenses, petrol and travel	5,133	5,030
Residents recreation	3,797	835
Resident and client support	6,491	6,173
Staff training, supervision and recruitment	3,304	1,495
Affiliation fees	606	507
Publicity and promotion	-	2,108
Computer software	360	-
Security and outdoor equipment depreciation	3,203	2,367
Office equipment depreciation	5,183	2,867
Motor vehicles depreciation	2,029	3,042
Household equipment depreciated on	2,785	1,263
Loss on sale of tangible fixed assets	<u>188</u>	<u>2</u>
	267,408	219,669



Bury St Edmunds Women's Aid Centre Ltd

Detailed Statement of Financial Activities
for the Year Ended 31 March 2017

Support Costs	2017	2016
	£	£
Finance		
Bank charges	96	66
Governance costs		
Staff costs	8,459	7,451
Auditors' remuneration	3,330	2,780
Auditors' remuneration for non audit work	1,472	258
Insurance	122	120
Telephone	222	212
Administration	1,064	223
Training	367	222
Computer equipment	1,728	956
	<u>16,764</u>	<u>12,222</u>
Total resources expended	284,268	231,957
	<hr/>	<hr/>
Net income	<u>68,994</u>	<u>19,627</u>



CEO'S REPORT

In spite of the increasing awareness of Domestic Abuse and the recent passing of Coercive Control legislation, the problem certainly shows none of the hoped-for signs of abatement. Instead, the number of referrals to all our services continues to rise. During the past year we have experienced the highest-ever full rate in the residential Refuge service, and a higher uptake in our programmes and outreach services.

Our website is also a factor in the increased number of clients. They can 'google' their help needs, and the video information we provide familiarizes them with the Refuge and the services we offer, making their first direct contact with us a great deal easier.

In order to address the increasing need for our services, for some time now we have been seeking funding to set up a drop-in Resource Centre in an easily accessible Bury St Edmunds location from where we can run all of our empowerment groups, adult counselling and child therapy services, and our satellite service for male victims of Domestic Abuse and victims with complex additional needs. By early February the set-up costs and first year operational costs were in place, but so far we have had no luck in securing a suitable premises. It is a very frustrating experience, knowing the absolute need and knowing that the funding is in place, yet not being able to put our plans into action.

We have been advised that from the beginning of the new financial year our core funding from Suffolk County Council is to continue via the SCC Public Health Directorate. There will be no increase to the amount of funding we receive, which remains at the level set two years ago following a cut of over 20%. In spite of this deficit, we are very fortunate not to have had to cut down on any of our existing services, which in the main is due to the concerted efforts of our Fundraiser. Sadly, many other Refuges have not been so fortunate, and their loss is extremely dangerous for those we are there to help, particularly bearing in mind the increased demand for services.

May I take the opportunity to thank the Trustees, Staff and Volunteers for the commitment and support shown to all who use our services here at the Women's Aid Centre. The Staff are the 'arms' for clients, giving them the confidence to move forward with their lives. Our corps of Volunteer Counsellors ensure that our clients receive the Counselling support they need; Refuge Volunteers assist with our programmes and activities; and Support Network Volunteers help with the fundraising events that raise vital funds for our work. Last but not least, the Board of Trustees provides the backbone and support that we, the Staff team, depend upon.

This is my last year as CEO and consequently my last report, as I have made the decision to retire at some stage during the coming year. The Refuge has been my life for the past 25 years and to be without it will be very bewildering! But I do look forward to the rest.

My thanks to all I have worked with in all walks throughout the years.

Annie Munson
CEO



FUNDRAISER'S REPORT

A total of £153,871.98 was raised through our various funding streams during 2016 – 2017. An additional £900.88 in Gift Aid brings the overall total to £154,772.86.

With the exception of securing the lease of a suitable premises, I am pleased to report that all fundraising objectives for the year were realised, as outlined below.

- *To secure grant funding to maintain and develop our services*

We are nearing the end of the second year of our three-year grant from Lloyds Bank Foundation. This grant, totalling £17,461.00 for Year Two, is used to part-fund two salaries and related overheads. Further grants totalling £28,711.00 were secured for our additional programmes and services as follows:

- The NHS Children & Young People's Health and Wellbeing Fund: funding for one P/T Child Worker salary and our Child Therapy Programme.
- Green Hall Foundation: a contribution towards a second P/T Child Worker's salary.
- Bluebell Fund: a grant to cover Freedom Programme course books and costs.
- Martineau Fund: a grant to cover Coffee-and-Craft Morning costs.
- Hodge & Shallow Fund: 'Theatre as Therapy' workshops (Spring 2017)
- Shadwell Fund: 'Theatre as Therapy' workshops (Autumn 2017)
- Women & Girls' Fund: Adult Counselling.
- Marsh Christian Trust: Children's Outings

We also received funding from a Department of Communities & Local Government Grant administered by the St Edmundsbury Borough Council towards the salaries of two members of our staff team who provide specialist support to victims of domestic abuse accommodated by the Satellite Housing Partnership Project; and towards counselling support for Satellite Project residents. Total Grant Funding amounted to £61,044.92

- *To continue working towards our fundraising target for a dining room extension.*

Although we had raised £2945.00 through community fundraising efforts during 2015/2016, applications to secure grant funding for the proposed dining room extension had proved unsuccessful. Generous donations of £5000 from the outgoing Mayor of St Edmundsbury, and £1500 from Councillor Sarah Stamp for fixtures and fittings, brought us nearer to our £21,500.00 target: but a daunting £12,500.00 remained to be raised. Fortunately help was on hand. Richard Curtis, the outgoing president of Bury Abbey Rotary, presented us with a cheque for £2500.00; and, following a visit to the Refuge, James and Selina Hopkins of Hopkins Homes generously donated the remaining £10,000.00.

- *To obtain funding to establish a Resource Centre in a town centre location...*

In August 2016 we met with the Suffolk Police and Crime Commissioner, to discuss our proposal to set up a Resource Centre in an accessible town centre location to provide community-based services for victims of domestic abuse. Mr Passmore was extremely supportive of this initiative, and invited us to submit an application for the first three years' Running Costs once we had succeeded in raising the estimated £50,000.00 Set-Up Costs. In November 2016 we received a fortuitous donation of £50,000.00, enabling us to submit an immediate application for three years' Running Costs. On 9th February we received written confirmation that the Office of the Suffolk PCC had awarded us a grant of £60,000.00 to cover our Running Costs for the 2017/2018 financial year, subject to review.

- *...and secure the lease of a suitable premises.*

At the beginning of February a commercial property had come onto the market in St Andrews Street North that was ideally suited to our needs. Mr Passmore's confirmation letter enabled us to submit a firm offer. Another charity had also made an offer, but we were told that the Landlord was keen to enter preliminary negotiations with both parties before reaching a final decision. It was a major blow when he decided in favour of the other charity, but we are optimistic that before long a suitable alternative will appear on the market.

- *To devise a new community fundraising initiative to support the development of new services at the proposed Resource Centre.*

The initiative I have devised is the Purple Tea Party Fundraising Campaign. A Fundraising Pack has been produced and printed in readiness for the launch. We had hoped that this would coincide with the announcement that we had secured the lease for our Resource Centre premises: so arrangements for the launch are now under review.

- *To actively encourage third-party fundraising.*

I am pleased to report that third-party fundraising is steadily gaining momentum. A wide range of events has taken place, including a Charity Fashion Show, a sponsored Half Marathon run, a Tombola, Craft Sales, and a music gig. £12,238.95 has been raised, representing a magnificent 255% increase over the previous year.

Meanwhile our own team of Trustees, Staff and Volunteers has been hard at work, assisting with the main events on our fundraising calendar and willingly lending a hand with Awareness Raising events and Bucket Collections. A total of £5934.11 has been raised, which is an impressive achievement for such a small team.

Donations from friends and supporters amounted to £24,215.47, an increase of 35% over the previous year. The one-off donation from our generous benefactor has raised the Donations total to an unprecedented £74,215.47.

- *To increase the membership of our Support Network.*

During the past year the mailing list for our Support Network Newsletter has more than doubled from 76 names to 180. The Newsletter is also posted on our website.

- *To identify a feasible income-generation scheme.*

Having previously favoured participation in the Unity Lottery scheme, we now realise just how many long-established local lotteries we would be competing against. We are hoping that the new Resource Centre premises will provide a modest income-generation opportunity through the occasional hire of counselling and meeting rooms to partner agencies.

Securing grant-funding to maintain our services, and nurturing the Support Network and Third Party Fundraising are on-going objectives. Additional goals for the coming year are:

- *To continue the search for suitable premises for our Resource Centre.*
- *To officially launch our new community fundraising initiative and seek to establish it as an annual event on the local scene.*
- *To secure long-term funding for the salaries of two Child Workers and an additional Support Worker.*
- *To seek a three-year extension to the Lloyds Foundation Grant, allowing us time to implement and consolidate our Development Plan.*

I would like to conclude by thanking the individual donors, grant-making trusts and other organisations whose generosity enables us to maintain a comprehensive range of services and programmes for our resident and non-resident service users; and Suffolk Community Foundation for their invaluable support. I am grateful to fellow Trustee Fiona Harbron for taking over the organisation of our awareness-raising events, and to our team of Trustees, Staff and Volunteers who so willingly participate in our community fundraising activities throughout the year. I owe a particular debt of gratitude to Treasurer Elizabeth Larcombe for so readily and promptly supplying all the necessary financial information for my applications and reports.

Judith Grandi
Fundraiser



FUNDING STREAM No 1: GRANT-MAKING TRUSTS, FUNDS & OTHER BODIES

(i) Core funding

Lloyds Bank Foundation £ 17,461.00

(ii) Funding for additional services & activities

NHS Children & Young People's Health & Wellbeing Fund (SCF) £17,667.00
Green Hall Foundation £2,000.00
Bluebell Fund (SCF) £1,694.00
Martineau Fund (SCF) £2,000.00
Hodge & Shallow Fund (SCF) £2,000.00
Shadwell Fund (SCF) £2,000.00
Women & Girls' Fund (SCF) £1,000.00
Marsh Christian Trust £350.00
DCLG Grant for Satellite Project work & Counselling for Satellite Project residents £11,872.92
£3,000.00
£ 43,583.92

£61,044.92

FUNDING STREAM No 2: FUNDS RAISED VIA THE MANAGER'S SPEAKING ENGAGEMENTS

Horringer WI £333.53
Thurston WI £25.00
Horringer Court WI £30.00
Rickinghall WI £50.00
£438.53

FUNDING STREAM No 3: DONATIONS

Restricted donations £5,651.15
Designated donations £68,304.32
Unrestricted donations £260.00
£ 74,215.47

FUNDING STREAM No 4: COMMUNITY FUNDRAISING

(i) Fundraising Events & Raffles

Annual Concert (excluding Gift Aid) £981.47
Summer Raffle £2,344.00
Hidden Gardens of Lavenham (excluding Gift Aid) £554.00
Aquarius Concert Raffle £566.00
Aquarius Concert Donations £57.60
£ 4,503.07

(ii) Awareness Raising & Bucket Collections

Monks Eleigh Fete £61.60
Theatre Royal £42.25
One Billion Rising (02/16) £26.01
Tesco £118.20

M, Byrne, Haverhill	£30.00	
Asda	£403.00	
One Billion Rising (02/17)	£141.20	
		£ 822.26

(iii) Collection Boxes, Butterfly Pins & Christmas Cards

Collection Boxes	£85.18	
Butterfly Pins	£212.60	
Christmas Card Sales	£311.00	
		£608.78
		£ 5,934.11

FUNDING STREAM No. 5: THIRD PARTY FUNDRAISING

Third Party Fundraising

Hobbs' Charity Fashion Show	£223.00	
Mayor of St Edmundsbury, Councillor Patrick Chung	£5,000.00	
President of Bury Abbey Rotary Club, Richard Curtis	£2,500.00	
Hawstead Open Gardens	£370.60	
Caroline Jack	£102.50	
Sam Marsh	£298.42	
Nourse Masonic Lodge Fundraising Events	£2,100.00	
Suffolk Revellers	£126.00	
E A Larcombe	£48.00	
Hartest Art & Craft Fair (Pat Beamish)	£90.60	
J. Bloomfield	£50.00	
Bryony Baines (Kielder Half Marathon)	£284.83	
Aquarius Singers Christmas Concert	£1,030.00	
BSE Afternoon WI	£15.00	
		£ 12,238.95

Total **£ 153,871.98**

SUMMARY: TOTAL OF THE FIVE FUNDING STREAMS

Funding Stream No 1	£61,044.92	
Funding Stream No 2	£438.53	
Funding Stream No 3	£74,245.47	
Funding Stream No 4	£5,934.11	
Funding Stream No 5	£12,238.95	
		£153,871.98
+ Gift Aid		£900.88

Overall Total **£154,772.86**



SUPPORT SERVICES MANAGER'S REPORT

I am now eighteen months into the Support Services Managers post and the time has flown by with never a dull moment here at the Refuge. My role has continued to be at the frontline, supervising the team, and developing and overseeing the services to our clients. In addition to my management role, I hold a caseload, facilitate groups, offer helpline support, and attend Multi Agency Risk Assessment Conferences, along with various other meetings, events, and forums.

At Bury St Edmunds Women's Aid we are passionate about the frontline services we deliver, and our aim is to offer an effective and consistent response to victims of domestic abuse and their children. During the past last year I have researched and identified suitable electronic case management systems and we have now introduced Advice Pro. Specifically, the new system will clarify our service's case management policies and procedures; determine a clear case management process framework that is efficient and transparent; and embed evaluation and monitoring into the case management process. Staff have all received training in the use of the new system and I have been working on customising it to provide a bespoke package to meet the needs of our service. This is a timely and challenging process which I am still perfecting. In spite of a few teething problems, all the staff have confidently and successfully adapted to the move to paperless recording and we are all recognising the benefits to our work and to our service.

As if that wasn't enough of a challenge to staff, I have also introduced another tool, Outcome Star. This was recommended by our commissioners, Suffolk County Council, and the training and first year's licence was funded by Lloyds Foundation Trust. Outcome Star is a tool that enables women and children to participate in identifying their own support needs and visually plot their progress on the star. It also enables us, as a service, to measure outcomes. It is proving very successful for our organisation and clients have said they find it empowering.

I have worked closely with Jackie Ayling our Senior Counsellor – who is also a lecturer at West Suffolk College and the University of Suffolk – to improve the counselling service we offer to women and children. We have developed new guidelines and processes to ensure that comprehensive assessments are carried out to fully identify clients' needs, thus ensuring that the most beneficial counselling service is offered. We have also implemented a new referral system and revised the number of sessions offered to clients. Due to demand, we have expanded our offer of student placements and now have four degree level students, plus two more due to begin soon. We also retain the services of a highly qualified Child Therapist.

Unfortunately, we have not yet been successful in finding suitable premises for our Resource Centre, but this has not stopped me planning for the greater range of services that we intend to deliver when we have the space to do so. Therefore we have begun expanding our staff team in readiness, and have interviewed for a Child Support Worker and a Domestic Abuse Support Worker. With a new Support Worker in place, I will be able to relinquish my caseload and focus exclusively on managing staff and developing and overseeing service delivery.

We have various new projects on the horizon including Stronger Families, a programme for mothers and their children whose relationship has been damaged by living with a perpetrator of domestic abuse. St Edmundsbury Community Chest has awarded us a

grant to cover facilitator training, and the programme will provide participants with the knowledge, understanding and tools to rebuild those relationships.

Our weekly Coffee-and-Craft Mornings and our well-attended Freedom Programme sessions have taken place throughout the year, as has our Survivors (SODA) Group. The staff who facilitate these groups work tirelessly to reach and support a great many women within the community and provide an excellent service.

Following the highly successful production of “Refuge” in March 2016, our collaboration with Bury St Edmunds Theatre Royal has been continuing. A new series of workshops started in April and culminated in “Untold Stories, a public reading of the women’s stories and poems held in the Theatre Royal Greene Room on 12th July. Funding was later obtained from the Hodge & Shallow Fund for another series of workshops that are currently in progress, this time focusing on the craft of song-writing, which will again culminate in a performance of the women’s work at a date to be arranged. These workshops have proved to be of enormous benefit to the self-esteem and personal progression of the participants, and a grant has already been awarded by the Shadwell Fund for a further series of workshops in the autumn.

My aims for the coming year are:

- to focus on my team and ensure that they are well supported to continue to carry out the amazing work they do with the women and children;
- to continue to improve existing services and develop new ones;
- to relieve our CEO of more managerial tasks and projects so that she can devote herself to furthering the strategic and promotional side of the work;
- to continue to customise Advice Pro so that it provides us with statistical information required by our funders.

Tina Hickey
Support Services Manager





SUPPORT WORKER'S REPORT

My day-to-day role at the Refuge is to support all our residents in dealing with the wide range of issues that each of them may face, working with professionals from other agencies including Social Services, Police and Solicitors, to gain the best advice for them. My work includes tasks such as helping the residents to apply for benefits and register with doctors and dentists; securing legal assistance; addressing any debts problems by liaising with creditors and setting up payment plans; accompanying them to court; and accompanying them to interviews and appointments. In addition, I am the keyworker for four of our residents, supporting their recovery through daily one-to-one sessions. I also take incoming referrals, provide helpline advice, and offer advice and support to Outreach clients either at the Refuge or at a safe place of their own choosing. I offer our Outreach clients the same level of support as our residents, which includes accompanying them to court or other appointments. I also encourage them to attend our groups and refer them for counselling if this is a need they express.

For the past year I have facilitated our SODA (Survivors Of Domestic Abuse) group and am working hard to develop it. Meetings are currently held at the Refuge, but my aim, when the time comes, is to move to the new Resource Centre so that I can invite more women to attend. I have implemented a termly plan that includes group work to build self-esteem, and I also invite speakers to cover topics that promote well-being. Topics this year have included Healthy Life Styles, Money and Debt advice from Christians Against Poverty, a talk on Dental Health by the Community Dentist, Craniosacral Therapy and Mindfulness. In November, I contacted the local Round Table who kindly funded tickets for the families to attend an organised firework display. Feedback from the sessions has been excellent, with the women in agreement that the group has helped to improve their positive thinking. Typical comments include:

- 'Really enjoyed this and made me feel positive'
- 'Very Informative'
- 'Fireworks were great, the children loved them'
- 'It was good, love what I'm doing'

I have recently completed a self-esteem programme. In the coming year I plan to use my learning about promoting positive thoughts and self-esteem for the benefit of the women who attend SODA group. I have continued to facilitate Freedom Programme jointly with another colleague. This group is well attended, often with up to twenty women in each session.

I have also worked closely with a local hairdresser and arranged for the residents to have their hair cut, washed, blow dried and even coloured. These sessions are held once a month and up to four women can attend each time. This joint project to give the women a well-deserved pampering has made such a difference to them.

This year we have changed over from paper to computer case notes, and I have worked hard to develop the required knowledge and skills to use our new case management systems. Now that I have begun to implement the new systems to record risk assessments and safety planning, I have noticed an improvement in my notes and working methods, and I can see how the new systems will be of benefit to our clients and the long-term future of the Refuge.

I look forward to another great year working at the Refuge and supporting our new clients.

Maggie King
Support Worker

RESETTLEMENT WORKER'S REPORT

My role as the Resettlement Worker involves assisting and coordinating the relocation of residents and providing ongoing support to resettled women within the local community. I support these women with completing the endless and often overwhelming amounts of paperwork required to enable them to make the transition from the Refuge to their new homes or previous properties.

My resettlement work starts with addressing the properties that the women have fled, making sure, where appropriate, that we apply for dual housing benefit, and contacting the relevant Housing Association to update them on the situation and make sure the property is secure whilst they are temporarily in Refuge.

Future housing is then addressed, be it returning to the same property having gained an Occupation Order via a solicitor or the courts, or making a homeless application to the chosen local authority.

Our Local Authority has always been the biggest provider of social housing. However, due to a change in the Benefits system and the new benefit cap, being re-housed by the local authority is now proving to be a much slower process. As a result of this, my workload has increased through supporting the women to find work and arrange childcare.

The local Welfare Scheme is still operating, and I work with our partners The Gatehouse to coordinate the delivery of furniture for the new household.

Once the women have moved from the Refuge to their new homes, I offer support and assistance with setting up their utility suppliers and with arranging school and nursery placements. I make weekly visits to their new homes, which continue until the woman feels that she no longer needs my support and is sufficiently confident to manage independently.

Thursday Coffee Mornings are still regularly attended by old and new residents, with Margaret Brackenbury, our volunteer instructor, usually on hand to introduce crafting activities. The women either join in the crafting activity or just attend for coffee, cake and a good chat with friends. Our former residents also know that members of staff are always available on Thursday mornings to offer support with any problems that may have arisen during the previous week.

Each year in the run up to Christmas, Thursday morning crafting gives way to cake-making. Coffee Morning participants made and decorated beautiful cakes for Christmas 2016, with Tina Dye, our Chair, providing all the necessary cake-making tools.





During the year I have been helping to facilitate the Freedom Programme. Once every six weeks I have also attended our Survivors' (SODA) Group to give an informal talk on Housing, Housing Benefits and new legislation, which has proved to be a topic of great interest.

All in all 2016 has proved to be a very busy year: challenging at times, but extremely rewarding.

Nik Nolan
Resettlement Worker

CHILD WORKER'S REPORT

Within the Play Room we aim to provide a safe, caring and educational environment for children aged 0 – 16 years. I strive to build a strong and secure relationship with all the children, making their journey within the Refuge as smooth and happy as possible. The playroom is equipped with toys and resources tailored to meet the children's individual needs and interests. During the time the children spend with me, I provide stimulating activities to extend their learning and development, both in the outdoor and indoor environment.

During the past year I have worked hard to improve my practice: carefully preparing and structuring the sessions; providing all Under 5's with Learning Journeys; developing the 'Helping Hands' group for Over 5's; and introducing the 'My Star' outcomes tool. Within the playroom I provide structured play centred on the children's learning needs and interests. Recently, for example, a child demonstrated a keen interest in dinosaurs: so to encourage their creative development, I provided a dinosaur printing activity and a range of dinosaur-related games. All activities are age and stage appropriate, and designed to arouse the children's keen interest so that they take a role in their own learning.

In term time I mainly work with Under 5s. I continue to observe and record the children's individual 'wow' moments for their Learning Journeys in order to gain a good understanding of their individual learning. I use the Early Years Foundation Stage to monitor each child's development, providing next steps to continue their learning. When required, I also support the Mums. This can be with regards to finding new schools/nurseries, liaising with school admissions, supporting them with homework issues, and helping them to develop their confidence within the community.

During the year I have begun an after-school group called 'Helping Hands' for the older children. This group aims to develop the children's confidence and self-esteem, helping them to understand their feelings and how to stay safe. It is taught through a variety of fun games and activities. I have also now incorporated 'My Star' into the Over 5's journey with us. This useful tool supports their progress and involves them in creating action plans and personal goals to work towards.

During the school holidays I provide activities for Mums and children, as well as outings. During the last summer holiday we organised a trip to Legoland, kindly funded by the Happy Days Children's Charity, where the children had a wonderful time on the rides and took their driving licences.

As for the months ahead, we are looking forward to transferring the Play Room into the new portable office building. This move will give us closer access to the garden and

provide more space. I look forward to continuing with the Helping Hands programme and further developing our use of the 'My Star' tool. I will continue to develop the children's learning journeys and provide them with stimulating activities. With the summer holidays fast approaching, I will be aiming to provide structured play sessions, local trips and outings to attractions further afield.

Diane Hamilton
Child Workers

SATELLITE WORKER'S REPORT

Where has the time gone ? The Satellite Project has been going for 18 months now, and during this time my colleague Tracy Williams and I have seen residents and their children come and go. With our help they have been able to flee from the abuse of their perpetrator and secure orders from the courts to keep them safe. We have seen Mums who, once they have engaged with the Satellite Project, fight a fight to get their children back from care. We have arranged support to get the women off Drugs and on a script that is monitored and controlled, so it can be slowly reduced. We have arranged placements on Alcohol programs and support for their mental health issues. We have seen them progress from scared shaking wrecks to confident outgoing people with a future to look forward to, ready to travel a path they didn't know they had the strength to take. The Satellite Project has given them safety and support to enable them to move forward with their lives and take their children with them.

The Satellite Project residents have been able to receive counselling. They have also attended the Freedom Program, which helps them understand and make sense of what they have been through, and gives them the tools to make positive decisions for themselves and their children in the future .

There have been lots of ups and down, and Tracy and I have had to deal with very challenging behaviour from the residents due to their life styles and addictions. They can be screaming at us one minute and crying on our shoulder the next. It has been a hard, challenging but rewarding project and I am so pleased that I was able to be a part of it.

Long may it continue.

Sue Scott
Satellite Worker





ADMINISTRATOR'S STATISTICS

NUMBER FROM EACH DISTRICT AUTHORITY	2016/17 BEDSPACES	2015/16 BEDSPACES	2014/15 BEDSPACES	2013/14 BEDSPACES
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ST EDMUNDSBURY	1273	929	1217	866
BABERGH	313	582	253	770
BRECKLAND	111	10	0	536
FOREST HEATH	944	1081	328	1207
IPSWICH	656	614	366	174
MID SUFFOLK	102	316	672	74

NUMBER FROM OTHER AREAS

CAMBRIDGESHIRE	267	351	168	20
ESSEX	983	630	537	135
JERSEY	0	0	0	200
KENT	0	0	7	0
NORFOLK	155	26	278	0
NORTH HAMPTONSHIRE	0	0	0	37
HERTFORDSHIRE	278	356	389	9
NOTTINGHAM	676	24	0	0
LONDON	262	172	0	0
SUFFOLK COASTAL	0	6	213	0
SURREY	0	0	0	297
WAVENEY	627	0	396	
PETERBOROUGH	304	8	0	0
GLOUCESTERSHIRE	0	71	0	0
BEDFORDSHIRE	106	0	0	0

TOTAL BEDSPACES		5210	4824	4325
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WOMEN	3006	2321	2538	2067
CHILDREN	4051	2889	2286	2258

TOTAL BEDSPACES	7057	5210	4824	4325
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NUMBER FROM EACH DISTRICT AUTHORITY (SATELLITE PROJECT)	2016/17 BEDSPACES	NUMBER FROM OTHER AREAS	2016/17 BEDSPACES
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ST EDMUNDSBURY	897	BROADLAND	8
BABERGH	383	CLARE	53
BRECKLAND	0	NORFOLK	18
FOREST HEATH	2238	SUFFOLK COASTAL	86
IPSWICH	502	WAVENEY	31
MID SUFFOLK	438		
TOTAL BEDSPACES	4458		196

WOMEN	2571		196
CHILDREN	1887		0
TOTAL BEDSPACES	4654		

ADMINISTRATOR'S STATISTICS Contd.

LENGTH OF STAY	2016/17	2015/16	2014/15	2013/14
DID NOT STAY OVERNIGHT	1	1	1	0
OVERNIGHT	1	1	2	2
UNDER 1 WEEK	3	4	3	3
1 - 2 WEEKS	4	2	4	2
2 – 3 WEEKS	0	0	1	3
3 – 4 WEEKS	1	3	1	3
1 – 2 MONTHS	3	5	4	4
2 –3 MONTHS	4	5	3	4
3 – 6 MONTHS	3	6	8	6
6 – 12 MONTHS	1	1	3	5
REFERRALS FROM				
POLICE	18	27	52	75
SOLICITOR	0	1	1	0
SOCIAL SERVICES	25	20	14	25
CONNECTION	0	0	0	0
RELATIVE/FRIEND	10	1	2	2
CITIZEN'S ADVICE BUREAU	7	4	2	8
LOCAL AUTHORITY	34	31	10	29
VICTIM SUPPORT	3	0	0	0
HEALTH SERVICE/HOSPITAL	9	15	11	19
SELF	265	62	63	50
OTHER REFUGE/NATIONAL	37	19	11	9
VOLUNTARY SERVICES	5	11	7	0
HOMELESS	3	1	3	0
EMPLOYER	0	0	1	0
JOB CENTRE	0	0	0	0
HOUSING ASS	1	6	8	11
SAMARITANS	0	0	0	2
CHURCH	2	0	0	0
FAMILY CENTRE	3	0	0	0
SITUATION ON LEAVING				
RETURNED/SAME SITUATION	5	3	2	5
RETURNED/PARTNER LEFT	0	0	3	3
RETURNED/COURT ORDER	0	0	0	0
PARTNER NOT IN PROP	0	0	3	0
PRIVATE ACCOMODATION	1	1	1	0
LOCAL AUTHORITY	8	10	7	9
HOSTEL/OTHER REFUGE	2	3	0	0
RELATIVE/FRIENDS	2	5	5	5
UNKNOWN	0	0	0	1
FORFEIT RIGHT TO REMAIN	8	11	10	6
OTHER	2	0	0	0
STILL RESIDENT	8	7	7	7



ADMINISTRATOR'S STATISTICS Contd.

TELEPHONE CONTACTS	2016/17	2015/16	2014/15	2013/14
	422	204	184	231

Telephone contacts to Women's Aid were made resulting in (a) women becoming resident (b) offered outreach support (c) ex-residents' aftercare. Other telephone contacts dealt with enquiries from other agencies.

REFERRALS BECAME RESIDENT	27	31	27	31
OUTREACH OFFERED	83	36	65	74

ADVICE AND SUPPORT DID NOT CONTACT AFTER INITIAL REFERRAL	228	36	65	81
	3	0	0	4

REFERRALS REFUSED

DID NOT FIT CRITERIA	24	13	6	11
REQUEST FROM OUT OF AREA	38	9	8	16
FROM OWN AREA	27	0	3	15

CONTACT MADE DURING

OFFICE HOURS	422	204	184	231
EVENING/NIGHT TIME	0	0	0	0
WEEKEND	0	0	0	0
WEEKEND/NIGHT TIME	0	0	0	0
BANK HOLIDAY	0	0	0	0

OUTREACH- *Victims of domestic abuse that have been offered help, support and advice without needing to be resident in the Refuge.*

WOMEN	159	254	219	154
<i>visited the Refuge</i>	130	214	189	139
<i>telephone contacts</i>	15	17	19	8
<i>arrangements were made to meet the woman outside of the Refuge</i>	14	23	11	7

RESETTLEMENT - *Ongoing help and support is available to residents and ex-residents*

WOMEN -	53	52	54	46
UNITS OF WORK	1467	1158	1031	1110
<i>telephone contact</i>	419	243	273	203
<i>visited the Refuge</i>	26	27	42	42
<i>arrangements were made to meet outside of the Refuge</i>	2	5	0	0
<i>Court Escort</i>	2	9	4	21
<i>Coffee Mornings</i>	312	267	238	268
<i>Visits to their home</i>	128	108	68	99
<i>Social services CIN/CPC</i>	10	28	25	35
<i>Support plans</i>	517	400	342	346
<i>Housing Past/Future</i>	51	71	39	66

WORK PLAN 2016/2017

Review 2016/2017

Renew and revise all staff training	Ongoing
Establish best working practise on AdvicePro Business Plan	Ongoing
New Lease	Ongoing
Archiving sensitive documents	Ongoing
Continue to update all rooms	Ongoing
Computer training – in house (all staff)	Ongoing
Renewal and replacement of equipment	Ongoing
New Committee Members	Ongoing
Satellite properties for women unable to come into Refuge	Ongoing
Women's Centre – in Town	Ongoing
Fund Raising for Child Therapy	Ongoing
No.12 Conservatory/Dining Room	Completed
Relocate admin office, playroom, utility room	Completed
Work towards Tender Process or re-negotiate contract funding	Completed

Plan 2017/2018

Refurbishment of all bathrooms
Refurbishment of no.1 (former no.8) kitchen
Installation of window in small meeting room
Implement running/setting up of Women's centre
Induct new staff
Update staff handbook
Update policies
Relocate CEO office
Relocate staff/meeting room
Landscape childrens play area
Set up co-ordinated volunteer programme



ACKNOWLEDGEMENTS

Thanks are expressed to the following who have supported us during 2016/2017:

FINANCIAL SUPPORT

St Edmundsbury BC via Housing Benefit
SCC Adult and Community Services
Department of Communities & Local
Government via St Edmundsbury BC for
Satellite Project Work & Counselling for
Satellite Project Residents

VOLUNTEERS

Anna Parmiter
Bridget Reilly
Candice Danleigh
Catrin Diverres
Franco Megna
Georgia Lawrence & the team at L'Occitane,
Bury St Edmunds
Gill Norman
Jeanie Bloomfield
Jonathan Hil
Julia Brookes
Kelly Bluett
Liz Moore
Margaret Brackenbury
Michelle Haines
Pat Beamish
Peter Harbron
Rachel Kay & the team at the Body Shop,
Bury St Edmunds
Rachel Williams
Sarah Parkinson
Susan Hughes
Sylvana Marley
Tracy Zahra Norris & the team at Hobbs,
Bury St Edmunds

RAFFLE PRIZES

Blue Vintage Tea Room, Lavenham
Body Sanctuary
Casa Del Mar
Go Ape Ltd
Guerlain at Palmers
Hall Farm Fornham
Heather Craik Photography
Karine & Pascal Canevet, Maison Bleue
L'Occitane, Bury St Edmunds

GRANTS

Lloyds Bank Foundation
Suffolk County Council – SODA
Marsh Christian Trust
Music Sales Charitable Trust
NHS Children & Young Peoples Health &
Wellbeing Fund (SCF)
Green Hall Foundation
BlueBell Fund (SCF)
Martineau Fund (SCF)
Hodge & Shallow Fund (SCF)
Shadwell Fund (SCF)
Women & Girls' Fund (SCF)
Kristina Martin Charitable Trust
St Edmundsbury BC via DCLG
*(SCF) Suffolk Community Foundation

TIME AND EXPERTISE

Bury Abbey Rotary Club
Charles Fraser, Charles Fraser Ltd
Clarissa Grandi
Emma Smith
Jackie Ayling
Jackie Gould
Kevin Auden
Margaret Westwood
Richard Pyatt, Hazels Chartered Surveyors
Rita Brinkley
Robert Margetson
Stuart Samuels
Trianon Music Group

RAFFLE PRIZES Contd.

Ruby Sayed & Jonathan Hill, Lavenham
Priory
Stephen John
Swan Hotel, Lavenham
Tesco, Bury St Edmunds
Vanners of Sudbury
Waitrose, BSE
Wyevale Garden Centre
Greene King

ACKNOWLEDGEMENTS Contd.

GIFTS AND DONATIONS

Adam Williams
Alan Taylor
Alison Flath
All Saints Church, Honington
Amy Seldis
Anne Ball
Anna-Marie Waters & daughters
Aquarius Singers
ASDA, Bury St Edmunds
Audrey Gibson, Southgate CC
Balaams Music
Bacton Under 5's
Baptist Church, Clare
Barnham & District WI
Bay Tree Coffee
Bohm & Bee Ltd
Boots the Chemist, BSE
Brittania House
Bryony Baines
Bury Drop In Centre
Bury St Edmunds Afternoon WI
Cambridge & West Suffolk Resolution
Caroline Jack
Christine Taylor
Christopher Samuels
Combes Ford Surgery
Community Dental Services
Con Mech Group Ltd
Councillor Sarah Stamp
D McKinley
Direct Table Foods
Dr Sheena Waitkins (deceased)
Eastgate Vets
Francesco Grandi
The Freemasons Grand Charity
Freemasons, Nourse Lodge No.8590
Gatehouse, Bury St Edmunds
Gill Norman
Gina Long
Glemsford Coffee Morning
Glyn Hammond, Hawstead Gardens
Greggs, Bury St Edmunds
Hartest Craft Fair
Hobbs, Bury St Edmunds
Holy Innocents Church, Great Barton
Horringer & Ickworth WI
Horringer Court Fellowship
Horringer Court WI

GIFTS AND DONATIONS

Isleham Co-op
Jackie Ross
Jacqui Cameron
Jane Starling
Joan Schorah
J R Smith
Judith Dean
Julia Briggs
Julia Wakelam
Ken Smith BEFA
Kingsgate Church
Lark Insurance
Lavenham Hidden Gardens
Lions Club, Bury St Edmunds
Liz Moore & Gill
Lorna Mackinnon
Mark Howard, Zettlex UK Ltd
Mayor Patrick Chung
Melanie Cotton
Methodist Church, BSE
Methwold Action Group
Methwold Theatre Group
Monks Eleigh Fete
Moreton Hall WI
Mothers union Combs/Stowmarket
Mother's Union, Newmarket
Mother's Union, St Edmundsbury Cathedral
Mother's Union, Thurston & Great Barton
Multicultural Women's Group
Mrs G D Pearce
Mr & Mrs J Runnacle
Multicultural Women's Group
National Womens Register, West Wrattling &
District
One Billion Rising
Pakenham & Norton Churches
Parsley Pot
PPC of Brent Eleigh, Church of St Mary
Peter Horgan
Project Shoebox
Rachel Thomas
RAF Lakenheath, Housing Office
RAF Lakenheath, Catholic Women of the
Church of Our Lady of the Sky
Raspberry Rascals – Steve & Pauline
Goodchild
Reverend Frances Ward
Richard & Christine Stainer



ACKNOWLEDGEMENTS Contd.

GIFTS AND DONATIONS

Rickinghall WI
Rotary, Bury St Edmunds
Sainsburys, Bury St Edmunds
Sam Ford
Servest
Slimming World Group - c/o Rosemary
Gibson
Station Hill Club Ladies Darts
St Andrews Church, Tostock
St Leonard's Parochial Church, Horringer
St Louis RC Middle School
St Mary's Church Newmarket
St Mary's Church, Pakenham
St Mary's Church, West Stow
St Mary's Church, Woolpit
Stuart & Christine Samuels

GIFTS AND DONATIONS

Sudbury Befrienders
Suffolk Revellers
Tesco, Bury St Edmunds
TGWU
Theatre Royal, Bury St Edmunds
Thurston WI
United Reform Church
Victoria Surgery Staff
Vivian Carter
Waitrose, Bury St Edmunds
Wellington Public House, Feltwell
West Suffolk Vineyard Church
Woolpit Steam Rally

**WE ARE SORRY IF WE HAVE OMITTED ANY
OTHER DONATIONS RECEIVED DURING
THIS PERIOD**

**Thank you all for your
generosity and interest in the
Bury St Edmunds Women's Aid Centre**

QUOTES FROM PAST RESIDENTS

The Refuge and its services are priceless in their value, as they supported me in breaking the cycle of domestic abuse and probably saved my life and the life of my child.

If it wasn't for the Refuge I don't know what would have happened to me. The staff was extremely wonderful, helpful and understanding. They changed my life around

I loved being in the Refuge. I felt safe, and, most important, I got enormous support from the staff. My life has changed so positively

I always felt that if I had a problem or was struggling, there was someone I could go to.

The staff and residents were very friendly, welcoming, helpful and supportive. They have made a very difficult situation bearable and I didn't feel alone any more.

Words will never be enough to express my appreciation of my 'temporary family' at Bury Refuge.

I found the Freedom Programme very educational, it opened my eyes.

I was made to feel very welcome and safe. The staff were brilliant. I don't know how I would have survived otherwise.

I really can't thank the ladies at the Refuge enough for all the support I have received from them during my journey. They helped get 'me' back.

A safe refuge when I needed it. I will forever remember the kindness I received.



NEWSLETTER

To join our Support Network and receive a copy of our quarterly Newsletter, please contact judithwac@btconnect.com

SPEAKING ENGAGEMENTS

Interested in hearing more about our work? We are happy to provide a speaker for your organisation or group.

FUTURE PLANS

Our goal is to acquire a separate building, away from the Refuge and in an accessible town centre location, where our Women's Aid Centre would be based. The new premises would serve as a Drop-in Centre where women could come for information, advice and support, and as a venue for classes and activities.

CURRENT SERVICES

We provide many services which are accessed by women from the local community and from outside Suffolk:

- | | |
|----------------------------------|-----------------------|
| 23-bed Refuge | Male Victim Support |
| Telephone Advice Helpline | Resettlement Support |
| Outreach Service | Child Therapy Service |
| 12 week Freedom Programme | Counselling Service |
| Survivors of Domestic Abuse SODA | Satellite Project |
| Weekly Coffee and Craft Morning | |

VOLUNTEERS NEEDED

At the Refuge

A small team of volunteers help with a range of tasks at the Refuge, such as:

- Craft and Cookery Sessions
- Child Care Assistance
- Maintenance Work
- Short-Notice Room Changes

Support Network Volunteers

We are in urgent need of help with the following:

- Fundraising Events
- Bucket Collections
- Sale of Raffle Tickets
- Sale of Christmas Cards



Advice Helpline: 01284 753085

This provides victims of domestic abuse with the opportunity to speak to us anonymously and to seek support and advice.

Advice is also available via an Outreach appointment which is a chance to meet friendly staff at the Refuge and to discuss all possible options to help with your individual needs and circumstances.

email: bsewacentre@btconnect.com

www.burystedmundswomensaid.org.uk

Bury St Edmunds Women's Aid
PO Box 715
Bury St Edmunds, IP33 9HQ

