



**Bury St Edmunds
Women's Aid Centre**



ANNUAL REPORT

2019/2020

**Registered Charity No. 276883
Company Registration No. 1338724**



Bury St Edmunds Women's Aid Centre Ltd



Philosophy Statement

Domestic Abuse is Unacceptable

Domestic abuse impacts upon ordinary people and their families. Those affected by domestic abuse can find themselves living in extraordinary circumstances. People 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 person has caused a loss of self-esteem and is invariably surrounded by other complex issues that all need to be addressed if they are to successfully change their life. Bury St Edmunds Women's Aid believes that to enable a person to succeed in breaking the cycle of domestic abuse, a holistic approach to meeting their needs is essential.

Whilst staying in the Refuge, even if this is for a brief time, women will be offered practical and emotional support. We understand that children who live in the Refuge with their mothers are also impacted by domestic abuse and that their needs may require addressing separately. Bury St Edmunds 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 BURY ST EDMUNDS WOMEN'S AID

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

Bury St Edmunds Women's Aid Centre 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 at the hands of 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 mothers, 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 eight bedrooms, capable of accommodating a total of 8 women and 15 children at any one time. The facilities consist of two lounge/diners, 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.

Bury St Edmunds Women's Aid also has an Outreach Centre, based in the town centre. This facility enables us to provide group and one to one support to survivors from the wider community and is also utilised by external counsellors and therapists that work alongside Bury St Edmunds Women's Aid Centre.



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DIRECTORS/TRUSTEES

Chair Person	Maureen Byrne
Vice Chair	Christina Dye
Fiona Harbron	Secretary
Elizabeth Larcombe	Treasurer
Ruby Sayed	Trustee
Jackie Burnett	Trustee
Pat Leach	Trustee



CHAIRPERSON'S REPORT



A warm welcome to current and new readers of our Annual Report. This is our opportunity to update you on matters and activities at our Refuge and our Outreach provision No.24

During 2019 the Refuge CEO left the organisation; we wish her the very best in her new post. This has given us an opportunity to reorganise to best meet the needs of the business.

Throughout this difficult period, we have had maximum support from our team, which has enabled us to retain and continue with a first-class service for our women and children.

Particular thanks to our newly appointed Principal Operations Manager, Tina Hickey. Tina has undertaken and covered many of the necessary responsibilities, also recognising the assistance and support provided by our Administrator, Zoe Gordon.

Our Finance Officer, Derek Gadd, has made a substantial contribution with fund raising bids and the detailed work that involves and is essential to retain the services we provide.

Our team, who we are very proud of, have performed over and above our expectations.

The Board of Trustees has been responsible and overseen the immediate changes. We can confirm we continue to have robust strategic arrangements to implement our Policies and Procedures, to ensure our safeguarding meets legislation and best practice and our Governance commitment. Some additional good news; we have increased our Trustees by one, this is exceptionally pleasing for us, welcome to Pat Leach. Our Trustees continue to attend functions and events to raise the profile of our Refuge, Outreach Centre and related services.

Looking to the future, we intend to employ additional staff with the skills and knowledge to contribute to our funding applications relevant to the organisation. This is an ongoing necessity if we wish to have funds for training and up skilling staff to meet any legislation changes that affects our core responsibilities. Funding is paramount to continue to improve the living conditions at our Refuge. We have a garden that needs resources to provide a great play area for our families and their children. I'm happy to report that current donations will assist in meeting our garden initiative.



We recently received a very generous donation to refurbish and redecorate our communal lounge areas, it's looking great, homely, fresh and vibrant. A further donation also allowed us to replace bedroom furniture and carpets and to redecorate.

An Open Garden event at our colleague's, Ruby Sayed, The Priory, in Lavenham, on the 9th June, 2019, was blessed with good weather and the stalls sales generated £800 plus for the Refuge.

John Badman, made a generous donation of £2,000 towards much needed general repairs at our Outreach Centre.

The generosity of the local Councillors from West Suffolk Borough Council and Suffolk County Council have allocated funds to our proposed improvement to the garden area at the Refuge.

We fund and provide a Counselling facility for our residents which also includes our Outreach users and forms part of the holistic healing process.

A great expense for us been to update our IT system to bring us within compliance of our safeguarding responsibility.

Without all the generous donations we receive we would not be able to provide the continued excellent service that we do.

I would encourage visitors to make an appointment and come and visit us at No. 24 and see first-hand what a wonderful facility we provide. To see what can be provided with a team of staff that work tirelessly for our residents.

Towards the end of 2019/2020 the Covid-19 Pandemic is threatening to bring with it many challenges for us now and in the uncertain future. Staff have agreed, if necessary, to work from home, which will take some serious planning to ensure our residents and children are safe.

Very scary times for all.

Maureen Byrne

Chair of the Board



SERVICE MANAGER'S REPORT

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.

This year the Refuge has accommodated 30 women and 42 children. We welcome women of all ages and backgrounds with the most common age bracket being 26 to 35 years old. Of the children coming into Refuge the highest numbers are children between the ages of 0-11 years old.

Moving into Refuge is a huge step and making women feel welcome from the start is very important in ensuring that they know that they have made the right decision. Throughout this year rooms have been refurbished with a fresh coat of paint, new carpets, curtains and furniture so the women and children feel assured and comforted by their surroundings.

For children and young people, moving into Refuge can be a difficult time; our dedicated Child Support Workers will help them make the adjustment with skill and understanding. They offer support to the women around parenting and re-building relationships with their child/children when required.

No. 24, our Outreach Centre based in Bury St Edmunds Town Centre, is busy with the number of women accessing the Outreach Services. These include one to one appointments with specialist Domestic Abuse Support Workers, The Freedom Programme, Coffee Morning, Survivors of Domestic Abuse (SODA), Art Therapy, Shine and Stronger Families; a group for children and their mothers. We offer Adult Counselling and Child Therapy for identified women and children who are already accessing our other services.

Throughout the year we have worked in partnership with other organisations to develop women's skills, improve mental well-being and health while having the opportunity to develop peer support. For example, Realise Futures attend our SODA sessions at No. 24 to deliver taster sessions in floristry, mindfulness and CV writing to name but a few. We have had visits from the Terrence Higgins Trust delivering informal education on sexual health and the Greenlight Trust have offered a Woodland Mindfulness experience for the women, which was a huge success.



When women are ready to move on, we offer a Resettlement Service. We aim to offer the women and children on-going support after leaving the Refuge for as long as they need it. Our Resettlement Worker will help women to source furniture, often from the generous donations made by members of the local community. Other support provided includes budgeting, registering with GP, school and even utility companies.

The coming year brings new beginnings in leadership following a restructure of the organisation and I very much look forward to growing and developing the service, raising awareness about domestic abuse and supporting and empowering more survivors of domestic abuse to make safe and positive changes for themselves and their children.

Tina Hickey

Service Manager



REFUGE SUPPORT SERVICE

This year our highlight has to be the fabulous Christmas lunch where Staff and Trustees cooked and served lunch to the residents, all whilst dressed in Christmas costumes! We were angels, Mother Christmas, reindeer, elves, you name it, there was one at Christmas lunch! Panto tickets were generously donated by Theatre Royal, so a full Christmas experience was had by all. Each resident and child also received a Christmas Eve box and stocking, all filled with lovely goodies donated by various organisations and individuals.

Easter was lovely too, we secured eggs from the ever-supportive Round Table and they very kindly donated a trip to the zoo for each child!

The Round Table also, once again, made sure all the residents and their children were able to attend the firework display at the Abbey Gardens, a night much enjoyed by all.

Our local hairdresser offers free washes, cuts and blow-dries each month to our Refuge residents, it's lovely for our ladies to have a little pamper! A day of facials, manicures, massage and lunch was provided by West Suffolk College Beauty and Catering students earlier in the year too.

Amongst our day to day duties of answering helpline calls, helping the residents with any support needs, and helping new residents in to Refuge, we also run a SHINE programme, helping clients to discover their self-worth.

We look forward to another exciting year working with our residents and the wider community.

Maggie

Refuge Support Worker



HOUSEKEEPING

Our dedicated housekeeper is available each morning to ensure Refuge residents have everything they need to keep both their rooms and the communal areas clean and tidy. Rather than clean for the residents she facilitates the rota and gives our families tips and tricks on how to keep everything sparkling and fresh, including in the garden.

One of the Housekeeper's duties is to stock up the cleaning supplies, and she's great at seeking out the two for one deal on products!

She gives each room a deep clean prior to a new resident moving in and is always on hand to help with any cleaning or maintenance issues at both locations. Our Housekeeper also deep cleans each communal area of refuge regularly.



OUTREACH SERVICE

As Outreach Support we provide a safe place for women to share their experiences and stories without judgement. Based at No. 24 St Andrews Street North our Centre provides a venue for those affected by Domestic Abuse to seek support, attend groups or meet with professionals in a safe environment.

We offer safety planning and create support plans for ongoing support for people affected by Domestic Abuse who live in West Suffolk. We work alongside many other agencies including Social Care, Housing, Schools, Turning Point, Anglia Care Trust, Citizens Advice Bureau, the Job Centre, Mental Health services and Legal services. We take a holistic multi-agency approach and ensure the needs of the whole family are met. We attend court and police interviews where needed and are often involved in both Children In Need and Child Protection meetings.

Our main priority is safety and offering a programme of support including that of the Freedom Programme, Stronger Families and SODA, alongside specialist financial and legal services. We provide our clients with the practical support, skills and knowledge they need to break the cycle of Domestic Abuse

Outreach can come in many formats alongside the face to face appointments; we also offer telephone calls and emails.

Over the past year we have seen a steady flow of Outreach clients with varying needs. It would appear there has been an increase in young women under the age of 23, who are accessing our service and therefore we are trying to be more creative in our approach and working with them in a style that keeps them engaged. As we do with all our clients, we offer an individual approach and recognise that one style doesn't fit all. Whilst safety is our priority, when looking at support plans, where possible we work closely alongside other agencies, in order to provide holistic support. Whilst majority of our outreach clients attend our centre, for those who are unable to access this we offer community support and will often make home visits as and when required. We are also offering a much-needed service to male victims of domestic abuse.



Teenage Support Pilot Project

Last year we saw the launch of our 'Teen Pilot' and a drive on the help and support that, as a service, we can offer to children and young people in the county. Between July and September last year we designed and delivered a bespoke programme to be used in a school setting exploring healthy relationships whilst identifying unhealthy ones.

Several domestic abuse awareness sessions were undertaken with professionals working in settings that support children and young people aged 13-18 years old. These sessions were designed to inform and educate around the impact of growing up with domestic abuse, the importance of safeguarding and what support is available to professionals and the children/young people they work with.

We also worked with the three local Young Parent Supported Housing Projects to deliver healthy relationship sessions as part of their 'life skills' modules. It is hoped that with future funding we could look at employing a worker specifically to work with young people and this programme could be rolled out in schools throughout the county as a measure to support children and young people in making safe and informed choices in their relationships.

Rachael

Outreach Support Worker



CHILDREN'S SERVICE

Our aim is to make the children's stay as enjoyable as possible, to build strong and secure bonds to restore children's confidence, self-esteem and development through play and planned sessions whilst in our care. We also support mothers with a wide range of subjects including schools, behaviour, homework, nutrition and engaging with local agencies.

We provide an After-School Club where the children can access help with homework and play games. Children discuss everyday issues, how they are feeling, what's going well, what they are finding challenging. The activities are child led. The children discuss themes and things they would like to do, helping to plan sessions and displays.

Childcare for the support groups has been extended, covering the regular groups Freedom, SODA and Coffee Morning. We now offer childcare for Shine, Creative Writing, Stronger Families, Therapy Through Art. These sessions are attended at our Outreach Centre.

Baby Sensory Group runs on a Tuesday afternoon for Refuge residents to attend with their babies to experience sensory play, messy play, treasure baskets, singing and music. This encourages stronger bonds between mothers and their children and to help mums engage with trying new experiences.

We also provide Drawing and Talking 1:1 sessions. The purpose of this method is to encourage children to draw with a person with whom they feel comfortable at the same time each week. The trusted person will ask a number of non-intrusive questions about the drawing and over time a symbolic resolution is found to old conflicts and trauma is healed.

We now use Tapestry to record the children's developed goals and follow their journey with us in the Refuge.



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Stronger Families is continuing to run with the Mothers Group on a Tuesday and Child sessions on Thursdays. Mothers and children are encouraged to talk about their feelings, emotions and experiences in a safe environment, to help both to process and better understand the abuse and violence they have witnessed.



During the school holidays we organise outings and activities linked with themes and projects the children have chosen. Recently our topic was "The Hungry Caterpillar". We had some real caterpillars that changed into butterflies! We also went to visit a butterfly house and the children enjoyed creating lots of artwork and activities to carry out in the playroom; giant butterflies, a caterpillar made of footprints and the tasting of different foods.

Our aim for the coming year is to improve the garden to make it a more inviting, interactive space for the families to play in and enjoy. We also hope this will increase the residents' emotional wellbeing and have a positive social and emotional impact on families as they engage with each other. The children have asked to grow some vegetables and flowers and mums will be encouraged to participate in the cultivating and growing with the children.

Sarah and Louise
Child Support Workers



RESETTLEMENT SERVICE

The Resettlement Service supports women and children living in the Refuge with their housing needs both past and present. The service aims to empower the women and children as they prepare for their new beginning.

While the women are living at the refuge they have access to the resettlement service and the support will continue when they move on for as long as they need it, which is usually up to a year after they leave. The Resettlement Worker will work with the women and assess what the woman wishes to do when she leaves the Refuge – does she wish to return to the area she has fled, or settle elsewhere? If she wishes to return to her property the Resettlement Worker will put her in contact with a local solicitor so that appropriate legal steps can be taken to allow the woman and her children to return safely. If she wishes to move to a new property the Resettlement Worker will support the woman to apply for housing in the area she wishes to restart her life.

The Resettlement Worker will then work with the woman on the practicalities of leaving one location and moving to another. The Resettlement Worker will begin this process by looking at any debts the woman may have incurred that may prevent her moving forward – for example rent arrears. She will support the woman to set up utilities and source household furniture and goods when required, she also organises safe collection of her belongings from her property if appropriate. Once the resident has found a new home the Resettlement Worker will ensure appropriate safety measures are in place and that they are in touch with services in the community – for example both the woman and her children are registered with the local GP.

The resettlement service will offer on-going emotional support, advice and guidance until such time that it is no longer needed.

The Resettlement Worker facilitates a drop-in Coffee morning that all of the women are invited to attend; this provides peer support and reduces isolation and promotes confidence and well-being.



Case study

Ann* and her four children had fled domestic Abuse; Ann and her family arrived at our Refuge.

The family had suffered domestic abuse for many years, and like many of our families they were leaving friends and family members, therefore causing isolation on top of the trauma they had already suffered. Ann and her family had lost their trust in people and services. Whilst the family was open to Social Care, Ann and her children had unmet health needs.

Whilst in Refuge the family learnt to trust us and believe that it was a safe place to live. We helped the family build support networks in the area through multi agency working with other local services. The children were able to access support from our Child Workers and the oldest child was supported to gain a place at college.

Ann attended empowerment programmes along with creative therapy programmes and her confidence grew in many areas. Ann was supported through the housing process with her past housing problems resolved and an application made for a new place to live. Ann was supported through the court process and medical appointments were arranged for the family.

Ann and her children have now moved out of Refuge, having been offered a new home, for which we helped source furniture.

The children are now all in education and Social Care involvement has been reduced and health needs are being addressed.

During the course of my visits with Ann in her new home I learnt that she was unable to complete tasks as she was scared of the outcomes and of failing. This was the result of years of domestic abuse. We overcame this by breaking things down into small achievable steps, which in turn has helped to build Ann's confidence in achieving goals and to move on with her and her children's lives.

It's lovely to now see Ann and her family smiling and enjoying living in the area, I will continue to visit until Ann is says she is ready to go it alone.

**Some details, including names, have been changed to protect identity.*

Kay

Resettlement Support Worker



SATELLITE SERVICE

It has been a busy year for the satellite team. We saw an increase in referrals for high risk victims with drug/alcohol and mental health needs, demonstrating how important this service is.

We made a conscious effort to concentrate on developing healthy relationships between our clients and other supporting agencies with a view to the clients leaving our service with strong support plans already in place.

This year we worked more in the community, for example attending Alcoholics Anonymous and Narcotics Anonymous meetings with the clients until they felt comfortable to go alone.

We also saw a rise in the number of male clients being referred to us and were able to offer one to one support on Friday afternoons at our Outreach Centre, set aside as a protected time for males to enter the building without female clients being present.

Sadly, this year our Satellite Service funding came to an end and we can no longer provide the community with this service.

Tracy

Satellite Support Worker



Bury St Edmunds Women's Aid Centre Ltd

FINANCE REPORT

The year has been characterised by ongoing funding challenges as a number of the Charity's main income streams are at the end of term or subject to continuation applications. We were particularly sorry the Satellite Project was closed in December as the partnership with West Suffolk Council had operated successfully for many years. However, we have received extension of funding term from two main grant providers that has relieved the pressure somewhat.

The result for the year shows an overall deficit of £26,433 which to a greater degree was as expected as there has been significant spend of restricted reserves on Refuge refurbishment, teenage pilot project work and a run-down of reserves held for the Satellite Project.

Income and expenditure for the 12 months to 31st March 2020 amounted to:

Income	£350,422	(2019: £361,571)
Expenditure	£376,855	(2019: £360,779)

In the main Refuge accommodation is funded from Housing Benefit which for 2019/2020 amounted to £114,751 based on an occupancy rate for the year of 86.2%. In addition, Bury St Edmunds Women's Aid Centre continues to receive financial support from Suffolk County Council Public Health Directorate for our Refuge accommodation services. At £79,772, the funding remains at the same level as in the past four years.

Our Outreach services and project work are in part funded by grants and donations. Grants and contract income amounted to £108,216 and comprised:

Grants	£
Police & Crime Commissioner - Resource Centre outreach funding	60,000
BBC Children in Need - Children's support workers staff costs	26,216
Royal London Foundation - Refuge external refurbishment	5,000
Funding from Suffolk Community Foundation for the Teenager Support Project through the following funds:	
Birketts Fund	1,500
Bluebell fund	3,000
Women & Girls Fund	1,000
Hill Family Grant making Fund	1,500
High Sheriff's Fund	1,500
Skidders Fund	2,000
St Edmundsbury Cathedral - Group outreach	500
	£ 102,216



Bury St Edmunds Women's Aid Centre Ltd

Contract Income

St Edmundsbury Borough Council - Satellite project
(complex needs accommodation and counselling) £ 6,000

The contracted finished on 31st December 2019.

Donations received during the year amounted to £32,517 including Gift Aid and comprise:

	£
Restricted Donations	15,159
Unrestricted Donations	16,857
Gift Aid	501
	<u>£ 32,517</u>

We sincerely thank all who have very generously helped to fund our on-going work and services we provide to victims of domestic abuse. Without your generosity we simply could not provide the level of support we do.

Intangible Income - Voluntary Staff

The charity remains dependent on services provided by volunteers. Without these volunteers, wage costs would be much higher and we are thankful for the time volunteers give to the Charity. However, it remains difficult to attract new volunteers.

The value provided by volunteers is not costed for the purposes of these financial statement.

Reserves Policy

The Charity's reserve policy is to hold unrestricted net current asset reserves equivalent to four to six months of projected operating costs to cover any temporary shortfall in cash flow that may occur due to the timing of receipts.

Unrestricted net current assets at the end of the financial year were £196,505 (2019: £174,323).

As at 31 March 2020 reserves cover was 5.9 months.

Auditor

Bury St Edmunds Women's Aid's accounts are audited by Knights Lowe of Bury St Edmunds and I propose that the Refuge continues to use their service as our charity auditor.



Future Plans

The organisation's future plans are to ensure that the current services are fully funded, and we are able to increase our capacity to deliver these services. The current situation, due to the Covid-19 pandemic and Government isolation policy, will present particular challenges and we expect a significant increase in the demand for our services in the ensuing months and years. We also continue to explore opportunities to extend our relationships educational work with teenagers and young adults.

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 cash donations, donations of Harvest Festival produce, Christmas gifts, toys, toiletries, clothes, Easter eggs and more.

Finally, I wish to thank my colleagues and our Trustees who have supported me in my role this year.

Derek Gadd

Finance Officer



HIGHLIGHTS

Bury St Edmunds Women's Aid Centre Open Day

On 28th November 2019 we held an open day at our resource centre, known as Number 24. This coincided with the national White Ribbon campaign to raise awareness of abuse and violence towards women and girls. Staff provided visitors to the centre with an outstanding insight into the day to day workings of the Refuge and the services we offer from both our centre and in the community. Many of the professionals attended were surprised at how much we offer, being such a small staff team. During the day staff provided interactive presentations, including a quiz, a raffle and informative displays throughout. Coffee morning clients supported us by serving refreshments and of course there was plenty of cake. It was a fabulous way to promote the good work we do and to meet some new faces. We also made it into the local news, with a double page spread in the Bury Free Press.

Therapeutic Art

In April 2019 a Therapeutic Art Group was held over 6 weeks at our Outreach Centre.

Through a range of mixed media such as charcoal, ink and paint we explored expressive qualities that represent the past, present and/or the future. This could be symbolised through colour, media, text or physical marks. Through using media in a creative way, the group had another means of expressing themselves and hopefully over time will be able to come to terms with what they have been through without having to verbally disclose. The art works produced are generally abstract and personal to the artist. The aim was to develop sustained pieces of art which represent the emotional hurdles the group have been challenged with.



Eleanor

Group Facilitator



Bury St Edmunds Women's Aid Centre Ltd

Our clients have also attended Theatre Workshops with the Community Team at Theatre Royal, Outdoors therapeutic activities with Green Light Trust and many other activities provided by organisations and individuals in our community. Thank you to you all.





VOLUNTEERS NEEDED

At our outreach Centre No24

- Volunteer Co-ordinator
- Child Care Assistant
- Helpline Operator
- Group Support
- Sorting Donations

Support Network Volunteers

We are in urgent need of help with the following:

- Fundraising Events
- Bucket Collections



Bury St Edmunds Women's Aid Centre Ltd

ACKNOWLEDGEMENTS

A huge Thank You to all of our supporters, big and small, local and further afield, who have donated money, time and many lovely items!



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& Wales no. 802052 and Scotland
no. SC039557



SUFFOLK
Community
Foundation

If you would like to donate in any way, please visit our website

www.burystedmundswomensaid.org.uk

or call us on 01284 753085



Bury St Edmunds Women's Aid Centre Ltd

QUOTES FROM PAST AND CURRENT RESIDENTS

"Tracy and all the staff were amazing".

I thought I would never be able to leave but the refuge taught me that anything is possible!

"Thank you for all the help and support I was given, it's really helped my mental health and I have made some really close friendships due to the refuge."



To all the staff at the refuge,
"So this card is long overdue, mostly because it's impossible to put in to word the help you have given and continue to give us. We (myself and the children) really liked the image on this card because at a time when we were experiencing a shipwreck, you guys were like an anchor keeping us calm. Sappy I know, but it's true. Can we say a particular thank you for the presents you gave us. Sarah, the fact that you included us in your application has made us so happy. We have never seen so many gifts all at once in our life! Thank you guys so, so much, all our love."

"I've had all the support I've needed, I've learned a great deal to help me in the future. And, most important to be 100% well for my children and protect them from any further situations."

As written –
"To all staff, thank you so much for all you have done for me your all amazing and I will never be able to thank you's enough the person I was when I come in to the person I am leaving today is all thanks to womens aid the work you all do is amazing. THANK YOU ALL SO MUCH love you all."



WEBSITE

Stay up to date with our news and events at:

www.burystedmundswomensaid.org.uk

SPEAKING ENGAGEMENTS

Interested in hearing more about our work? We are happy to provide a speaker for your organisation or group, please call us on 01284 753085 or email at

admin@burystedmundswomensaid.org.uk

CURRENT SERVICES

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

23-bed Refuge

Telephone Advice Helpline

Outreach Service

12-week Freedom Programme

Survivors of Domestic Abuse (SODA)

Male Victim Support

Resettlement Support

Child Therapy Service

Counselling Service

Weekly Coffee and Craft Morning



FUTURE PLANS

We have recently completed a pilot project focusing on Children and Young People raising awareness on Healthy Relationships. This was well received in schools, Supported Housing for Young parents and on 1:1 basis. Our Aim is to secure longer term funding to continue this work and have a specialist Young people's Support worker on our team.

Also, the Organisation's future plans are to ensure that the current services are fully funded, and we are able to increase our capacity to deliver these services. The situation, due to the Covid-19 pandemic and Government isolation policy, will present particular challenges and we expect a significant increase in the demand for our services in the ensuing months and years.



Bury St Edmunds Women's Aid Centre Ltd



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.

E-mail: admin@burystedmundswomensaid.org.uk

Website: www.burystedmundswomensaid.org.uk

Post: PO Box 715, Bury St Edmunds, IP33 9HQ

