PHOENIX DOMESTIC ABUSE SERVICES

England & Wales · Charity number 1112039

Details

Other names	BLAENAU GWENT DOMESTIC ABUSE SERVICES, GWENT DOMESTIC ABUSE SERVICES, BGDAS, BLAENAU GWENT DAS
Status	Registered
Legal form	Other
Registered	2005-11-11
Register	View on the Charity Commission register

Contact

Address	Phoenix House Surgery Road Blaina Abertillery NP13 3AY
Phone	01495291202
Email	info@phoenixdas.co.uk
Website	www.phoenixdas.co.uk

Activities

Objects: THE RELIEF OF DISTRESS AND/OR SUFFERING ARISING FROM DOMESTIC ABUSE WHICH ADVERSELY AFFECT THE QUALITY OF THE VICTIM'S LIFE AND THOSE INVOLVED

Activities: Phoenix Domestic Abuse Services uses a variety of methods to end all forms of domestic abuse. Services currently offered:-Victim Safety TeamYouth Respect TeamChildren Support Voluntary Perpetrator Programme

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** Other Defined Groups, The General Public/mankind

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Geography

- **Area of benefit:** NOT DEFINED, IN PRACTICE BLAENAU GWENT
- Blaenau Gwent

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£223,024	£586,640	£449,859	16
2024-03-31	£508,404	£638,336	£371,232	21
2023-03-31	£790,905	£842,055	£501,165	24
2022-03-31	£943,295	£806,619	£552,315	25
2021-03-31	£645,114	£586,895	£415,639	18

Trustees

Name	Role	Appointed
Glyn Morvan	Chair	2019-10-31
Jessica Marie Veronica Barrow		2025-07-09
Sonia Behr		2017-05-17

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PHOENIX DOMESTIC ABUSE SERVICES

England & Wales - Charity number 1112039

Accounts

Phoenix Domestic Abuse Services Impact Report 2024-2025

Reducing Risks , Saving Lives, and Building Futures.

Phoenix
DOMESTIC ABUSE SERVICES

Introduction

This impact report is the third annual impact report Phoenix DAS has produced and represents an overview of the impact the service has had over the year 2024-2025 and also the cumulative impact over the 22 completed years of operation. The report is intended to provide a flavour of the work with more in depth statistical information being available on request.

Phoenix Domestic Abuse Services (Phoenix DAS) is a highly successful charity that uses a variety of methods to end all forms of domestic abuse. Since its inception in 2002, the service has received over 10000 referrals and currently works with more than 50 partner organisations. The service is forward thinking and adopts a restorative, person centered and holistic approach to all areas of its work. This is unusual within the field but is based on the strong belief that all people are capable of change given the right motivation, support and practical assistance. We consider recruitment critically, only selecting those who truly share in our passion, values and beliefs. We, and others who encounter our service, recognize that our people make us distinctive, innovative and ground breaking within the field. Over the years Phoenix DAS has listened to the needs of clients and constantly fought to create a service which creates real change.

This impact report is the third one produced and represents a move away from previous annual reports which heavily relied on statistical information and graphs. The reports, although containing lots of information, often failed to relay the true character and impact of the work on the real people who the service supports.

Services Operational During 2024- 2025

- Victim Safety Team – supports the emotional, practical and safety needs of victims of domestic abuse aged 18+, including support through criminal justice and civil court systems. The Victim was in place all year.
- Rise and Thrive Team – assisting victims in understanding domestic abuse and its consequences, developing skills needed to move forward with life. The Rise and Thrive Project came to an end In December 2024
- Youth Respect Team – working with teenagers who are showing signs of abusive controlling behaviours both in the home and in their relationships. This includes staff working directly with parents to ensure that a consistent approach to parenting is applied. The Youth Respect Project continued throughout the Year.
- Recovery Team - provides support to children aged 5-18 who have experienced abuse at home. This includes support for parents.The Recovery Project came to an end in August 2024
- Voluntary Perpetrator Programme – working to deliver life lasting change in attitudes and behaviour with those who offend. The work is open to people of all genders and sexual orientations over the age of 18 years. This Project continued throughout the year.

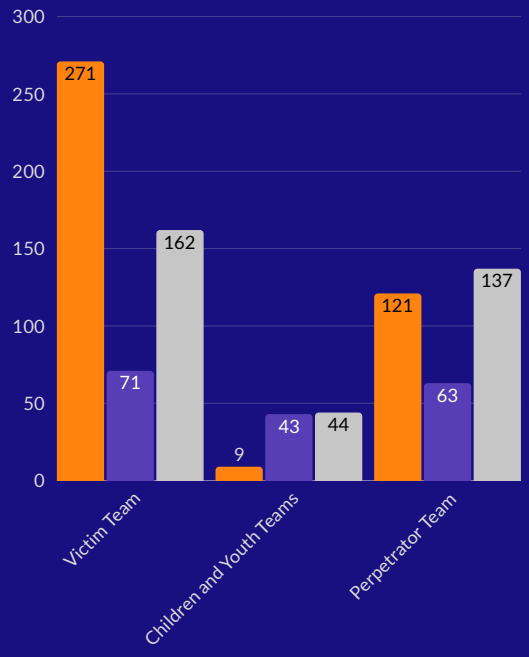
Whole Service Overview 2023-2024

REFERRALS AND ENGAGEMENT

During the year, the service received a total of 401 referrals to all teams, which is a 26.5 % decrease in referrals compared to the previous year.
Changes per team were as follows:

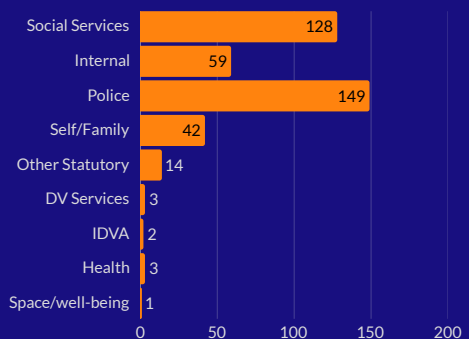
Victim Team - decrease of 19 (6.5%)
Children and Youth Team - decrease of 61 (87%)
Perpetrator Team - decrease of 65 (35%)

These differences reflect the changes in funding with some of the projects coming to an end during the year. During 2024- 2025 decisions were agreed around a focused path forward with a clear push on whole family work and commissioning rather than grant funding. This was due in part to the scarcity of grant funding in the current climate but also in response to our strategic work and awareness of future opportunities which are hoped to come into play in 2025- 2026.

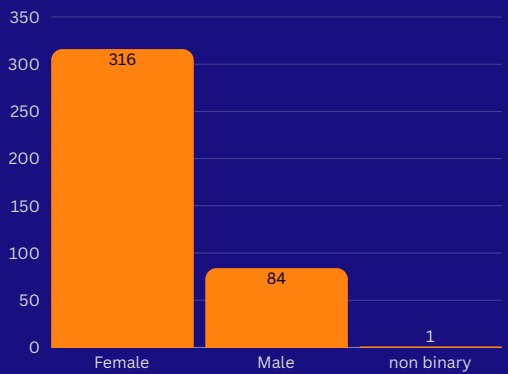


It costs an average of £1710 to provide support to one individual

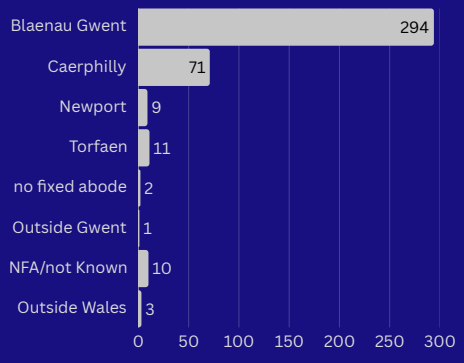
REFERRAL SOURCE



GENDER



AREA



401
Total referrals in 2024- 2025

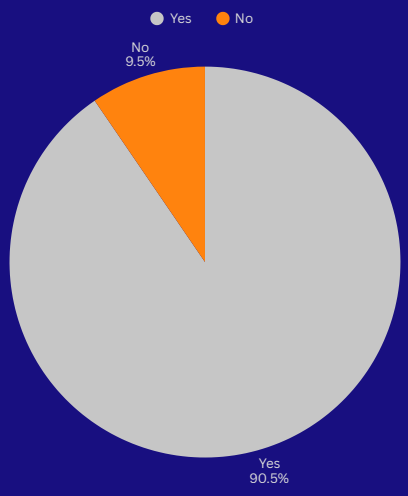
48%
Engagement rate

343
Individuals supported

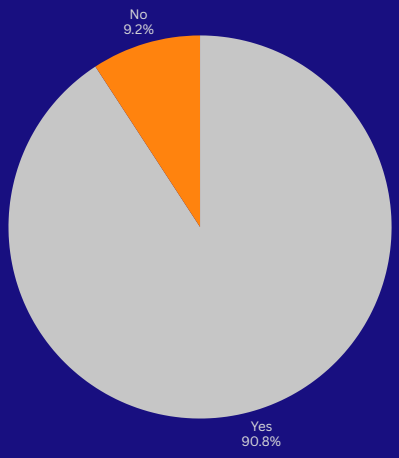
Whole Service Overview 2024-2025 - Impact

All cases are monitored at closure to review outcomes that we have achieved with our interventions. Each outcome is assessed through a combination of measures including objective and subjective factors.
These graphs represent the results for the whole service and represent 346 case closures during the period.

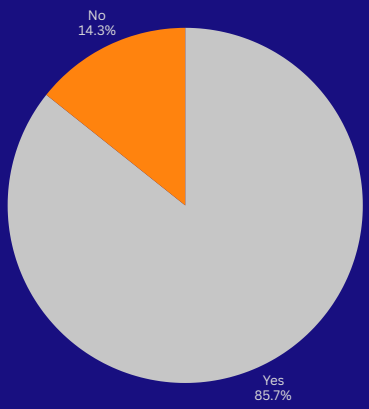
REDUCTION IN RISK



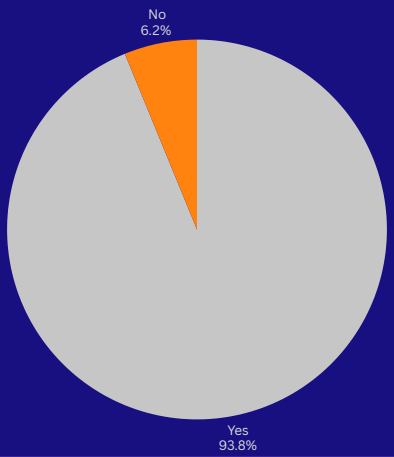
INCREASED KNOWLEDGE AND UNDERSTANDING OF DOMESTIC ABUSE



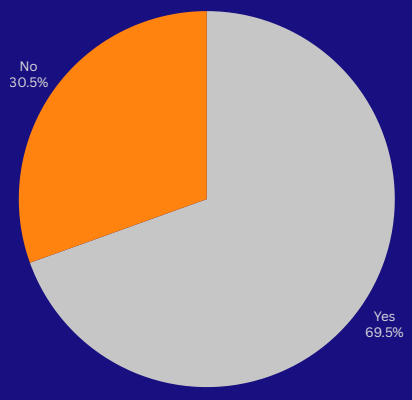
IMPROVED FAMILY AND SOCIAL RELATIONSHIPS



INCREASE IN RESILIENCE AND WELL-BEING



REDUCTION IN CONTROLLING AND ABUSIVE BEHAVIOURS - PERPETRATORS ONLY



Risk levels, for those known, at referral were:

5% **High Risk**

68% **Medium Risk**

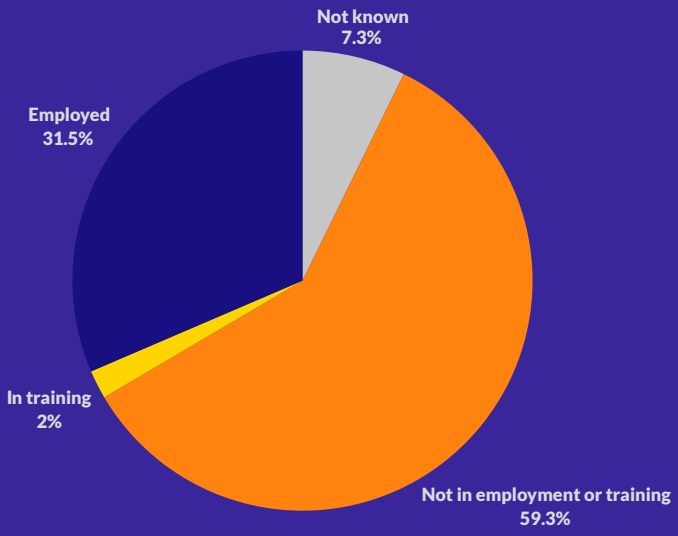
27% **Standard Risk**

N.B for 37% of referrals the risk level was 'not known' at referral point

What else do our statistics tell us? – based on our 346 closed files who had received support

8% of our clients (adults and children) identified as being 'neurodiverse' of these 65% stated they were diagnosed.

7% of those asked stated that they had a disability



Employment and Training

16% of cases reported that they were struggling with financial hardship

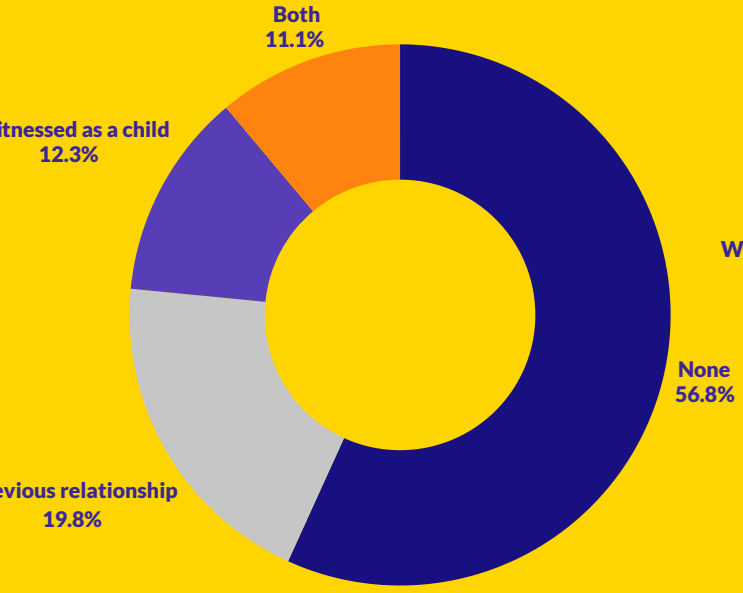
Previous experience of abuse…

We ask our adult clients whether they have experienced abuse before in their life, either as a child or as an adult. This is what we found out...

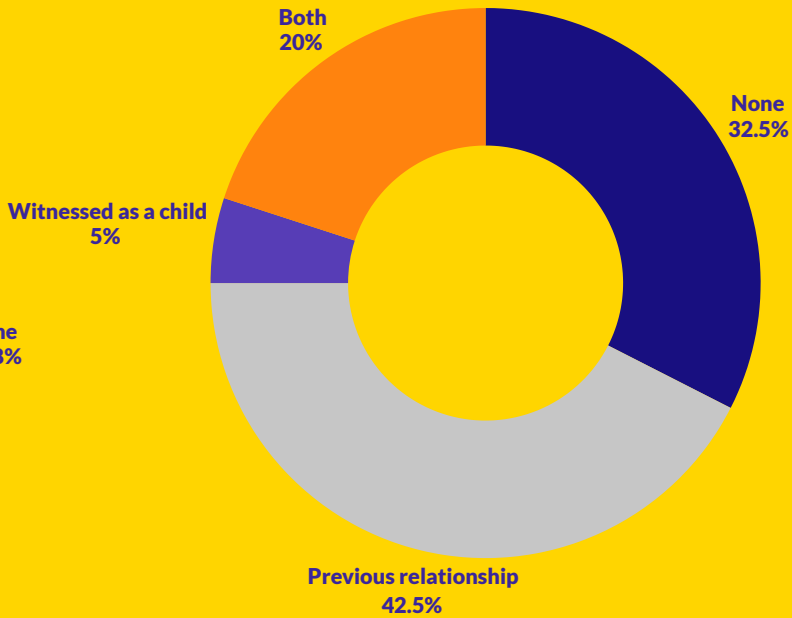
65% of those asked said they had experienced multiple adverse childhood experiences (ACE's)

Overall 55 % of clients told us that they'd had previous experience of abuse. The breakdown below shows the variation between the responses of Perpetrators compared to victims

Perpetrators



Victims



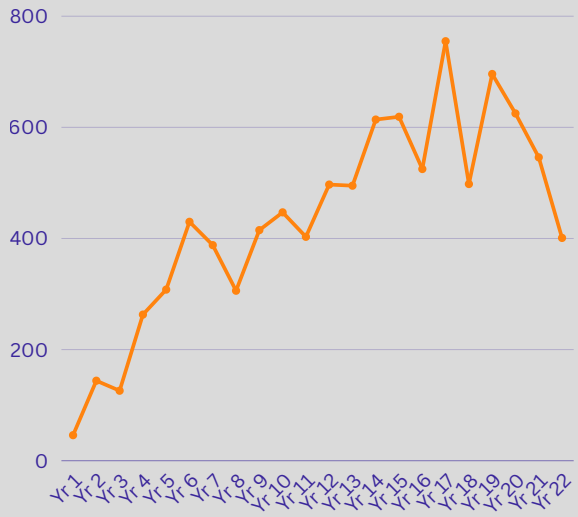
Through the years

This year marked 22 complete years of operation for Phoenix.

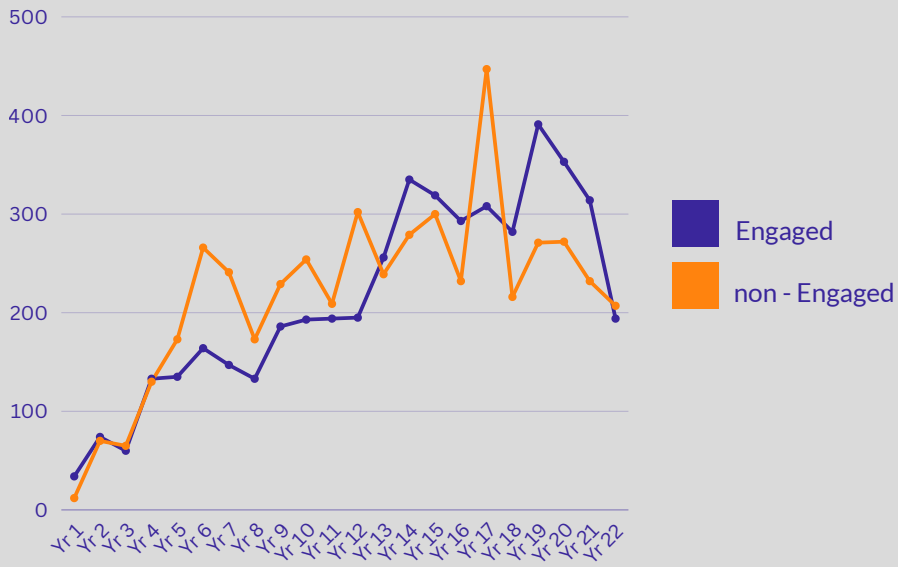
The graphs on this page represent the key figures across these years. We can see from this that although there are fluctuations in actual figures the rates of engagement had remained static at around 57% since our 18th Year of operation (2019 - 2020) although this year they dropped a little to 48%.

We also saw 28.5K website hits many of which were accessing professional pages.

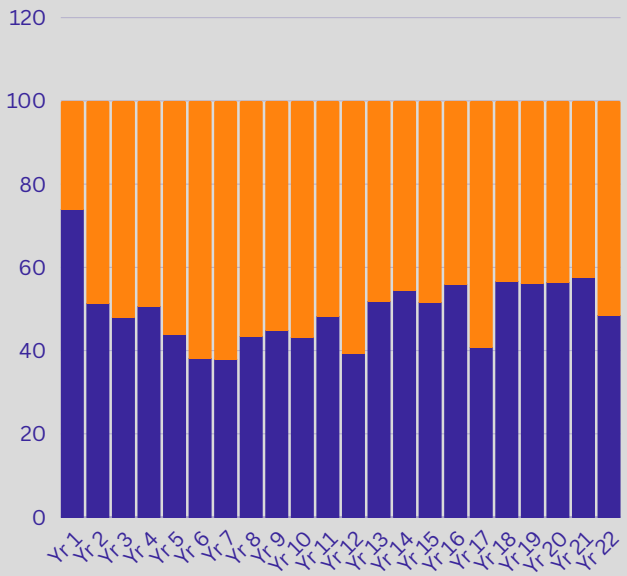
22 YEARS OF REFERRALS



ENGAGEMENT NUMBERS



ENGAGEMENT PERCENTAGE



9547

Total referrals

4842

Total clients engaged

292,474

Total website hits

Work with Victims

Supporting all victims of domestic abuse to become safer, happier and more resilient

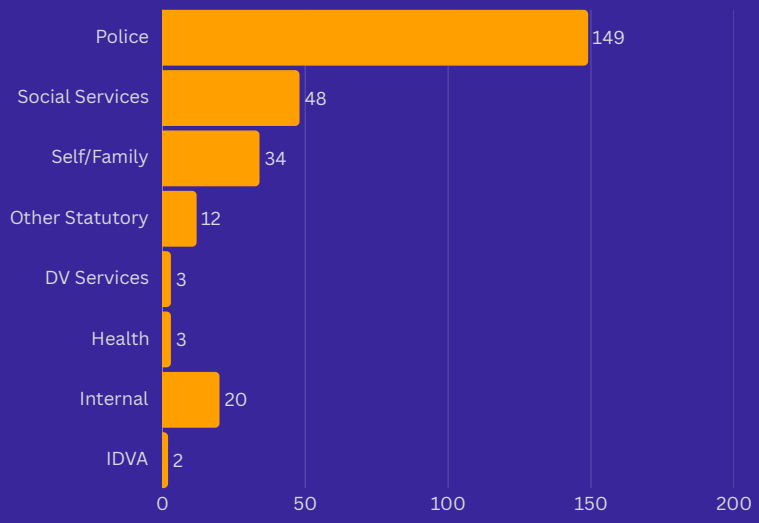
271
Victims referred this year

71
cases carried over

37%
of referrals engaged

162
individuals supported

We started the year with two support streams available for victims. Firstly our Victim Safety Officer who oversaw all victim referrals and offered immediate assistance in safety and risk management, including options relating to criminal and civil justice as well as safeguarding and multi-agency working. This work continued throughout the year funded by Moondance Foundation.



Meanwhile, our Rise and Thrive Team delivered longer-term support aimed at enhancing resilience, boosting safety, and promoting overall well-being. This work was funded by National Lottery until December 2024.

Engagement Snapshot

4.35 %
Of males referred engaged with support

40 %
Of females referred engaged with support

19 %
Of police referral's engaged with support

56 %
of social services referrals engaged with support

73 %
Of self referrals engaged with support

Work with victims continued ....

What Changed?

We reduced the risk in: 95% of Victim Team cases and 94% of Rise and Thrive Team cases

We increased knowledge and understanding in 77% of Victim Team cases and 98% of Rise and Thrive Team cases

We increased well being and resilience in 98% of Victim Team cases and 93% of Rise and Thrive Team cases

We improved family & social relationships in 100% of Victim Team cases and 98% of Rise and Thrive Team cases

Male Victims

Total referrals **22**

Identified as primary aggressor before contact **2**

Given one off advice **5**

Total engaged in support **1**

Average age **35**

Total successfully contacted **8**

Engagement rate **27%**

"Jane's" Story

Jane* self-referred into Phoenix following a marriage breakdown. After being married for many years, Jane was forced to sell her family home and find somewhere to live.

During her marriage, Jane has been emotionally abused and financially controlled. Jane quit work to be a 'kept women'. However, this resulted in Jane spending days in the home with no heating/ access to money due to her husband working away for periods at a time. Jane was also diabetic and would have to ask for money and to stop whilst out and about with her husband when her blood sugars dropped. In the early days of support, Jane's mental health was extremely low and she struggled with suicidal thoughts.

Jane was emotionally supported, helped to open a bank account as she had not had one of her own previously, she was supported to access financial support including benefits, legal support to file for divorce and assist with the house sale and access suitable housing.

Jane was offered a property via the council and was supported to set up her home, accessing grants for white goods to settle in. Jane attended the RESET programme and gained further knowledge of domestic abuse and actively participated in the group, also going on to support her peers in a group setting. Jane accessed the wellbeing support group and the Rise & Thrive activities on offer, including a trip to the farm with her granddaughter and a cookery session in the local community.

Being an avid knitter, she began to knit again when settled in her own home, something that she has previously been degraded for and had stopped. Jane accessed community groups and went on to volunteer in a community kitchen and her local slimming world class. Jane was also divorced.

Jane felt she was able to live her life positively and engage in activities she was previously not allowed to do when she was married through the support of the Rise & Thrive project.

"Without this support I don't think I would have gone on in life, it helped me rebuild a new life and I am finally happy" Jane quotes.

RESET PROGRAMME

- 34 clients attended RESET group sessions
- 99% of those attending groups have reported a reduction in risk, 100% an increase in knowledge, 91% reported increased resilience and 96% improved family and social relationships

Feedback from RESET

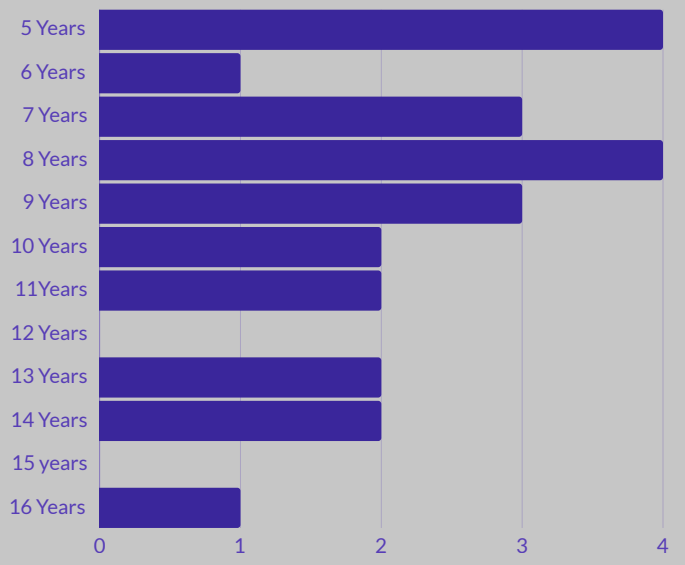
"I loved it, it opened my mind so much"

"having the knowledge to know red flags"

"Its really welcoming and everyone here is really supportive"

Children supported

AGE AT REFERRAL OF ALL ENGAGED

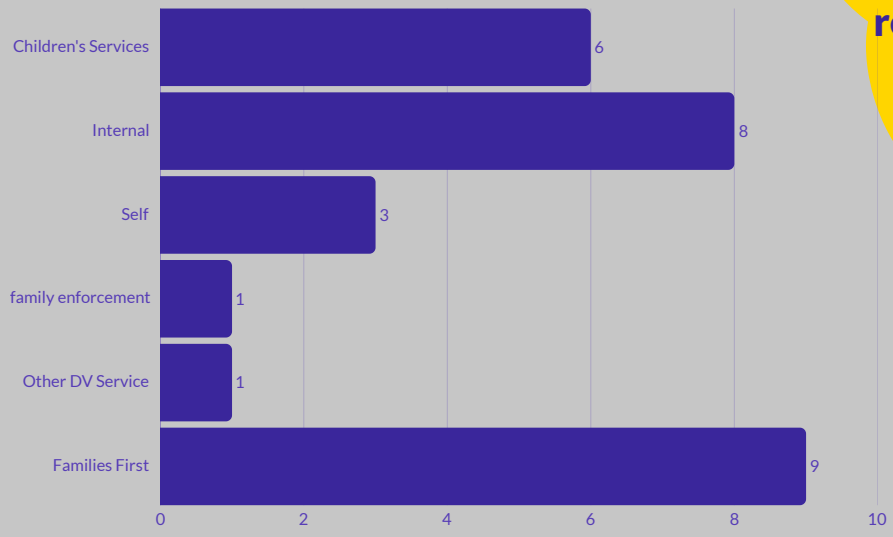


Carried over = 28
New Referrals = 0
Total = 28

24 Engaged
= 86 %
All cases were new referrals (no repeats)

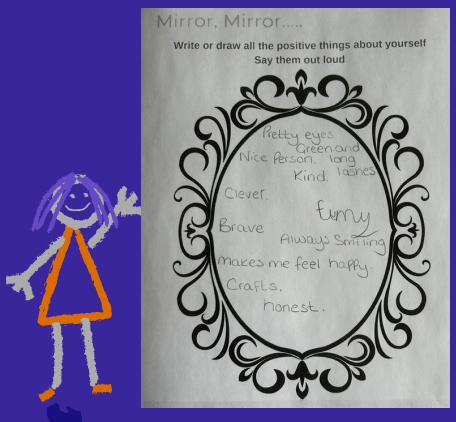
Funding for direct work with Children came to an end in August 2024 which is reflected in the low number supported and zero new referrals as the project was winding down.

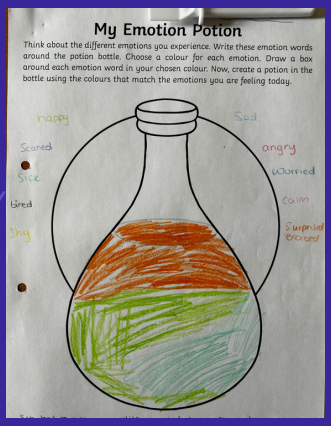
REFERRAL SOURCE OF REFERRALS



16 children identified as female
12 children identified as male

Children's Recovery Team Continued ...





"Archie's" Story

Archie's mother, Mary was referred to Phoenix by Gwent Police following significant abuse from Archie's father Paul. Mary was supported through the criminal court system and a restraining order was put in place to protect her and Archie. Although Paul was advised to consult a solicitor to establish contact with Archie, he has yet to take this step. Mary sought support from Phoenix for Archie due to her worries about the high levels of fear and anxiety he was facing. Archie had endured both physical and emotional abuse directed at him and his mother. Additionally, he was aware of his father's troubling alcohol use and the fact that his father had attempted to take his own life.

In early sessions, Archie seemed cautious and nervous. Both Mary and school observed that he was 'excessively anxious' and exhibited fears about various issues, such as his mother leaving him alone, her getting hurt, and concerns about being 'taken away.' Additionally, Archie was grappling with feelings of rejection from his father, which hindered his ability to form and sustain friendships due to his anxiety and low self-esteem.

Archie's worker understood the importance of creating a safe and secure environment during their sessions, emphasizing the need to establish a trusting relationship with him. To achieve this, Archie and his worker dedicated several sessions to getting to know each other through a blend of 'All About Me' worksheets, engaging games, and identifying his strengths. Archie shows a remarkable talent for drawing and enjoys playing with sand and Lego, so his worker incorporates these activities into their sessions. This approach not only facilitates conversation but also serves as a confidence booster and a means of providing positive reinforcement.

The worker uses various tools to help Archie recognize and discuss his fears and emotions, and develop coping skills. Activities include creating a mindfulness jar, a worry bag, exploring emotions and what he can and can not control. A "Stop/Go" system is implemented for children on the Recovery Team to signal their comfort during sessions, enhancing trust and allowing them a control element of the work.

Archie shows increased happiness and confidence, evident in his smile and excitement during check-ins with his worker. He has formed a small group of friends at school, further boosting his confidence. Although he occasionally mentions his father's absence, Mam reports that it does not seem to negatively affect him anymore. Archie is sleeping better, using coping skills learned with his Recovery Worker, and appears calmer and less anxious overall.

YOUTH RESPECT

CHILD & ADOLESCENT TO PARENT VIOLENCE AND ABUSE

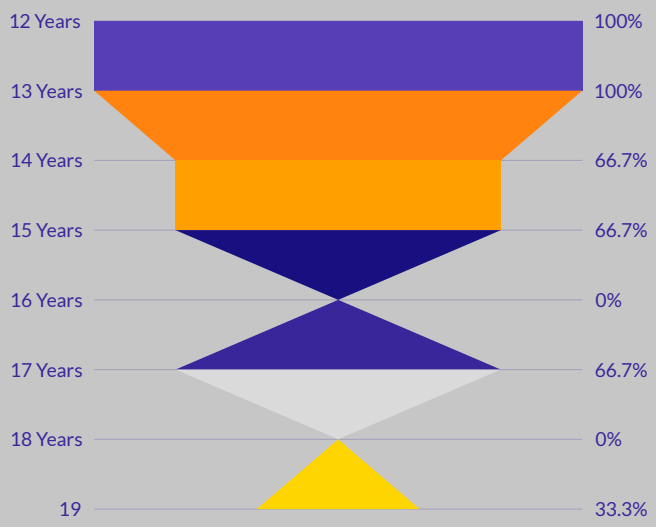
Working with 11- 18 year olds who are using controlling behaviours within their own relationships or towards parents/carers.

8 cases were carried over

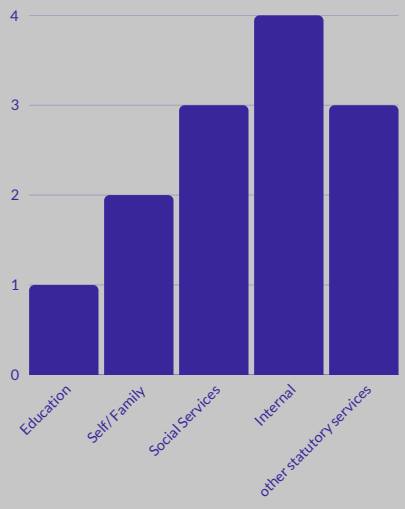
There were 9 new referrals

76% of young people engaged

AGE AT OF THOSE THAT ENGAGED



REFERRAL SOURCE



77% of cases showed an improvement in family and social relationships

100% of closed cases showed a reduction in controlling and abusive behaviours

92 % of closed cases report an increase in well-being and resilience

BEHAVIOURS DISPLAYED

84% displayed emotional abuse and coercive and controlling behaviours (CCB)

61% displayed physical abuse

77% displayed criminal damage

23% displayed financial control

85% displayed threats to harm (to the primary victim, themselves or siblings)

Working with perpetrators to reduce their controlling and dominant beliefs and behaviours

65
Perpetrator referrals

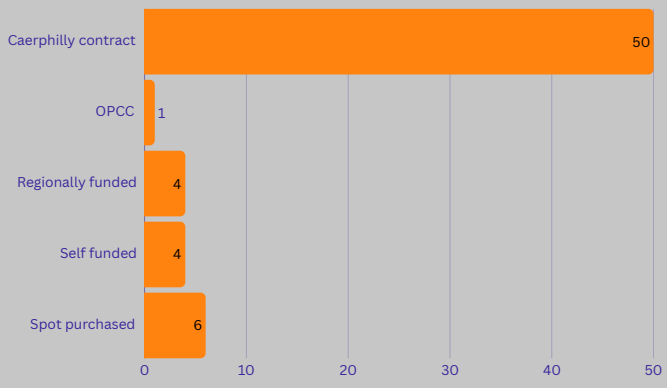
27
carried over from previous year

78
Individuals engaged

83%
Of referrals engaged

"The skills I have learnt on the programme have helped me and my partner to improve our relationship and be able to live as a family again. I no longer feel entitled like I used to - thank you for giving me the chance to change and believing in me."

During the year funding for this work has come from a variety of sources. The graph shows the breakdown of how the 65 referrals were funded:



Impact Snapshot

79%
With a reduction in risk compared to entry

91%
With an increase in knowledge and understanding of domestic abuse

60%
Showed a reduction in controlling and abusive behaviours

58%
Showed an improvement in family and social relationships

Intervention team continued ...

86%

Of perpetrators referred were male

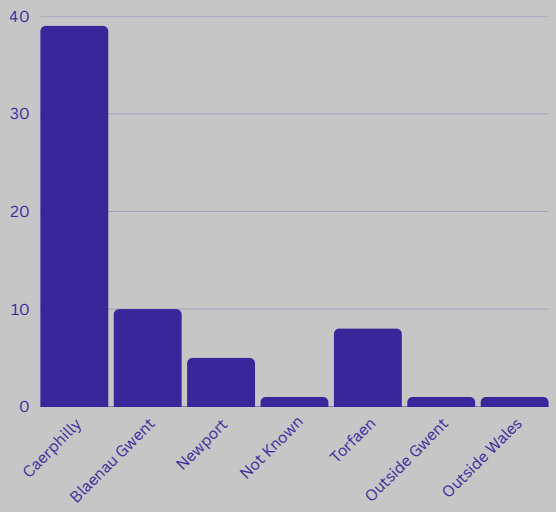
539

Individual sessions were carried out with referrals from Caerphilly

20%

Of those that engaged completed a programme of work in the year

Areas



Partner Link Work

56 partners and ex partners were referred

36 cases were carried over from the previous year

59 engaged with the Partner Link Officer

PARTNER LINK OUTCOMES

86.4%
showed a reduction in risk

97%
Showed improved knowledge and understanding of domestic abuse

97%
Showed increased resilience and wellbeing

84%
Showed improvements in family and social relationships

Case Studies...

"Marie and George had been in a relationship together for nearly a year but had known each other prior to this for several years. Both admit to their previous relationships being domestically abusive however they denied any domestic abuse in their relationship together. Social Services had previous involvement with Marie resulting in all 4 of her children being removed from her care.

At the time of referral, Marie was pregnant by George which was the trigger for the referral. Due to the history at this point it was highly likely that the child would not be deemed safe to stay with Marie and George with the case likely resulting in adoption of the baby. Marie could not be referred to Womens Aid as the relationship with George was on-going. The request was to work with both Marie to complete victim work and with George in the perpetrator team.

During the initial appointment Marie said that she understood her previous relationships were abusive but maintained that this relationship was not, she did note that George's previous relationship was abusive but stated that she felt that he was the victim.

George completed his initial appointment with an intervention officer and was assessed as unsuitable for the programme due to his denial of any abusive behaviours. Following a further incident, police information was provided which was used to challenge George resulting in him admitting some low level abusive behaviours. George then agreed to continue with the work in a more open and honest way.

George completed the other two assessments (information gathering and risk assessment). George was able to give some examples of unhealthy behaviour that he could work on and also talked about looking at better ways of dealing with conflict within the relationship. George remained somewhat resistant to the work at this point but agreed to progress.

"During the same period Marie completed the 10 sessions of the Reset Programme (covering all aspects of an abusive relationship) with the victim safety officer. These were completed as a combination of face to face and online sessions.

Marie was happy to engage with the sessions and could relate to the content but generally with previous relationships and her relationship with her mother. During this period the couple remained together and Marie continued to minimise or deny any abuse in the relationship.

Marie gave birth and her, George and the baby were placed in a parents and child placement in Porthcawl.

During the time that Marie was in Porthcawl there was 1 face to face meeting, 1 online meeting and 6 telephone calls to check in with Marie.

George attended four 1-1 sessions with the Intervention Officer. During the first few sessions George was able to understand and engage with the sessions and was given tools to help him. Towards the end of his time in the placement George began to become more resistant in meetings and showed signs of aggression towards professionals.

At this point the relationship ended between George and Marie with him withdrawing from the placement and from the work with Phoenix. Marie indicated that she wanted to continue the assessment process on her own.

When George left the placement in Porthcawl, Marie began to reflect more honestly on many aspects of her relationship with George that were controlling. Marie disclosed that, due to what she had learned in the programme, she could now recognise the controlling behaviours and also felt confident enough to disclose violence at the beginning of the relationship before she was pregnant. With this new information and outlook from Marie it was felt she would benefit from repeating the Reset Programme. Marie later left the mother and baby placement and is living independently with her young child. At last contact Marie had a safety plan in place and appears to be making all the necessary changes in her life to create a safe environment for the baby.

Training

Phoenix is committed to improving professional responses to domestic abuse and sharing our knowledge and skills with others.
This year Phoenix delivered a total of seven courses with 136 attendees - five of these were 'Understanding Perpetrators' and two were 'Dealing with Counter Allegations'

"Well paced ! interactive. Knowledgeable facilitators !"

136 Professionals Trained

"Very interesting and engaging, the timing was just right"

"The content of this course will definitely reflect upon my practice. i learned so much about the way that potential perpetrators claim to be victims in order to discount a tue victims disclosure"

99% of attendees improved their knowledge

"Delivery was good, engagement was great too, I liked the activities and break out groups to discuss"

Phoenix are grateful to our many partners and funders and thank them for their ongoing support

Llywodraeth Cymru
Welsh Government

VAWDASV
Gwent Violence Against Women, Domestic Abuse and Sexual Violence
Trais yn Erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol Gwent

CAERPHILLY
COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL
CAERFFILI

COMISIYNYDD YR HEDDLU A TROSEDD
GWENT
POLICE AND CRIME COMMISSIONER

De Cymru
Comisiynydd yr Heddlu a Throseddu
Police and Crime Commissioner
South Wales

Supported by BBC Children in Need

Masonic Charitable Foundation

Llamau

The Moondance Foundation

CRONFA GYMUNEDOL COMMUNITY FUND

Tai Calon
Community Housing

TORFAEN COUNTY BOROUGH
BWRDEISTREF SIROL TORFAEN

Cyngor Bwrdeisdref Sirol
Blaenau Gwent
County Borough Council

LLOYDS BANK FOUNDATION
England & Wales

SMT
Safer Merthyr Tydfil
Merthyr Tudful Mwy Diogel

New Pathways

stori

PHOENIX DOMESTIC ABUSE SERVICES

PHOENIX HOUSE
SURGERY ROAD
BLAINA

CHARITY NUMBER 1112039

FINANCIAL ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2025

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3-4 Statement of Financial Activities
5 Balance Sheet
6-7 Notes to the Accounts

Independent Examiner's Report to the Trustees of Phoenix Domestic Abuse Services

I report to the trustees of Phoenix Domestic Abuse Services on the accounts for the year ended 31st March 2025.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material aspect:-

(1) the accounting records were not kept in accordance with section 130 of the Charities Act or
(2) the accounts did not accord with the accounting records or
(3) the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Steve Drake

Steve Drake
Chartered Certified Accountant (F.C.C.A.)
24 James Street, Ebbw Vale, Blaenau Gwent, NP23 6JG

10th October 2025

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2025
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds	Restricted Funds	2025	2024
INCOMING RESOURCES	£	£	£	£
Voluntary sources				
Donations	6,202.67	-	6,202.67	693.04
Grants received				
Welsh Assembly Government - Youth Worker	-	36,000.00	36,000.00	36,000.00
Children in need	-	-	-	28,392.00
The National Lottery Community Fund - Rise and Thrive Project	-	55,042.00	55,042.00	122,152.00
Awards for all	-	20,000.00	20,000.00	-
Garfield Weson Foundation	-	30,000.00	30,000.00	-
VAWDASV - IDVA - Torfaen	-	48,501.10	48,501.10	47,803.12
Masonic Charitable trust	-	-	-	22,730.00
HSBC Foundation	-	5,000.00	5,000.00	-
Moondance Foundation	-	48,855.00	48,855.00	67,138.00
Clothworkers Foundation	-	-	-	1,000.00
Caerphilly County Borough Council	-	97,923.00	97,923.00	97,923.00
Waterloo Foundation	-	35,000.00	35,000.00	-
Pathfinder Project	-	93,961.95	93,961.95	-
Perpetrator Intervention work	14,533.00	-	14,533.00	12,348.00
The Police and Crime commissioner for South Wales	-	-	-	20,000.00
Cara Project	-	28,000.00	28,000.00	5,000.00
Welsh Assembly Government - Capital	-	29,427.22	29,427.22	35,633.48
Violence against Women	108,428.58	-	108,428.58	-
Income (Sub-Total)	129,164.25	527,710.27	656,874.52	496,812.64
Miscellaneous Resources				
Training Provided	5,250.00	-	5,250.00	7,588.56
Suitability sessions, insurance refunds and room hire	1,899.52	-	1,899.52	2,529.00
Bank Interest received (Gross)	1,242.40	-	1,242.40	1,472.79
TOTAL INCOMING RESOURCES	**137,556.17**	**527,710.27**	**665,266.44**	**508,402.99**

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2025
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	Unrestricted Funds	Restricted Funds	2025	2024
	£	£	£	£
RESOURCES EXPENDED				
Client Expenses	1,061.88	3,865.08	4,926.96	4,407.01
Employee Wages and NIC	65,325.15	401,048.03	466,373.18	497,432.98
Employer Pension Costs	2,548.69	16,597.84	19,146.53	18,367.89
Employee Training Costs	-	208.00	208.00	1,005.00
Publicity, Promotions and Leaflets	-	773.49	773.49	286.98
Travelling Expenses	-	4,847.09	4,847.09	8,013.19
Gas and Electricity Costs	4,216.42	384.15	4,600.57	5,511.13
Insurance Costs (Incl. Healthcare)	2,441.20	9,982.49	12,423.69	12,825.34
Telephone, Fax and Internet	1,931.58	13,586.71	15,518.29	18,943.94
Printing, Postage and Stationery	36.07	793.93	830.00	1,095.14
Repairs, Renewals and Refuse Collections	1,778.63	34,312.35	36,090.98	23,464.93
Accountancy	1,740.00	-	1,740.00	1,680.00
Cleaning	56.00	1,968.60	2,024.60	1,908.81
Computer Software and Support	2,518.18	184.48	2,702.66	8,823.63
Water Rates	-	423.58	423.58	419.28
Equipment repairs and renewals	134.49	1,600.90	1,735.39	17,264.64
Licences and Subscriptions	772.00	1,092.28	1,864.28	733.88
Legal and Professional fees	-	3,030.00	3,030.00	4,950.00
Companies House fees	150.00	34.00	184.00	13.00
Bank and PayPal Charges	14.03	115.65	129.68	168.60
Equipment leasing	2,056.85	2,211.45	4,268.30	4,868.98
Room hire, Canteen and Welfare	291.94	2,507.14	2,799.08	6,151.52
TOTAL RESOURCES EXPENDED	**87,073.11**	**499,567.24**	**586,640.35**	**638,335.87**
NET INCOMING/(OUTGOING) RESOURCES	**50,483.06**	**28,143.03**	**78,626.09**	**(129,932.88)**
TOTAL FUNDS BROUGHT FORWARD	**109,002.85**	**262,229.48**	**371,232.33**	**501,165.21**
TOTAL FUNDS CARRIED FORWARD	**159,485.91**	**290,372.51**	**449,858.42**	**371,232.33**

PHOENIX DOMESTIC ABUSE SERVICES
SECTION B - BALANCE SHEET AS AT 31ST MARCH 2025

	Note	2025 £	2024 £
FIXED ASSETS			
Freehold property at cost - Phoenix House, Surgery Road, Blaina (Incl. Enhancement expenditure)		216,752.80	216,752.80
CURRENT ASSETS			
Debtors and Prepayments	4	184,086.22	31,646.03
Cash at bank and in hand	5	63,100.29	127,823.25
TOTAL ASSETS		**463,939.31**	**376,222.08**
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Expense creditors	6	14,080.89	4,989.75
NET ASSETS		**449,858.42**	**371,232.33**
FUNDS OF THE CHARITY			
Unrestricted funds		159,485.91	109,002.85
Restricted Income funds		290,372.51	262,229.48
TOTAL FUNDS		**449,858.42**	**371,232.33**

Signed by the following two trustees
on behalf of all the trustees

Signature	Print Name	Date of Approval
Sonia Behr	SONIA BEHR	16/12/25
G Morgan	GLYN MORGAN	19/12/25

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS

NOTE 1 - BASIS OF PREPARATION

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.
The accounts have been prepared in accordance with:
(i) the statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with,
(ii) the Charities Act 2011.

1.2 Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 Changes to previous accounts

No changes have been made to accounts for previous years.

NOTE 2 - ACCOUNTING POLICIES

INCOMING RESOURCES

2.1 Recognition of Incoming resources

These are included in the Statement of Financial Activities when:
(i) the charity becomes entitled to the resources;
(ii) the trustees are virtually certain they will receive the resources; and
(iii) the monetary value can be measured with sufficient reliability.

2.2 Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

2.3 Grants and donations

Grants and donations are only included in the Statement of Financial Activities when the Charity has unconditional entitlement to the resources.

2.4 Investment Income

This is included in the accounts when receivable.

EXPENDITURE AND LIABILITIES

2.5 Liability recognition

Liabilities are recognized as soon as there is a legal or constructive obligation committing the charity to pay out the resources.

NOTE 3 - DETAILS OF CERTAIN ITEMS OF EXPENDITURE

3.1 Fees for examination of the accounts

	2025 (£)	2024 (£)
Independent examiner's fees for reporting on the accounts	1,740.00	1,680.00

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS (CONT'D)

NOTE 4 - DEBTORS AND PREPAYMENTS

Analysis of debtors: amounts falling due within one year

	2025 (£)	2024 (£)
Violence against Women, Domestic Abuse.	102,737.49	12,412.48
Moondance Foundation	-	(48,855.00)
Welsh Assembly Government	3,574.00	35,633.48
Caerphilly County Borough Council	27,434.77	25,610.07
Maria Perkins	450.00	-
Blaenau Gwent Social Services	1,400.00	450.00
Safer Merthyr Tydfil	48,489.96	5,000.00
Torfaen County Borough Council	-	900.00
Prepayments	-	45.00
Plymouth City Council	-	450.00
	184,086.22	**31,646.03**

NOTE 5 - CASH AT BANK AND IN HAND

	2025 (£)	2024 (£)
Cash at bank - current account	30,727.73	26,693.09
Cash at bank - deposit accounts	32,372.56	101,130.16
	63,100.29	**127,823.25**

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	2025 (£)	2024 (£)
Accountancy - Garry White and Company	1,740.00	1,680.00
Pension	4,188.30	2,081.50
Expense creditors	8,152.59	1,228.25
	14,080.89	**4,989.75**

PHOENIX DOMESTIC ABUSE SERVICES

PHOENIX HOUSE
SURGERY ROAD
BLAINA

CHARITY NUMBER 1112039

FINANCIAL ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2025

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Independent Examiner's Report to the Trustees of Phoenix Domestic Abuse Services

I report to the trustees of Phoenix Domestic Abuse Services on the accounts for the year ended 31st March 2025.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material aspect:-

(1) the accounting records were not kept in accordance with section 130 of the Charities Act or
(2) the accounts did not accord with the accounting records or
(3) the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Steve Drake

Steve Drake
Chartered Certified Accountant (F.C.C.A.)
24 James Street, Ebbw Vale, Blaenau Gwent, NP23 6JG

10th October 2025

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2025
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds	Restricted Funds	2025	2024
INCOMING RESOURCES	£	£	£	£
Voluntary sources				
Donations	6,202.67	-	6,202.67	693.04
Grants received				
Welsh Assembly Government - Youth Worker	-	36,000.00	36,000.00	36,000.00
Children in need	-	-	-	28,392.00
The National Lottery Community Fund - Rise and Thrive Project	-	55,042.00	55,042.00	122,152.00
Awards for all	-	20,000.00	20,000.00	-
Garfield Weson Foundation	-	30,000.00	30,000.00	-
VAWDASV - IDVA - Torfaen	-	48,501.10	48,501.10	47,803.12
Masonic Charitable trust	-	-	-	22,730.00
HSBC Foundation	-	5,000.00	5,000.00	-
Moondance Foundation	-	48,855.00	48,855.00	67,138.00
Clothworkers Foundation	-	-	-	1,000.00
Caerphilly County Borough Council	-	97,923.00	97,923.00	97,923.00
Waterloo Foundation	-	35,000.00	35,000.00	-
Pathfinder Project	-	93,961.95	93,961.95	-
Perpetrator Intervention work	14,533.00	-	14,533.00	12,348.00
The Police and Crime commissioner for South Wales	-	-	-	20,000.00
Cara Project	-	28,000.00	28,000.00	5,000.00
Welsh Assembly Government - Capital	-	29,427.22	29,427.22	35,633.48
Violence against Women	108,428.58	-	108,428.58	-
Income (Sub-Total)	129,164.25	527,710.27	656,874.52	496,812.64
Miscellaneous Resources				
Training Provided	5,250.00	-	5,250.00	7,588.56
Suitability sessions, insurance refunds and room hire	1,899.52	-	1,899.52	2,529.00
Bank Interest received (Gross)	1,242.40	-	1,242.40	1,472.79
TOTAL INCOMING RESOURCES	**137,556.17**	**527,710.27**	**665,266.44**	**508,402.99**

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2025
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	Unrestricted Funds	Restricted Funds	2025	2024
	£	£	£	£
RESOURCES EXPENDED				
Client Expenses	1,061.88	3,865.08	4,926.96	4,407.01
Employee Wages and NIC	65,325.15	401,048.03	466,373.18	497,432.98
Employer Pension Costs	2,548.69	16,597.84	19,146.53	18,367.89
Employee Training Costs	-	208.00	208.00	1,005.00
Publicity, Promotions and Leaflets	-	773.49	773.49	286.98
Travelling Expenses	-	4,847.09	4,847.09	8,013.19
Gas and Electricity Costs	4,216.42	384.15	4,600.57	5,511.13
Insurance Costs (Incl. Healthcare)	2,441.20	9,982.49	12,423.69	12,825.34
Telephone, Fax and Internet	1,931.58	13,586.71	15,518.29	18,943.94
Printing, Postage and Stationery	36.07	793.93	830.00	1,095.14
Repairs, Renewals and Refuse Collections	1,778.63	34,312.35	36,090.98	23,464.93
Accountancy	1,740.00	-	1,740.00	1,680.00
Cleaning	56.00	1,968.60	2,024.60	1,908.81
Computer Software and Support	2,518.18	184.48	2,702.66	8,823.63
Water Rates	-	423.58	423.58	419.28
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TOTAL RESOURCES EXPENDED	**87,073.11**	**499,567.24**	**586,640.35**	**638,335.87**
NET INCOMING/(OUTGOING) RESOURCES	**50,483.06**	**28,143.03**	**78,626.09**	**(129,932.88)**
TOTAL FUNDS BROUGHT FORWARD	**109,002.85**	**262,229.48**	**371,232.33**	**501,165.21**
TOTAL FUNDS CARRIED FORWARD	**159,485.91**	**290,372.51**	**449,858.42**	**371,232.33**

PHOENIX DOMESTIC ABUSE SERVICES
SECTION B - BALANCE SHEET AS AT 31ST MARCH 2025

	Note	2025 £	2024 £
FIXED ASSETS			
Freehold property at cost - Phoenix House, Surgery Road, Blaina (Incl. Enhancement expenditure)		216,752.80	216,752.80
CURRENT ASSETS			
Debtors and Prepayments	4	184,086.22	31,646.03
Cash at bank and in hand	5	63,100.29	127,823.25
TOTAL ASSETS		**463,939.31**	**376,222.08**
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Expense creditors	6	14,080.89	4,989.75
NET ASSETS		**449,858.42**	**371,232.33**
FUNDS OF THE CHARITY			
Unrestricted funds		159,485.91	109,002.85
Restricted Income funds		290,372.51	262,229.48
TOTAL FUNDS		**449,858.42**	**371,232.33**

Signed by the following two trustees
on behalf of all the trustees

Signature	Print Name	Date of Approval
Sonia Behr	SONIA BEHR	16/12/25
G Morgan	GLYN MORGAN	19/12/25

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS

NOTE 1 - BASIS OF PREPARATION

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.
The accounts have been prepared in accordance with:
(i) the statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with,
(ii) the Charities Act 2011.

1.2 Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 Changes to previous accounts

No changes have been made to accounts for previous years.

NOTE 2 - ACCOUNTING POLICIES

INCOMING RESOURCES

2.1 Recognition of Incoming resources

These are included in the Statement of Financial Activities when:
(i) the charity becomes entitled to the resources;
(ii) the trustees are virtually certain they will receive the resources; and
(iii) the monetary value can be measured with sufficient reliability.

2.2 Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

2.3 Grants and donations

Grants and donations are only included in the Statement of Financial Activities when the Charity has unconditional entitlement to the resources.

2.4 Investment Income

This is included in the accounts when receivable.

EXPENDITURE AND LIABILITIES

2.5 Liability recognition

Liabilities are recognized as soon as there is a legal or constructive obligation committing the charity to pay out the resources.

NOTE 3 - DETAILS OF CERTAIN ITEMS OF EXPENDITURE

3.1 Fees for examination of the accounts

	2025 (£)	2024 (£)
Independent examiner's fees for reporting on the accounts	1,740.00	1,680.00

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS (CONT'D)

NOTE 4 - DEBTORS AND PREPAYMENTS

Analysis of debtors: amounts falling due within one year

	2025 (£)	2024 (£)
Violence against Women, Domestic Abuse.	102,737.49	12,412.48
Moondance Foundation	-	(48,855.00)
Welsh Assembly Government	3,574.00	35,633.48
Caerphilly County Borough Council	27,434.77	25,610.07
Maria Perkins	450.00	-
Blaenau Gwent Social Services	1,400.00	450.00
Safer Merthyr Tydfil	48,489.96	5,000.00
Torfaen County Borough Council	-	900.00
Prepayments	-	45.00
Plymouth City Council	-	450.00
	184,086.22	**31,646.03**

NOTE 5 - CASH AT BANK AND IN HAND

	2025 (£)	2024 (£)
Cash at bank - current account	30,727.73	26,693.09
Cash at bank - deposit accounts	32,372.56	101,130.16
	63,100.29	**127,823.25**

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	2025 (£)	2024 (£)
Accountancy - Garry White and Company	1,740.00	1,680.00
Pension	4,188.30	2,081.50
Expense creditors	8,152.59	1,228.25
	14,080.89	**4,989.75**

PHOENIX DOMESTIC ABUSE SERVICES

England & Wales - Charity number 1112039

Accounts

PHOENIX DOMESTIC A ERVICES

PHOENIX HOUSE
SURGERY ROAD
BLAINA

CHARITY NUMBER 1112039

FINANCIAL ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2024

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Independent Examiner's Report to the Trustees of Phoenix Domestic Abuse Services

I report to the trustees of Phoenix Domestic Abuse Services on the accounts for the year ended 31st March 2024.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material aspect:-

(1) the accounting records were not kept in accordance with section 130 of the Charities Act or
(2) the accounts did not accord with the accounting records or
(3) the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Steve Drake

Steve Drake
Chartered Certified Accountant (F.C.C.A.)
24 James Street, Ebbw Vale, Blaenau Gwent, NP23 6JG

11th November 2024

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2024
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds	Restricted Funds	2024	2023
INCOMING RESOURCES	£	£	£	£
Voluntary sources				
Donations	693.04	-	693.04	3,473.35
Grants received				
Welsh Assembly Government - Youth Worker	-	36,000.00	36,000.00	35,618.00
Children in need	-	28,392.00	28,392.00	28,892.00
The National Lottery Community Fund - Rise and Thrive Project	-	122,152.00	122,152.00	103,678.50
Lloyds Foundation	-	-	-	27,250.00
Re Provide	-	-	-	35,000.00
VAWDASV - IDVA - Torfaen	-	47,803.12	47,803.12	45,414.19
Masonic Charitable trust	-	22,730.00	22,730.00	17,264.00
B and Q Foundation	-	-	-	1,053.10
Moondance Foundation	-	67,138.00	67,138.00	56,720.00
Clothworkers Foundation	-	1,000.00	1,000.00	10,000.00
Caerphilly County Borough Council	97,923.00	-	97,923.00	97,923.00
VAWDASV - Cost of Living Grant	-	-	-	4,000.00
VAWDASV - Perpetrator Project	-	-	-	25,480.00
Perpetrator Intervention work	12,348.00	-	12,348.00	4,112.00
Torfaen CBC	-	-	-	33,500.00
The Police and Crime commissioner for South Wales	-	20,000.00	20,000.00	-
Cara Project	-	5,000.00	5,000.00	-
Welsh Assembly Government - Capital	-	35,633.48	35,633.48	19,024.06
Home Office/PCC	-	-	-	234,737.67
Income (Sub-Total)	110,964.04	385,848.60	496,812.64	783,139.87
Miscellaneous Resources				
Training Provided	7,588.56	-	7,588.56	3,800.00
Suitability sessions, insurance claims and room hire	2,529.00	-	2,529.00	3,718.80
Bank Interest received (Gross)	1,472.79	-	1,472.79	246.39
TOTAL INCOMING RESOURCES	**122,554.39**	**385,848.60**	**508,402.99**	**790,905.06**

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2024
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	Unrestricted Funds	Restricted Funds	2024	2023
	£	£	£	£
RESOURCES EXPENDED				
Client Expenses	-	4,407.01	4,407.01	11,804.02
Employee Wages and NIC	142,155.72	355,277.26	497,432.98	654,791.04
Employer Pension Costs	5,900.61	12,467.28	18,367.89	52,345.53
Employee Training Costs	30.00	975.00	1,005.00	4,673.26
Publicity, Promotions and Leaflets	-	286.98	286.98	389.23
Travelling Expenses	-	8,013.19	8,013.19	12,488.20
Gas and Electricity Costs	2,567.50	2,943.63	5,511.13	4,020.17
Insurance Costs (Incl. Healthcare)	3,308.87	9,516.47	12,825.34	14,938.14
Telephone, Fax and Internet	7,009.31	11,934.63	18,943.94	16,628.14
Printing, Postage and Stationery	189.56	905.58	1,095.14	2,044.77
Repairs, Renewals and Refuse Collections	2,165.99	21,298.94	23,464.93	27,052.79
Accountancy	1,680.00	-	1,680.00	1,800.00
Cleaning	500.51	1,408.30	1,908.81	1,636.42
Computer Software and Support	2,878.23	5,945.40	8,823.63	8,083.17
Water Rates	-	419.28	419.28	455.78
Equipment repairs and renewals	857.81	16,406.83	17,264.64	4,589.94
Licences and Subscriptions	-	733.88	733.88	947.05
Legal and Professional fees	462.00	4,488.00	4,950.00	13,255.00
Companies House fees	13.00	-	13.00	763.00
Bank and PayPal Charges	25.50	143.10	168.60	130.04
Equipment leasing	1,649.63	3,219.35	4,868.98	2,732.88
Room hire, Canteen and Welfare	28.00	6,123.52	6,151.52	6,486.79
TOTAL RESOURCES EXPENDED	**171,422.24**	**466,913.63**	**638,335.87**	**842,055.36**
NET INCOMING/(OUTGOING) RESOURCES	**(48,867.85)**	**(81,065.03)**	**(129,932.88)**	**(51,150.30)**
TOTAL FUNDS BROUGHT FORWARD	**157,870.70**	**343,294.51**	**501,165.21**	**552,315.51**
TOTAL FUNDS CARRIED FORWARD	**109,002.85**	**262,229.48**	**371,232.33**	**501,165.21**

PHOENIX DOMESTIC ABUSE SERVICES
SECTION B - BALANCE SHEET AS AT 31ST MARCH 2024

	Note	2024 £	2023 £
FIXED ASSETS			
Freehold property at cost - Phoenix House, Surgery Road, Blaina (Incl. Enhancement expenditure)		216,752.80	216,752.80
CURRENT ASSETS			
Debtors and Prepayments	4	31,646.03	125,009.46
Cash at bank and in hand	5	127,823.25	171,934.27
TOTAL ASSETS		**376,222.08**	**513,696.53**
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Expense creditors	6	4,989.75	12,531.32
NET ASSETS		**371,232.33**	**501,165.21**
FUNDS OF THE CHARITY			
Unrestricted funds		109,002.85	157,870.70
Restricted Income funds		262,229.48	343,294.51
TOTAL FUNDS		**371,232.33**	**501,165.21**

Signed by the following two trustees
on behalf of all the trustees

Signature	Print Name	Date of Approval
	SONIA BEHR	20.12.24
	GLYN MORJAN	13/1/25

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS

NOTE 1 - BASIS OF PREPARATION

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.
The accounts have been prepared in accordance with:
(i) the statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with,
(ii) the Charities Act 2011.

1.2 Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 Changes to previous accounts

No changes have been made to accounts for previous years.

NOTE 2 - ACCOUNTING POLICIES

INCOMING RESOURCES

2.1 Recognition of Incoming resources

These are included in the Statement of Financial Activities when:
(i) the charity becomes entitled to the resources;
(ii) the trustees are virtually certain they will receive the resources; and
(iii) the monetary value can be measured with sufficient reliability.

2.2 Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

2.3 Grants and donations

Grants and donations are only included in the Statement of Financial Activities when the Charity has unconditional entitlement to the resources.

2.4 Investment Income

This is included in the accounts when receivable.

EXPENDITURE AND LIABILITIES

2.5 Liability recognition

Liabilities are recognized as soon as there is a legal or constructive obligation committing the charity to pay out the resources.

NOTE 3 - DETAILS OF CERTAIN ITEMS OF EXPENDITURE

3.1 Fees for examination of the accounts

	2024 (£)	2023 (£)
Independent examiner's fees for reporting on the accounts	1,680.00	1,800.00

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS (CONT'D)

NOTE 4 - DEBTORS AND PREPAYMENTS

Analysis of debtors: amounts falling due within one year

	2024 (£)	2023 (£)
Violence against Women, Domestic Abuse.	12,412.48	20,381.32
Moondance Foundation	£ (48,855.00)	£ (67,138.00)
Blaenau Gwent and Caerphilly Workforce dev. Team	£ -	£ 400.00
Clothworkers foundation	£ -	£ 10,000.00
Welsh Assembly Government	35,633.48	19,024.06
Caerphilly County Borough Council	25,610.07	23,983.25
Police and Crime commissioner for Gwent	-	118,358.83
Blaenau Gwent Social Services	450.00	-
Safer Merthyr Tydfil	5,000.00	-
Torfaen County Borough Council	900.00	-
Prepayments	45.00	-
Plymouth City Council	450.00	-
	31,646.03	**125,009.46**

NOTE 5 - CASH AT BANK AND IN HAND

	2024 (£)	2023 (£)
Cash at bank - current account	26,693.09	41,276.90
Cash at bank - deposit accounts	101,130.16	130,657.37
	127,823.25	**171,934.27**

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	2024 (£)	2023 (£)
Accountancy - Garry White and Company	1,680.00	1,800.00
Pension	2,081.50	9,416.99
Expense creditors	1,228.25	1,314.33
	4,989.75	**12,531.32**

Phoenix Domestic Abuse Services Impact Report 2023-2024

Reducing Risks , Saving Lives, and Building Futures.

Phoenix
DOMESTIC ABUSE SERVICES

Introduction

This impact report is the second annual impact report Phoenix DAS has produced and represents an overview of the impact the service has had over the year 2023-2024 and also the cumulative impact over the 21 completed years of operation. The report is intended to provide a flavour of the work with more in depth statistical information being available on request.

Phoenix Domestic Abuse Services (Phoenix DAS) is a highly successful charity that uses a variety of methods to end all forms of domestic abuse. Since its inception in 2002, the service has received over 9000 referrals and currently works with more than 50 partner organisations. The service is forward thinking and adopts a restorative, person centered and holistic approach to all areas of its work. This is unusual within the field but is based on the strong belief that all people are capable of change given the right motivation, support and practical assistance. We consider recruitment critically, only selecting those who truly share in our passion, values and beliefs. We, and others who encounter our service, recognize that our people make us distinctive, innovative and ground breaking within the field. Over the years Phoenix DAS has listened to the needs of clients and constantly fought to create a service which creates real change.

This impact report is the second one produced and represents a move away from previous annual reports which heavily relied on statistical information and graphs. The reports, although containing lots of information, often failed to relay the true character and impact of the work on the real people who the service supports.

Services Operational During 2023- 2024

- Victim Safety Team – supports the emotional, practical and safety needs of victims of domestic abuse aged 18+, including support through criminal justice and civil court systems.
- Rise and Thrive Team – assisting victims in understanding domestic abuse and its consequences, developing skills needed to move forward with life.
- Youth Respect Team – working with teenagers who are showing signs of abusive controlling behaviours both in the home and in their relationships. This includes staff working directly with parents to ensure that a consistent approach to parenting is applied.
- Recovery Team - provides support to children aged 5-18 who have experienced abuse at home. This includes support for parents.
- Voluntary Perpetrator Programme – working to deliver life lasting change in attitudes and behaviour with those who offend. The work is open to people of all genders and sexual orientations over the age of 18 years.

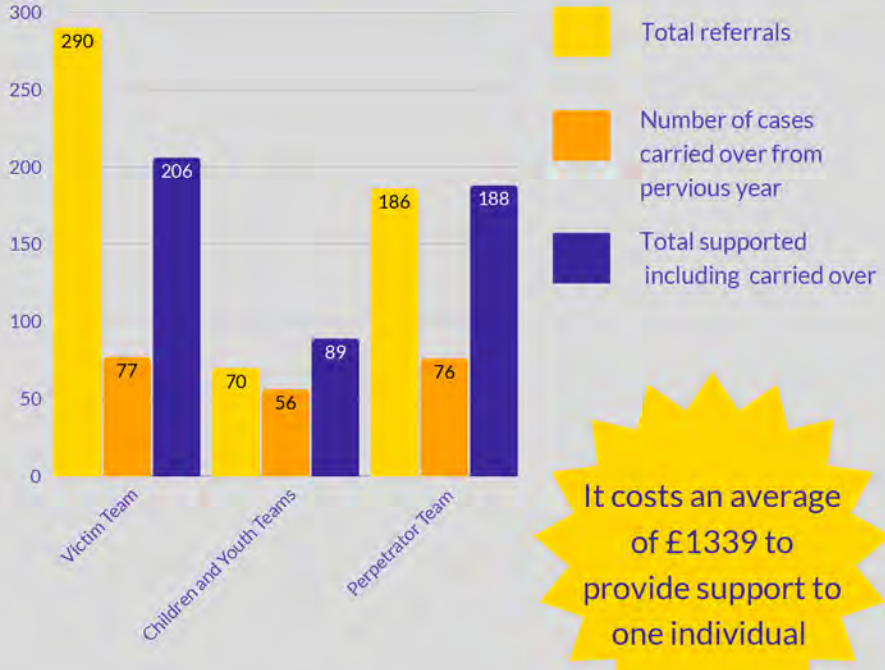
Whole Service Overview 2023-2024

REFERRALS AND ENGAGEMENT

During the year, the service received a total of 546 referrals to all teams, which is a 13% decrease in referrals compared to the previous year.
Changes per team were as follows:

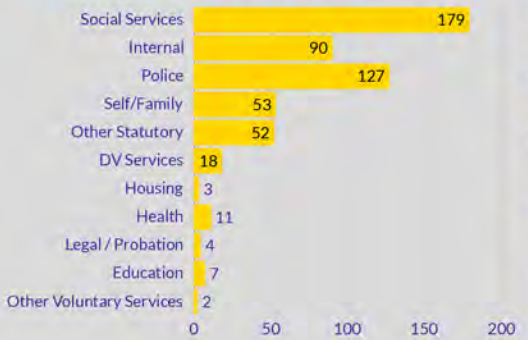
Victim Team - increase of 14 (5%)
Children and Youth Team - decrease of 20 (22%)
Perpetrator Team - decrease of 73 (28%)

These differences reflect the changes in funding with no further regional funding input into either the youth respect work or the perpetrator work. This has resulted in many referrers, including self referrers, being turned away from the service. There is no evidence that the need for this work has reduced from what has been seen previously.

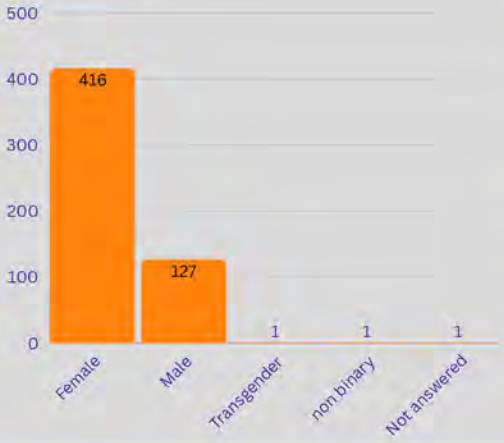


It costs an average of £1339 to provide support to one individual

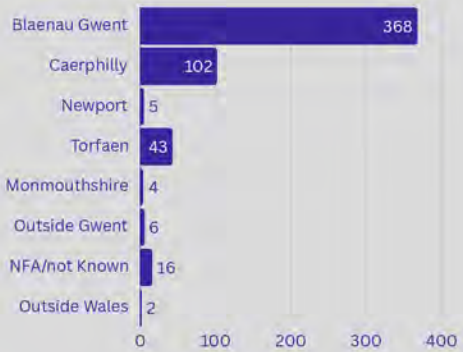
REFERRAL SOURCE



GENDER



AREA



546
Total referrals in 2023- 2024

64%
Engagement rate

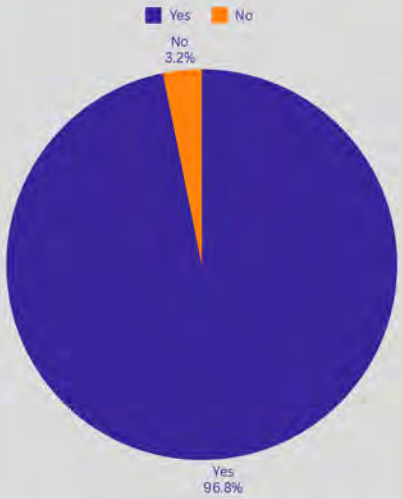
483
Individuals supported

Whole Service Overview 2023-2024 - Impact

All cases are monitored at closure to review outcomes that we have achieved with our interventions. Each outcome is assessed through a combination of measures including objective and subjective factors.

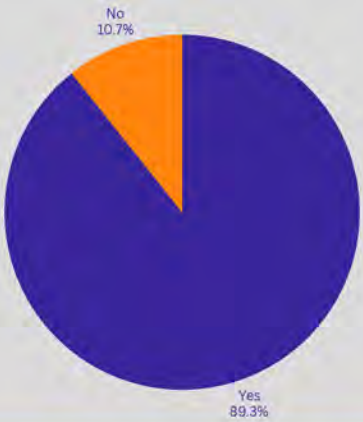
These graphs represent the results for the whole service and represent 346 case closures during the period.

REDUCTION IN RISK



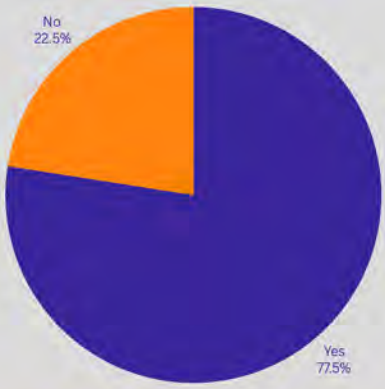
INCREASED KNOWLEDGE AND UNDERSTANDING OF DOMESTIC ABUSE

IMPROVED FAMILY AND SOCIAL RELATIONSHIPS



INCREASE IN RESILIENCE AND WELL-BEING

REDUCTION IN CONTROLLING AND ABUSIVE BEHAVIOURS - PERPETRATORS ONLY



Risk levels, for those known, at referral were:

11% **High Risk**

59% **Medium Risk**

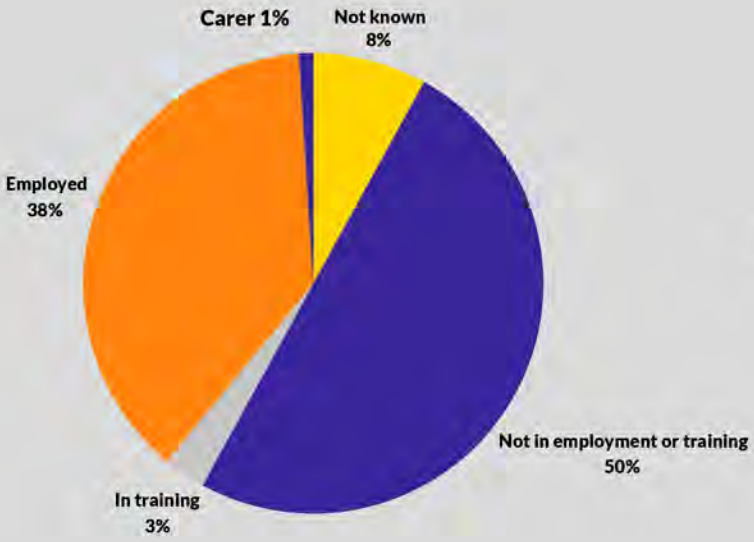
30% **Standard Risk**

N.B for 49% of referrals the risk level was 'not known' at referral point

What else do our statistics tell us? - based on our 319 closed files who had received support

21% of our clients (adults and children) identified as being 'neurodiverse' of these 61% stated they were diagnosed with a further 6% awaiting diagnosis.

14%,of those asked stated that they had a disability



Employment and Training

20% of cases reported that they were struggling with financial hardship

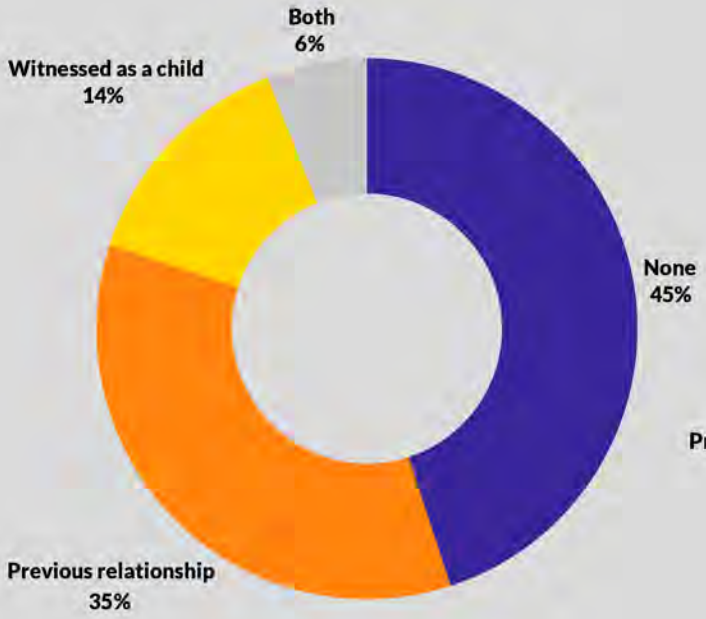
Previous experience of abuse...

We ask our adult clients whether they have experienced abuse before in their life, either as a child or as an adult. This is what we found out...

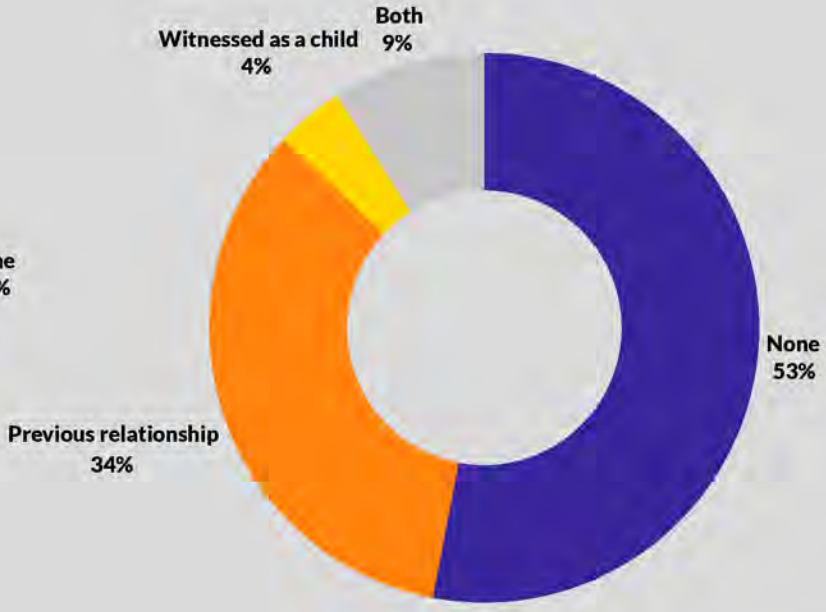
48% of those asked said they had experienced multiple adverse childhood experiences (ACE's)

Overall 49% of clients told us that they'd had previous experience of abuse. The breakdown of these figures were quite similar for perpetrators and victims

Perpetrators



Victims



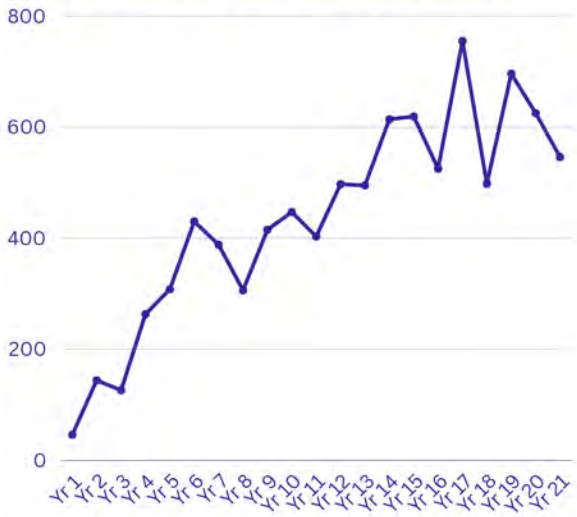
Through the years

This year marked 21 complete years of operation for Phoenix.

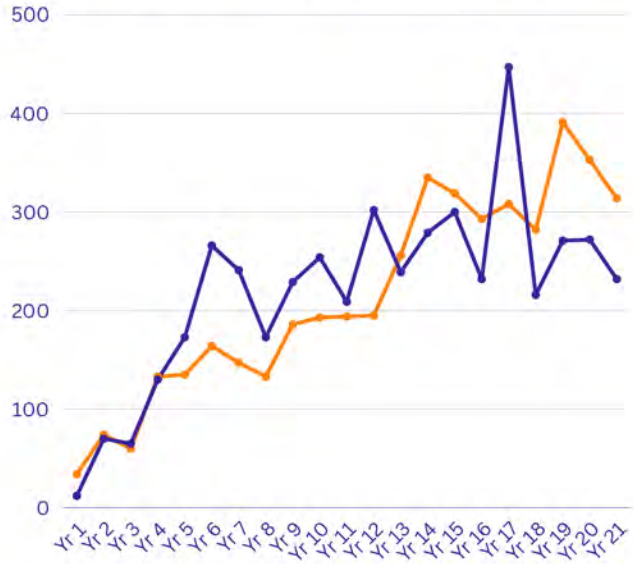
The graphs on this page represent the key figures across these years. We can see from this that although there are fluctuations in actual figures the rates of engagement have remained static at around 57% since our 18th Year of operation (2019 - 2020).

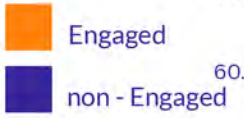
We also saw 28.5K website hits many of which were accessing professional pages.

21 YEARS OF REFERRALS

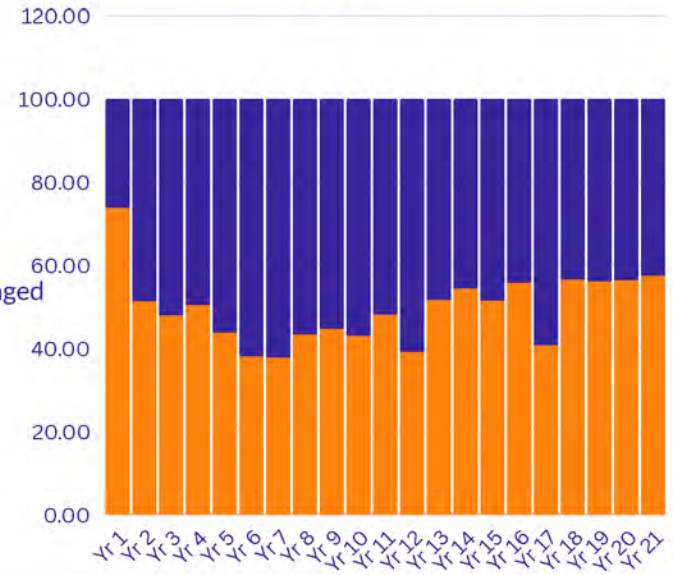


ENGAGEMENT NUMBERS





ENGAGEMENT PERCENTAGE



9146

Total referrals

4499

Total clients engaged

263,026

Total website hits

Work with Victims

Supporting all victims of domestic abuse to become safer, happier and more resilient

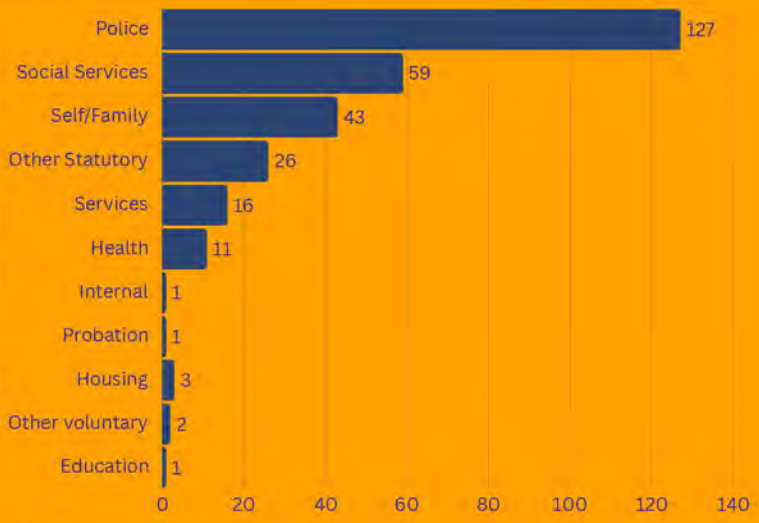
290 Victims referred this year

77 cases carried over

56% of referrals engaged

206 individuals supported

Funding from Moondance and the National Lottery has enabled us to sustain two essential support streams for victims. Our Victim Safety Officer oversees all victim referrals and offers immediate assistance in safety and risk management, including options relating to criminal and civil justice as well as safeguarding and multi-agency working.



Meanwhile, our Rise and Thrive Team delivers longer-term support aimed at enhancing resilience, boosting safety, and promoting overall well-being. Victims can access one-on-one support or participate in group programmes.

Engagement Snapshot

25 % Of males referred engaged with support

48 % Of females referred engaged with support

26 % Of police referral's engaged with support

66 % of social services referrals engaged with support

77 % Of self referrals engaged with support

Work with victims continued ....

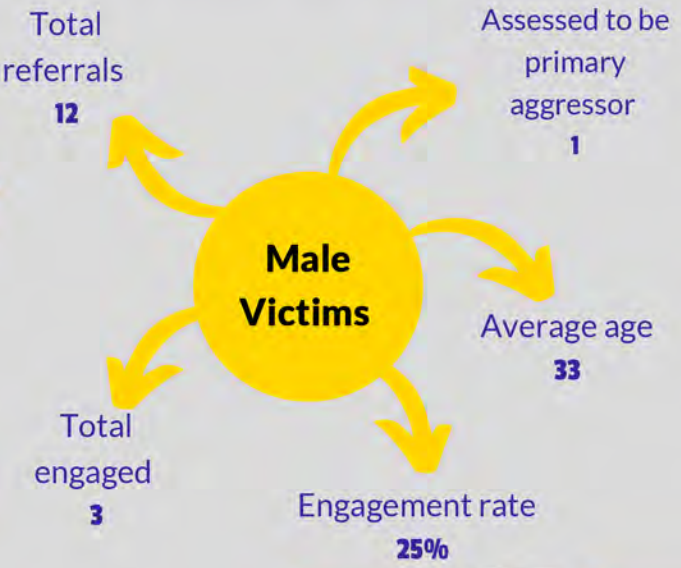
What Changed?

We reduced the risk in: 95% of Victim Team cases and 94% of Rise and Thrive Team cases

We increased knowledge and understanding in 79% of Victim Team cases and 98% of Rise and Thrive Team cases

We increased well being and resilience in 93% of Victim Team cases and 94% of Rise and Thrive Team cases

We improved family & social relationships in 93% of Victim Team cases and 92% of Rise and Thrive Team cases



"Amelia's" Story

Amelia was referred by social services after her partner, Carl, was due to be released from prison. Carl had been imprisoned for strangling Amelia, following a history of significant domestic abuse that began in 2010. Amelia had been referred for support at that time, but did not engage. While Amelia had visited Carl in prison with their children, she had not communicated with him since his release, and any contact with the children was supervised by Social Services. Amelia was considering reconciliation, provided that Carl addressed his anger issues and drug use. Amelia struggled to recognize the signs of coercive control and abusive behaviour throughout the relationship, focusing solely on the physical incident that led to Carl's imprisonment. Recognizing her need for long-term support to gain this understanding, she was assigned to the Rise and Thrive team. Amelia had some reservations about services due to her negative experiences with social services during her own childhood.

After the initial one-on-one meetings, Amelia started participating in the RESET group. She found this experience to be both difficult and challenging, often feeling anxious during some sessions. In addition to Amelia's involvement in the group discussions, probation and social services began to ease certain restrictions on the time Amelia, Carl, and the children could spend together.

Amelia became a vital contributor to the RESET programme and inspired others to participate in the Nature/Nurture session, which examined the effects of domestic abuse on children. At closure point, Amelia expressed that she felt more confident in her understanding of abusive behaviors and how to protect herself and her child. Meanwhile, Carl was completing work with probation and social services, leading to the family spending more time together.

RESET PROGRAMME

- ★43 clients attended RESET group sessions
- ★100% of those attending groups have reported a reduction in risk and an increase in knowledge, 98% reported increased resilience and 70% improved family and social relationships

Feedback from RESET

"I loved it, it opened my mind so much"

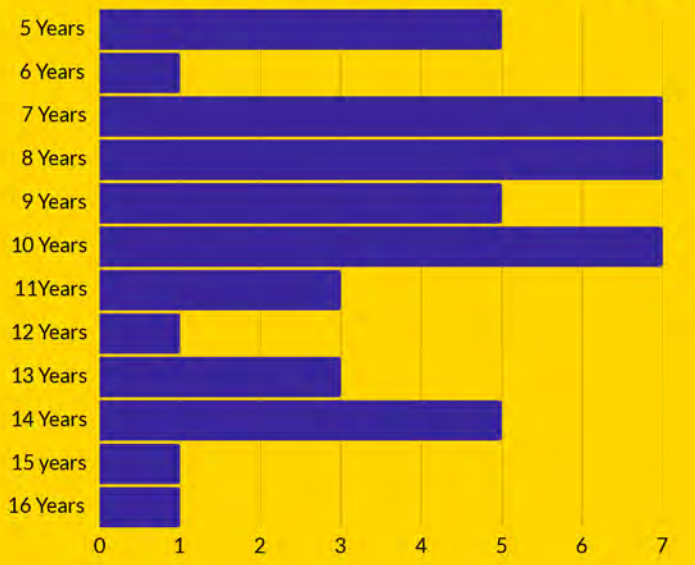
"having the knowledge to know red flags"

"Its really welcoming and everyone here is really supportive"

Children's Recovery Team

Children supported

AGE AT REFERRAL OF ALL ENGAGED



Carried over = 30
New Referrals = 33
Total = 63

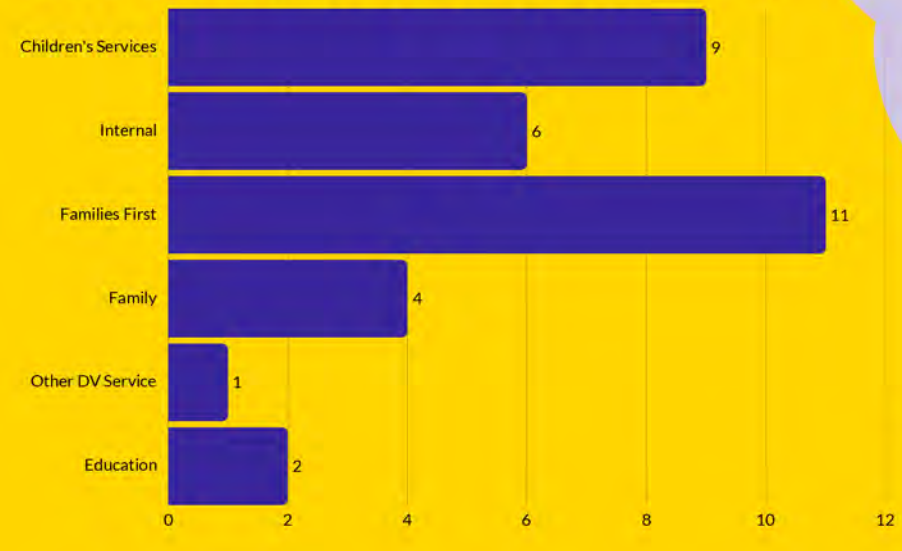
46 Engaged
= 68%
All cases were new referrals (no repeats)

Recovery Parent Support

Carried over = 7 New referrals = 4
Total = 11

Due to funding limitations, parenting support has been greatly reduced this reporting period, with support restricted to online support.

REFERRAL SOURCE OF NEW REFERRALS



26 children identified as female
19 children identified as male
1 child identified as non binary

Children's Recovery Team Continued ...

"Archie's" Story

Archie's mother, Mary was referred to Phoenix by Gwent Police following significant abuse from Archie's father Paul. Mary was supported through the criminal court system and a restraining order was put in place to protect her and Archie. Although Paul was advised to consult a solicitor to establish contact with Archie, he has yet to take this step. Mary sought support from Phoenix for Archie due to her worries about the high levels of fear and anxiety he was facing. Archie had endured both physical and emotional abuse directed at him and his mother. Additionally, he was aware of his father's troubling alcohol use and the fact that his father had attempted to take his own life.

In early sessions, Archie seemed cautious and nervous. Both Mary and school observed that he was 'excessively anxious' and exhibited fears about various issues, such as his mother leaving him alone, her getting hurt, and concerns about being 'taken away.' Additionally, Archie was grappling with feelings of rejection from his father, which hindered his ability to form and sustain friendships due to his anxiety and low self-esteem.

Archie's worker understood the importance of creating a safe and secure environment during their sessions, emphasizing the need to establish a trusting relationship with him. To achieve this, Archie and his worker dedicated several sessions to getting to know each other through a blend of 'All About Me' worksheets, engaging games, and identifying his strengths. Archie shows a remarkable talent for drawing and enjoys playing with sand and Lego, so his worker incorporates these activities into their sessions. This approach not only facilitates conversation but also serves as a confidence booster and a means of providing positive reinforcement.

The worker uses various tools to help Archie recognize and discuss his fears and emotions, and develop coping skills. Activities include creating a mindfulness jar, a worry bag, exploring emotions and what he can and can not control. A "Stop/Go" system is implemented for children on the Recovery Team to signal their comfort during sessions, enhancing trust and allowing them a control element of the work.

Archie shows increased happiness and confidence, evident in his smile and excitement during check-ins with his worker. He has formed a small group of friends at school, further boosting his confidence. Although he occasionally mentions his father's absence, Mam reports that it does not seem to negatively affect him anymore. Archie is sleeping better, using coping skills learned with his Recovery Worker, and appears calmer and less anxious overall.

y OUTH r ES P ECT

CHILD & ADOLESCENT TO PARENT VIOLENCE AND ABUSE

Working with 11- 18 year olds who are using controlling behaviours within their own relationships or towards parents/carers.

There were 19 new referrals

18 cases were carried over

62% of young people engaged

AGE AT REFERRAL

12 out of 15 Parents referred engaged with support

25 of the clients identified as male

12 of the clients identified as female

1 young person identified themselves as transgendered

AREA OF REFERRAL

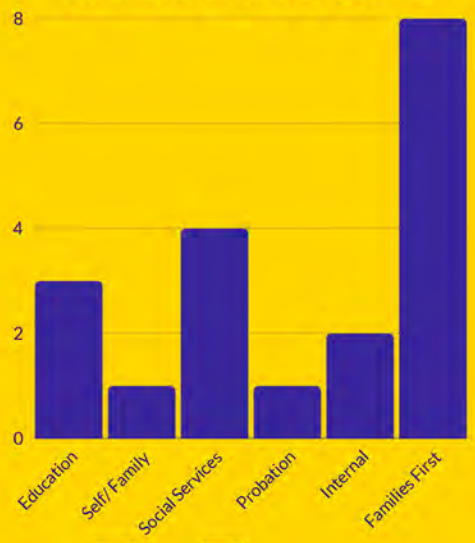
Youth Respect Team Continued...

93%
of closed cases showed a reduction in controlling and abusive behaviours

93%
of cases showed an improvement in family and social relationships

93%
of closed cases report an increase in well-being and resilience

REFERRAL SOURCE



BEHAVIOURS DISPLAYED

100% displayed emotional abuse and coercive and controlling behaviours (CCB)

73% displayed physical abuse

27% displayed financial control

53% displayed criminal damage

73% displayed threats to harm (to the primary victim, themselves or siblings)

"Oscar's" story

Oscar, a 12-year-old male, was referred through Families First due to increasing concerns regarding his anger, aggression, and attempts to exert control at home, particularly towards his mother and younger siblings, one of whom has autism. Oscar's father lives in the household and is registered as disabled, facing several physical challenges while also dealing with mental health issues. This situation adds further strain to the family dynamics and contributes to Oscar's frustrations.

Oscar stated that he and Dad were close, however as Dad's health had deteriorated this relationship had broken down. The recent passing of Oscar's grandmother, a source of positive support for the entire family, has further affected him. Mam was also concerned about negative influences from Oscar's peers.

Oscar appeared motivated to engage with the work, and openly discussed his anger responses and what he felt was his inability to 'think' while anger was building. This then escalated to physical and verbal outbursts and Oscar's feelings of guilt afterwards. Oscar completed 20 sessions of work with his worker and covered a variety of topics that explored his own experiences, his communication, his behaviours and feelings. We also worked with him on his frustrations and sometimes lack of understanding around his brother and his father's diagnoses.

At closure, both Oscar and his mother reported a happier home environment with a significant decrease in outbursts and incidents. The family continue to work on their communication and understanding. Phoenix signposted Oscar to the local youth service to help with his positive integration outside of home and support in his general wellbeing.

Working with perpetrators to reduce their controlling and dominant beliefs and behaviours

93 Perpetrator referrals

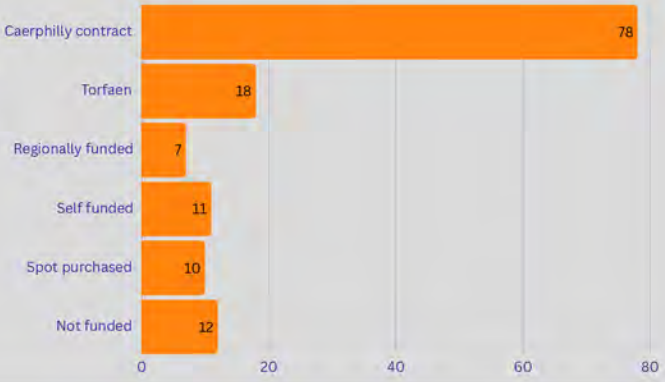
46 carried over from previous year

95 Individuals engaged

70% Of referrals engaged

"The skills I have learnt on the programme have helped me and my partner to improve our relationship and be able to live as a family again. I no longer feel entitled like I used to - thank you for giving me the chance to change and believing in me."

During the year funding for this work has come from a variety of sources. The graph shows the breakdown of how the 136 referrals were funded:



Impact Snapshot

73% With a reduction in risk compared to entry

97% With an increase in knowledge and understanding of domestic abuse

75% Showed a reduction in controlling and abusive behaviours

81% Showed an improvement in family and social relationships

Intervention team continued ...

90%

Of perpetrators referred were male

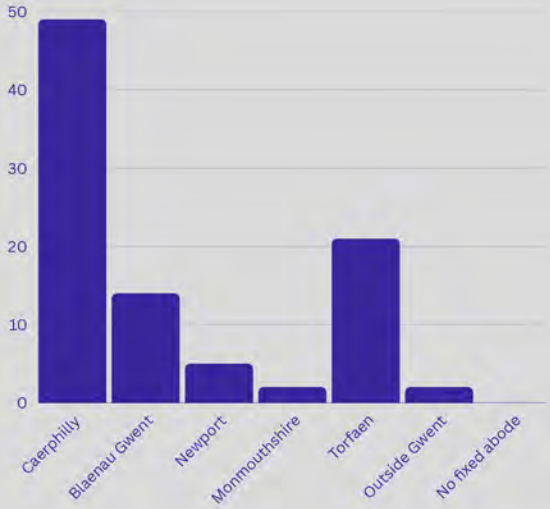
655

Individual sessions were carried out with referrals from Caerphilly

49%

Of those that engaged completed a programme of work in the year

Areas



Partner Link Work

- 93 partners and ex partners were referred
- 33 cases were carried over from the previous year
- 93 engaged with the Partner Link Officer

PARTNER LINK OUTCOMES

100% showed a reduction in risk

98% Showed improved knowledge and understanding of domestic abuse

83% Showed increased resilience and wellbeing

90% Showed improvements in family and social relationships

Case Studies...

"David" self-referred to Phoenix DAS acknowledging that his behaviour in a previous relationship had been problematic with issues around jealousy and controlling behaviour. He felt that in order to have a future healthy relationship he would need to access a behaviour change programme. David took part in three assessments designed to explore his ability to take responsibility, explore adverse childhood experiences, complete a risk assessment and assess suitability for the programme.

David joined a behaviour change programme aimed at reducing incidents of domestic abuse by challenging beliefs and creating the opportunity for individuals to decide to change their behaviour. David stated he was nervous however soon reported the other group members and the group facilitators made him feel welcome.

David took part in a range of exercises designed to explore his decision to begin to use unhealthy behaviours within an intimate relationship. David was able to identify how he had developed a negative view of relationships from his own childhood and how he took this into his adult relationships.

He identified unhealthy ways of dealing with feelings of insecurity and jealousy, responding to conflict and holding unhealthy beliefs around being a man and decision making in a relationship. He stated during the programme 'I knew my behaviour was problematic but I made excuses not to explore why that was'.

David completed exercises designed to allow him practise skills in managing his emotions and he reported how he had found this really useful and was able to give examples of practising the skills outside of the group room.

On completion of the programme David stated 'the skills covered have allowed me to change my behaviour and I can see how my relationships with my children has improved' he also stated 'I have met someone new and I have not rushed in where I would have before, I am managing my own insecurities much better'.
At the 6 weeks post check David stated 'the changes in my thinking and behaviour mean this is the healthiest relationship I have ever had', 'I feel the skills Phoenix covered have encouraged me to strive to work towards a healthy non-abusive intimate relationship'.

"Anne" and "Peter"were referred to Phoenix by their social worker in 2023. The couple had separated and child protection concerns were raised around Anne's alcohol use and the presence of domestic abuse in their relationship although it was unclear to professionals what the dynamics were . The couple have two children who remained in the family home with Peter as their main carer with their mother having supervised contact.
The complexity of the allegations meant that social services wanted support to identify risk and make a plan around the children.
Staff carried out separate, comprehensive assessments with Anne and Peter including liaising with professionals and forming a history of the relationship. Through these assessments our experienced staff identified that Anne was a victim of coercive control from Peter and that this needed to be considered within the future plans.
It was identified that Peter would benefit from a behaviour change programme however he remained unsuitable due to his lack of acknowledgement of his abusive behaviours and continued standpoint that Anne was abusing him.

Anne was visibly shaken by the acknowledgement of the service that she was not a perpetrator of domestic abuse. She was then referred to the Phoenix victim team and undertook some direct work around increasing her knowledge of domestic abuse, increasing her general confidence and also specific work around safety planning. Over the next few months Anne managed to reduce Peter's control over her life and began to build her resilience and ability to parent safely. Since this point Anne has managed to secure a home for herself allowing her to move out of her parents home, has worked to reduce her alcohol intake, and is now having unsupervised contact with her children. The children have recently reported that they want to reside with their mother full time which is under review.
The family's journey continues however Anne has reported feeling much safer and happy in herself. She has improved well-being and has significantly improved her health and physical appearance.
Anne thanked the service and stated that the counter allegation assessment was 'life changing' for her, allowing her to break free from the years of gas lighting that had caused her to feel that she was always in the wrong. The change in approach from the social worker allowed her to rebuild her life and move towards a happier, safer future.

Training

Phoenix is committed to improving professional responses to domestic abuse and sharing our knowledge and skills with others.

This year Phoenix delivered a total of ten courses with 120 attendees - some online and some face to face.

Training has increased this year and we were able to add a Counter Allegations training to the regular courses being delivered.

"The trainers first hand experience and knowledge is excellent"

Courses Delivered :

Understanding Domestic Abuse - Delivered for childcare staff

Working with perpetrators - on behalf of the Regional VAWDASV board

Understanding perpetrators of DA - to Caerphilly Local Authority

Counter Allegations - multi-agency

"Useful training for all workers engaging with families"

"It was such a refreshing change to have training delivered by people who have a passionate understanding of the topic and are clearly deeply invested in the topic, rather than the typical 'train the trainer' type course"

99% of attendees improved their knowledge

"Interactive. Knowledgeable facilitators. No assumed knowledge"

Phoenix are grateful to our many partners and funders and thank them for their ongoing support

Llywodraeth Cymru
Welsh Government

VAWDASV
Gwent Violence Against Women, Domestic Abuse and Sexual Violence
Trais yn Erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol Gwent

CAERPHILLY COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL CAERFFILI

COMISIYNYDD YR HEDDLU A TROSEDD GWENT
POLICE AND CRIME COMMISSIONER

De Cymru
Comisiynydd yr Heddlu a Throseddu
Police and Crime Commissioner
South Wales

Supported by BBC Children in Need

Masonic Charitable Foundation

Llamau

The Moondance Foundation

Cronfa Gymunedol Community Fund

Tai Calon Community Housing

Torfaen County Borough / Bwrdeistref Sirol Torfaen

Cyngor Bwrdeisdref Sirol
Blaenau Gwent
County Borough Council

LLOYDS BANK FOUNDATION
England & Wales

SMT
Safer Merthyr Tydfil
Merthyr Tudful Mwy Diogel

New Pathways

stori

PHOENIX DOMESTIC ABUSE SERVICES

England & Wales - Charity number 1112039

Accounts

PHOENIX DOMESTIC ABUSE SERVICES
PHOENIX HOUSE
SURGERY ROAD
BLAINA

CHARITY NUMBER 1112039

FINANCIAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2023

INDEX

Page

1 Independent Examiner's Report
2-3 Statement of Financial Activities
4 Balance Sheet
5-6 Notes to the Accounts

Independent Examiner's Report to the Trustees of Phoenix Domestic Abuse Services

I report to the trustees of Phoenix Domestic Abuse Services on the accounts for the year ended 31st March 2023.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material aspect:-

(1) the accounting records were not kept in accordance with section 130 of the Charities Act or
(2) the accounts did not accord with the accounting records or
(3) the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Steve Drake

Steve Drake
Chartered Certified Accountant (F.C.C.A.)
24 James Street, Ebbw Vale, Blaenau Gwent, NP23 6JG

11th September 2023

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2023
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds	Restricted Funds	2023	2022
INCOMING RESOURCES	£	£	£	£
Voluntary sources				
Donations	3,473.35	-	3,473.35	5,173.54
Grants received				
Welsh Assembly Government - Youth Worker	-	35,618.00	35,618.00	35,618.00
Children in need	-	28,892.00	28,892.00	38,419.00
The National Lottery Community Fund - Rise and Thrive Project	-	103,678.50	103,678.50	98,347.50
Lloyds Foundation	27,250.00	-	27,250.00	25,000.00
Pilgrim Trust	-	-	-	15,000.00
Re Provide	-	35,000.00	35,000.00	60,523.44
CCBC Carers Fund	-	-	-	11,459.95
Charles Hayward Foundation	-	-	-	24,000.00
VAWDASV - IDVA - Torfaen	-	45,414.19	45,414.19	44,875.72
Masonic Charitable trust	-	17,264.00	17,264.00	-
B and Q Foundation	-	1,053.10	1,053.10	-
Moondance Foundation	-	56,720.00	56,720.00	42,277.00
Clothworkers Foundation	-	10,000.00	10,000.00	-
Caerphilly County Borough Council	97,923.00	-	97,923.00	98,850.00
VAWDASV - Cost of Living Grant	-	4,000.00	4,000.00	-
VAWDASV - Perpetrator Project	-	25,480.00	25,480.00	36,668.00
Perpetrator Intervention work	4,112.00	-	4,112.00	2,985.00
Torfaen CBC	33,500.00	-	33,500.00	-
Welsh Assembly Government - Capital	-	19,024.06	19,024.06	27,529.56
Home Office/PCC	-	234,737.67	234,737.67	352,233.00
Income (Sub-Total)	166,258.35	616,881.52	783,139.87	918,959.71
Miscellaneous Resources				
Training Provided	3,800.00	-	3,800.00	17,500.00
Suitability sessions and group interventions	3,718.80	-	3,718.80	6,818.82
Bank Interest received (Gross)	246.39	-	246.39	16.08
TOTAL INCOMING RESOURCES	**174,023.54**	**616,881.52**	**790,905.06**	**943,294.61**

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2023
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	Unrestricted Funds	Restricted Funds	2023	2022
	£	£	£	£
RESOURCES EXPENDED				
Client Expenses	77.68	11,726.34	11,804.02	12,594.87
Employee Wages and NIC	143,522.93	511,268.11	654,791.04	649,596.82
Employee Pension Costs	12,505.83	39,839.70	52,345.53	19,591.52
Employee Training Costs	952.80	3,720.46	4,673.26	10,367.38
Publicity, Promotions and Leaflets	-	389.23	389.23	2,874.32
Travelling Expenses	2,837.88	9,650.32	12,488.20	8,999.18
Gas and Electricity Costs	725.97	3,294.20	4,020.17	4,455.71
Insurance Costs (Incl. Healthcare)	3,428.55	11,509.59	14,938.14	12,774.25
Telephone, Fax and Internet	2,470.98	14,157.16	16,628.14	14,222.23
Printing, Postage and Stationery	337.66	1,707.11	2,044.77	2,715.01
Repairs, Renewals and Refuse Collections	356.53	26,696.26	27,052.79	19,443.69
Accountancy	-	1,800.00	1,800.00	1,800.00
Cleaning	365.54	1,270.88	1,636.42	1,898.76
Computer Software and Support	401.71	7,681.46	8,083.17	6,686.69
Water Rates	-	455.78	455.78	599.91
Computer equipment/Equipment repairs	35.98	4,553.96	4,589.94	12,775.63
Licences and Subscriptions	296.00	651.05	947.05	-
Legal and Professional fees	6,260.00	6,995.00	13,255.00	5,333.73
Companies House fees	763.00	-	763.00	388.00
Bank Charges	8.50	121.54	130.04	143.29
Equipment leasing	-	2,732.88	2,732.88	3,380.88
Room hire, Canteen and Welfare	2,828.44	3,658.35	6,486.79	15,976.89
TOTAL RESOURCES EXPENDED	**178,175.98**	**663,879.38**	**842,055.36**	**806,618.76**
NET INCOMING/(OUTGOING) RESOURCES	**(4,152.44)**	**(46,997.86)**	**(51,150.30)**	**136,675.85**
TOTAL FUNDS BROUGHT FORWARD	**162,023.14**	**390,292.37**	**552,315.51**	**415,639.66**
TOTAL FUNDS CARRIED FORWARD	**157,870.70**	**343,294.51**	**501,165.21**	**552,315.51**

PHOENIX DOMESTIC ABUSE SERVICES
SECTION B - BALANCE SHEET AS AT 31ST MARCH 2023

	Note	2023 £	2022 £
FIXED ASSETS			
Freehold property at cost - Phoenix House, Surgery Road, Blaina (Incl. Enhancement expenditure)		216,752.80	216,752.80
CURRENT ASSETS			
Debtors and Prepayments	4	125,009.46	94,149.90
Cash at bank and in hand	5	171,934.27	303,163.43
TOTAL ASSETS		**513,696.53**	**614,066.13**
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Expense creditors	6	12,531.32	61,750.62
NET ASSETS		**501,165.21**	**552,315.51**
FUNDS OF THE CHARITY			
Unrestricted funds		157,870.70	162,023.14
Restricted Income funds		343,294.51	390,292.37
TOTAL FUNDS		**501,165.21**	**552,315.51**

Signed by the following two trustees
on behalf of all the trustees

Signature	Print Name	Date of Approval
Sonia Behr	SONIA BEHR	7/11/23
[illegible]	[illegible]	8/11/23

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS

NOTE 1 - BASIS OF PREPARATION

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.
The accounts have been prepared in accordance with:
(i) the statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with,
(ii) the Charities Act 2011.

1.2 Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 Changes to previous accounts

No changes have been made to accounts for previous years.

NOTE 2 - ACCOUNTING POLICIES

INCOMING RESOURCES

2.1 Recognition of Incoming resources

These are included in the Statement of Financial Activities when:
(i) the charity becomes entitled to the resources;
(ii) the trustees are virtually certain they will receive the resources; and
(iii) the monetary value can be measured with sufficient reliability.

2.2 Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

2.3 Grants and donations

Grants and donations are only included in the Statement of Financial Activities when the Charity has unconditional entitlement to the resources.

2.4 Investment Income

This is included in the accounts when receivable.

EXPENDITURE AND LIABILITIES

2.5 Liability recognition

Liabilities are recognized as soon as there is a legal or constructive obligation committing the charity to pay out the resources.

NOTE 3 - DETAILS OF CERTAIN ITEMS OF EXPENDITURE

3.1 Fees for examination of the accounts

	2023 (£)	2022 (£)
Independent examiner's fees for reporting on the accounts	1,800.00	1,800.00

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS (CONT'D)

NOTE 4 - DEBTORS AND PREPAYMENTS

Analysis of debtors: amounts falling due within one year

	2023 (£)	2022 (£)
Violence against Women, Domestic Abuse.	20,381.32	11,073.03
Pilgrim Trust	-	15,000.00
RCTBC	-	450.00
GMB Union	-	500.00
Blaenau Gwent Borough Council	-	8,904.50
Moondance Foundation	£ (67,138.00)	-
Blaenau Gwent and Caerphilly Workforce dev. Team	£ 400.00	-
Clothworkers foundation	£ 10,000.00	-
Welsh Assembly Government	19,024.06	27,529.56
Caerphilly County Borough Council	23,983.25	24,480.75
Police and Crime commissioner for Gwent	118,358.83	-
Prepayments	-	2,012.06
Newport County Borough Council	-	4,200.00
	125,009.46	**94,149.90**

NOTE 5 - CASH AT BANK AND IN HAND

	2023 (£)	2022 (£)
Cash at bank - current account	41,276.90	42,752.45
Cash at bank - deposit accounts	130,657.37	260,410.98
	171,934.27	**303,163.43**

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	2023 (£)	2022 (£)
Accountancy - Garry White and Company	1,800.00	1,800.00
Moondance - payment in advance	-	56,720.00
Pension	9,416.99	2,161.64
Expense creditors	1,314.33	1,050.44
Telephone	-	18.54
	12,531.32	**61,750.62**

Phoenix Domestic Abuse Services Impact Report 2022- 2023

Reducing Risks , Saving Lives, and Building Futures.

Phoenix
DOMESTIC ABUSE SERVICES

Introduction

This impact report is the first of its kind for Phoenix and represents an overview of the impact the service has had over the year 2022-2023 and also the cumulative impact over the 20 completed years of operation. The report is intended to provide a flavour of the work with more in depth statistical information being available on request.

Phoenix Domestic Abuse Services (Phoenix DAS) is a highly successful charity that uses a variety of methods to end all forms of domestic abuse. Since its inception in 2002, the service has received over 8000 referrals and currently works with more than 50 partner organisations. The service is forward thinking and adopts a restorative, person centered and holistic approach to all areas of its work. This is unusual within the field but is based on the strong belief that all people are capable of change given the right motivation, support and practical assistance. We consider recruitment critically, only selecting those who truly share in our passion, values and beliefs. We, and others who encounter our service, recognize that our people make us distinctive, innovative and ground breaking within the field. Over the years Phoenix DAS has listened to the needs of clients and constantly fought to create a service which creates real change.

This impact report is the first of its kind for Phoenix and represents a move away from previous annual reports which heavily relied on statistical information and graphs. The reports, although containing lots of information, often failed to relay the true character and impact of the work on the real people who the service supports.

Services Operational During 2022- 2023

- Victim Safety Team – support the emotional, practical and safety needs of female and male victims of domestic abuse aged 18+, including support through Criminal justice and civil court systems.
- Rise and Thrive Team – assisting victims in understanding domestic abuse and its consequences, developing skills needed to move forward with life.
- Youth Respect Team – working with teenagers who are showing signs of abusive controlling behaviours both in the home and in their relationships. This includes staff working directly with parents to ensure that a consistent approach to parenting is applied.
- Recovery Team - provides support to children aged 5-18 who have experienced abuse at home. This includes support for parents.
- Voluntary Perpetrator Programme – working to deliver life lasting change in attitudes and behaviour with those who offend. The work is open to people of all genders and sexual orientations over the age of 16 years.

Whole Service Overview 2022-2023

REFERRALS AND ENGAGEMENT

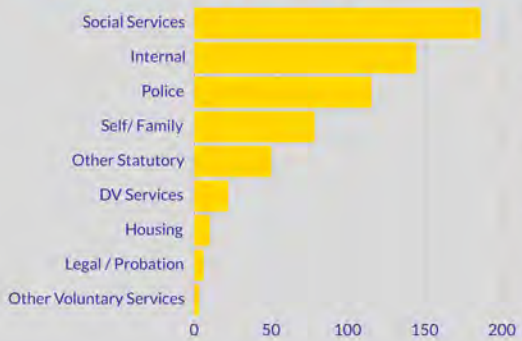
During the year the Service received a total of 625 referrals to all teams, This is a 10.2% decrease on referrals in the previous year.
Changes per team were as follows:

Victim Team - increase of 1
Youth Team - decrease of 76 (51%)
Children's Recovery Team - decrease of 19 (30%)
Perpetrator Team - increase of 56 (28%)

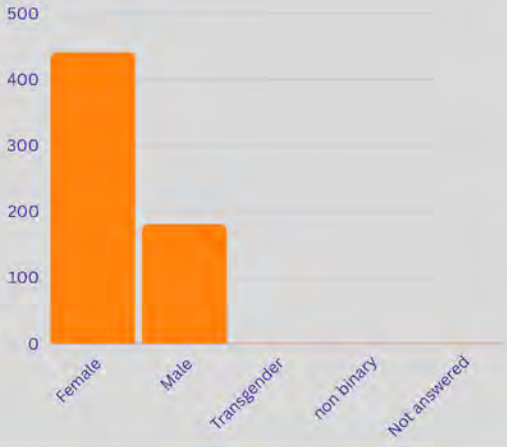
These changes were in some way in line with what was expected due to the withdrawal of funding from the OPCC towards Youth Respect and Adult perpetrator interventions, which meant that we were no longer able to offer the same level of free places we were in the two previous years. However the decrease in Recovery team referrals and increase in perpetrator ones cannot be explained in the same way and require further analysis.

It costs an average of £1316 to provide support to one individual

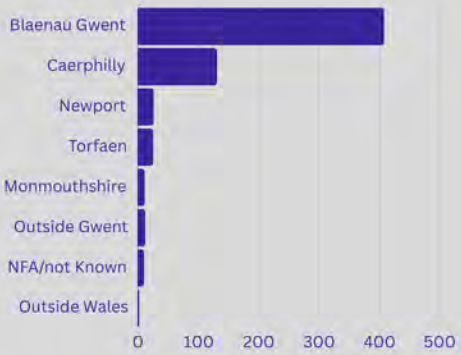
REFERRAL SOURCE



GENDER



AREA



625
Total referrals in 2021- 2022

56.5%
Engagement rate

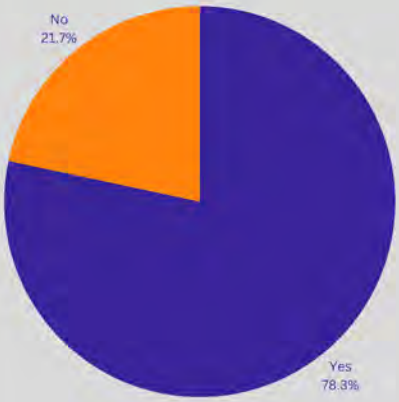
601
Individuals supported

Whole Service Overview 2022-2023 - Impact

All cases are monitored at closure to review outcomes that we have achieved with our intervention. Each outcome is assessed through a combination of measures including objective and subjective factors.

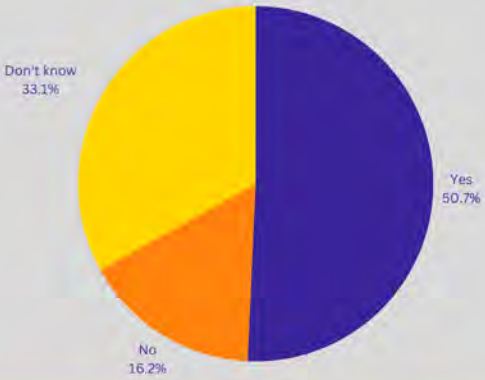
These graphs represent the results for the whole service and represent 420 case closures during the period.

REDUCTION IN RISK

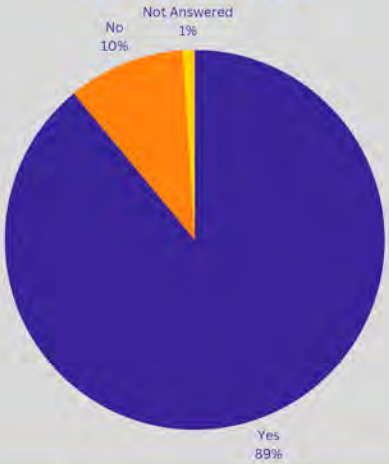


INCREASED KNOWLEDGE AND UNDERSTANDING OF DOMESTIC ABUSE

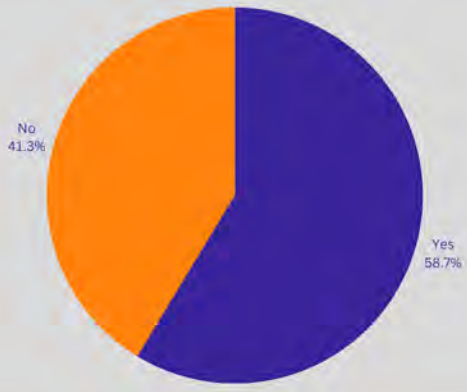
IMPROVED FAMILY AND SOCIAL RELATIONSHIPS



INCREASE IN RESILEINCE AND WELL-BEING



REDUCTION IN CONTROLING AND ABUSIVE BEHAVIOURS - PERPETRATORS ONLY



Risk levels, for those known, at referral were:

16% **High Risk**

48% **Medium Risk**

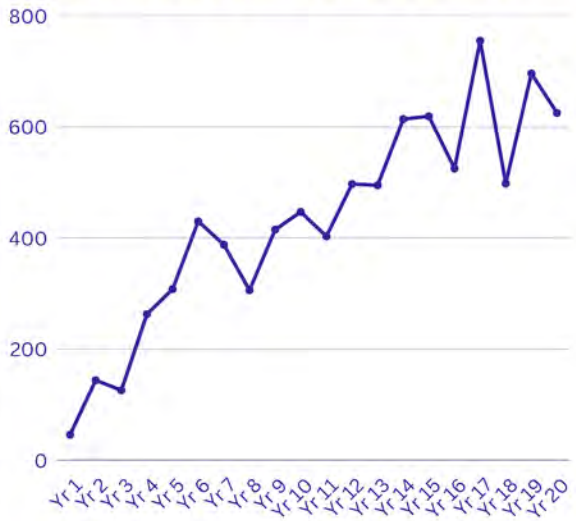
36% **Standard Risk**

N.B for 45% of referrals the risk level was 'not known' at referral point

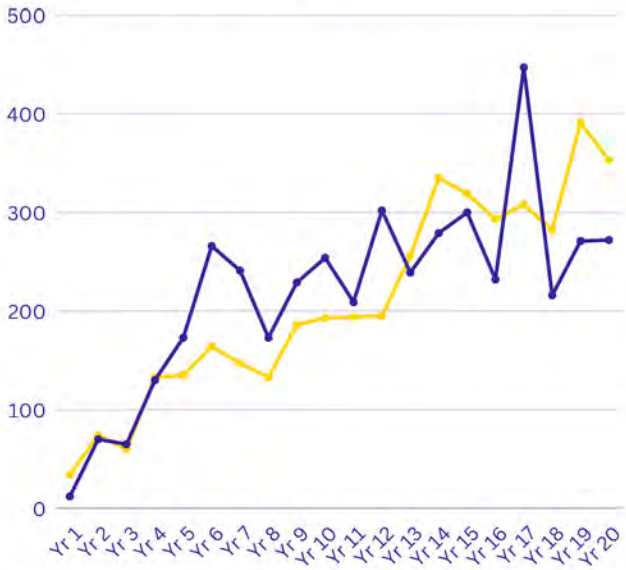
Through the years .....

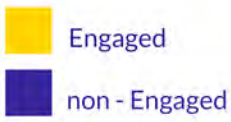
This year marked 20 complete years of operation for Phoenix.
The graphs on this page represent the key figures across these years and demonstrate that while referrals have increased at a generally consistent rate the percentage of these individuals that engage have reached a fairly stable rate of around 56% per year for the last few years.

20 YEARS OF REFERRALS

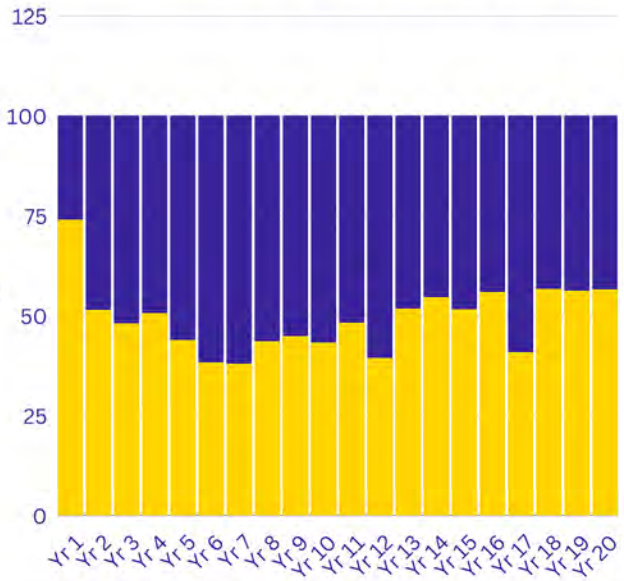


ENGAGEMENT NUMBERS





ENGAGEMENT PERCENTAGE



8600

Total referrals

4185

Total clients engaged

234,434

Total website hits

Work with Victims

Supporting male and female victims of domestic abuse to become safer, happier and more resilient

276
Victims referred this year

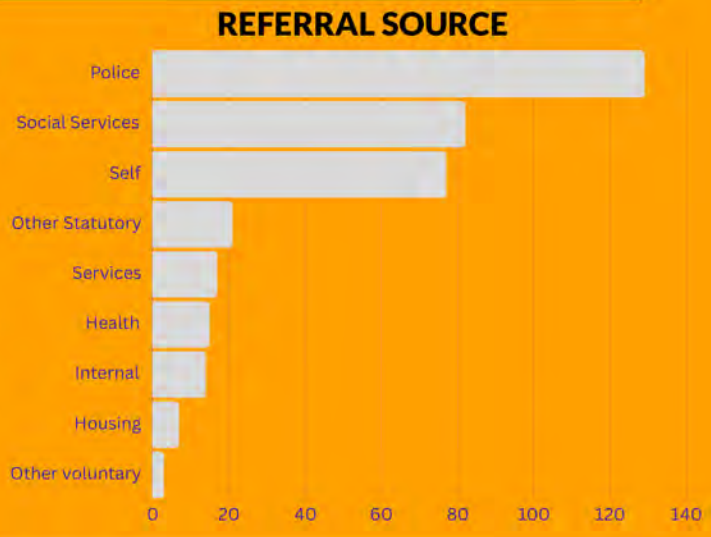
89
cases carried over

60%
of referrals engaged

218
individuals supported

"I don't know where I would be today without the teams support, they saved my life"

During the year Phoenix have two forms of support working with victims. The Victim Safety Team are responsible for immediate safety response and risk management planning. The Rise and Thrive Team then works longer term to build clients resilience and strengths for the future. The teams were funded through the Moondance Foundation and the National Lottery respectively.



Engagement Snapshot

24%
Of males referred engaged with support

61%
Of females referred engaged with support

38%
Of police referral's engaged with support

70%
of Social Services referrals engaged with support

77%
Of Self referrals engaged with support

Work with victims continued ....

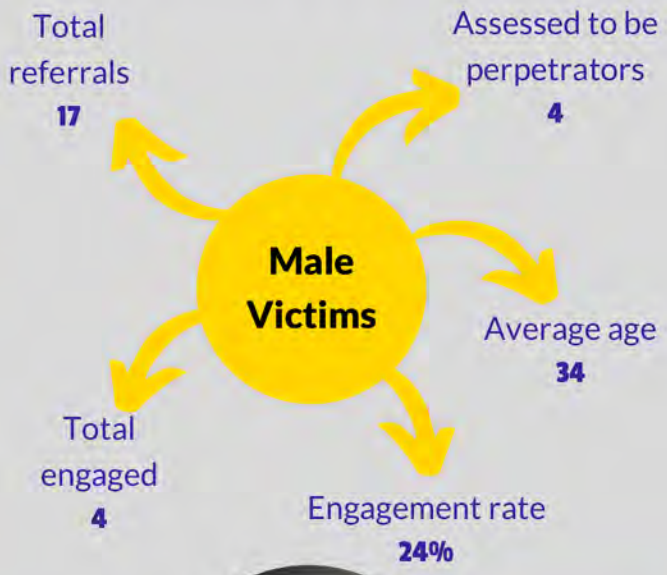
What Changed?

We reduced the risk in 91% of cases

We increased knowledge and understanding in 87% of cases

We increased well being and resilience in 88% of cases

We improved family & social relationships in 41% of cases



Sophie's Story

Sophie was referred to Phoenix by a family member who was aware of your service. Sophie is 20 and was quickly assessed as High Risk victim of abuse and was discussed at MARAC. Sophie received target hardening from Phoenix and worked with her Victim Safety Officer to reduce risk and increase safety. Sophie was supported in making a statement to police despite having grave fears regarding repercussions. Sophie has been supported with the ongoing police and court investigations.

To increase her understanding, Sophie was encouraged to attend the RESET programme. During her first attendance, Sophie suffered a panic attack due to the overwhelming fear. However through the support of staff, she returned the next week- initially sitting by the door so she could leave if needed. Sophie quickly began to relax and soon sat front and centre of the group. Sophie reflects that she has come so far in her personal growth as well as safety.

RESET Group

Rise and Thrive Group Work

- 50 clients attended RESET group sessions
- 100% of those attending groups have reported a reduction in risk and an increase in knowledge, 97% reported increased resilience and 55% improved family and social relationships

Feedback from RESET

Supported me through the worst time of my life

I am so glad I came

Eye-Opening

I have come such a long way in 10 weeks

So Caring! Thank you!

It has helped me understand so many things

Supported me so much

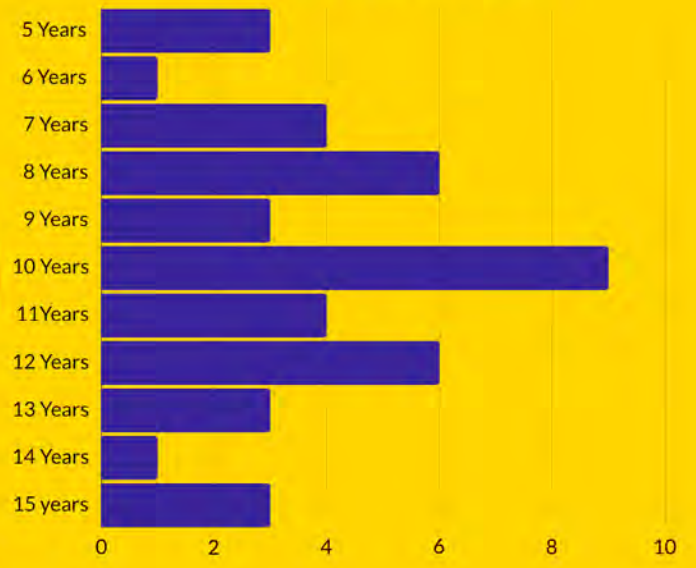
Children's Recovery Team

Children

Carried over = 36
Referrals = 37
Total = 73

Engaged 43 = 59%

AGE AT REFERRAL



22 female
21 male
6 cases were repeats

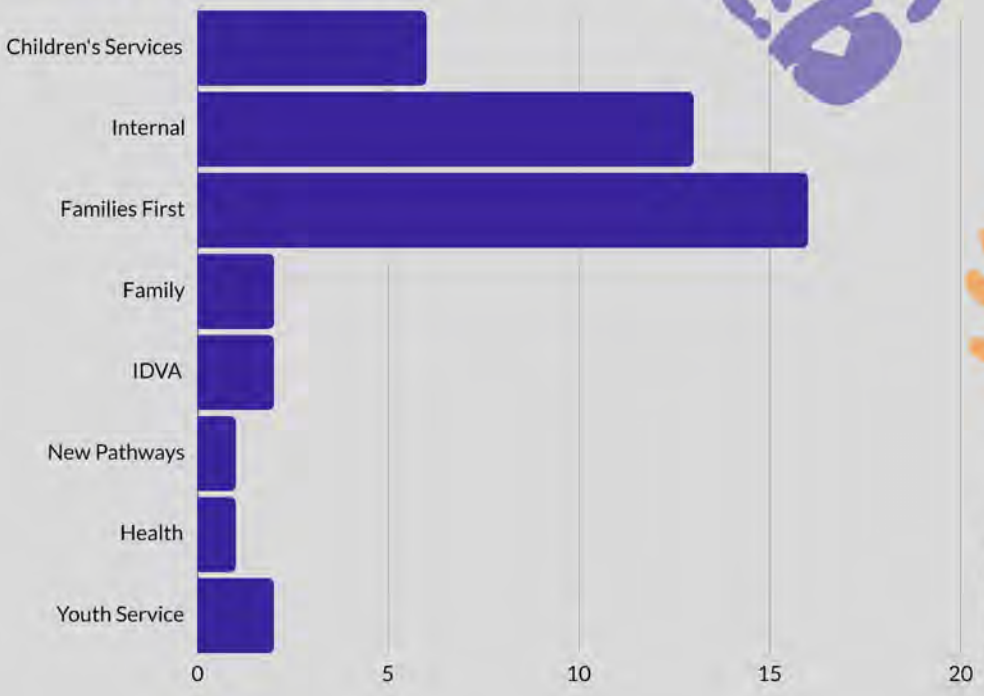
Parents

Carried over = 5
Referrals = 7
Total = 12

Engaged 12 = 100 %

Children's Recovery Team Continued ...

REFERRAL SOURCE



3 Children were referred due to their siblings displaying harmful behaviours at home towards parents/carers (CAPVA)

Layla's Story

Layla* was 13 and the 2nd eldest of 4 children who witnessed significant DA from Dad to Mam. There was a serious incident and safeguarding teams stepped in. Dad went into a new relationship quickly and expecting a new child. Layla has supervised contact with him twice a week. Layla displayed significant aggressive outbursts over 'minor' things, damaged property and hurt people. School also reported an increase in challenging behaviour.

Layla completed 16 sessions and through positive role modelling and setting of boundaries she came to trust her worker and fully explored her own feelings and reactions. Layla recognised the reactions she utilised to protect herself and the disadvantages of those still being in place.

At closure, the worker praised Layla for the journey she had been on and she accepted the changes that she has made in her life- "I cant image myself now being the person who punches walls". The worker reports that Layla appears to 'understand herself more' and 'has greater self worth'. Mam reports that Layla is so much calmer and they enjoy family time- she has also been able to have new internal and external doors fitted as Layla is no longer damaging them.

YOUTH RESPECT

Working with 11- 18 year olds who are using controlling behaviours

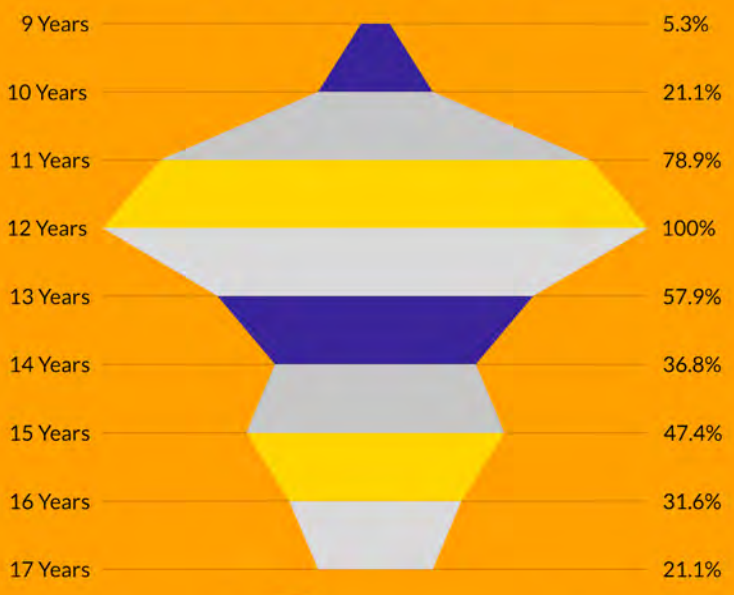
52 cases were carried over

There were 24 new referrals

32 young people engaged 42%

48 Parents engaged with support

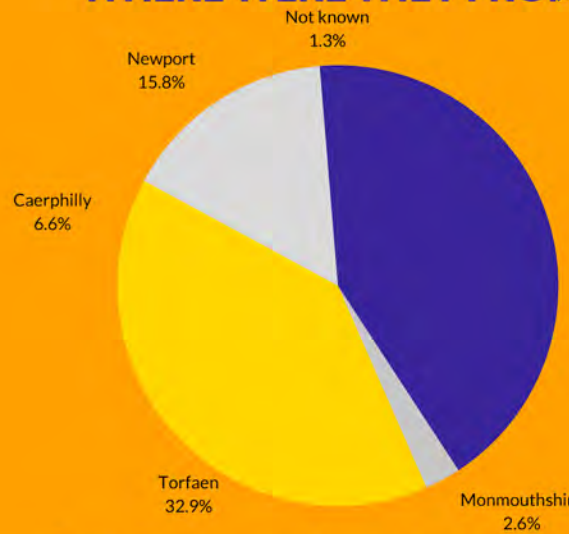
AGE AT REFERRAL



52 of the clients identified as male

23 of the clients identified as female

WHERE WERE THEY FROM?



1 young person identified themselves as transgendered

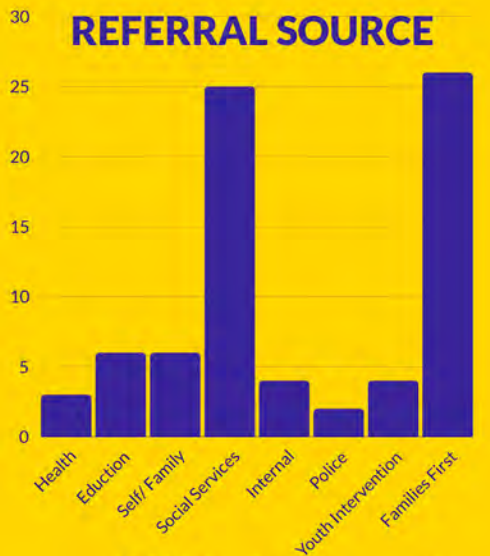
Youth Respect Team Continued...

80% of closed cases showed a reduction in controlling and abusive behaviours

73% of cases showed an improvement in family and social relationships

88% of closed cases report an increase in well-being and resilience

REFERRAL SOURCE



BEHAVIOURS DISPLAYED

83% displayed criminal damage

75% displayed physical abuse

91% displayed threats to harm (victim, themselves or sibling)

77% displayed financial control

100% displayed emotional abuse and CCB

Zac's story

Zac is a 12 year old boy. His mother, Kelly had previously been supported by Phoenix when Zac was 1, due to violence from Zac's father Mark. Kelly and Zac had a very close relationship as he grew up and Kelly commented that they were 'more like friends'. Mark has been in and out of Zac's life and has spent a significant period in prison for violence and offences linked to substances. Both Zac and Kelly were referred to the Youth Respect Programme.

Kelly has found Zac's behaviour increasingly difficult and due to their relationship dynamic she found it hard to put boundaries in place. Kelly told us she was fearful of Zac and his reactions- which ranged from breaking things like doors at home, throwing things at Kelly to cause damage, intimidating her by 'squaring up' to her and punching and kicking her. Kelly had called police on several occasions. Kelly had significant fears that Zac would hurt her, but also feared he would end up in prison. Zac also struggled to attend school and this was a trigger point for some of the abusive incidents towards Kelly. Kelly has also had struggles with her own mental health during Zac's life and felt that this was having a negative effect on her.

Work with Zac has not been straightforward and there have been concerns raised in regard to school and his behaviour and motivation there, Dad has also been back in contact which caused some difficulties. However, at closure, significant improvements have been made- Zac is now in an alternative education provision that appears to meet his needs, Mam reports that while Zac sometimes tries to 'push the boundaries' at home she is feeling more confident to deal with this and feels that the power and control balance is now back in her hands as a parent. Zac reports that he understands his emotions better and feels more in control of them

When Zac was asked what he thought might happen if he had not worked with Elliot he stated, "I wouldn't have been able to manage my anger and would have continued getting in trouble in school and arguing all the time with mam. I think they would have chucked me out of school, and Mam may have thrown me out as well".

INTERVENTION TEAM

Working with perpetrators to reduce their controlling and dominant beliefs and behaviours

204

Perpetrator referrals

63%

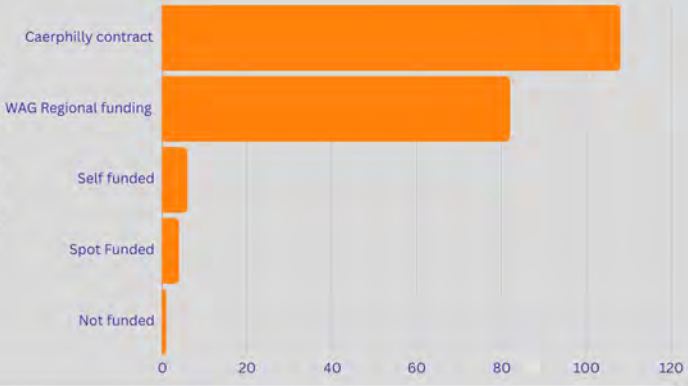
Engagement rate

787

individual attendances at group or 1-1 sessions

"The programme has really changed my life, I am a better partner and parent than I could ever have been without it ."

During the year funding for this work has come from a variety of sources. The graph below shows the breakdown of how the 204 referrals were funded:



Impact Snapshot

58%

With a reduction in risk compared to entry

89%

With an increase in knowledge and understanding of domestic abuse

52%

Showed a reduction in controlling and abusive behaviours

Intervention team continued ...

89%

Of Perpetrators Referred were male

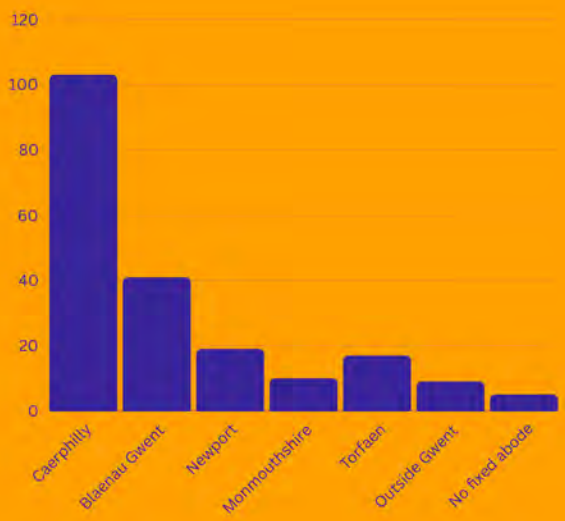
232

individual assessment sessions were carried out

35%

Of those that engaged completed a programme of work in the year

Areas



32% of those assessed as suitable go on to complete the programme

Partner link work

137 partners and ex partners were referred

99 engaged with the Partner Link Officer

89% showed improved well-being and resilience at case closure

FEMALE PERPETRATOR OUTCOMES

58%

Were assessed as being a victim in the relationship

26%

Were assessed as being suitable for the programme

60%

Of those who were suitable completed the programme

100%

Of those who completed showed a reduction in risk

Phoenix is committed to improving professional responses to domestic abuse and sharing our knowledge and skills with others.

This year Phoenix delivered a total of six courses some online and some face to face for the first time since 2020. This was quite a quiet year for training but we hope to expand upon that in the next year

"The trainers first hand experience and knowledge is excellent"

Courses Delivered :

Understanding Domestic Abuse - Delivered for childcare staff

Working with perpetrators - on behalf of the Regional VAWDASV board

Understanding perpetrators of DA - to Caerphilly Local Authority

"I really enjoyed the course and found it very interesting"

99%
of attendees improved their knowledge

"I will be more aware of the complexities of working with perpetrators. I will have a better insight into some of the families that I work with"

"Very informative, lots of detail and very in depth"

Phoenix are grateful to our many partners and funders and thank them for their ongoing support

The Moondance Foundation

Cronfa Gymunedol Community Fund

Lloyds Bank Foundation England & Wales

Supported by BBC Children in Need

Masonic Charitable Foundation

VAWDASV
Gwent Violence Against Women, Domestic Abuse and Sexual Violence
Trais yn Erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol Gwent

Llywodraeth Cymru
Welsh Government

Tai Calon Community Housing

Torfaen County Borough / Bwrdeistref Sirol Torfaen

Cyngor Bwrdeisdref Sirol Blaenau Gwent
County Borough Council

Caerphilly County Borough Council / Cyngor Bwrdeistref Sirol Caerffili

SMT
Safer Merthyr Tydfil
Merthyr Tudful Mwy Diogel

New Pathways

stori

Llamau

PHOENIX DOMESTIC ABUSE SERVICES

England & Wales - Charity number 1112039

Accounts

Phoenix Domestic Abuse Services

ANNUAL REPORT
2021-2022

Phoenix Domestic Abuse Services
Phoenix House
Surgery Road
Blaina
Blaenau Gwent
NP13 3AY

Tel: - 01495 291202
E-mail: - info@phoenixdas.co.uk
www.phoenixdas.co.uk

3	**Trustee Foreword**
4	**Introduction**
7	**Outcomes and Targets**
9	**Statistical Overview 2021 - 2022**
15	**19 Year Statistical Overview**
17	**Support for Victims**
18	**Children & Young People**
20	**Intervention team**
23	**Training**
23	**Income Generation and fundraising**
24	**Future focused 2022 - 2023**

Trustee Forward 2021-2022.

The past 12 months seems to have passed so quickly that it is hard to believe that we are delivering the Annual Report so soon.

At the start of this period the pandemic continued to influence us all and made Phoenix continue to adapt to the conditions we all had to live in. However, as the months went by, we began to revert to some normality in our lives and started to learn to live with this new virus.

As the year progressed, we saw the number of referrals increase and Phoenix return to some sort of normal working practice. The Staff who had gone above and beyond in difficult times continued in this vein and despite some personnel leaving and several recruitment problems, those who remained ensured that the high standards of our organisation were maintained and often exceeded.

Phoenix is almost 20 years old, starting with two people working out of a small office in Brynmawr and growing over the years into the organisation we have today. Not only has Phoenix grown but its reputation for excellence has grown with it. It is fair to say that our name is held in high esteem not only in Blaenau Gwent and the surrounding areas but also in every aspect of domestic abuse work wherever it is spoken about.

We will all have to face new challenges in the period of 2022-2023 and no doubt some of those challenges have already been met. Things have changed but Phoenix has changed with them and that is what has made us better and stronger to face the future.

As Trustees we acknowledge your continued professionalism, loyalty and work ethic allowing us to provide a service to those most in need to the highest of standards and for that we offer you a very big thank you.

Introduction

The purpose of this report is to provide an overview of the service and outcomes for the financial year. This report covers the period 1st April 2021 – 31st March 2022 and includes statistical feedback from all the project areas with a specific focus on whole service outcomes . This year we have provided separate reports for each of the service areas which are available on request and provide a more detailed breakdown.

Phoenix Domestic Abuse Services

Interventions offered by Phoenix DAS financial year 2021-2022

Victim Safety Team	Rise & Thrive Team	Interventions Team	Youth Respect Team	Recovery Team

The year began with us living under restrictions and continuing to adapt services to meet the needs of our service users within the safety parameters set by the government. As a service we continued to deal with client safety along with staff safety and the continued pressures of juggling a service on an often-reduced level of staffing due to illness.

Referral levels saw a 40% increase on the previous year to 696 with our most significant increases being in the Youth team. Although this is considerable, referral levels still remained 8% lower than that of the previous year (2019- 2020) despite there being a considerably higher number of staff employed within the team. During the year Phoenix saw engagement figures reach their highest level in our history with 391 of those referrals engaging in support. This represents 56% which is the same engagement rate experienced last year although the actual figure was much lower then at 282. When also factoring in the number of cases which were carried over from the previous year (187) we can see that a total of 578 individuals were supported by Phoenix during the year 2021 - 2022. This is by far the highest number supported in our history and represents the service operating at a far more sustainable level of staffing than has previously been achieved.

Despite these increases in referrals, which included a 10% increase within the intervention team, Phoenix failed to meet the forecast number of referrals and clients engaging as required by the funders of perpetrator work. This included a very low number of individuals referred into the Reprovide research project and also into the OPCC funded regional project. The failure of these projects to reach the required levels has caused the withdrawal of both of these pots of funding in the year 2022- 2023. For the Regional work some funding will continue but only to work with those clients referred during the year 2021- 2022. This will no doubt have a large impact on the future of this work which will require significant work in the coming months in order to ensure its continuance. There were also lower than anticipated referrals into the Caerphilly project which demonstrates how this issue is a wider one impacting on many public sector referrers.

End of year monitoring showed some problems around victim team case closures this year with staff not always fully crediting their own achievements. This has meant that some cases were closed as not engaged despite having had initial appointments, referrals and target hardening. Work has now taken place around this to ensure that all achievements are fully recognised in the future.

During the year Phoenix continued to experience some problems with staff recruitment and retention, this is an issue mirrored in all partner agencies and replicated across all areas of the UK. Phoenix has continued to investigate causes for this and put in mitigated measures where possible. These actions have included:

- Completing a structural review to create tiers of jobs allowing for clearer progression and recognition of the complexity and unsociable working hours within different teams.
- Working with a consultant to create a full salary review which resulted in the adoption of a change in salaries for a majority of posts with clear plans in place for the coming years.
- Linking in with partners, commissioners and other leaders to continue to monitor these issues and look for sector wide solutions.
- Increased focus on staff training, support, and development.
- Actively seeking staff feedback through a staff satisfaction survey, full team meetings and other ad hoc consultations.
- Matching the government thank you payment made to some staff to ensure that all staff felt recognised for their contributions throughout the pandemic.
- Utilising wellbeing and motivational tools to help staff to bond as a team and feel supported in prioritising their mental wellbeing
- Utilising hybrid working models to enable staff to work at home on occasions where necessary and to allow as much flexibility as possible e.g., condensed working hours.
- Prioritising clinical supervision for as many frontline staff as possible.
- Continuing to offer private health insurance as part of all contracts.

Some of these measures have worked with staff retention issues appearing to have reduced although recruitment remains very difficult with very few candidates applying for any vacancies.

Other significant events from the year include:

- The intervention manager returned to work following maternity leave. The CEO provided support over the first few months to ensure that she was aware of all changes since being off, of which there were many, and also supported Lidia to take on this much changed role on a reduced number of hours. The CEO continued with some elements of the role to aid this until a team leader was recruited and trained as per the revised structure adopted in the review.
- Further funding for the victim safety team was agreed allowing us to extend Nicola's contract and also employ an additional member of staff to the team.
- An extension of funding by Children in Need has allowed the continuation of the Children's Recovery Team

- The regional work within the Interventions (perpetrator) team and the Youth Respect team was extended by the PCC and the Home Office initially until the end of the year but with the agreement that 2022- 2023 funding will only be for completion of work not taking on new clients.
- The Youth Respect Team saw a considerable increase in referrals which is a direct result of all the hard work completed by the team to raise awareness of the service.
- Referrals to the Reprovide study remained very low and after much discussion the project was brought to an end in March, with some funding being provided to continue to submit research information into the next year.
- Phoenix entered its 20th year of operation in November and Launched its 20 events with a mammoth 30 hour relay walk involving many local dignitaries and linking in closely with Tai Calon. The event also offered an opportunity to increase our social media presence and for staff to spend time together informally following all the enforced separation during COVID.
- Other events included the launch of our new training programme and our corporate sponsorship and Friends of Phoenix scheme.
- Capital funding was secured through Welsh Government to allow some repairs to be completed this included work to the kitchen and new windows where needed.
- Throughout this time the CEO linked in closely with partners, funders and others to ensure that we were aware of all new developments and also providing updates on the impacts we were seeing. This included a high number of virtual meetings with partners such as Respect, Welsh Government and the Regional VAWDASV team as well as our key funders and commissioners.
- A new role of Intervention Team Administration Officer was created to support the admin team in Phoenix due to increasing workload.
- Throughout the year the management team have continually updated our Phoenix response Policy to ensure that it remains in line with current advice whilst enabling staff to continue to provide this much needed service.
- The CEO has continued supporting the SMT to deal with the complexities of managing a diverse team throughout a global pandemic. The team have continued to do an amazing job and demonstrated extreme resilience in managing others sensitivity whilst also having to deal with their own personal feelings and responsibilities.

Staffing Changes

Start of year April 2021 - total staff 25	End of year March 2022 - total staff 24
➢ 1 CEO	➢ 1 CEO
➢ 1 Deputy CEO	➢ 1 Deputy CEO
➢ 1 Finance Manager	➢ 1 Finance Manager
➢ 2 Admin Officers	➢ 3 Admin Officers
➢ 1 Victim and Family Team Manager	➢ 1 Victim and Family Team Manager

➢ 1 Victim Safety Officer ➢ 1 IDVA ➢ 2 Rise and Thrive Workers ➢ 2 Recovery Workers ➢ 1 Parenting Officer ➢ 2 Youth Respect Officers ➢ 1 Youth Respect Team Leader ➢ 1 Perpetrator Team Manager on maternity leave - covered by CEO ➢ 3 Perpetrator Officers - 2 full time 1 part time (all in post less than 7 months) ➢ 1 sessional Perpetrator Officer (with a period of sickness) ➢ 3 Partner Link Officers (2 full time, 1 part-time) ➢ 1 Intervention Hub Officer (also a Partner Link Officer)	➢ 2 Victim Safety Officers ➢ 1 IDVA ➢ 2 Rise and Thrive Workers ➢ 1 Recovery Worker ➢ 1 Recovery Parenting Officer ➢ 1 Youth Respect Officer ➢ 1 Youth Respect Strategic Lead ➢ 1 Intervention Team Manager ➢ 1 Intervention team leader (in post less than 5 months) ➢ 3 Intervention Officers - 2 full time 1 part time (1 in post less than 5 months) ➢ 2 Partner Link Officers (1 part-time. 1 full time)

Outcomes and Target

Each service area set their own targets in partnership with funders which were reviewed periodically throughout the year with trustees. Below are the overall achievements for the organisation as a whole for the year.

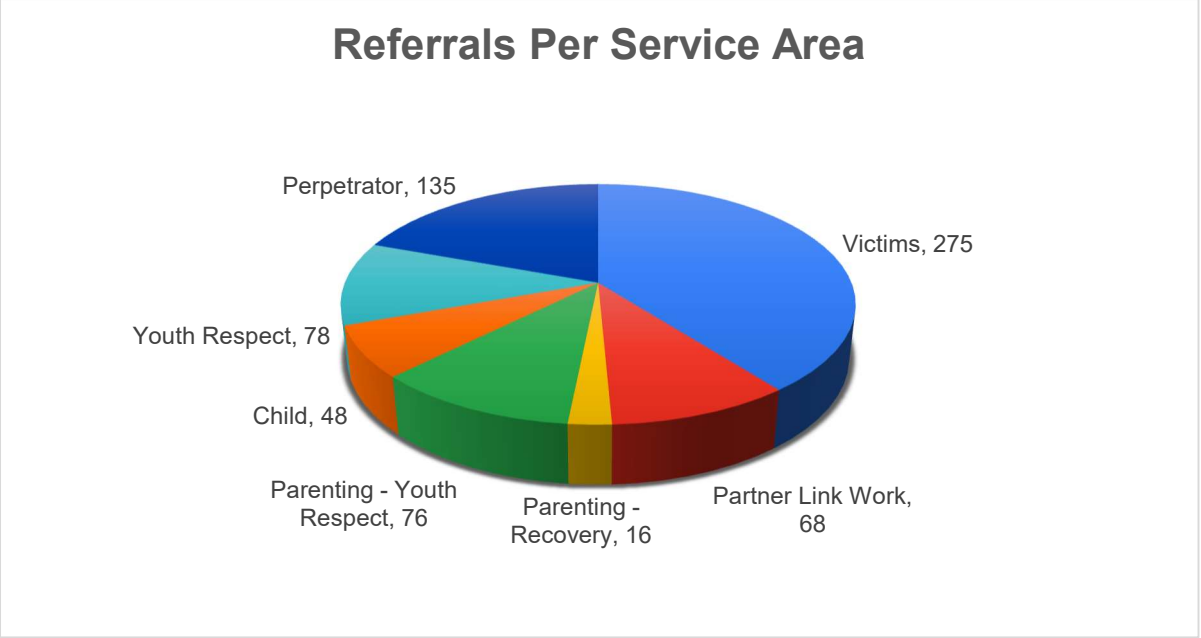
What are our measured outcomes?	**Targets and Achieved 2021- 2022**	**What are our indicators?**
Reduce the risk of harm to victims and families in current and future relationships	Target - 75% of 660 engaged Achieved – 74% of 391	Frequency of incidents Severity of incidents Victim perception of risk and safety Worker's perception of risk and safety

Increased knowledge and understanding of domestic abuse and healthy relationships	Target - 80% of 660 engaged Achieved - 83% of 391	Worker perception of level of meaningful engagement Self-reported level of understanding of healthy relationships Worker reported level of understanding of domestic abuse
Improved wellbeing and resilience through emotional support and greater awareness of rights, options and processes	Target - 80% of 415 engaged Achieved – 89% of 262	Level of information provided to client Number of options accessed by client Self- reported level of understanding of options and rights Score of physical and emotional well-being Worker perception of resilience levels
Reduce abusive and dominant beliefs and behaviours	Target - 65% of 235 engaged Achieved – 47% of 129	Self- reported levels of abusive and dominant beliefs and behaviours Victim reported levels of abusive and dominant beliefs and behaviours Worker assessed levels of abusive and dominant behaviours Worker assessed levels of abusive and dominant beliefs
Improved family and social relationships	Target - 80% of 660 engaged Achieved – 57% 391	Self-perception of quality of relationships with others (intimate partners, family members and social relationships) Worker assessed quality of engagement/relationships with professionals

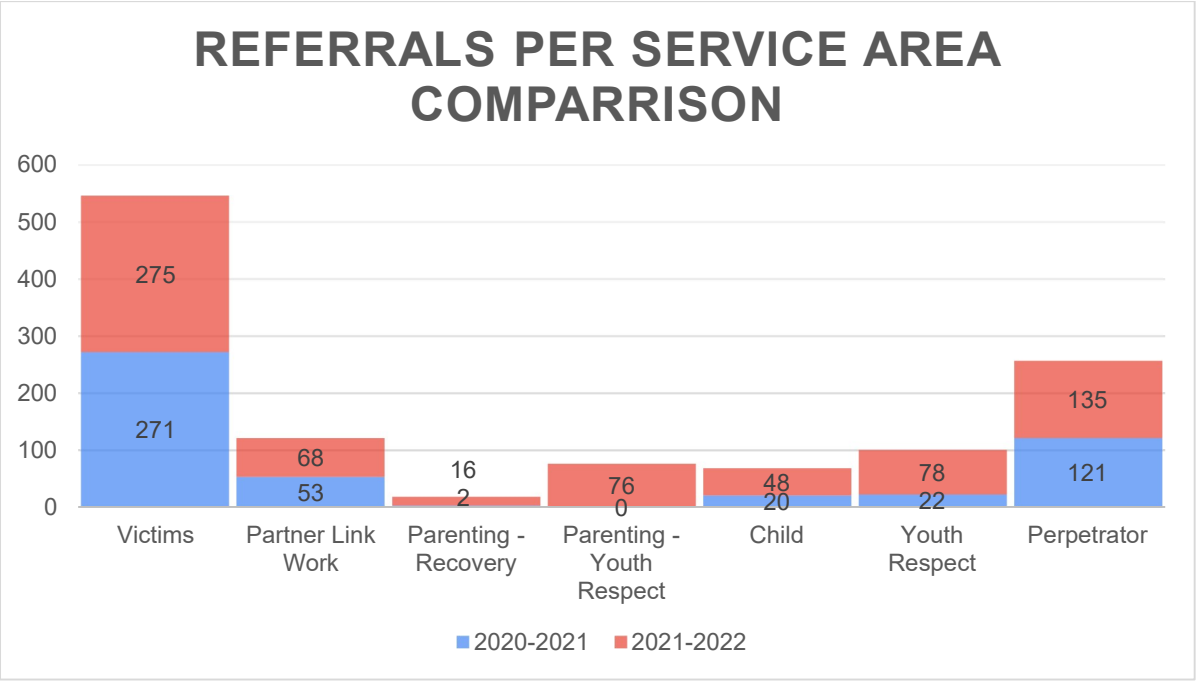
It can be seen from this that the service outcomes this year were well under the targets set. This can be seen particularly within the intervention team who experienced extremely low referral numbers throughout the year despite considerable effort to promote the work. The victim team also had low rates of engagement although on further examination this appears to be a recording issue with many of them identified as non-engaging despite intervention work taking place. This has been investigated and training carried out with the team around accurate recording.

Statistical Overview 2021 - 2022

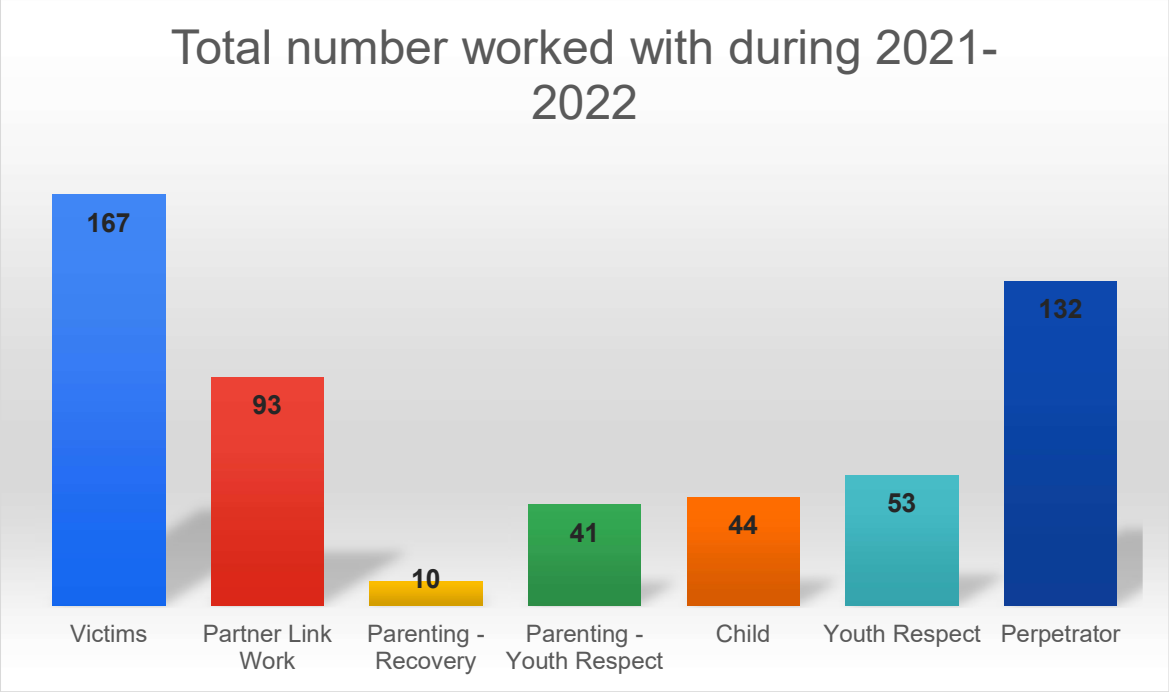
During 2020 – 2021 the service received 696 referrals, this figure is a 40% increase on the year before, although this still represents an 8% decrease compared to the year prior to that.



When we compare this to the previous year, we see that victim referrals have remained at the same level with increases seen in all other areas.



The following graph shows the actual number of cases worked with by each team during the year, this includes carried over cases as well as all those who engaged during the year.



This equates to a total of 540 clients supported. When dividing this by the number of full-time equivalent staff working who are case holding (13) we get an average number of clients supported per year as being 41.5.

Recommended caseloads per year varies across the service areas with the average recommended for IDVAs being 60 – 80 per year. For some areas, such as partner link work, the caseload could be much higher than this and we would expect it to be lower for intervention officers who are both carrying out one to one work and also running groups. From this information we can conclude that in some areas of the service we have capacity to support far more clients than we currently are. Please see below for average cases per full time member of staff for each area:

Victim work: 46.39

Children's work: 31.43

Parenting work (child):25

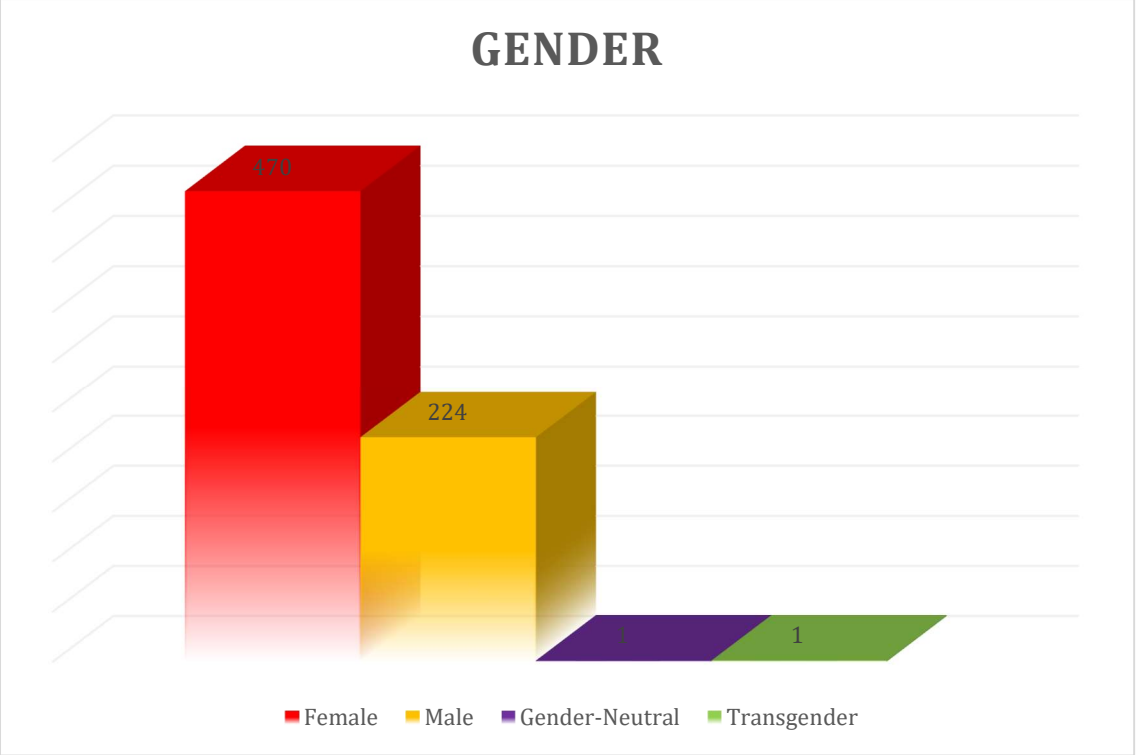
Youth Respect: 35.33

Parenting work (Youth):41

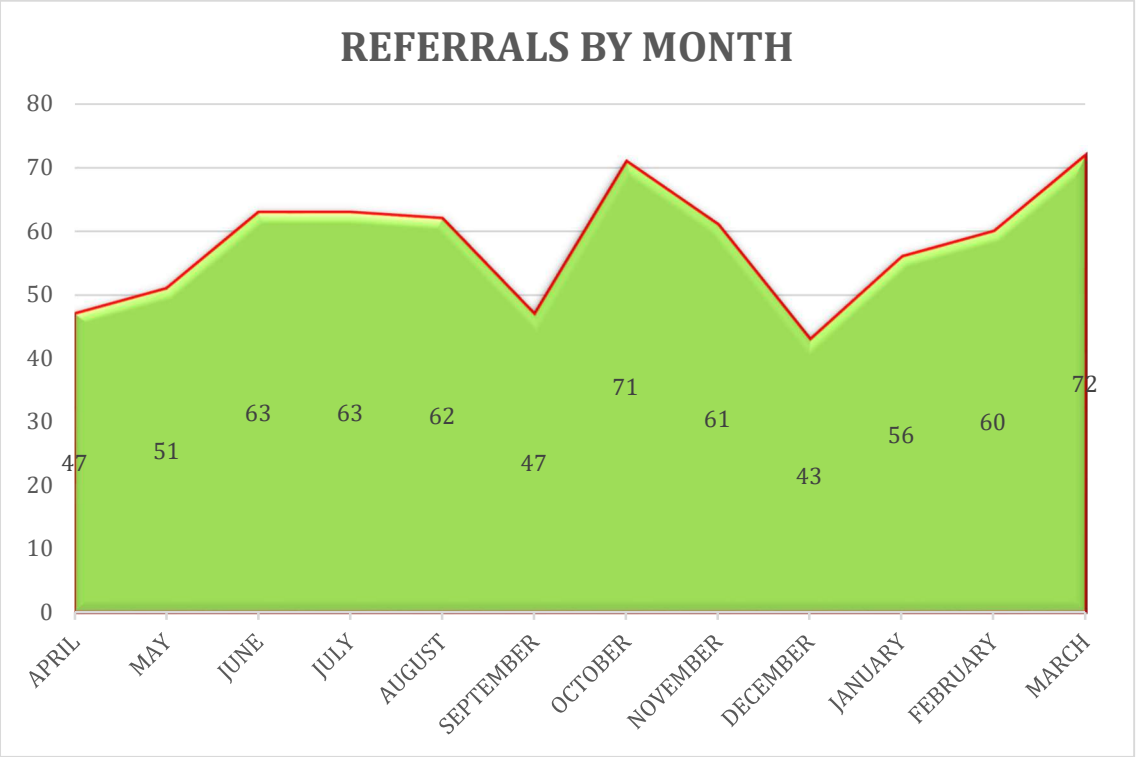
Intervention team: 37.71

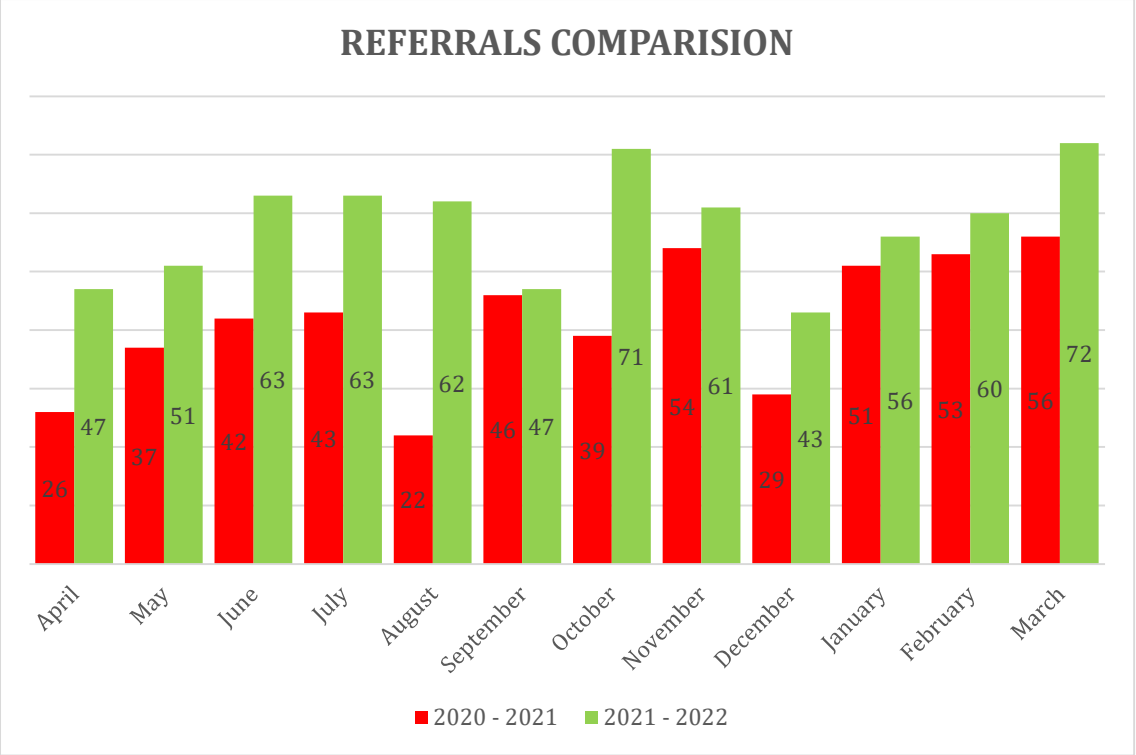
Partner link work: 66.43

When looking at the gender of referrals we see a slight shift towards a higher percentage of male referrals from 29% to 32%

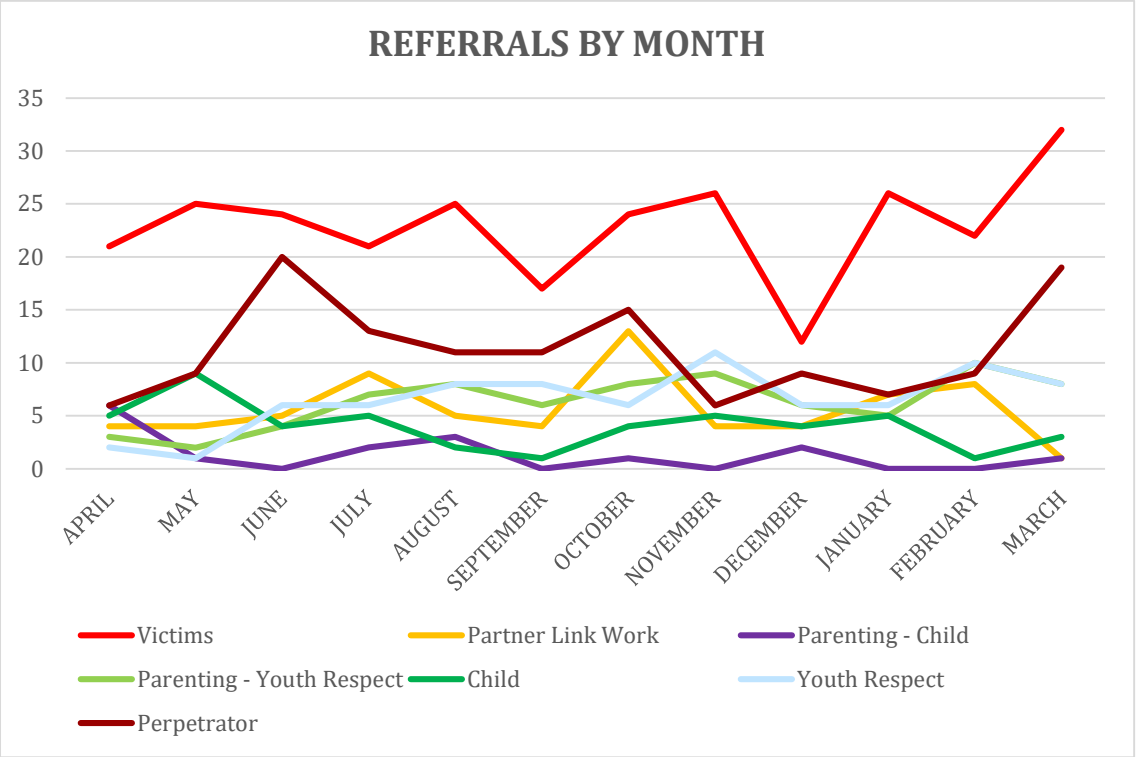


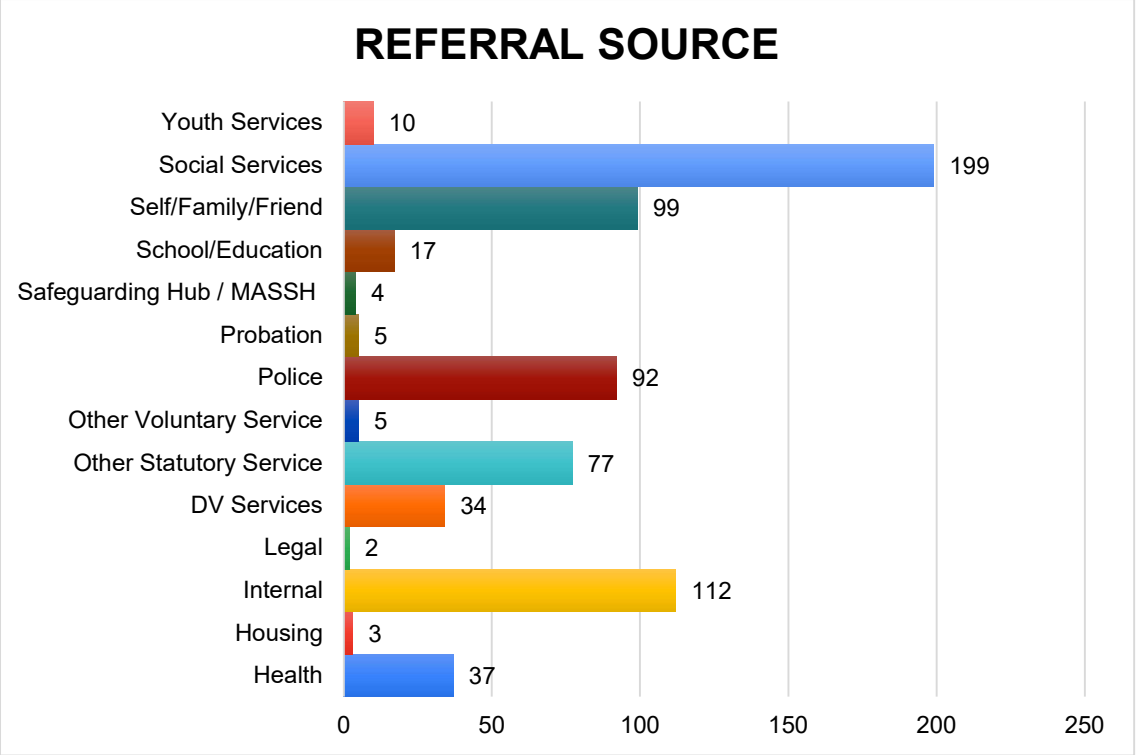
Referrals per month follow a very similar pattern to what was seen in previous years with dips experienced in December and late summer.





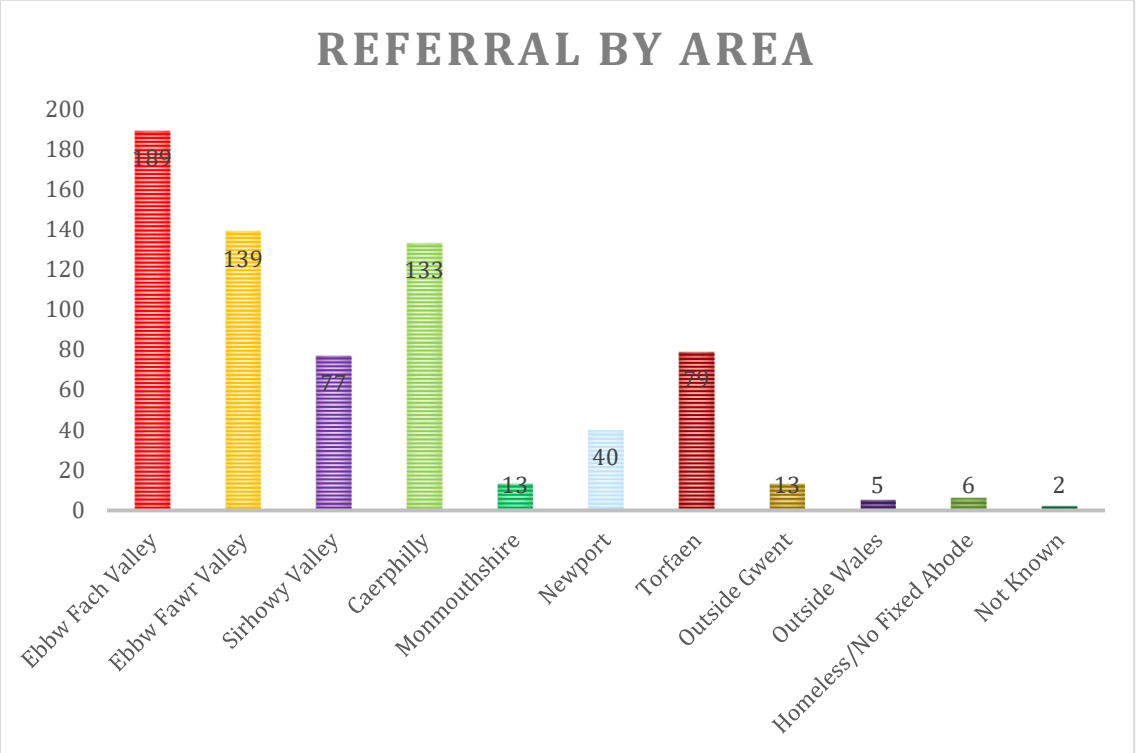
From the graph below we can see that the fluctuations in referrals throughout the year impact on some areas of the service, specifically the Intervention and Victim Team with other teams, such as the Youth Respect Team being affected much less.

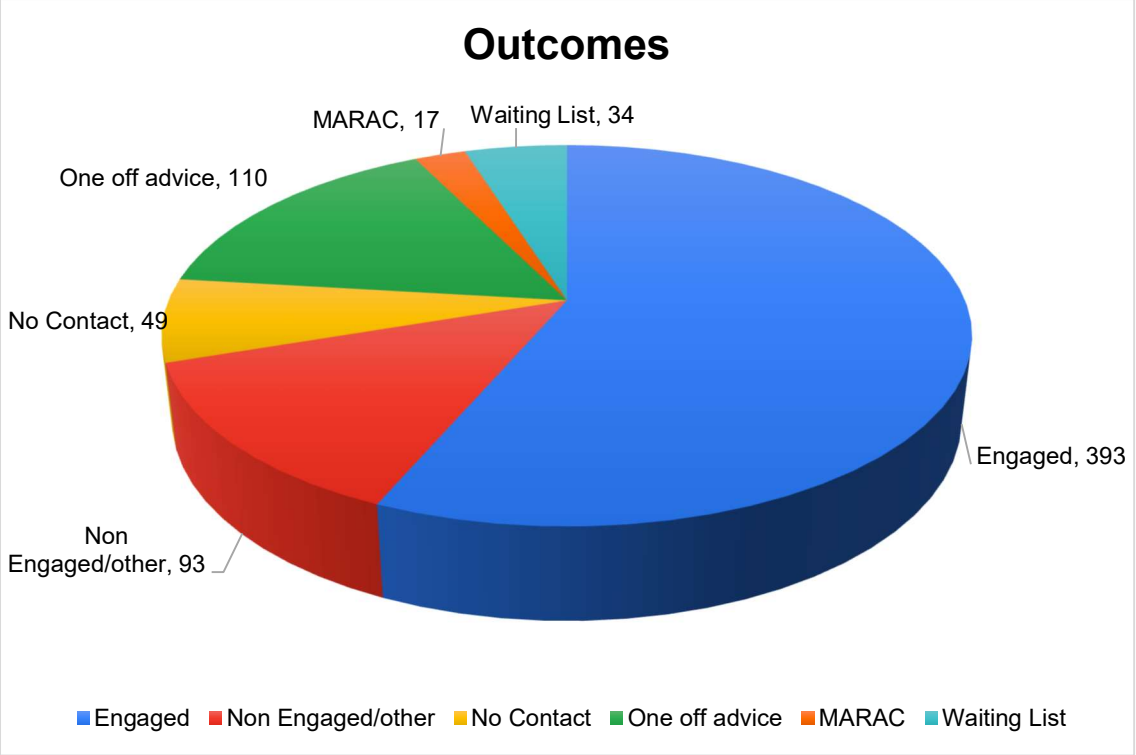




We see in the graph above, that social services remain the biggest referrer to the service with Police referrals seeing a decrease on previous years. We also now see a high number of internal referrals which would include all Partner link referrals as well as some of the referrals for children.

Numbers of self-referrals have increased by around 50% during this year.

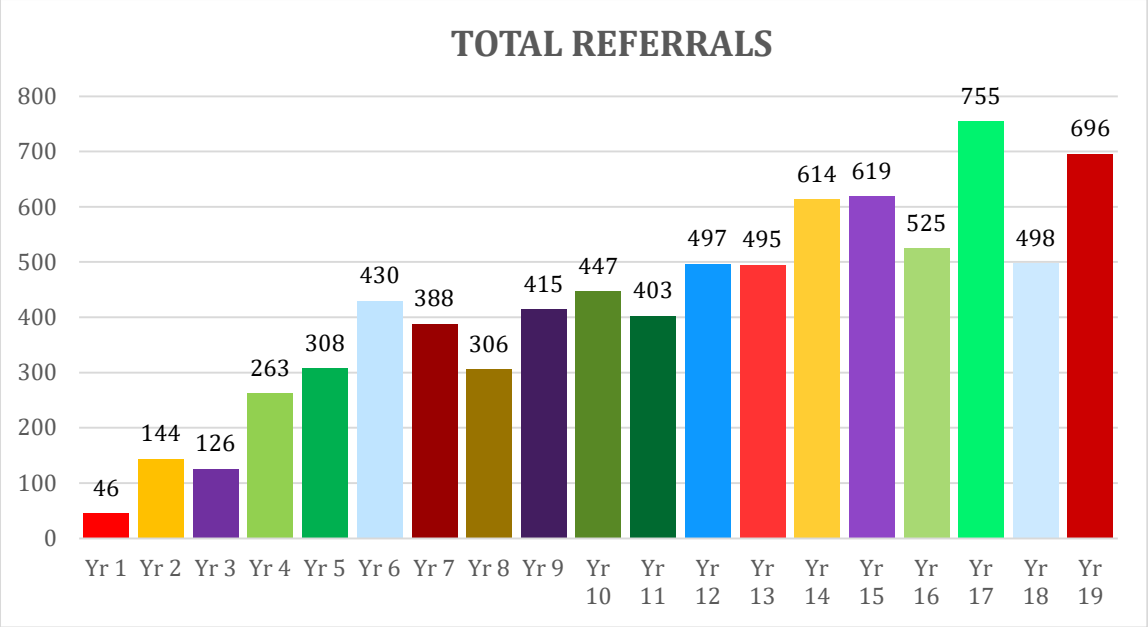




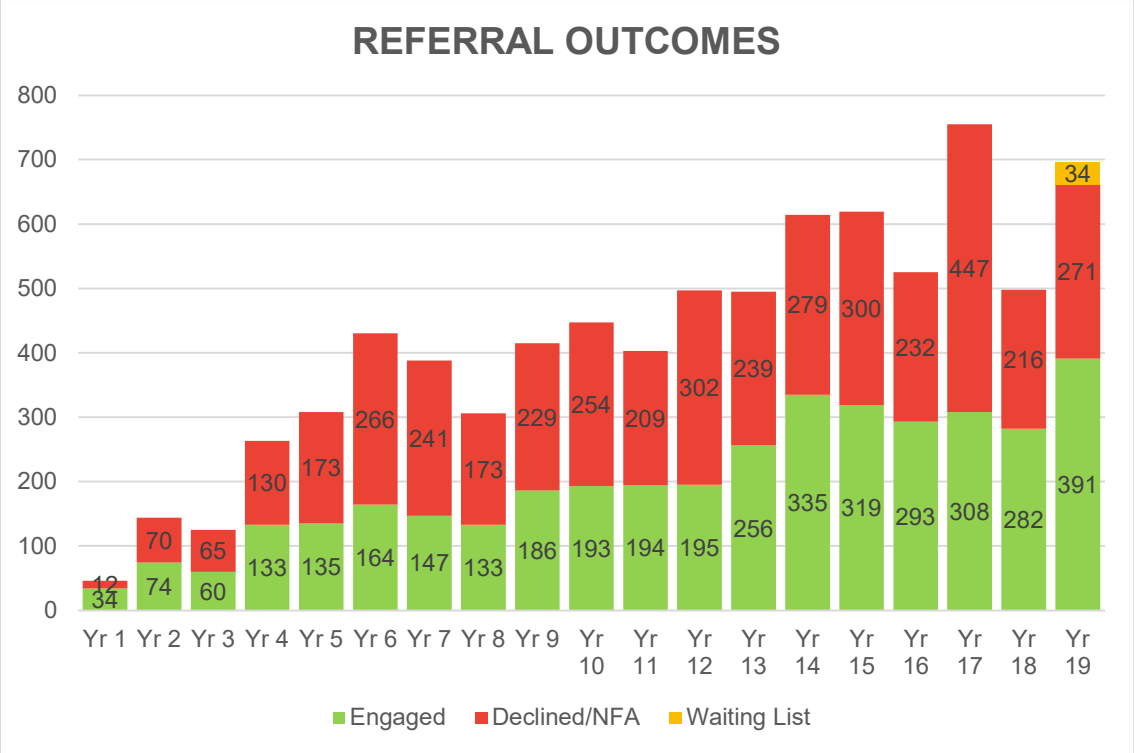
This is the first year where we have included a waiting list as part of our statistics. These cases are all from the Youth Respect Team and Recovery Team.. The increase in referrals throughout the year coupled with some periods without a fully staffed team meant that a waiting list was in place at the end of the year.

Total Statistics 19 Year Overview

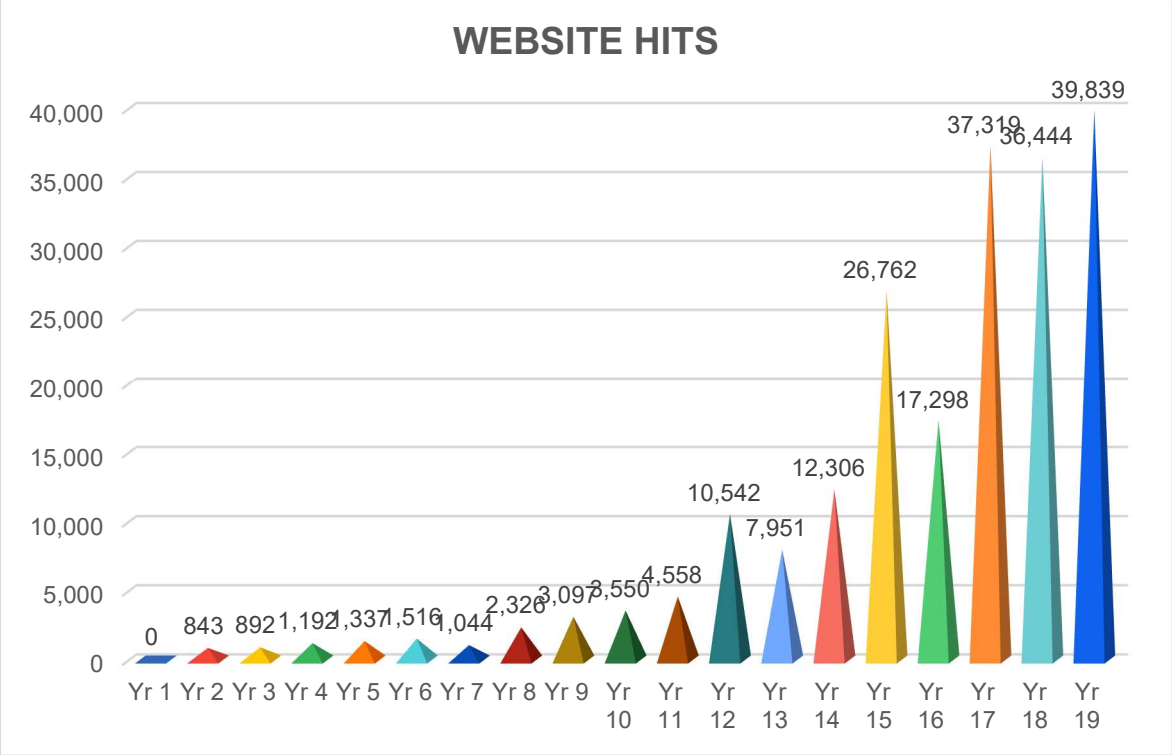
The following statistical information provides an overview of data collated over a 19-year operational period. This information allows comparisons to be made upon previous years and could identify any trends or highlight areas for potential action.



Total referrals – 7974



TOTAL ENGAGED: - 3832
TOTAL NFA/DECLINED: -4108
TOTAL WAITING LIST: - 34



Service areas

This report only covers basic information under each service area, for further information please see separate comprehensive report.

Victims Team

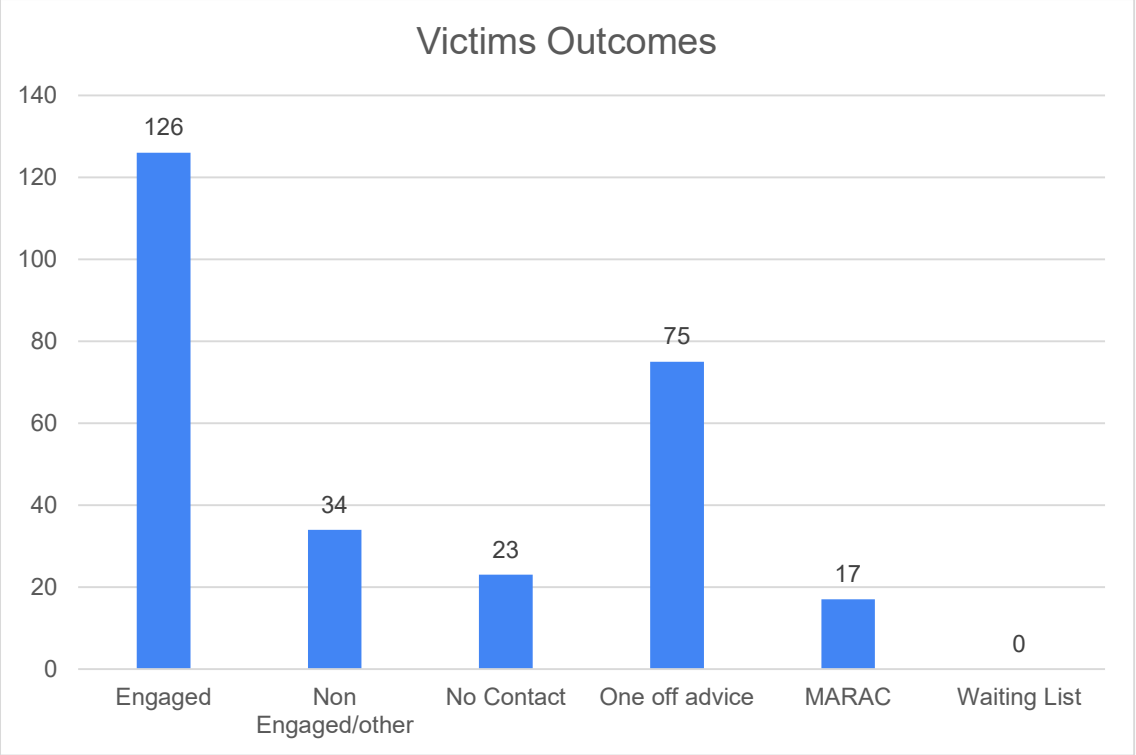
During 2021- 2022 the team employed four staff. Two victim safety workers and two Rise and Thrive Officers.

During the year the team continued to provide support to male and female victims. Support included carrying out risk assessments and safety planning in addition to supporting with CJS processes and provision of group programmes.

Referrals to the team remain consistent with that of 2020- 2021.

Engagement rates (see below) appear good although the number of cases closed as 'one off support' has been investigated and appears to be inaccurate with many of the cases having engaged in at least one appointment with staff.

Total referrals to the team – 275



Child and Youth Teams

The Youth team saw some instability with staffing over the year with some staff leaving posts and recruitment being carried to replace them.
The team carried out considerable promotion work within the year which had clear impact with a large (250%) rise in referrals from 22 in 2020- 2021 to 78 in 2021- 2022.
Despite the success in referrals the main funder for this work (OPCC) have decided that the ongoing funding for this work should not sit with them and are therefore only funding work in 2022- 2023 for us to complete work with those on a waiting list at the end of the financial year.

The Children's recovery team started and ended the year with a consistent staffing team. Referrals were consistent throughout the period with some points of waiting lists due to staff capacity.

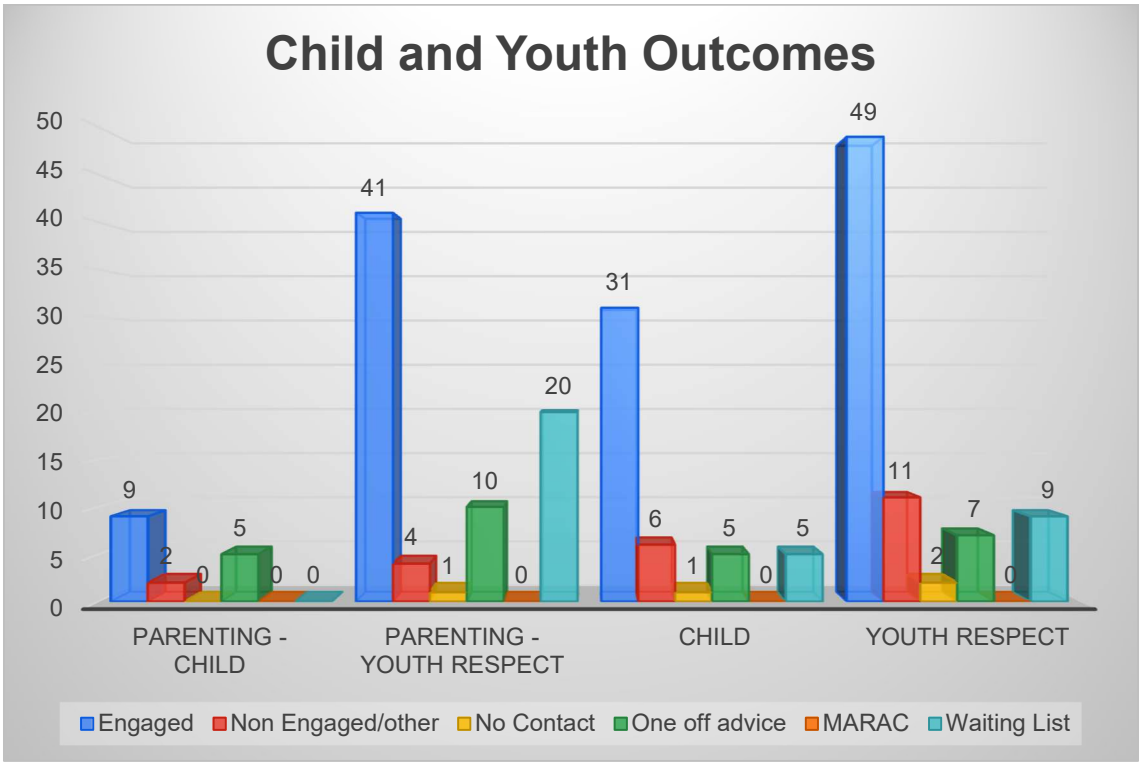
Referral numbers

Parenting – Child - 16

Parenting – Youth Respect - 76

Child - 48

Youth Respect – 78



Intervention team (Perpetrators)

The team continued to experience some issues with staff recruitment and retention throughout the period but ended the year with seven staff in place including one Team Leader which was a new post developed to support the intervention officer team and free up some of the Intervention team manager to carry out strategic work including work on funding.
During the year the team continued to deliver four separately funded areas of work:

Caerphilly Contract – to provide interventions to clients referred directly through Children's services – This area of work saw less referrals than anticipated however still met its targets for 100 referrals overall including perpetrators and victims. The responsibility for referral numbers rests with the funder.

Reprovide Research study – in partnership with Bristol University. There were consistent problems with recruitment for this programme resulting in funding being withdrawn at the end of the year.

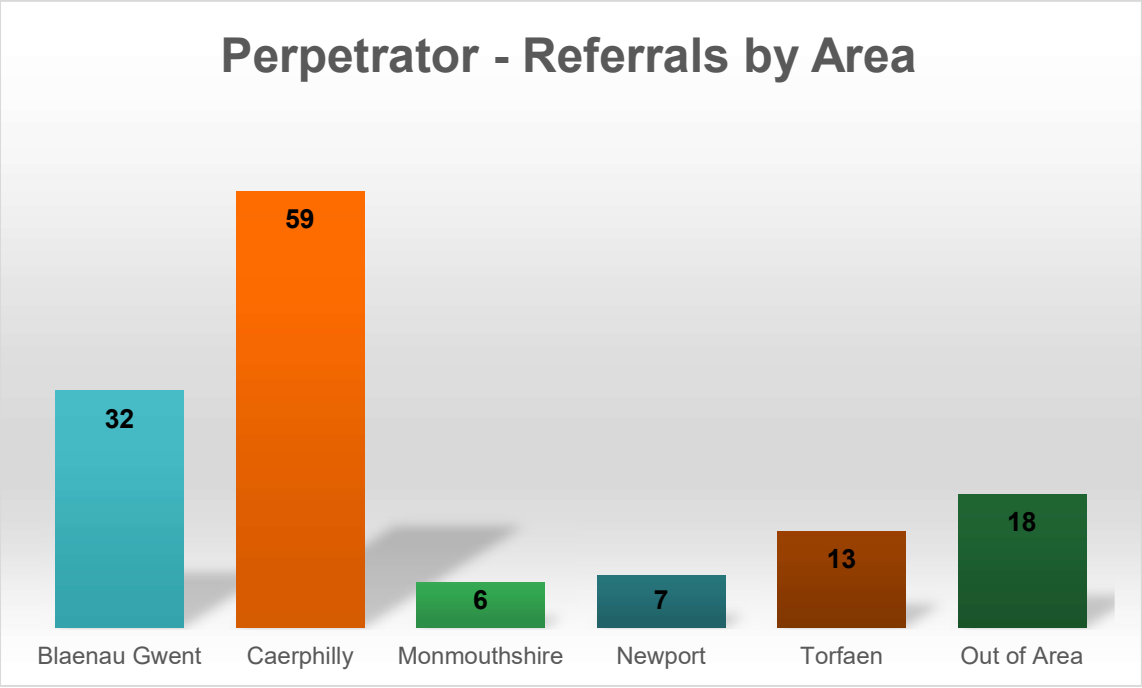
Regional Work: funded through OPCC and Home Office. This area of work experienced lower number of referrals than anticipated resulting in a change of direction at the end of the year with OPCC agreeing to ongoing funding only for those referred before the end March 2022.

WAG funding – via regional team – This funds work with around 25 individuals who do not fit in with other funding routes, for this year it was added to the Regional Work fund.

Total referrals

Perpetrators – 135

Partners/ ex partners 68



Operations Team

The team continued to provide support services throughout 2021 – 2022 and expanded during the year to include a new post of Interventions team administrator. Many of the team continue to work from home and provide resilience by answering phones remotely.

Over the year the team has continued to provide all aspect of support including around finance, pay, facilities management, HR, health and safety and room bookings. The team have also assisted with the inductions of six new members of staff including the provision of all equipment, logs ins etc.

Training

During the year 2021/22 training effectively re started after the pandemic although this was exclusively online for the year. Considerable work was undertaken to redesign the courses to enable them to work online including training on using the platforms effectively. Direct training activities included:

- Respectful co – parenting course took place online on 4 occasions throughout April and May 2021. Course were two days long and were well attended.
- Understanding DA and its effects on children training was carried out online in May with 21 attendees
- In March the service launched its newly revised on online training package which was shared via an online webinar promoted through Eventbrite.
- Webinars were held online to promote our Perpetrators and CAPVA work as well as around the Reprovide research in July and October respectively
- In October 2021 all staff had a PDP meeting with Sarah Harding to help them to develop their own training plan
- Perpetrator Training was the area seeing most demand this this with the following courses delivered by the intervention team:

Training funded by:	**Title of training session**	**Number of sessions delivered**
Caerphilly Local Authority	Understanding Perpetrators of Domestic abuse	4
VAWDASV	Perpetrators in the Workplace	3
VAWDASV	Understanding Perpetrators of Domestic Abuse	1
Newport Local Authority	Young People & Adults Perpetrating Domestic Abuse	1

Income Generation and fundraising

- This year we were able to begin promoting include generation options again post covid
- The total amount of additional income generated this year through donations and additional work is £30,195.54
- Perpetrator Intervention Work - £2,305
- Training Provided – £17,500
- Corporate Sponsorship - £6,000
- Donations – £3,890.54
- £500 – Placement for Student

2022-2023

As we enter 2022- 2023 we do so with what feels like a more fixed staffing team than we have had for the last couple of years. The impacts of Covid appear to now be subsiding with a return to the new normal seemingly well underway. The service will continue to work with our partner agencies and develop our work in line with the needs identified through our operations. Priority areas are as follows:

- Funding for the regional perpetrator's interventions including the Youth Respect project is a priority in the next year. We hope to work with the OPCC to look into regional commissioning options for both as well as a possible change of focus within the adult project.
- Continue to mark our 20th year with a series of events also aimed at promoting the services and raising funds.
- Work to secure funding to continue to make improvements and repairs to Phoenix house including carrying out a full survey to plan future work and seek funding for a garden office to increase space for meetings
- Work to strengthen the board with the help of a consultant provided through Lloyds foundation
- Consider branding with support from a consultant provided through Lloyds foundation
- Continue to work with key partners to share risk and information
- Provide safe and closely monitored support and intervention to victims, children, young people and perpetrators referred to the service.
- Continue to promote the income generation model

Final Word

Huge thanks must go to all staff employed by Phoenix DAS throughout the year who have worked incredibly hard to ensure a high standard of service to all families and individuals. Thanks also to the Board of Trustees who despite their own issues with retention have managed to support the service strategically.

For further information: -

Phoenix Domestic Abuse Services
Phoenix House
Surgery Road
Blaina
Blaenau Gwent
NP13 3AY

Tel: - 01495 291202
E-mail: - info@phoenixdas.co.uk
www.phoenixdas.co.uk

PHOENIX DOMESTIC ABUSE SERVICES
PHOENIX HOUSE
SURGERY ROAD
BLAINA

CHARITY NUMBER 1112039

FINANCIAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2022

INDEX

Page

1 Independent Examiner's Report
2-3 Statement of Financial Activities
4 Balance Sheet
5-6 Notes to the Accounts

Independent Examiner's Report to the Trustees of Phoenix Domestic Abuse Services

I report to the trustees of Phoenix Domestic Abuse Services on the accounts for the year ended 31st March 2022.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material aspect:-

(1) the accounting records were not kept in accordance with section 130 of the Charities Act or
(2) the accounts did not accord with the accounting records or
(3) the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Steve Drake

Steve Drake
Chartered Certified Accountant (F.C.C.A.)
24 James Street, Ebbw Vale, Blaenau Gwent, NP23 6JG

15th November 2022

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2022
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total this year	Total last year
INCOMING RESOURCES	£	£	£	£
Voluntary sources				
Donations	5,173.54	-	5,173.54	2,017.91
Grants received				
Welsh Assembly Government - Youth Worker	-	35,618.00	35,618.00	36,000.00
Children in need	-	38,419.00	38,419.00	11,331.00
The National Lottery Community Fund - Rise and Thrive Project	-	98,347.50	98,347.50	48,404.00
Lloyds Foundation	25,000.00	-	25,000.00	-
Pilgrim Trust	-	15,000.00	15,000.00	15,000.00
Re Provide	-	60,523.44	60,523.44	60,523.44
Tesco - Bags of hope	-	-	-	1,882.16
CCBC Carers Fund	-	11,459.95	11,459.95	-
Charles Hayward Foundation	-	24,000.00	24,000.00	23,000.00
Newport County Borough Council - IDVA	-	44,875.72	44,875.72	43,128.97
Garfield Weston	-	-	-	2,000.00
In this Together - Community Matters Fund	-	-	-	750.00
Moondance Foundation	-	42,277.00	42,277.00	16,284.00
MOJ	-	-	-	22,277.00
Caerphilly CBC	98,850.00	-	98,850.00	50,238.50
Community Foundation Wales	-	-	-	13,544.00
Welsh Assembly Government - Perpetrator Project	-	36,668.00	36,668.00	24,500.00
Perpetrator Intervention work	2,985.00	-	2,985.00	-
Welsh Assembly Government - Victim Project	-	-	-	41,075.00
Welsh Assembly Government - Capital	-	27,529.56	27,529.56	5,000.00
Home Office	-	352,233.00	352,233.00	196,733.00
Income (Sub-Total)	132,008.54	786,951.17	918,959.71	613,688.98
Miscellaneous Resources				
Work Done - Training	17,500.00	-	17,500.00	30,900.00
Suitability sessions and group interventions	6,818.82	-	6,818.82	495.00
Bank Interest received (Gross)	16.08	-	16.08	30.50
TOTAL INCOMING RESOURCES	**156,343.44**	**786,951.17**	**943,294.61**	**645,114.48**

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2022
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	Unrestricted funds	Restricted funds	Total this year	Total last year
	£	£	£	£
RESOURCES EXPENDED				
Client Expenses	35.71	12,559.16	12,594.87	6,918.78
Employee Wages and NIC	127,453.32	522,143.70	649,596.82	419,402.43
Employee Pension Costs	1,757.37	17,833.95	19,591.52	14,518.31
Employee Training Costs and Disclosures	2,188.00	8,179.38	10,367.38	10,009.08
Publicity, Promotions and Leaflets	1,212.98	1,661.34	2,874.32	4,982.67
Travelling Expenses	1,031.90	7,967.28	8,999.18	1,066.01
Gas and Electricity Costs	627.08	3,828.63	4,455.71	3,303.15
Insurance Costs (Incl. Healthcare)	2,689.91	10,084.34	12,774.25	8,659.27
Telephone, Fax and Internet	3,496.40	10,725.83	14,222.23	15,888.85
Printing, Postage and Stationery	293.08	2,421.93	2,715.01	3,530.69
Repairs, Renewals and Refuse Collections	1,594.29	17,849.40	19,443.69	6,103.81
Accountancy	1,800.00	-	1,800.00	1,680.00
Cleaning	280.16	1,618.60	1,898.76	2,972.60
Computer Software and Support	612.15	6,074.54	6,686.69	7,881.42
Water Rates	-	599.91	599.91	70.45
Computer equipment/Equipment repairs	4,033.36	8,742.27	12,775.63	27,790.42
Office furniture and fixtures	-	-	-	4,877.40
Licences and Subscriptions	-	-	-	708.00
Intervention Hub - subs	-	-	-	28,800.00
Legal and Professional fees	-	5,333.73	5,333.73	4,425.00
Companies House	388.00	-	388.00	13.00
Bank Charges	23.13	120.16	143.29	84.00
Equipment leasing	-	3,380.88	3,380.88	6,847.38
Room hire, Canteen and Welfare	2,246.93	13,729.96	15,976.89	6,362.20
TOTAL RESOURCES EXPENDED	**151,763.77**	**654,854.99**	**806,618.76**	**586,894.92**
NET INCOMING/(OUTGOING) RESOURCES	**4,579.67**	**132,096.18**	**136,675.85**	**58,219.56**
TOTAL FUNDS BROUGHT FORWARD	**157,443.47**	**258,196.19**	**415,639.66**	**357,420.10**
TOTAL FUNDS CARRIED FORWARD	**162,023.14**	**390,292.37**	**552,315.51**	**415,639.66**

PHOENIX DOMESTIC ABUSE SERVICES
SECTION B - BALANCE SHEET AS AT 31ST MARCH 2022

	Note	2021 £	2022 £
FIXED ASSETS			
Freehold property at cost - Phoenix House, Surgery Road, Blaina (Incl. Enhancement expenditure)		216,752.80	216,752.80
CURRENT ASSETS			
Debtors and Prepayments	4	102,747.45	94,149.90
Cash at bank and in hand	5	145,204.07	303,163.43
TOTAL ASSETS		**464,704.32**	**614,066.13**
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Expense creditors	6	49,064.66	61,750.62
NET ASSETS		**415,639.66**	**552,315.51**
FUNDS OF THE CHARITY			
Unrestricted funds		157,443.47	162,023.14
Restricted Income funds		258,196.19	390,292.37
TOTAL FUNDS		**415,639.66**	**552,315.51**

Signed by the following two trustees
on behalf of all the trustees

Signature	Print Name	Date of Approval
	William Davies	28th/11/2022.
	SONIA BEHR	28/11/22

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS

NOTE 1 - BASIS OF PREPARATION

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.
The accounts have been prepared in accordance with:
(i) the statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with,
(ii) the Charities Act 2011.

1.2 Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 Changes to previous accounts

No changes have been made to accounts for previous years.

NOTE 2 - ACCOUNTING POLICIES

INCOMING RESOURCES

2.1 Recognition of Incoming resources

These are included in the Statement of Financial Activities when:
(i) the charity becomes entitled to the resources;
(ii) the trustees are virtually certain they will receive the resources; and
(iii) the monetary value can be measured with sufficient reliability.

2.2 Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

2.3 Grants and donations

Grants and donations are only included in the Statement of Financial Activities when the Charity has unconditional entitlement to the resources.

2.4 Investment Income

This is included in the accounts when receivable.

EXPENDITURE AND LIABILITIES

2.5 Liability recognition

Liabilities are recognized as soon as there is a legal or constructive obligation committing the charity to pay out the resources.

NOTE 3 - DETAILS OF CERTAIN ITEMS OF EXPENDITURE

3.1 Fees for examination of the accounts

	2021 (£)	2022 (£)
Independent examiner's fees for reporting on the accounts	1,680.00	1,800.00

NOTE 4 - DEBTORS AND PREPAYMENTS

Analysis of debtors: amounts falling due within one year

	2021 (£)	2022 (£)
Violence against Women, Domestic Abuse.	-	11,073.03
Pilgrim Trust	15,000.00	15,000.00
HM Revenue and Customs	1,914.98	-
RCTBC	-	450.00
GMB Union	-	500.00
Blaenau Gwent Borough Council	9,000.00	8,904.50
Welsh Assembly Government	-	27,529.56
Caerphilly County Borough Council	-	24,480.75
Prepayments	-	2,012.06
Newport County Borough Council	76,832.47	4,200.00
	102,747.45	**94,149.90**

NOTE 5 - CASH AT BANK AND IN HAND

	2021 (£)	2022 (£)
Cash at bank - current account	29,809.17	42,752.45
Cash at bank - deposit accounts	115,394.90	260,410.98
	145,204.07	**303,163.43**

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	2021 (£)	2022 (£)
Accountancy - Garry White and Company	1,680.00	1,800.00
Moondance - payment in advance	42,277.00	56,720.00
Pension	4,957.66	2,161.64
Expense creditors	-	1,050.44
Telephone	150.00	18.54
	49,064.66	**61,750.62**

PHOENIX DOMESTIC ABUSE SERVICES

England & Wales - Charity number 1112039

Accounts

Phoenix Domestic Abuse Services

ANNUAL REPORT 2020-2021

Phoenix Domestic Abuse Services
Phoenix House
Surgery Road
Blaina
Blaenau Gwent
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www.phoenixdas.co.uk

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Trustee Foreword 2020 – 2021

The past 12 months have again been unprecedented as the Covid-19 pandemic continued to tighten its grip on us all, enforcing dramatic changes to the way we live, work, and socialise.

This ever-changing situation has forced Phoenix DAS to adapt and evaluate the services they provide on a regular basis throughout the year in order to always be available to our clients whilst ensuring the safety of our Staff.

Despite this uncertain backdrop, the past 12 months has seen Phoenix DAS not only adapt to the prevailing situations, but to actually grow, both in securing new projects and contracts, and also by significantly increasing our workforce, at a time when you would expect the opposite scenario to have to have taken place.

The commitment shown by all members of Staff during the past 12 months has been exceptional. There have been some hurdles to overcome in these difficult times, but we have never lost sight of the goals everyone strives to achieve and have without exception achieved during this time.

As Trustees we acknowledge and thank you all for your professionalism, outstanding service, and success you have provided to our organisation at the most difficult of times.

The dust of the pandemic is yet to fully settle, but Phoenix DAS has already risen from the dust, better, stronger and more determined than ever.

Introduction

This report covers the period 1st April 2020 – 31st March 2021 and includes statistical feedback from the various projects operating within the domestic abuse service. The year has been unpredictable for the entire world with the coronavirus pandemic changing regular practice and services needing to adapt to unprecedented working environments. As a charity we have responded effectively to ensure that we maintained a safe service for all our clients. The year both started and ended with the country in some form of lockdown with restrictions on people's lives and the way that we could operate day to day. This was widely reported as contributing to increased rates of domestic abuse with many victims left locked in with their abusers and having no outside contact. At the same time as this was happening key services were forced to change working practices which meant that for many, including Phoenix, all face to face work ceased including all meetings and home visits. Meetings quickly moved to online platforms which, by the end of the year, felt like the new norm.

Despite all these factors Phoenix DAS has risen to the challenge and undertaken rapid changes to ensure that clients retained support. This included moving assessments and forms online and finding ways to support and monitor staff without seeing them.

Referral levels saw a 34% decrease this year with our most significant reductions being in the victim's team. This was partly due to changes to the team and the information gathered this includes the loss of the Blaenau Gwent IDVA as well as the Torfaen IDVA role becoming further removed from the rest of the service. It is notable that IDVA stats will not be reported on in this report as the services no longer monitors this due to working on a different system which is no longer connected.

Successful outcomes were very low for the perpetrator team this year. This was in part due to the difficulties faced with engagement but also due to the fact that delays in groups due to lockdowns meant that many of the individuals who engaged during the year remained open at the end of the year. Coupled with the fact that we did not start the year with active groups due to changes in funding mean that the majority of those closed during the year were not successful completions with those engaging fully being open for around 15 months rather than the usual 9 months. This means that those more successful completions will be included in next year's stats. It is also relevant that new staff often undervalue the impact of the work completed with those that do not complete resulting in many cases closed with no apparent positive change despite a few months of work being carried out. This is something we will address as a service over the coming months.

We saw extremely low rates of referrals and engagement within the Youth Team. Much of this will be due to the persistent lockdowns with teenagers proving very difficult to engage at this time. Also a key impact was the fact that funding for the youth IDVA post came to an end during the year. Referrals have since increased which will hopefully continue throughout 2021-2022.

Some of the significant events from the year include:

- Thanks to the incredible work of Nicola Smith we were able to remodel much of the way we work to enable staff to work safely at home both at the start of the year when we were in the initial lockdown and then also at any point when they needed to self isolate.
- The beginning of the year saw all staff other than the CEO working from home due to the restrictions in place with the deputy CEO carrying out this role on a Friday. This was adapted to include the Deputy CEO and Victim Manager on other days. By June 1st, a rota of all staff was created with teams being in the building on different days. During this time managers worked extremely hard to support and monitor the work of a highly isolated team. The nature of the work meant that this needed to be carefully managed in a way both sensitive to staff needs but also, and very importantly, safely supporting our clients.

- For the first few months all work was carried out either online or over the phone with then a gradual change back to face to face work as it became safer to do so.
- Lidia Palmer - Perpetrator Manager, went on Maternity leave in May after working hard to plan online work and train James to deliver it. No maternity cover was sought as the plan in place was that the CEO would cover this role with Sarah and Linzi providing additional support where needed. The escalating issues throughout the year of coronavirus, coupled with the large expansion of the perpetrators work meant that this area of work required far more input than could possibly have been predicted.
- Throughout this time the CEO linked in closely with partners, funders and others to ensure that we were both aware of all new developments and also providing updates on the impacts we were seeing. This included a high number of virtual meetings with partners such as Respect, Welsh Government and the Regional VAWDASV team as well as our key funders and commissioners.
- Phoenix was able to secure some vital funds during this time to support our work, this included money from the Welsh Government and the Home Office to be used to cover additional expenses. This included money towards a new web-based phone system and laptops.
- Alterations were made to the building to enable us to accommodate staff whilst maintaining social distancing, this work was carried out during the summer with the CEO then spending many hours, supported by family members, moving the building around and putting measures such as distancing tape and toilet rotas in place.
- Hannah Grail (previously West) returned to the service in August as a victim safety officer, this was known to be a short-term post as Hannah started a role in the Probation Service in January. Hannah was a fantastic help to the service at a time when we really needed support.
- Many of the staff, in particular the senior management team, increased their core working hours and worked additional overtime hours throughout the year in order to maintain all services. This was only possible due to the dedication of the staff members and also the additional resilience funding received from funders.
- The senior management team worked extremely hard to secure several exciting new opportunities, with each coming in quick succession from each other, this resulted in an exhilarating, if a little overwhelming time contemplating how to manage the large changes needed. These projects included:
  - Rise and Thrive project - four-year project working with victims in a holistic strengths-based way, this includes work with families and a mentoring project funded through Big Lottery Fund employing 3 new members of staff
  - A six-year contract to deliver perpetrator programmes in Caerphilly Local Authority - Funded by Caerphilly Social Services increasing the size of our perpetrator team. This was a fantastic opportunity for the service particularly as we were invited to submit as a preferred partner allowing us to bypass a competitive tender process.
  - A Children in Need funded covid response project supporting Children affected by Domestic abuse funded for 18 months - employing two new members of staff
  - A large project funded jointly by the Home Office and the Office of the police and Crime commissioner (OPCC) to expand all current perpetrator work across Gwent, this includes the Youth respect project employing four staff as well as adult perpetrators and the intervention hub.
  - The year also saw an extension granted to the Reprovide research due to lower levels of referrals experienced during the pandemic.

- These new projects meant the service needed to do a large amount of recruitment and review policies to ensure they were fit for a larger organisation.
- Recruitment and training processes were adapted and enhanced to accommodate the new circumstances resulting in a shift from 11 staff members employed in June 2020 to a high of 31 in January 2021 although this settled at 24 following some revisions over the following three months.

- Phoenix, along with other specialist sector partners and many other industries in the UK, with significant recruitment and retention issues. This placed further burdens on an exhausted management team who have needed to continually evaluate and respond to their team's needs.
- With a large, mostly new, staff team in place and restrictions still hindering normal processes the team got creative with support which included increasing the provision of clinical supervision as well as setting up a well-being scheme aimed at both team building and encouraging staff to consider their own well being needs.
- The finance team, and the finance manager in particular, have had to manage much larger budgets during this year which has been increasingly complex due to competing pressures. We have continued to use XERO as our main accounting system to help manage this with the treasurer also taking a more active role in assurance to the board.
- All board meetings were online during this period which also included a recruitment campaign resulting in the addition of four new board members.
- Despite the pandemic, sickness rates within the service were very low with staff managing their own health and their ability to work safely.
- Despite all our best effort Phoenix experienced a small outbreak of covid within the staff in February. In order to combat this a short 'firebreak' closure took place with all staff, other than the CEO, working from home.
- Throughout the year the management team have continually updated our Phoenix response Policy to ensure that it remains in line with current advice whilst enabling staff to continue to provide this much needed service.
- One of the biggest challenges for the year was maintaining staff morale during such unprecedented times. maintaining an individual approach whilst also ensuring that staff are treated with consistency has been a huge challenge with some staff disagreeing with some of the decisions taken. It is inevitable that individuals will have different circumstances and approaches when it comes to dealing with such a huge societal issue as a global pandemic, this means that it is impossible to please all staff with decisions made. The nature of the changes has also left management separated in a way we have not seen previously which can, and has, resulted in them feeling burned out and unappreciated themselves at times. Despite this we have worked hard to begin creating positive individual, and collective, team dynamics with plans for the next year to continue this work.

Outcomes and Target

Each service area set their own targets which were reviewed periodically throughout the year with trustees. Below are the overall achievements for the organisation as a whole for the year.

What are our measured outcomes?	Targets and Achieved 2020- 2021	What are our indicators?
Reduce the risk of harm to victims and families in current and future relationships	Target - 75% of 230 engaged Achieved – 82% of 205	Frequency of incidents Severity of incidents Victim perception of risk and safety Worker's perception of risk and safety
Increased knowledge and understanding of domestic abuse and healthy relationships	Target - 80% of 230 engaged Achieved – 77% of 205	Worker perception of level of meaningful engagement Self-reported level of understanding of healthy relationships Worker reported level of understanding of domestic abuse
Improved wellbeing and resilience through emotional support and greater awareness of rights, options and processes	Target - 80% of 120 engaged Achieved – 66% of 137	Level of information provided to client Number of options accessed by client Self- reported level of understanding of options and rights Score of physical and emotional well-being Worker perception of resilience levels
Reduce abusive and dominant beliefs and behaviours	Target - 65% of 110 engaged Achieved – 43% of 68	Self- reported levels of abusive and dominant beliefs and behaviours Victim reported levels of abusive and dominant beliefs and behaviours Worker assessed levels of abusive and dominant behaviours Worker assessed levels of abusive and dominant beliefs

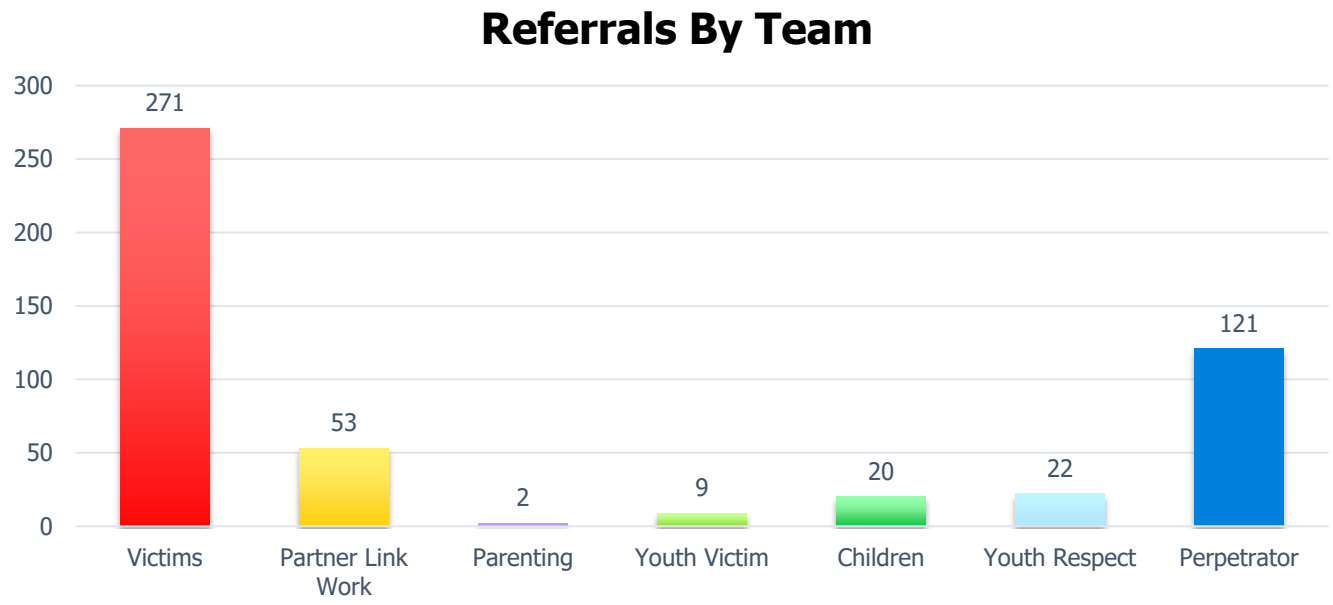
Improved family and social relationships	Target - 80% of 230 engaged Achieved – 77% 205	Self-perception of quality of relationships with others (intimate partners, family members and social relationships) Worker assessed quality of engagement/relationships with professionals

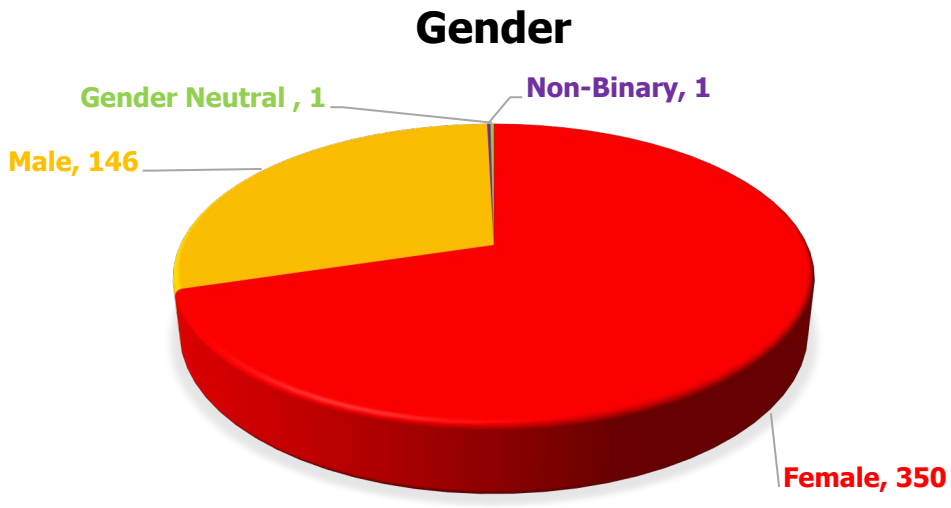
Staffing Changes

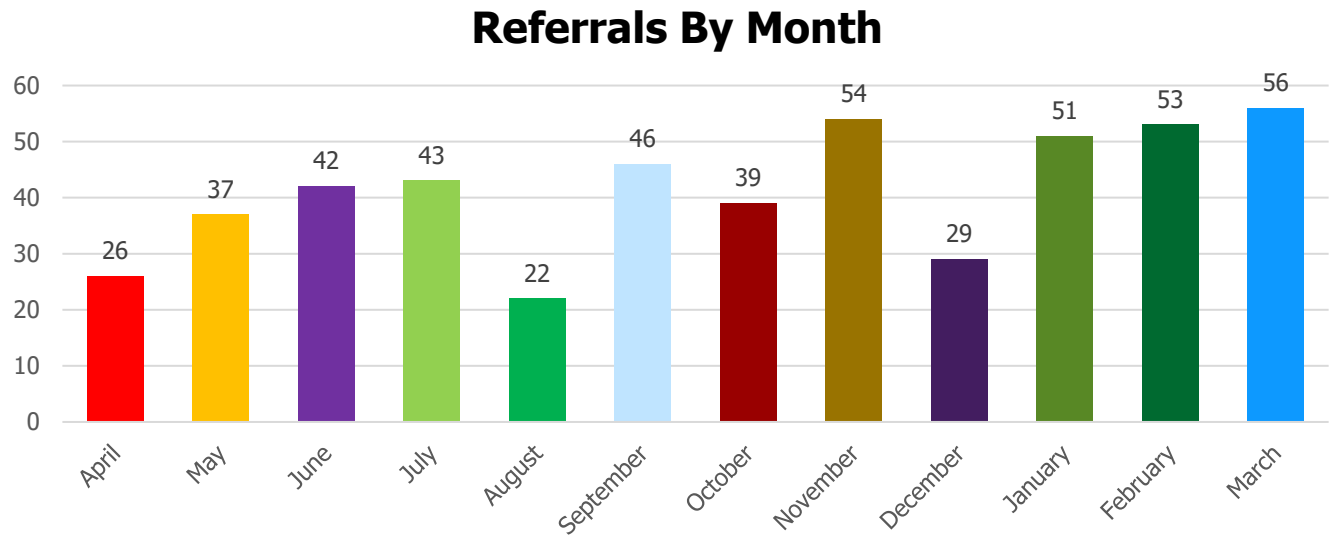
Start of year April 2020 - 11	**End of year March 2021 - 24**
1 CEO	1 CEO
1 Deputy CEO	1 Deputy CEO
1 Finance Manager	1 Finance Manager
1 Admin Officer	2 Admin Officers
1 Victim and Family Team Manager/ Youth Respect Officer	1 Victim and Family Team Manager
1 Victim Safety Officer	1 Victim Safety Officer
1 Child and Family Support Worker	1 IDVA
1 IDVA	2 Rise and Thrive Workers
1 Perpetrator Team Manager (due to go on maternity leave 28th April 2020) - full time	2 Recovery Workers
1 Perpetrator Officer - full time in post 6 months	1 Parenting Officer
1 Partner Link Officer - part time	2 Youth Respect Officers
	1 Youth Respect Team Leader
	1 Perpetrator Team Manager on maternity leave - covered by CEO
	3 Perpetrator Officers - 2 full time 1 part time (all in post less than 7 months)
	1 sessional Perpetrator Officer (with a period of sickness)
	3 Partner Link Officers (2 full time, 1 part-time)
	1 Intervention Hub Officer (also a Partner Link Officer)

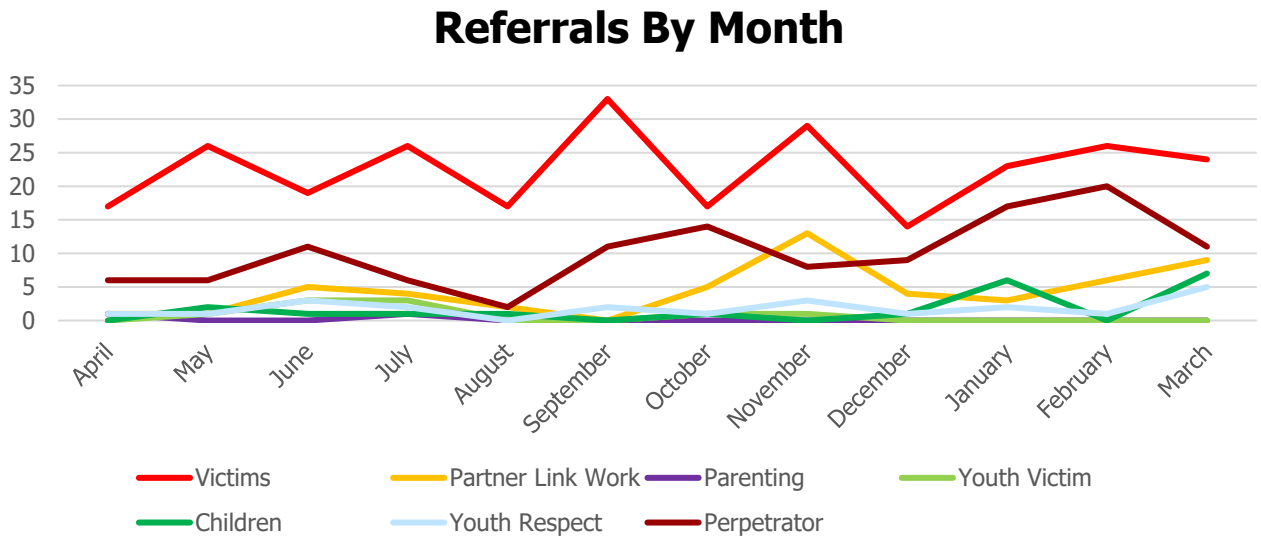
Statistical Overview 2020 - 2021

During 2020 – 2021 the service received 498 referrals, this figure is a 34% decrease on the previous year which is a significant decrease. It should however be noted that this year saw a significant change as we no longer employ the IDVA for Blaenau Gwent and did not collect data for the cases worked with by the Torfaen IDVA. As this has previously represented a large percentage of the victim cases worked it is unsurprising that victim figures for the year decreased from 569 referrals last year to only 261 this year representing a decrease of 54%. If we were to look at all other areas we see the referral numbers changing from 186 to 237 which is an increase of 27%. This would correlate with the increased areas of work with perpetrators and expansion of all other sections of the charity's portfolio. Despite these increases it is evident that, despite what the mass media were saying about an increase in referrals to domestic abuse agencies this was not the experience at Phoenix. The following graphs depict a range of information relating to the referrals, including a breakdown of source, demographic information, risk level and engagement. It is worth noting that the data in the following section reflects all services provided by the charity.

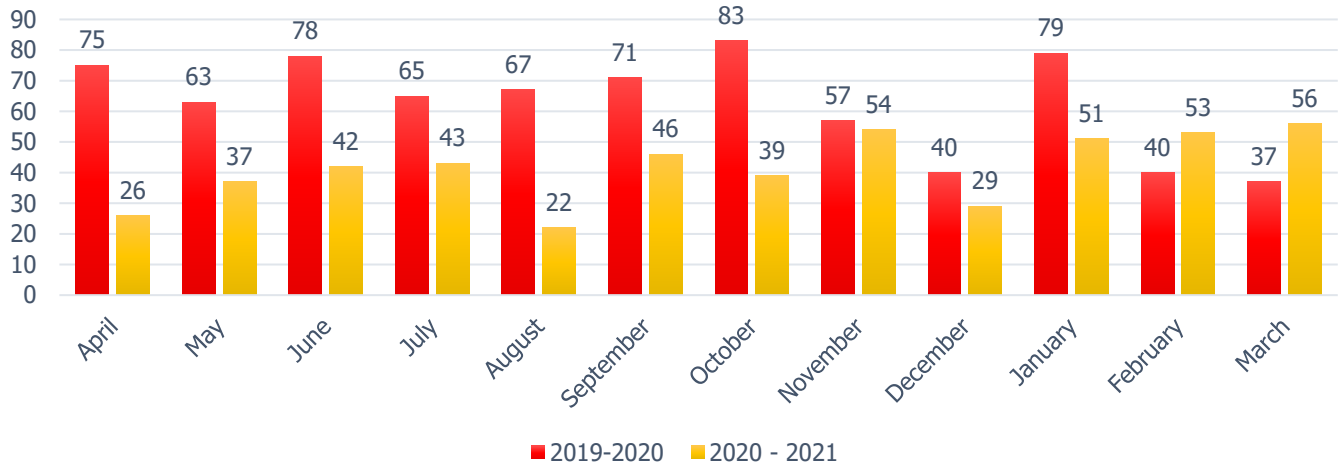





Referrals By Month
60
50
40
30
20
10
0
26
37
42
43
22
46
39
54
29
51
53
56
April
May
June
July
August
September
October
November
December
January
February
March

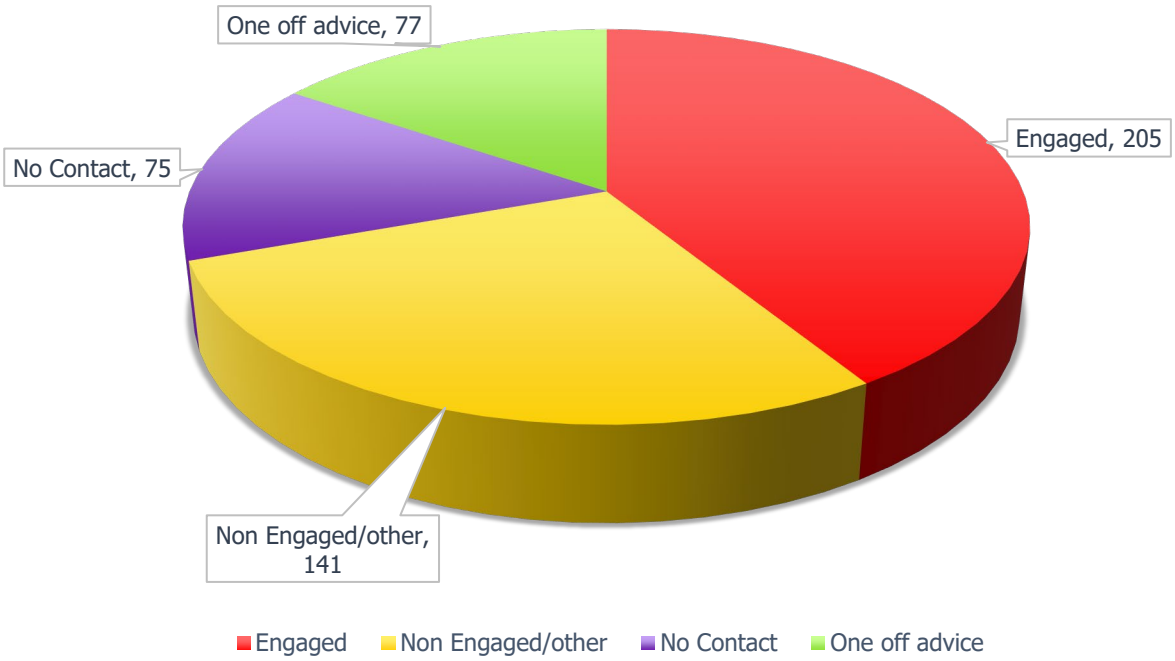

Referrals By Month
35
30
25
20
15
10
5
0
April
May
June
July
August
September
October
November
December
January
February
March
Victims
Partner Link Work
Parenting
Youth Victim
Children
Youth Respect
Perpetrator

Referral Comparrison

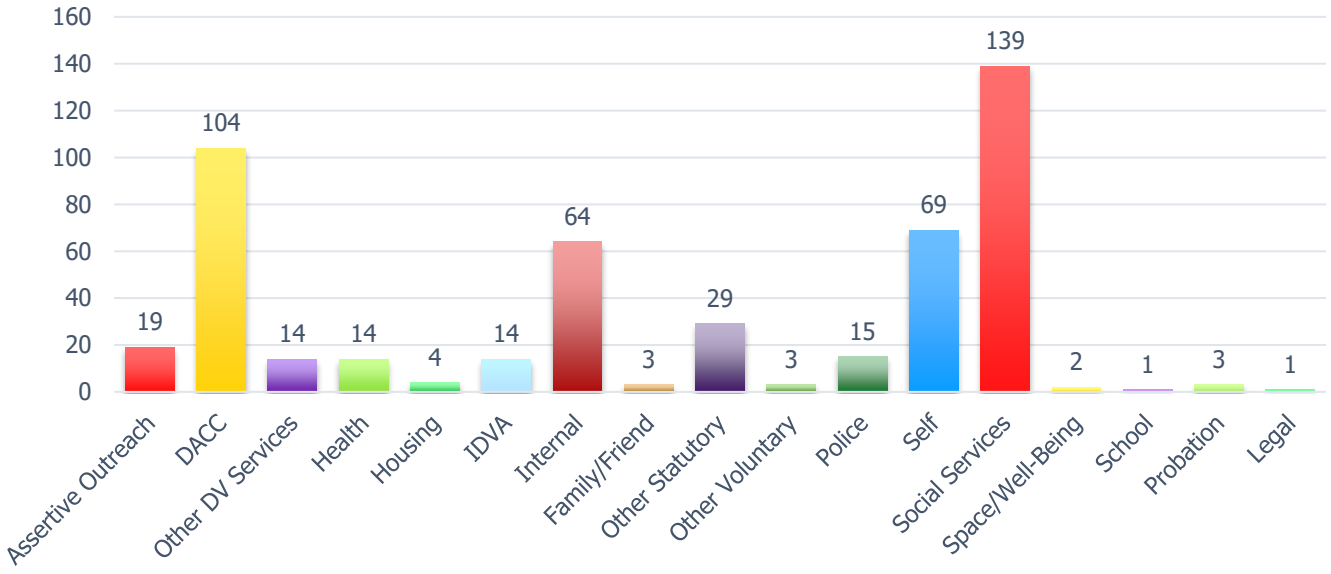


The graph above has been included in an attempt to look at the impact of lockdowns on referral figures. We can see from this that, despite the growing freedoms experienced during the summer months, we did not experience the large increase in referrals which was widely predicted to happen. In fact, referrals decreased considerably which is not in line with the previous year. When we compare to the pattern experienced in the year before it appears there is little difference throughout the year other than in October (when a firebreak lockdown took place) where there was a considerable decrease in referrals which is usual for that period. We do however see a steady increase for the last four months of the year which was in line with expansion of our services coupled with considerable publicity work.

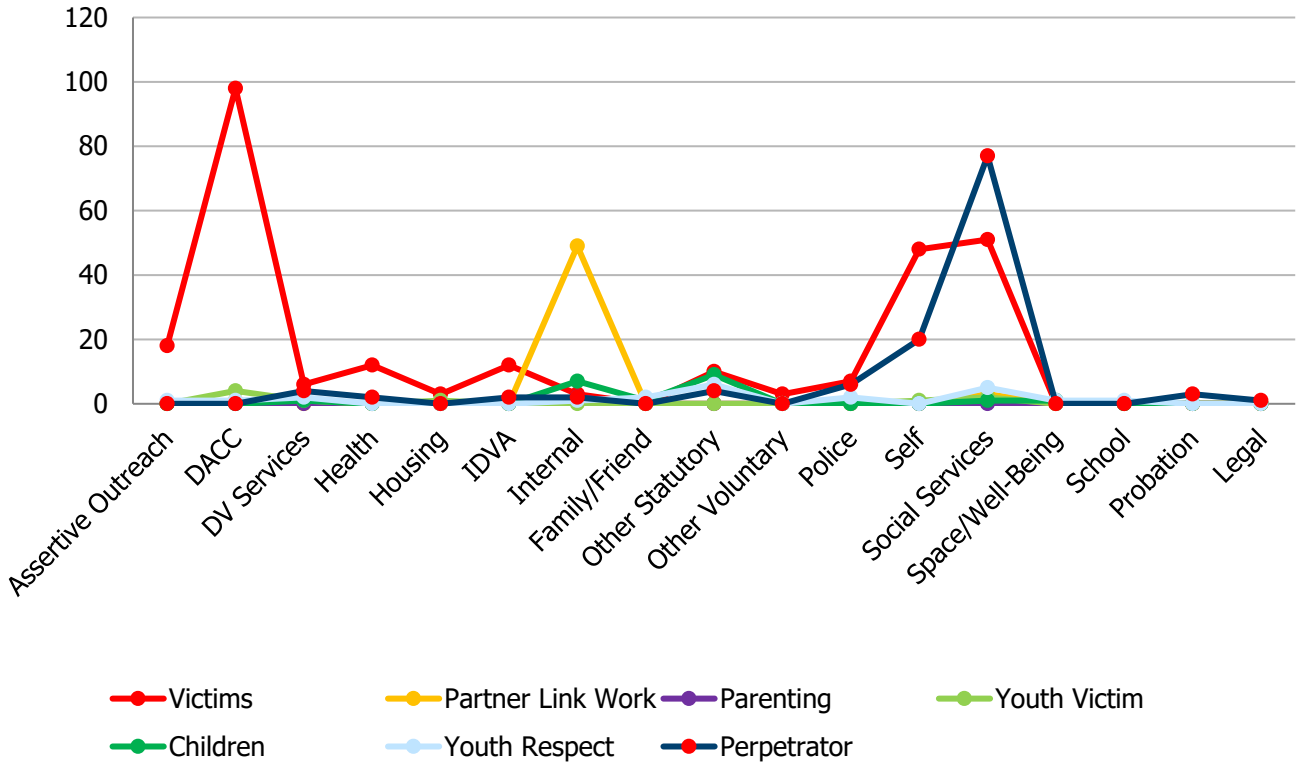
Referrals Outcomes



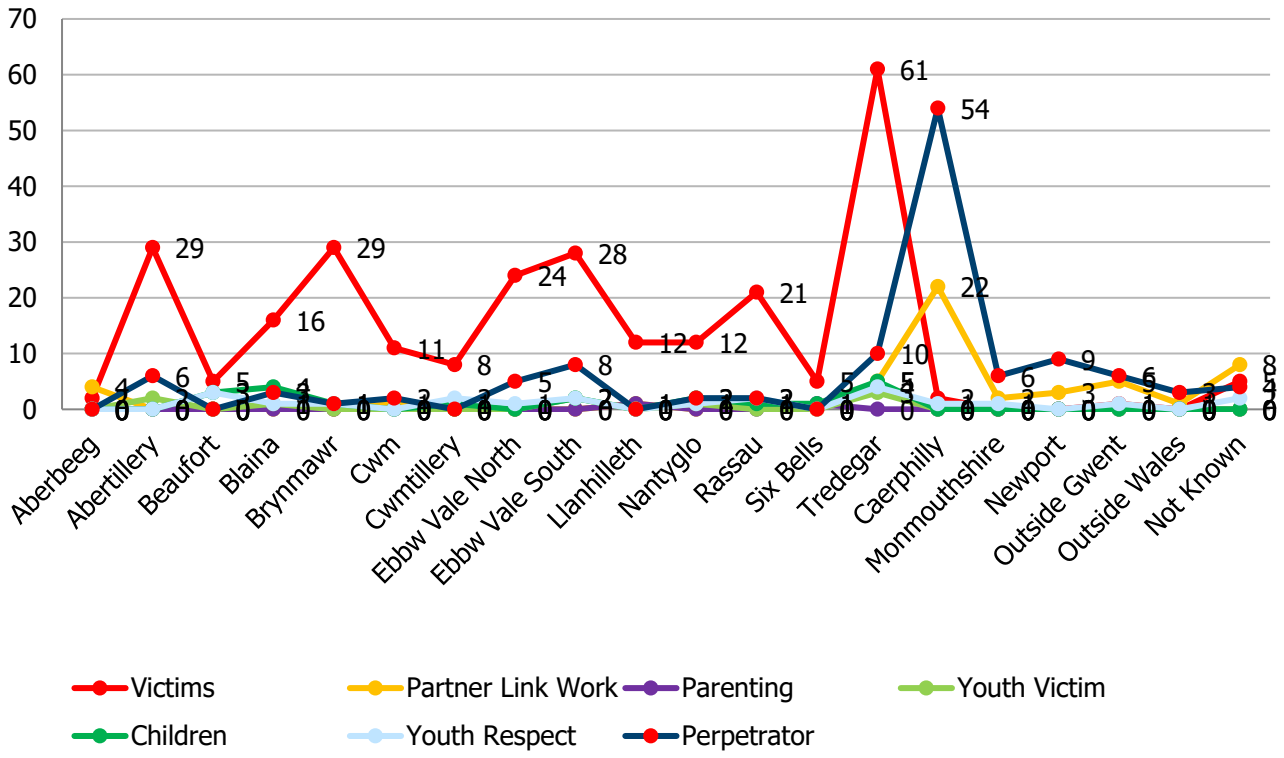
Referral Source



Referrals Souce

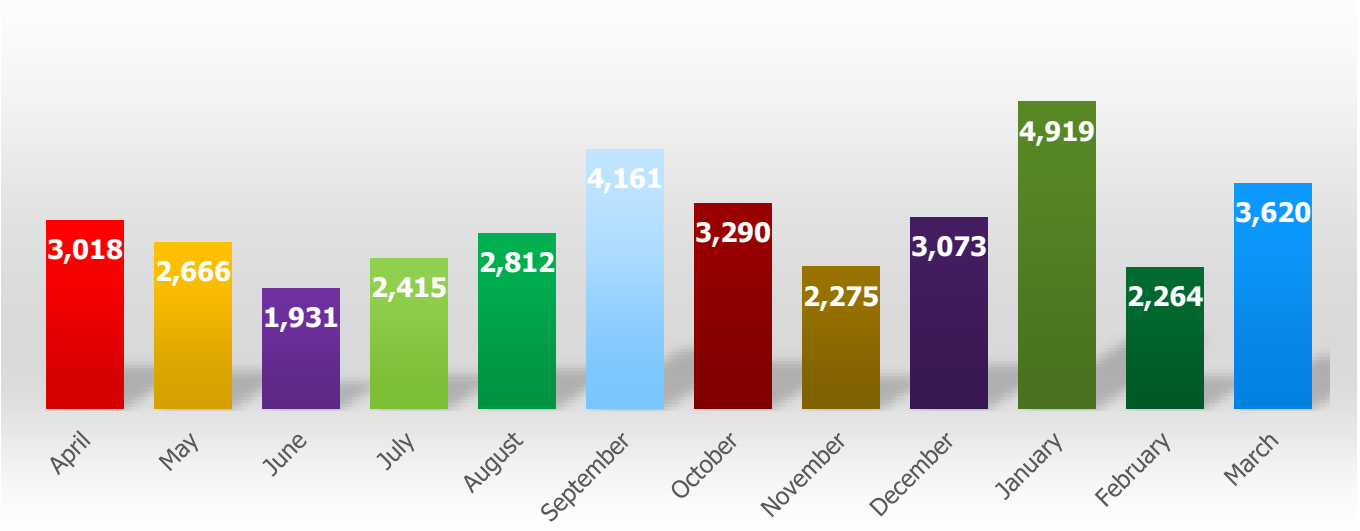


Referrals By Area



Please note that Tredegar is a larger area than the other in BG and will in future be split down further in order to provide a more accurate comparison.

Total Website Hits

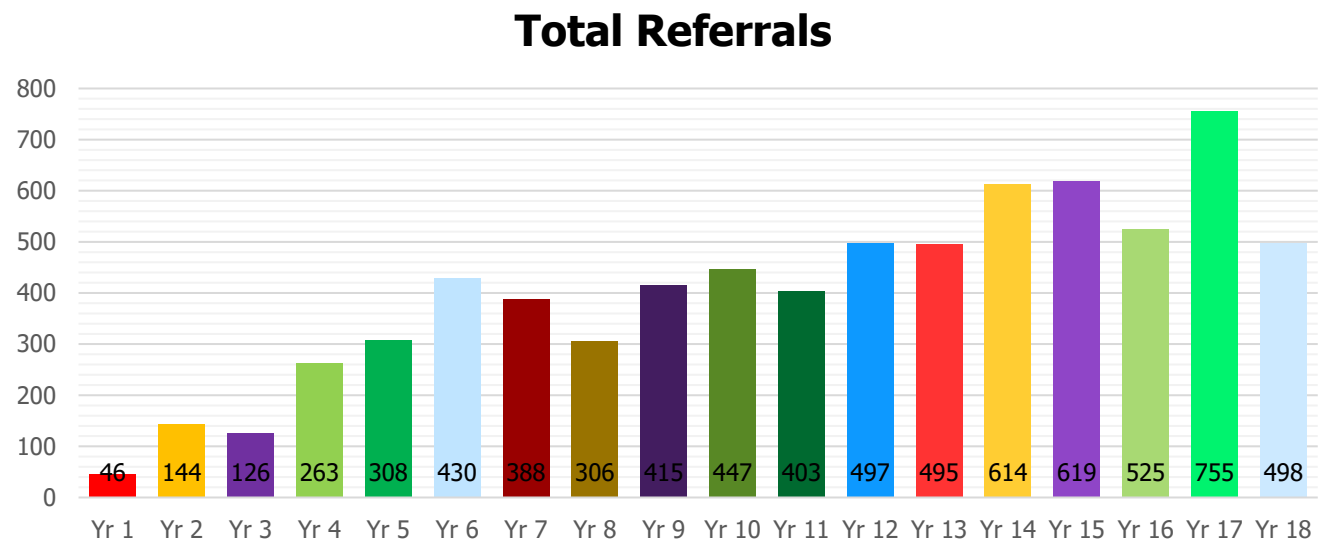


- One of the significant changes from the previous year here is the complete removal of the MARAC referral route which last year accounted for 215 referrals to the service.

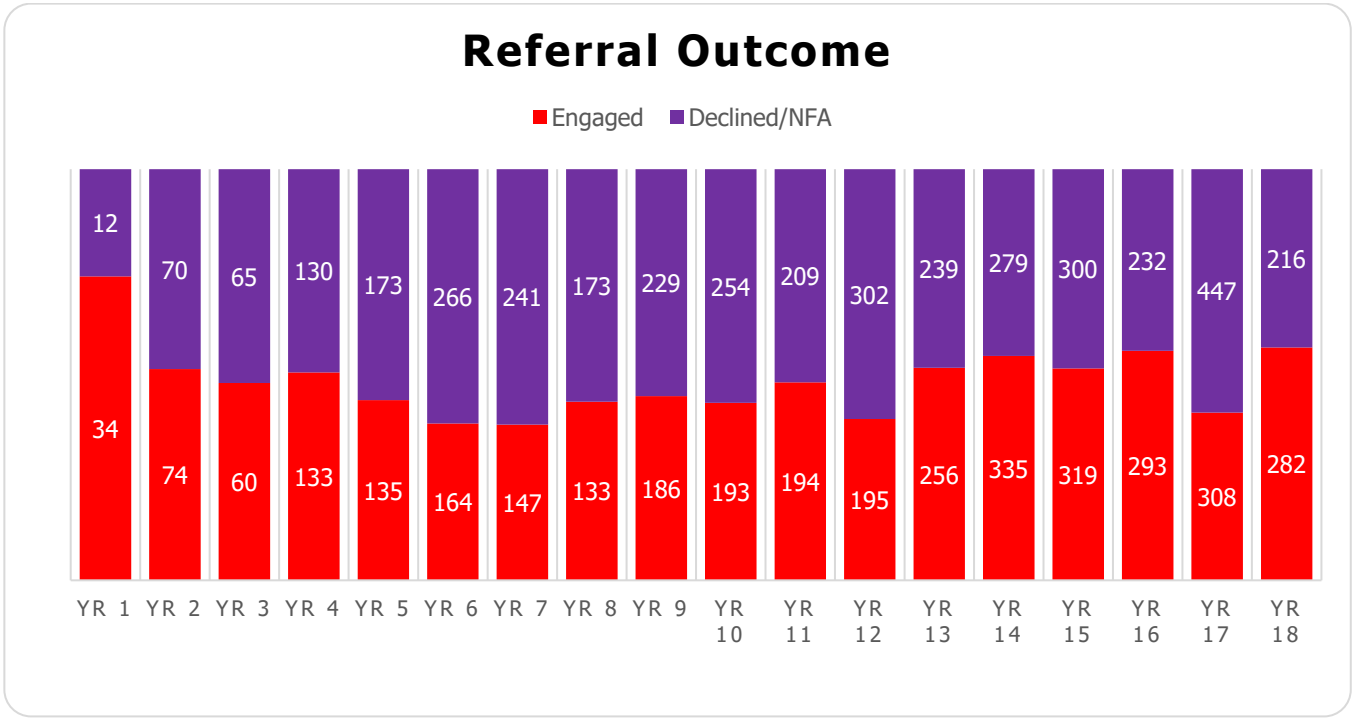
- We also see an increase in referrals from Social Service of 73% from 80 to 139. Many of these cases are likely to be directly linked to the new contract with Caerphilly to provide interventions for perpetrators.
- DACC and other police referrals reduced from 231 to 119 which represents a decrease of 49%, again this will have been significantly impacted by the loss of the IDVA work to the service however still represents a significant shift in referral sources.
- Self-referrals remained static at 69 compared to 70 the previous year
- Schools and Youth Offending Services also saw considerable drops going from a total of 21 referrals last year to a total of just one this year
- These statistics also represent a further increase in the percentage of male referrals, 29% compared to 22% last year, and with the addition of a new section representing less than 1% who identified as non-binary or gender neutral.

Total Statistics 18 Year Overview

The following statistical information provides an overview of data collated over an 18-year operational period. This information allows comparisons to be made upon previous years and could identify any trends or highlight areas for potential action.

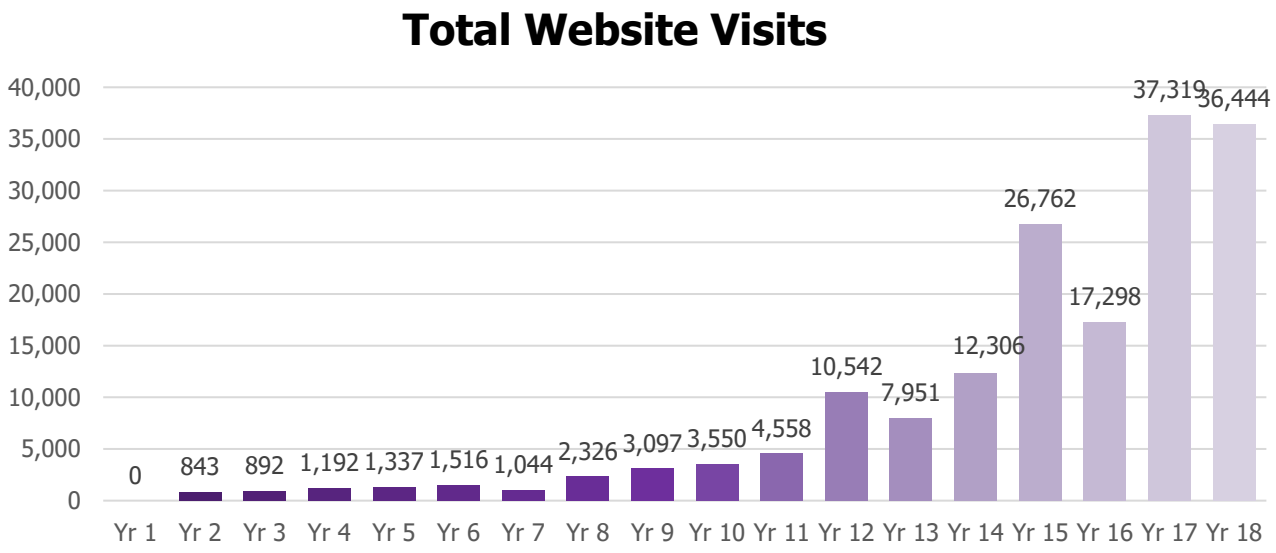


Total referrals - 7278



TOTAL ENGAGED: - 3441
TOTAL NFA/DECLINED: -3837

Although the actual number of referrals was significantly lower than last year, the percentage of engagement increased significantly from 41% last year to 57% this year. We also see that the actual figure for those supported has not changed significantly for the last five years during which time around 300 individuals have engaged with the service. This also shows us that the number of individuals who were referred but did not then engage was the lowest for 7 years.



The dip in websites hits is surprising as again it was anticipated that individuals would be accessing online information more during periods of lockdown.

Victim and Family Team

Start of year April 2020	End of year March 2021
1 Victim and Family Team Manager/ Youth Respect Officer 1 Victim Safety Officer 1 Child and Family Support Worker	1 Victim and Family Team Manager 1 Victim Safety Officer 2 Rise and Thrive Workers 2 Recovery Workers 1 Parenting Officer 2 Youth Respect Officers 1 Youth Respect Team Leader

Support for Victims

At the start of this year, with the removal of the Blaenau Gwent IDVA, Phoenix had one Victim Safety Officer. Managers did provide some basic check-in support to some low-level victims however the vast majority of cases sat with the VSO solely until July when a second victim support worker was recruited on a temporary basis to help with capacity. The temporary support within the Victim Team was a previous staff member who was able to support victims from her first day returning. This support by the victim team was managed online and at the office where possible- managing the risk of victims at home when workers were unsure of who was able to overhear telephone/video calls had to be delicately managed and staff continued to prioritise client safety.

During this year the group programmes were suspended initially due to the COVID pandemic and when Phoenix DAS was able to restart the group programmes it was under the umbrella of the Rise and Thrive project.

The Rise & Thrive Project was developed with input from past and present group members over the previous 3 years. The project gained funding in July from The Big Lottery having been well received by the funding panel because of the focus on the three core aims of the funders (People Led, Strengths Based and Connected).

In November, the Rise & Thrive Team came into position. The proposed work of the Rise and Thrive Team has not been rolled out in the exact way the application suggested- this was due to the unprecedented nature of 2020. However, the Rise & Thrive team have been able to provide crucial emotional and wellbeing support to victims, alongside the Victim Safety Officers.

Group Sessions - The Knowledge Programme group sessions for victims ceased for the first part of the year and restarted in July when we were able to conduct face to face groups in a socially distanced venue.

We still continue to have all Medium Risk referrals from Gwent Police as well as referrals via other organisations or self-referrals.

The service continued to link in successfully with other victim support services and boards in Blaenau Gwent and Gwent as a whole throughout the pandemic- sharing good practice, analysing referral patterns and identifying concerns.

Referrals into the service during Covid Pandemic decreased from previous years however the complexity of the cases being referred has been high. This has been reflected in MARAC meetings- with Blaenau Gwent cases doubling and sometimes tripling when compared to previous years.

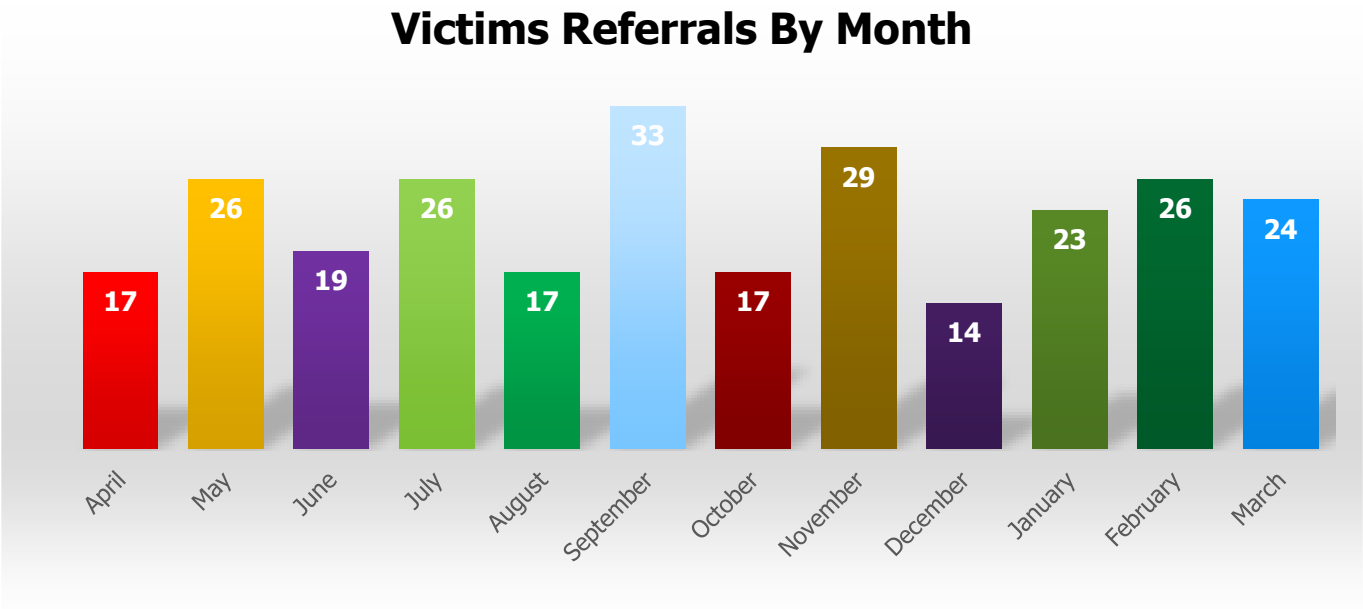
Victim Team Targets and Achievements

What are our outcomes?	Targets	Achieved 20-21	What are our indicators?
Reduce the risk of harm to victims and families in current and future relationships	80% of 100 engaged	261 referrals received with 89 engaging in support 95% of 89 engaged	Frequency of incidents Severity of incidents Victim perception of risk and safety Worker's perception of risk and safety
Increased knowledge and understanding of domestic abuse and healthy relationships	80% of 100 engaged	85% of 89 engaged	Worker perception of level of meaningful engagement Self- reported level of understanding of healthy relationships Worker reported level of understanding of domestic abuse
Improved wellbeing and resilience through emotional support and greater awareness of rights, options and processes	90% of 100 engaged	91 % of 89 engaged	Level of information provided to client Number of options accessed by client Self- reported level of understanding of options and rights Score of physical and emotional well-being Worker perception of resilience levels
Improved family and social relationships	90% of 100 engaged	91% of 89 engaged	Self-perception of quality of relationships with others (intimate partners, family members and social relationships) Worker assessed quality of

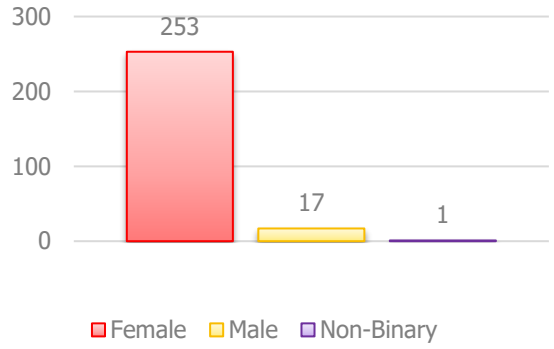
			engagement/relationships with professionals
Improved responses to victims and families through: • Institutional advocacy • Continued professional development for staff • Research • Training • Community awareness raising Service resilience	Regular recorded supervision recorded with all staff (at least 6 sessions per year)	Completed by Line Manager.	Case managements held to ensure support and continuity within support service. Victim manager attends regional boards as appropriate.

Victim Services Statistical Information

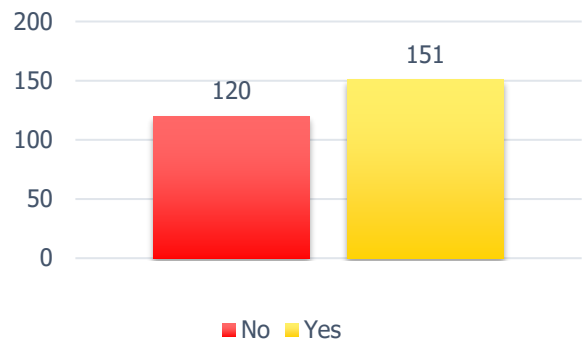
Phoenix DAS received 271 Victim referrals for the period 2020-2021. The following graphs relate statistical information gathered at point of referral.



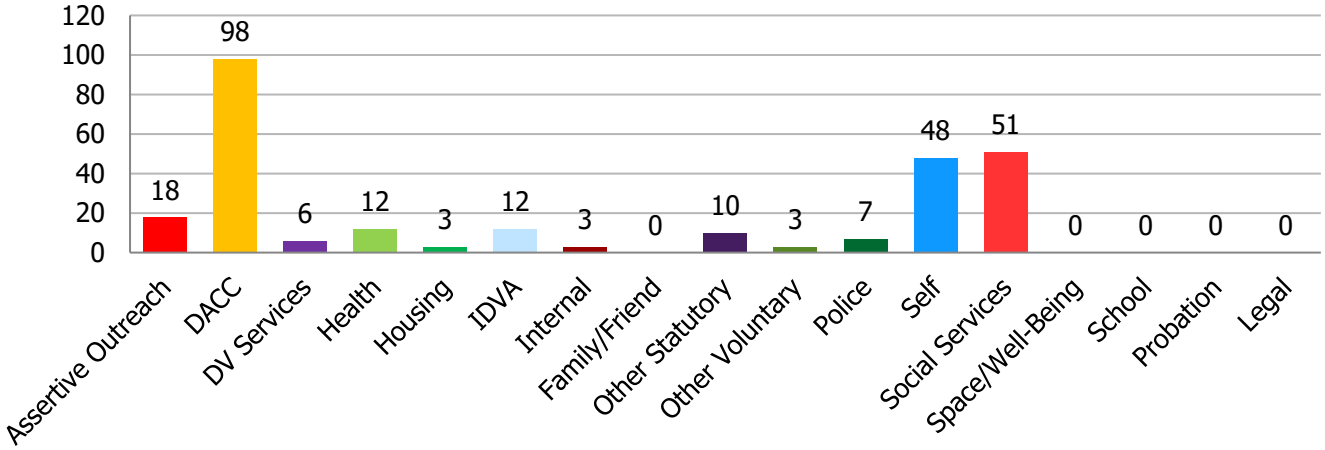
Victim Gender



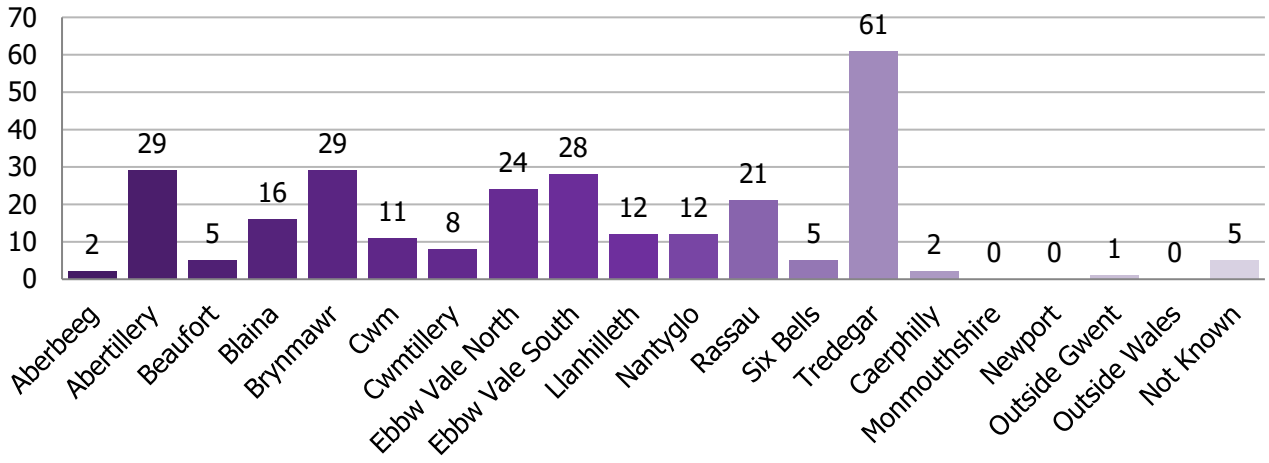
Repeat Referrals



Referrals Source



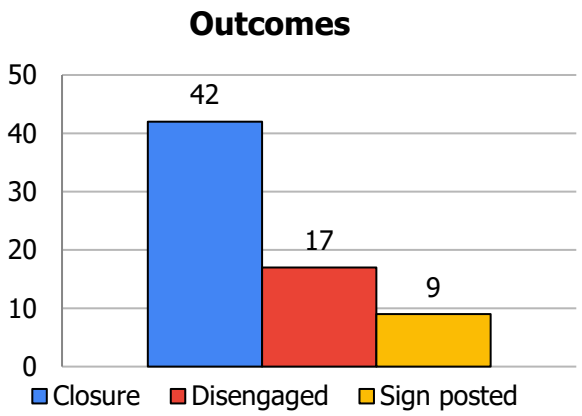
Referrals by Area

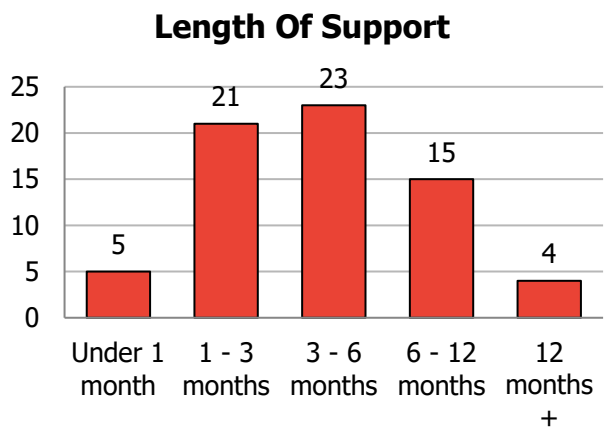


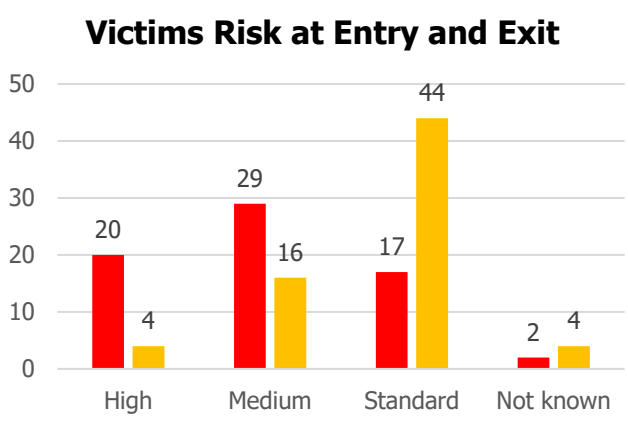
- Female victims continue to be the majority of referrals. There was a slight increase in male victims presenting (6% of referrals as opposed to 5% last year).
- 55% of the referrals were repeat referrals wishing to access further support from us.
- Vast majority of referrals are from Gwent Police (38%) and Social Services (19%). The number of self-referrals has increased this year- last year self-referrals made 8% of referral source however this year it has increased to 18%.
- Non engagement rates were high this year - 29% of referrals. The ever-changing landscape of Covid lockdowns and firebreaks will have impacted on this throughout the year, with victims possibly being unable to participate in support. This year saw an increase of clients wanting 'one-off advice'- 21%. This is also replicated in the non-engaged section whereby clients have been referred and have engaged on a very low level whereby a full assessment has not been completed and/or we are unable to monitor any changes in risk.

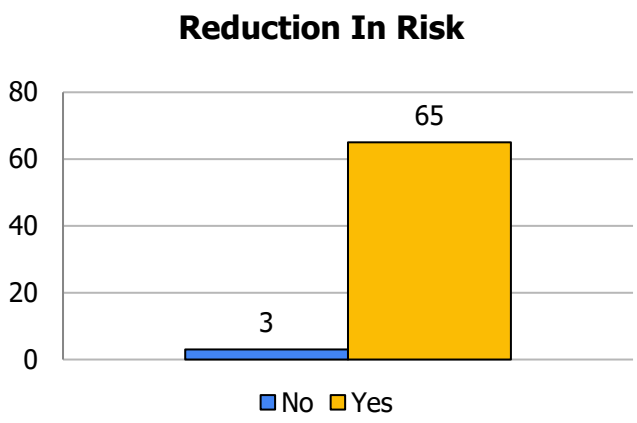
Case Closure Information

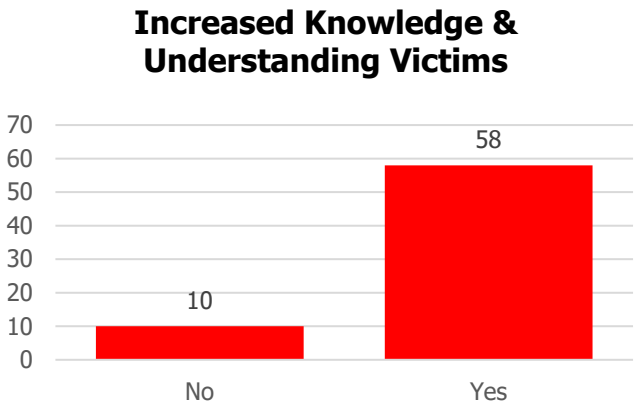
The following graphs provide information relating to clients who engaged with Phoenix DAS victim services during the period 2020 - 2021. This information is gathered at point of exit by way of case closure forms and provides a more detailed picture of victim circumstances, types of support accessed and outcomes including criminal actions. There were 68 case closures in total.

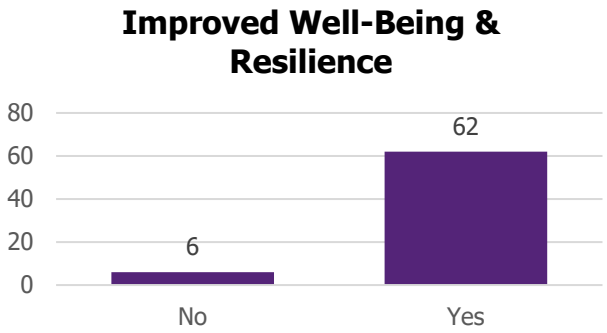


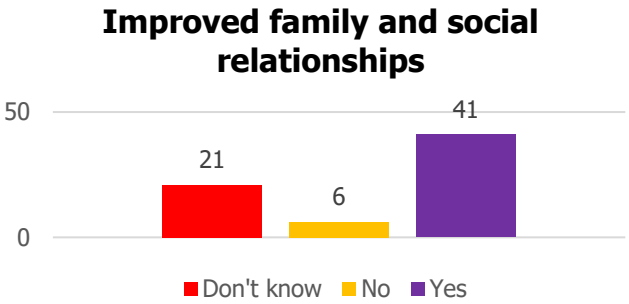


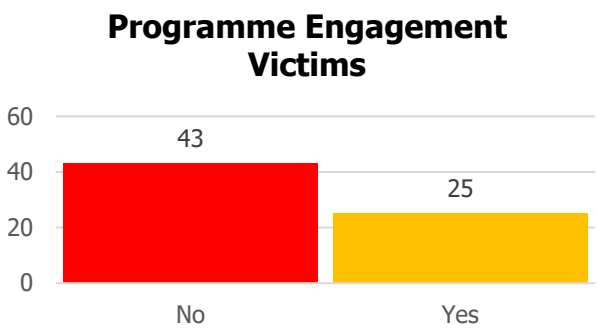


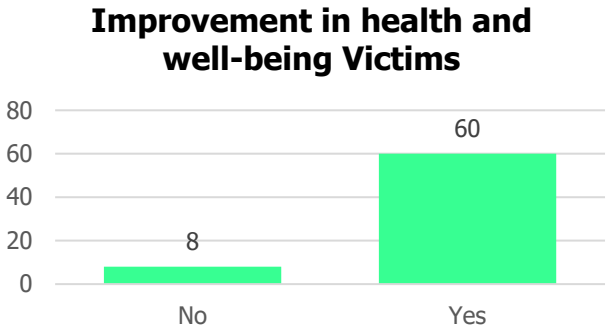












- In terms of risk reduction, when reviewing the Dash at closure we can see that there was an 80% reduction in risk of those assessed as High on entry, and 95.5% of all cases had a decreased risk assessment at closure.
- 85% of closure reported an increase in knowledge and Understanding- the remaining 15% felt that they had the same level of knowledge.
- 92% of closures reported increased feelings of well-being and resilience after engagement.
- 60% reported improvements in family and social relationships, with 30% unsure of any improvements in this area.
- The percentage of closures that engaged in groups was low this year (63%) but this would have been due to lack of groups initially being offered and then restrictions on face to face groups.
- 88% of clients reported an improvement in their health and well-being following engagement with the service.

Future Plans for Victim Safety Team

It is envisaged that the Rise and Thrive Team will be able to fully utilise their skills and intentions in the next year with a roll out of their own Group Programmes and establishing their project within service users and the community.
The Victim team is understaffed with just one VSO and 2 Rise and Thrive Officers - it is hoped that this will be expanded in 2021 to build resilience and capacity within the team.

Children and Young People Team

Referrals into the children and youth team were extremely low this year. During the pandemic referral rates from usual sources such as social services and schools declined dramatically. The children's worker also offered some parenting telephone support during lockdown to parents who were struggling with their child's behaviour.

The Youth IDVA support ended in December and Phoenix did not attempt to renew this due to other commitments within the organisation.

The Youth Respect Support for Blaenau Gwent continued via the CCG. This project was expanded in December as part of the Home Office/PCC project- this also incorporates parenting support for those families experiencing Child and Adolescent to Parent Violence and Abuse (CAPVA). This has also seen a development of a Youth Respect Manual to support families in need.

During the lockdown, Phoenix also submitted a Covid Response application to Children in Need in preparation for the support of children experiencing abuse during the pandemic. This was successful and two new posts were created to support this- and sits alongside parenting support also.

Children and Young People Team Targets and Achievements

What are our outcomes?	Targets	Achieved	What are our indicators?
Reduce the risk of harm to victims and families in current and future relationships	Youth Team: 70% of 40 young people engaged. Children 80% of 15 children Engaged	Youth Team Youth IDVA= 9 referred 1 Engaged Youth Respect = 22 referred 10 engaged total youth = 31 Referrals, 11 Engaged. Total children = 20 referred 16 engaged **Youth** reduced risk in 85% of 11 engaged **Children** Reduced risk in 100% of 16 engaged	Frequency of incidents Severity of incidents Victim perception of risk and safety Worker's perception of risk and safety

Increased knowledge and understanding of domestic abuse and healthy relationships	Youth Team 80% of 40 young people engaged. Children 80% of 15 children Engaged	Youth 85% of 11 engaged Children 100% of 16 engaged	Worker perception of level of meaningful engagement Self- reported level of understanding of healthy relationships Worker reported level of understanding of domestic abuse
Improved wellbeing and resilience through emotional support and greater awareness of rights, options and processes	Youth IDVA Children 80% of 15 children Engaged	Youth IDVA 50% of 1 engaged Children 100% of 16 engaged	Level of information provided to client Number of options accessed by client Self- reported level of understanding of options and rights Score of physical and emotional well-being Worker perception of resilience levels
Reduce abusive and dominant beliefs and behaviours	Youth Team: 65% of 40 young people engaged	Youth 91% of 10 (Youth Respect) engaged	Self- reported levels of abusive and dominant beliefs and behaviours Victim reported levels of abusive and dominant beliefs and behaviours Worker assessed levels of abusive and dominant behaviours Worker assessed levels of abusive and dominant beliefs

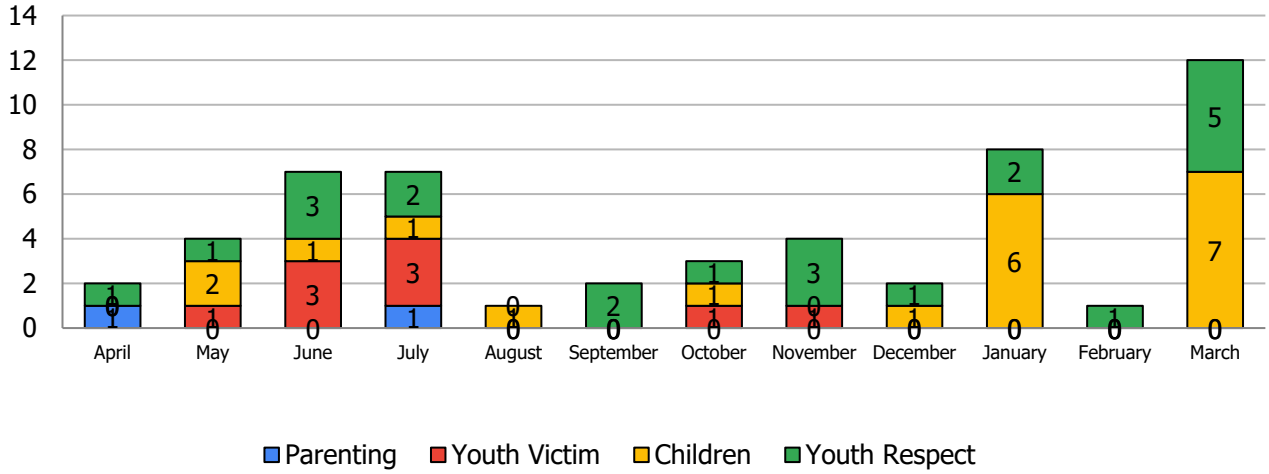
Improved family and social relationships	Youth Team 80% of 40 young people engaged. Children 80% of 15 children Engaged	Youth 85% of 11 engaged Children 100% of 16 engaged	Self-perception of quality of relationships with others (intimate partners, family members and social relationships) Worker assessed quality of engagement/relationships with professionals
Improved responses to victims and families through: ● Institutional advocacy ● Continued professional development for staff ● Research ● Training ● Community awareness raising	Regular recorded supervision recorded with all staff (at least 6 sessions per year)	Completed by Line Manager.	Case managements held within each team to ensure support and continuity within support service. Victim and Family manager attends regional boards and meetings as appropriate.

Comments

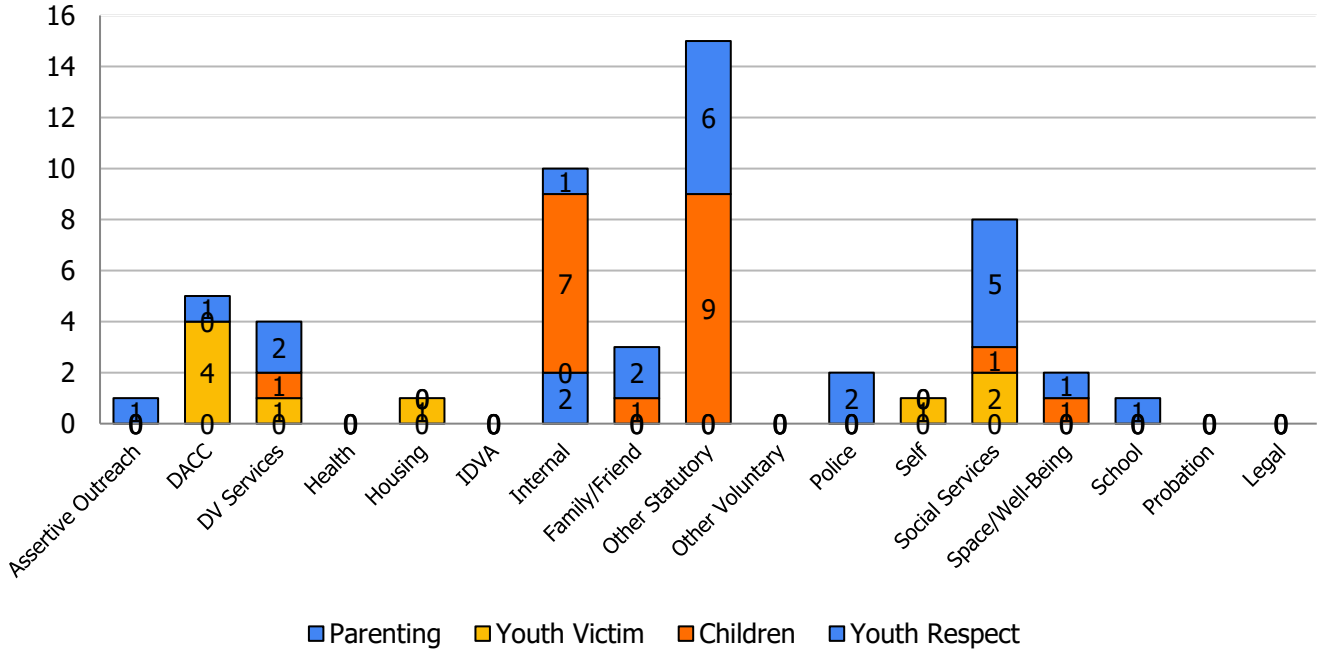
The graphs and figures tell us the following:

- Referrals in the last quarter of this year show an increase - this will be because of the expansion of the projects and targeted referral pathways are being developed.
- Referral sources are highest from 'other statutory' which will include organisations such as Families First. This is positive as families are being recognised on a preventative scale before reaching crisis point.
- Early statistics within the Recovery Children Support show a positive level of engagement.

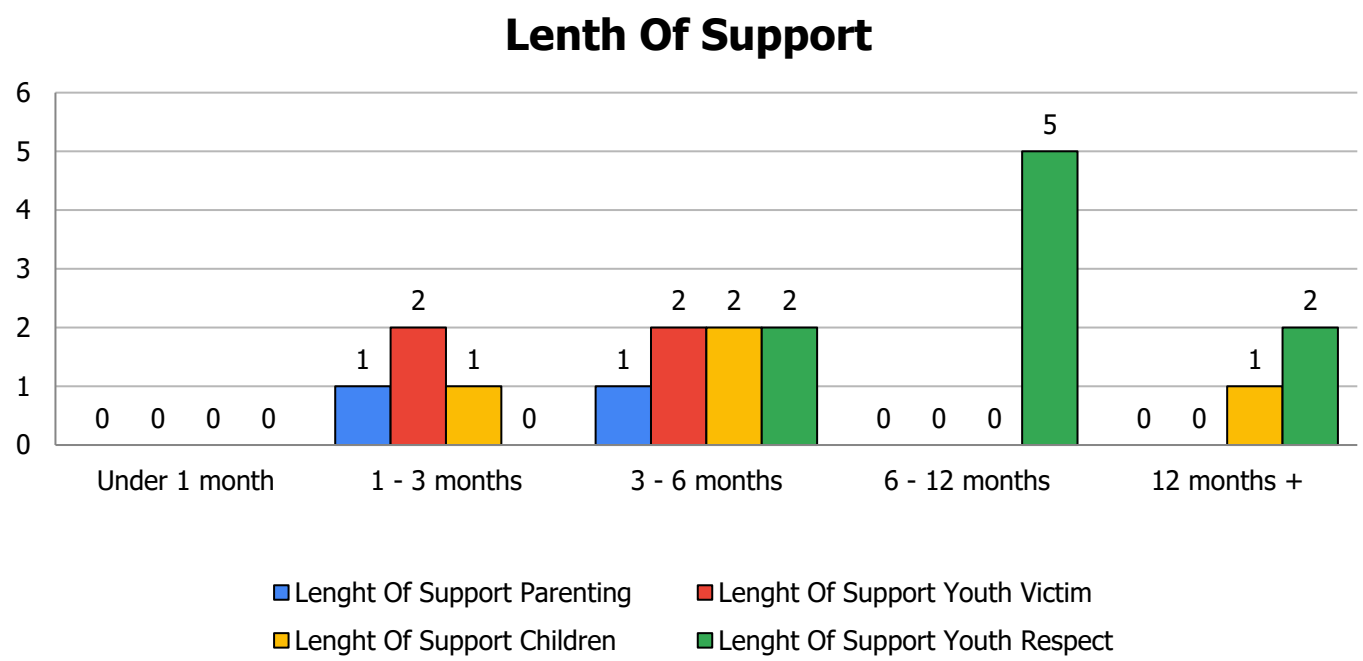
Referrals By Month

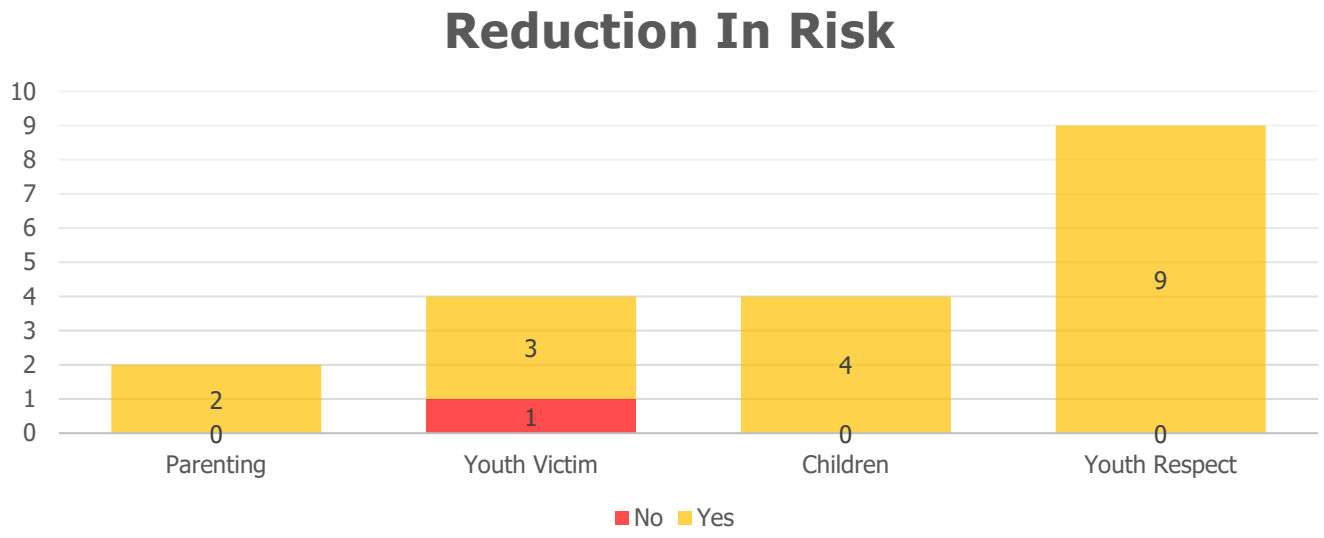


Referral Source



Case Closures





Future Plans

Although this year we have received much lower referrals than targeted, the expansion towards the latter end of the year shows improved projection for youth and children referrals.

Funding for the recovery team is due to end next year and Phoenix are keen to continue this as a much needed support for Blaenau Gwent. The expansion of the Youth Respect Project is positive and it is hoped that funding will continue to provide support for this very much hidden form of domestic abuse.

Perpetrator Work

From the time period of March 2020 to April 2021 perpetrator work within the field and the team at Phoenix DAS has massively expanded (see changes in the table below). The team has seen a significant issue with staff retention with 3 staff commencing work within the year, leaving and needing to be replaced. As mentioned previously this appears to be an issue across the sector and might also be another impact of the global pandemic with people interviewing online and starting complex roles not based in the office and/or based in the office with restrictions meaning it was complicated to train, support and supervise relatively inexperienced staff when they were not always visible.

Start of year April 2020	**End of year March 2021**
1 perpetrator team manager (due to go on maternity leave 28th April 2020) - full time 1 perpetrator officer - full time in post 6 months 1 partner link worker - part time	1 perpetrator team manager on maternity leave - covered by CEO 3 perpetrator Officers - 2 full time 1 part time (all in post less than 7 months) 1 sessional perpetrator officer (with a period of sickness) 3 partner link workers (2 full time, 1 part-time) 1 Intervention Hub worker (also a partner link worker)

At the beginning of the financial year the team was funded by the Reprovide project with Bristol University and also Welsh Government funding that had been agreed for 25 perpetrator places to fill gaps in provision, this work was still continuing. By the end of the year the team was funded by; the Reprovide project with an extension, Home Office and OPCC and Caerphilly Local Authority contract. The team also purchased an online programme called the Intervention Hub to be used as an extra resource for low risk service users to improve their knowledge and motivate them to engage with services (please see Intervention Hub section below for more information).

As with all the teams despite the great opportunities to expand Phoenix DAS interventions with perpetrators of domestic abuse the timing during the pandemic meant that the team faced many difficulties. Before going off on maternity leave the team manager created an online risk management package for staff to facilitate with service users as discussions around safely completing behavioural change work was commencing in the field. The team manager engaged in consultancy work with the Welsh Government to create a set of standards for professionals working from home, online with perpetrators of domestic abuse that was disseminated across Wales to VAWDASV services. Throughout the year the CEO continued to work closely with Respect and VAWDASV services to assess risk and adapt to the continuously changing situation faced by the global pandemic.

In April 2020 all face to face work had ceased, group sessions were paused and any risk management sessions online were completed following the online adapted package. Throughout the year the ability to run group sessions and face to face sessions altered. By the end of the summer in 2020 the perpetrator team were back to running face to face group sessions. The year did experience a 'firebreak' where all face to face was again halted. The group sessions, and any face to face assessments, were facilitated in mostly community halls across Gwent allowing staff and service users to follow the Government guidance on social distancing. In April 2020 the perpetrator team were running two groups a week, by March 2021 they were running 3 groups with a waiting list for fourth group to commence imminently.

Respect Accreditation

Phoenix achieved full accreditation in 2019 which will be reviewed in July 2022. It is likely that as part of the Reprovide project a site visit by Respect will be completed as a consistency audit across all the Reprovide sites. This will likely feed into the overall re-accreditation in July 2022. Phoenix DAS continue to be the only accredited perpetrator programme in Gwent which demonstrates the high level of standards the team works to keep victims safe and prevent further domestic abuse.

Out of Area Work and Income Generation

The perpetrator team has continued to charge for out of area referrals (out of Gwent).
Due to the covid-19 pandemic the team has not delivered any of the Understanding perpetrators of Domestic Abuse training. This is however due to commence in July 2021 once it has been adapted to an online forum.

Perpetrator Team Targets and Achievements

What are our outcomes?	**Targets**		**What are our indicators?**
Reduce the risk of harm to victims and families in current and future relationships	60% of 70 attendees	121 referrals 61 engaged 30% of 61 engaged	Frequency of incidents Severity of incidents Victim perception of risk and safety Workers perception of risk and safety
Increased knowledge and understanding of domestic abuse and healthy relationships	60% of 70 attendees	43% of 61 engaged	Worker perception of level of meaningful engagement Self- reported level of understanding of healthy relationships

			Worker reported level of understanding of domestic abuse
Reduce abusive and dominant beliefs and behaviours	60% of 70 attendees	26 % of 61 engaged	Self- reported levels of abusive and dominant beliefs and behaviours Victim reported levels of abusive and dominant beliefs and behaviours Worker assessed levels of abusive and dominant behaviours Worker assessed levels of abusive and dominant beliefs
Improved family and social relationships	60% of 70 attendees	30 % of 61 engaged	Self-perception of quality of relationships with others (intimate partners, family members and social relationships) Worker assessed quality of engagement/relationships with professionals
Improved responses to victims and families through: ● Institutional advocacy ● Continued professional developmen t for staff ● Research ● Training ● Community awareness raising	PDP's in place for all staff Regular recorded supervision recorded with all staff	PDP's in place for all staff Regular recorded supervision recorded with all staff	Level of involvement in local, regional and national approaches Level of staff support and development Level of knowledge of professionals trained Reports completed with recommendations Number of community members provided with information

Perpetrator Referral Information 2020-21

There have been 121 referrals to the perpetrator team within this year as seen in Figure 1 below. This is a 52% increase from referrals last year. This was expected with the expansion of the team and likely due to the contract with Caerphilly local authority providing a regular intake of referrals. This is seen in Figure 2 and 3 with Caerphilly contributing the largest number of referrals and social services being the main source of referrals.

Despite the increase in referrals this year the outcome targets have not been met and are at a record low. Again, it is difficult to compare the last year to any other year in the service history as they were unprecedented times. We can try and explain several issues faced this year that will have undoubtedly had an impact on how outcomes measured.

Firstly, when looking at the wider picture and the changes within the team a sensible explanation would be that previous years have seen experienced staff working with service users and measuring outcomes however the last year has seen issues with staff retention. This highlighting several issues including; service users experienced working with several different key workers throughout their engagement (that might have also impacted on drop out rates) meaning the staff member may not have been able to accurately measure change. Inexperienced staff within the field starting the job role during the pandemic and training not being completed as it usually would have been done might have resulted in staff not fully understanding how to measure outcomes and the complexity of knowing how behavioural change is gauged. For example the aims and objectives of the early intervention session are set out that even if that person is only met with once they have been provided with conflict resolution tools to use in intimate relationships as well as increasing knowledge and understanding of abusive behaviours. In Figure 5 it is shown that this years outcomes documented that 44% of cases closed were recorded as increasing the perpetrators knowledge and understanding of domestic abuse compared to last years 62% recorded.

Secondly, this years outcomes include Reprovide cases that will have had an impact on the overview of cases documented as 'not engaged'. As you can read below (information included on Reprovide methodology) the study consists of a randomised control group. If following an initial assessment the RCT method applied recruits a service user as someone in the control arm they would then be closed to the perpetrator team as non-engaged as we are unable to complete any work with them. In order to avoid this impacting the statistics the outcome forms later included the option 'control arm' to document how many "non-engagers" were actually service users we were unable to work with due to the Reprovide project. However this change in measurements was not adapted until nearing the end of the financial year. This would explain the variation from last years statistics. For example, as seen in Figure 4 - out of the cases closed in this year 41% are recorded as non-engaged. This is a significant decline from last years 17% non engaged.

Thirdly, it is important to acknowledge that this year has not seen any service users complete the programme. This was due to the pandemic and group sessions needing to stop. As mentioned above other risk management sessions were put in place to monitor risk however the group sessions were paused and when they did start again they experienced another firebreak as well as weeks that were cancelled due to low numbers as many people have had to self-isolate following advice from Track and Trace. What this means for the outcomes is that the perpetrator team will be showing less positive outcomes and levels of engagement compared to previous years as the pandemic increased the length of a person needing to engage in the programme taking us into the next financial year and also external factors were wildly influencing a person's ability to engage at times.

It should also be noted that when reviewing outcomes for perpetrators of domestic abuse these will not be easily compared to the victim or youth team outcomes as measurement of safety are not linear and can often depend on the outcome of several different factors that are not always tangible to record.

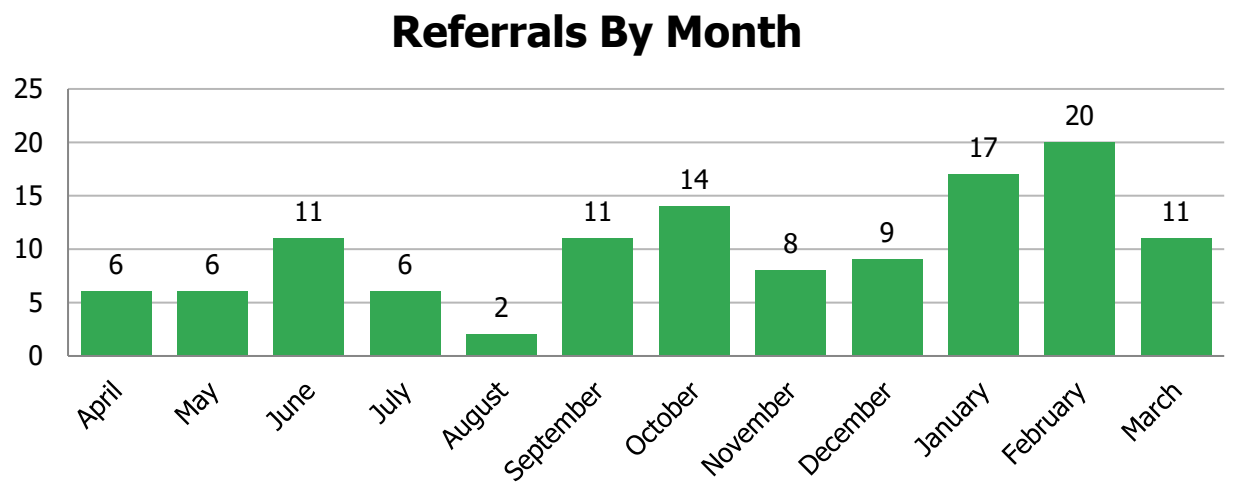


Figure 1. Overall referrals to the perpetrator team April 2020 to March 2021

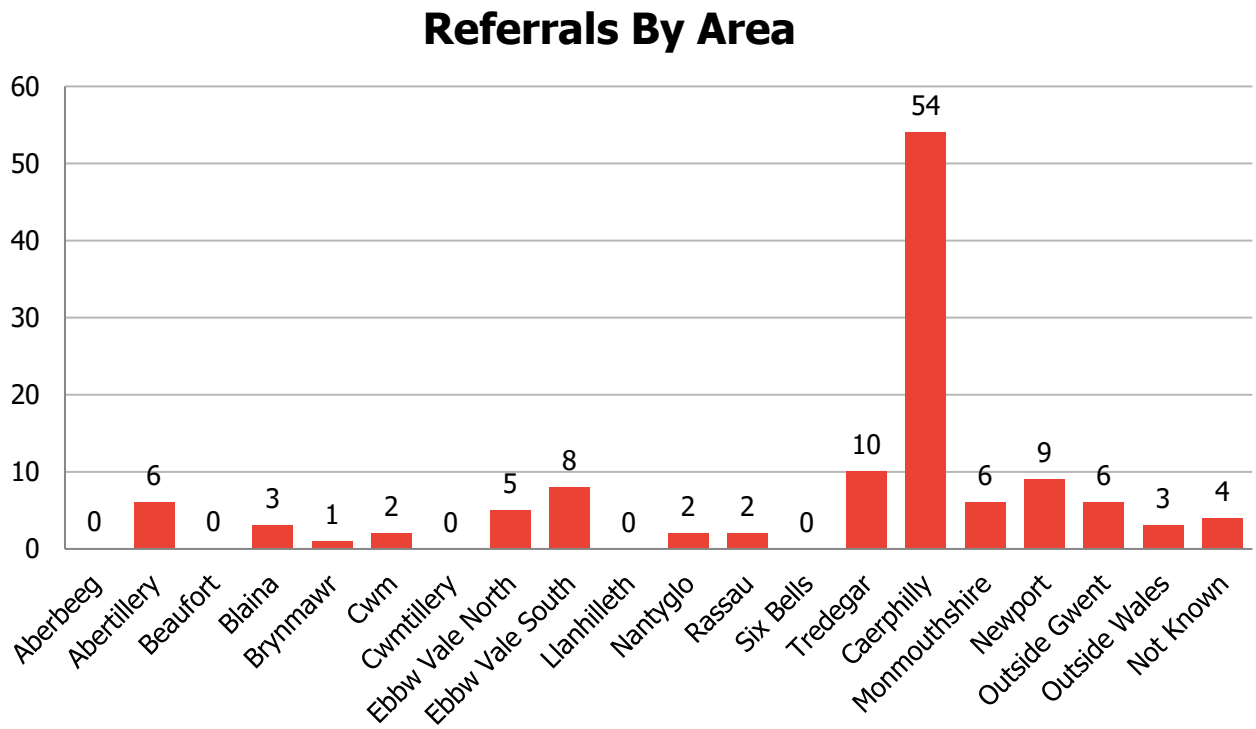


Figure 2 Illustrates referrals received from the areas in Gwent and outside Gwent

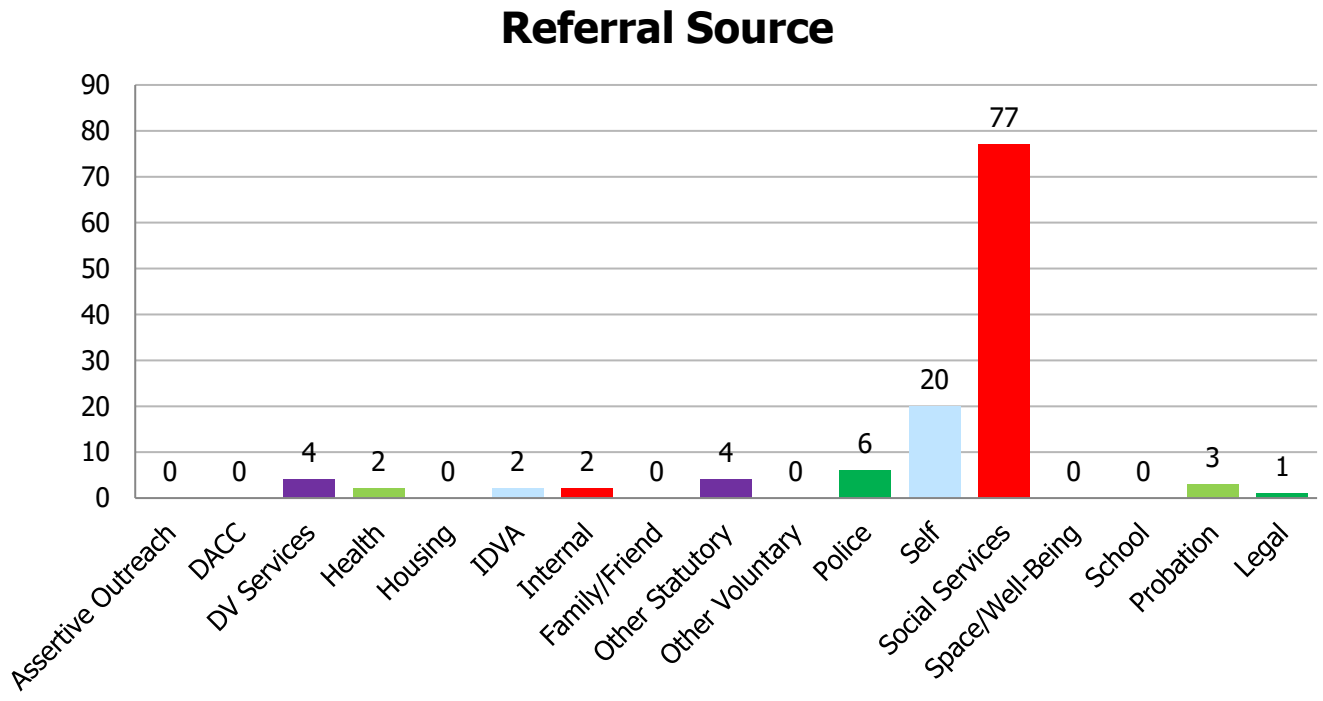


Figure 3

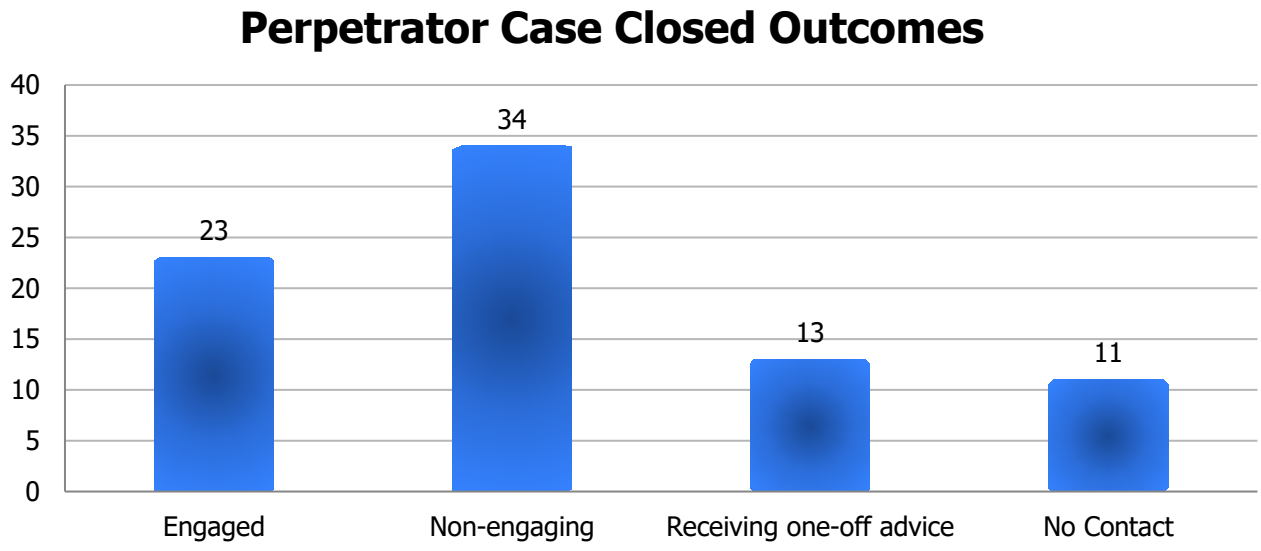


Figure 4 Outcomes for cases closed. Grand total 81

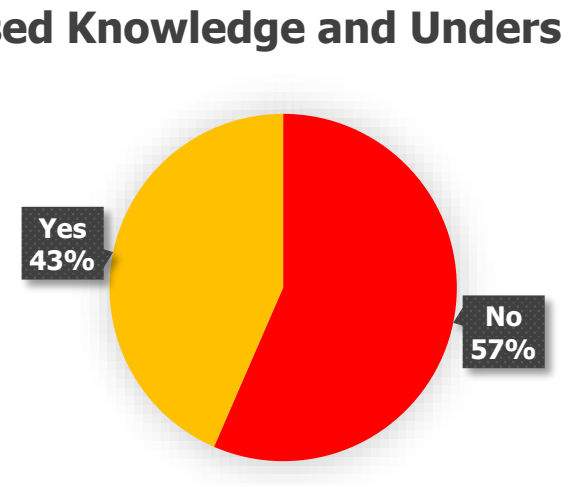


Figure 5 Outcomes assessed by Key Workers about the perpetrator increase in knowledge and understanding.

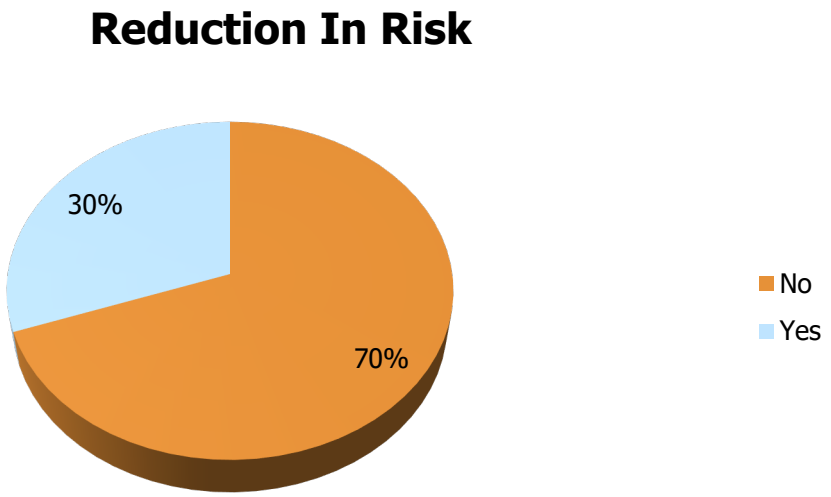


Figure 6 Shows the recorded reduction in risk for perpetrator at closure.

Perpetrator Team Outcomes

The above data demonstrates:

- Referrals have increased by 58 based from last year (63) to this year (121) this is an increase of 52%.
- This years outcomes documented that 44% of cases closed were recorded as increasing the perpetrators knowledge and understanding of domestic abuse compared to last years 62% recorded.
- Local Authorities account for 45% of referrals the largest source of referrals.
- Police referrals increased last year from 0 to 6 this year.
- 7% of referrals were from outside of Gwent and would be classed as income generation.
- A record low of 28% of referrals engaged this year compared to 63% last year however as noted above it is likely that there was an issue with staff recordings.
- Figure 6 shows that the cases closed in this time period only showed that there was a 30% reduction in risk. See PLW outcome to compare the differences.

Partner Link Officer (PLO)

The Partner Link Officers role is to contribute to promoting the safety of the partners/ex partners of participants attending the perpetrator programme and any children with whom they are involved. This is likely to involve supporting partners/ex partners to construct a realistic safety plan that takes into account the needs of both the partner/ex-partner and their children. Perpetrators need to agree to the PLO contacting partners and/or ex-partners before they can commence working with the team. Therefore, every perpetrator referral will have at least one partner or ex-partner contacted. Often there are at least two partners and or/ex-partners per perpetrator.

Partner Link Officer Outcomes

This is the first year that the perpetrator team has been able to illustrate the outcomes from the Partner link workers as last year we needed to develop more efficient ways of collating the data. Therefore we are unable to make any comparisons to previous years.

As seen in figure 7 - there were 53 referrals to the partner link worker team. Although there were 121 referrals to the perpetrator team this does not translate to the same amount of referrals for the partner link officer (PLO) as the perpetrator needs to consent to providing this information which also means that the perpetrator needs to be engaging with the assessment to a certain extent before the PLO referral can be opened. Figure 8 shows a similar trend as seen in the perpetrator referrals with regards to referrals by area. It should also be noted that if the perpetrator and partner and/or ex-partner are separated they might be from different areas.

Figure 9 - shows 59% of referrals engaged. This again can highlight the discrepancy with the recorded level of non engaged service users in the perpetrator outcomes above because in order for the PLO to be engaging the perpetrator would need to be engaged to a certain level.

Figure 10 - shows the reported reduction in risk by partners and or ex-partners at closure was 85%. This could demonstrate that after a perpetrator had engaged with the team their partner and/or ex-partner felt safer as a direct result of their engagement. This may be due to the behavioural change work, due to the heavy involvement of services and/or due to target hardening and safety planning. It is interesting to note that the PLO outcomes show an 85% reduction in risk however the perpetrator recordings show only 30%. Again this might be due to uncertainty from staff around how to assess risk reduction. It is important that perpetrator officers and partner link workers have a close working relationship where cases should be regularly reviewed and risk monitored. This year saw a lot of working from home and less office based case managements that might have impacted the sharing of information and joint work assessing outcomes. Also a partner link worker will be using more self reported measures from the victim to assess reduction in risk whereas a perpetrator officer is using more professional judgment that may be sceptical of self-reports and may seek more dynamic evidence to suggest behaviour change and a reduction in risk.

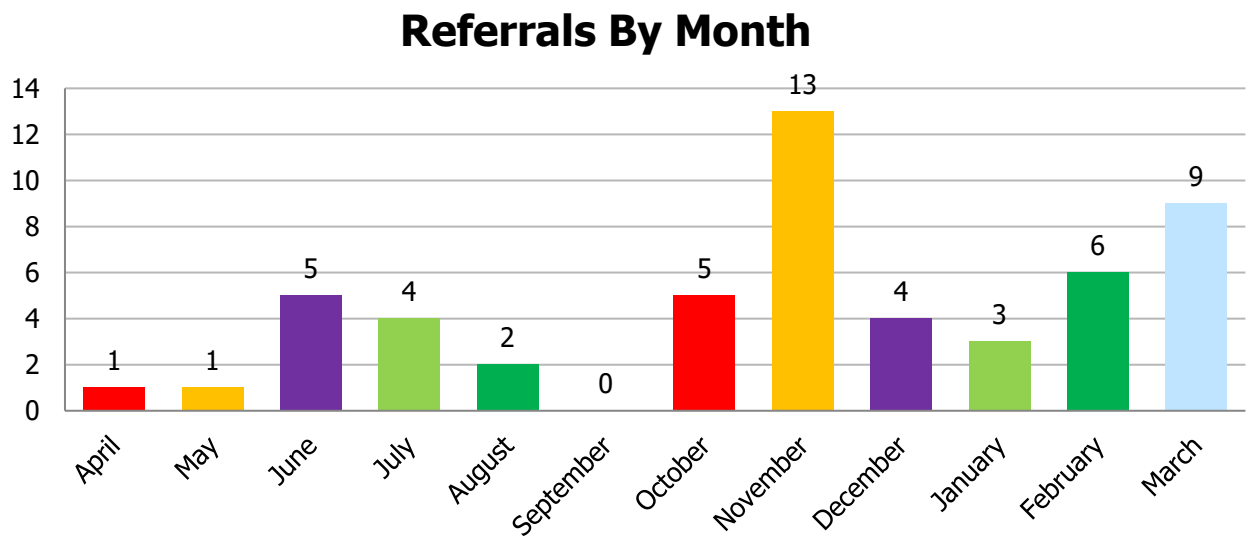


Figure 7. Illustrates overall referrals for PLO each month.

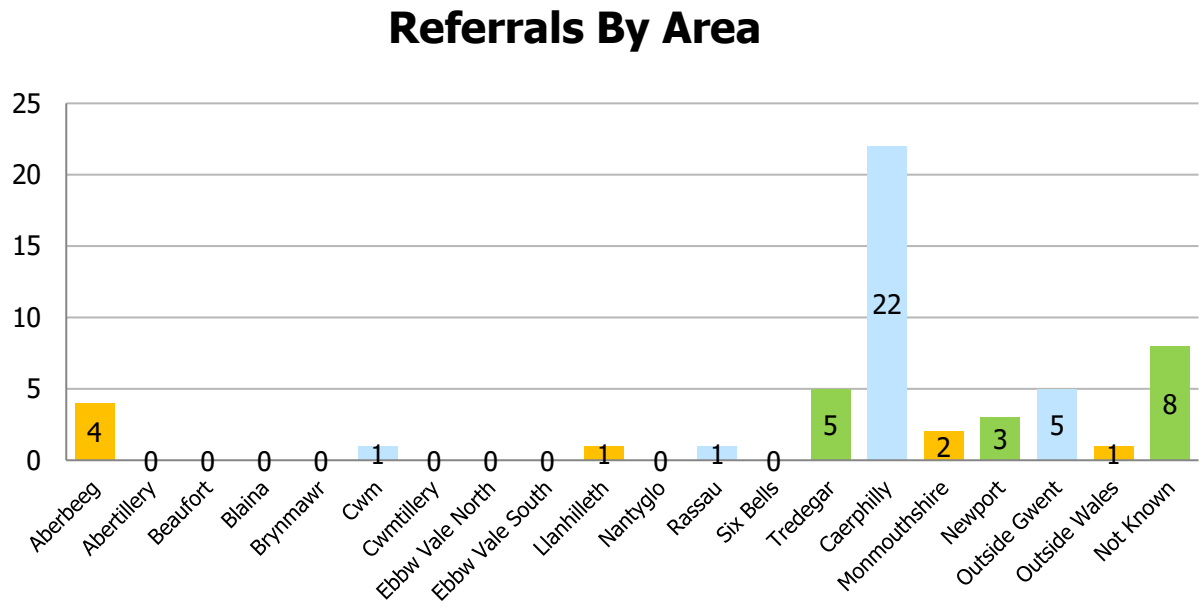


Figure 8. Shows referrals from Gwent and outside Gwent for PLO.

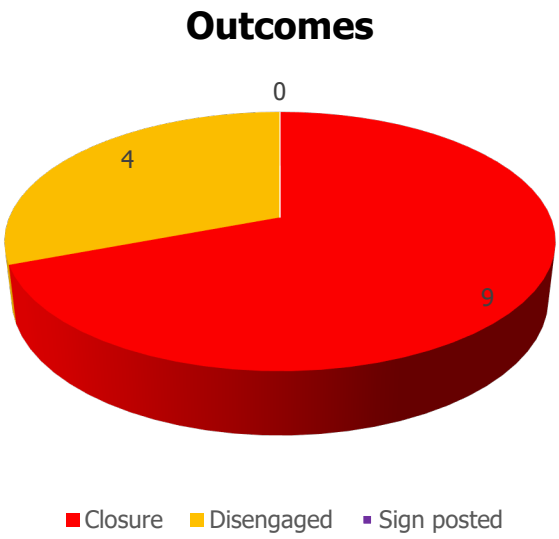


Figure 9. Shows the recorded outcomes for engagement with the PLO.

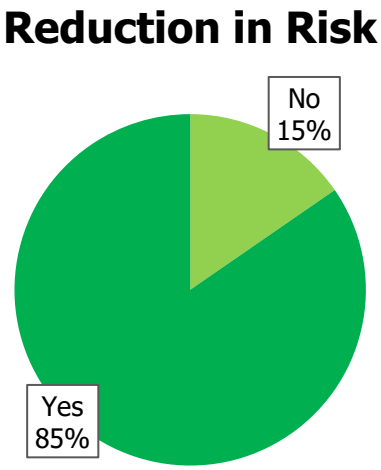


Figure 10. Shows the recorded reduction in risk at closure to the PLO.

Intervention Hub

The intervention hub is an online platform that hosts evidence structured interventions with a live reporting system. This online platform has 12 unaccredited Computerised Cognitive Behavioural Therapy (CCBT) based programs. The Domestic Abuse and female perpetrator Hubs are an intervention that helps people tackle problems, thinking and behaviour. This is an endorsed treatment by the National Institute of Health and Care Excellence.

The intervention hub is aimed at individuals who use harmful behaviours who are assessed as low risk and that would not qualify for group project work. We can work with anyone who lives in the Gwent area which includes Blaenau Gwent, Caerphilly, Newport, Torfaen and Monmouthshire.

The intervention hub commenced in January 2021 which means that to date there are no outcomes to report on. The programme will be accessible from January 2021 to December 2021. Phoenix hope to monitor the use of the hub and consider if it is a useful resource to continue funding. There is currently an allocated Intervention Hub worker who is also working as a partner link worker. Due to the online aspect of the Hub and that participants can complete the modules alone in their own time a full time worker was not needed. We will continue to monitor the staff hours needed for this role.

Future Plans 2021-2022

The perpetrator team is starting to see a more settled period with a full staffing team and with the perpetrator team manager returning from maternity leave at the end April. With people returning to the office and less working from home some of the challenges faced in the year around training staff and monitoring outcomes should be resolved.

The team will continue to provide a high standard of service to Caerphilly local authority that will cover the next financial year. The Home Office and OPCC funding to fill gaps in provision across Gwent will be funded until October 2021 with the hope that this will be extended until the end of March 2022.The Reprovide project will also continue throughout the next year with a likely end date in summer 2022.

It is likely that the Understanding Perpetrator of Domestic Abuse training will commence again in May 2021 for VAWDASV following a year of training being paused due to the pandemic. The perpetrator team manager will be tasked with adapting the training to be delivered online. This will be rolled out 4 times through the next financial year. Other training opportunities will be sought after as part of our income generation goals.

Training

During the year 2020/21 training was put on hold due to the COVID pandemic. The staff team doubled during the second half of the year and therefore there was a great deal of internal training completed by the whole team.

At the beginning of 2021 we were approached by Flying Start, Blaenau Gwent to develop a Respectful Co-Parenting training programme. The programme was a two-day course and was delivered during March 2021 (and will be continuing into April and May 9 dates in total). The Phoenix DAS team will deliver the training to around 100 participants in total, with 35 attendees during March 2021.

Future Plans 2021/22

Phoenix DAS will look to reconnect with contacts from the wider Gwent area to deliver training and also utilise the move towards using online platforms to deliver training for organisations further afield.

We will be in the position of having a larger staff team who will be able to develop and deliver training and we are excited about the many opportunities available which will generate income for the service.

Income Generation Model

Due to the COVID pandemic there were few opportunities for generation of income. We had a spot purchase for the Perpetrator Programme and the Respectful Co-Parenting programme.

The total amount for this year is £31,395.

The plans for next year will be to look at the original income generation model as follows:

- Staff engaging in income generation opportunities can do it as overtime paid at their normal hourly rate.
- List of income generation opportunities available but staff also encouraged to promote and developed their own, as long as they a) are in line with core values and ethos, b) will generate at least 10% profit once all costs are deducted.

2020-2021

The next year is set to be a time of continued uncertainty. It is not clear at this point how long we will have restrictions in our lives, or what the long-term impact of such restrictions will be on our clients and staff. We do however move forward in a much stronger position than we have been for some years and as a much larger organisation. Our priorities need to reflect this and will include:

- Carry out a review of the structure and salaries within the organisation
- Revise job descriptions and contracts for senior managers
- Review of governance structures to ensure they are fit for purpose
- Work needed to continue to create a stronger team sense within the organisation
- Carry out a review to look at staff retention and recruitment
- Work to secure funding to make improvements and repairs to Phoenix house including to the rear drainage
- Continue to work with key partners to share risk and information
- Provide safe and closely monitored support and intervention to victims, children, young people and perpetrators referred to the service.
- Continue with income generation model - when safe to do so
- Continue with recruitment for Reprovide project with Bristol University
- Work with partner organisations to secure ongoing funding for elements currently funded though the Home Office and PCC

Final Word

Huge gratitude must be given to all staff for the extraordinary commitment to the service which has been shown throughout this year. Without their constant dedication many victims and their families would have been at much greater risk. This incredible support was given at a time when staff, as the rest of the country, were also dealing with their own fears, that of their families and extra pressures including home-schooling children and caring and providing for other vulnerable wider family members. Thanks also go to the Board for their support throughout and for trusting the decisions of the CEO and senior management team during a time when we were forced to make many decisions based on best evidence rather than proven facts.

For further information: -

Phoenix Domestic Abuse Services
Phoenix House
Surgery Road
Blaina
Blaenau Gwent
NP13 3AY

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E-mail: - info@phoenixdas.co.uk
www.phoenixdas.co.uk

PHOENIX DOMESTIC ABUSE SERVICES
PHOENIX HOUSE
SURGERY ROAD
BLAINA

CHARITY NUMBER 1112039

FINANCIAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2021

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Independent Examiner's Report to the Trustees of Phoenix Domestic Abuse Services

I report to the trustees of Phoenix Domestic Abuse Services on the accounts for the year ended 31st March 2021.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in any material aspect:-

(1) the accounting records were not kept in accordance with section 130 of the Charities Act or
(2) the accounts did not accord with the accounting records or
(3) the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Steve Drake

Steve Drake
Chartered Certified Accountant (F.C.C.A.)
24 James Street, Ebbw Vale, Blaenau Gwent, NP23 6JG

3rd November 2021

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2021
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total this year	Total last year
INCOMING RESOURCES	£	£	£	£
Voluntary sources				
Donations	2,017.91	-	2,017.91	6,215.87
Grants received				
Welsh Assembly Government - Youth Worker	-	36,000.00	36,000.00	36,000.00
Children in need	-	11,331.00	11,331.00	-
The National Lottery Community Fund - People and Places 3	-	48,404.00	48,404.00	-
Lloyds Foundation	-	-	-	47,687.96
St. James Place trust	-	-	-	10,000.00
St Martin	-	-	-	350.00
Perpetrator Intervention Fund	-	-	-	31,423.85
Support for Consultation events	-	-	-	2,600.00
Pilgrim Trust	-	15,000.00	15,000.00	15,000.00
Re Provide	-	60,523.44	60,523.44	40,348.96
High Sheriffs fund	-	-	-	4,600.00
Tesco - Bags of help	1,882.16	-	1,882.16	4,000.00
The 7 stars foundation	-	-	-	14,369.00
Charles Hayward	-	23,000.00	23,000.00	23,000.00
Newport County Borough Council - IDVA	-	43,128.97	43,128.97	77,739.17
Bags of Hope	-	-	-	8,567.80
Garfield Weston	2,000.00	-	2,000.00	36,500.00
In this Together - Community Matters Fund	-	750.00	750.00	-
Moondance	-	16,284.00	16,284.00	-
MOJ	-	22,277.00	22,277.00	-
Caerphilly CBC	50,238.50	-	50,238.50	-
Community Foundation Wales	-	13,544.00	13,544.00	-
Welsh Assembly Government - Perpetrator Project	-	24,500.00	24,500.00	-
Welsh Assembly Government - Victim Project	-	41,075.00	41,075.00	-
Welsh Assembly Government - Capital	-	5,000.00	5,000.00	-
Home Office	-	196,733.00	196,733.00	-
Income (Sub-Total)	56,138.57	557,550.41	613,688.98	358,402.61
Miscellaneous Resources				
Work Done - Training	30,900.00	-	30,900.00	6,327.45
Suitability sessions and group interventions	495.00	-	495.00	2,640.25
Student Hosting	-	-	-	900.00
Bank Interest received (Gross)	30.50	-	30.50	177.92
TOTAL INCOMING RESOURCES	**87,564.07**	**557,550.41**	**645,114.48**	**368,448.23**

PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2021
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	Unrestricted funds	Restricted funds	Total this year	Total last year
	£	£	£	£
RESOURCES EXPENDED				
Client Expenses	177.73	6,741.05	6,918.78	2,854.54
Employee Wages and NIC	8,091.00	411,311.43	419,402.43	313,858.17
Employee Pension Costs	-	14,518.31	14,518.31	11,570.72
Employee Training Costs and Disclosures	290.00	9,719.08	10,009.08	423.00
Publicity, Promotions and Leaflets	404.05	4,578.62	4,982.67	276.93
Travelling Expenses	214.59	851.42	1,066.01	6,601.64
Gas and Electricity Costs	596.24	2,706.91	3,303.15	3,788.49
Insurance Costs (Incl. Healthcare)	-	8,659.27	8,659.27	7,650.16
Telephone, Fax and Internet	4,272.20	11,616.65	15,888.85	5,252.17
Printing, Postage and Stationery	456.57	3,074.12	3,530.69	1,820.98
Repairs, Renewals and Refuse Collections	3,808.81	2,295.00	6,103.81	1,057.26
Accountancy	-	1,680.00	1,680.00	1,560.00
Cleaning	550.38	2,422.22	2,972.60	848.82
Computer Software and Support	4,083.72	3,797.70	7,881.42	3,080.66
Water Rates	-	70.45	70.45	419.52
Computer equipment/Equipment repairs	4,183.18	23,607.24	27,790.42	2,825.23
Office furniture and fixtures	-	4,877.40	4,877.40	-
Licences and Subscriptions	-	708.00	708.00	513.46
Intervention Hub - subs	-	28,800.00	28,800.00	-
Legal and Professional fees	-	4,425.00	4,425.00	253.80
Companies House	13.00	-	13.00	13.00
Bank Charges	21.00	63.00	84.00	88.47
Equipment leasing	1,149.82	5,697.56	6,847.38	5,787.28
Room hire, Canteen and Welfare	172.21	6,189.99	6,362.20	628.51
TOTAL RESOURCES EXPENDED	**28,484.50**	**558,410.42**	**586,894.92**	**371,172.81**
NET INCOMING/(OUTGOING) RESOURCES	**59,079.57**	**(860.01)**	**58,219.56**	**(2,724.58)**
TOTAL FUNDS BROUGHT FORWARD	**98,363.90**	**259,056.20**	**357,420.10**	**360,144.68**
TOTAL FUNDS CARRIED FORWARD	**157,443.47**	**258,196.19**	**415,639.66**	**357,420.10**

PHOENIX DOMESTIC ABUSE SERVICES
SECTION B - BALANCE SHEET AS AT 31ST MARCH 2021

	Note	2021 £	2020 £
FIXED ASSETS			
Freehold property at cost - Phoenix House, Surgery Road, Blaina (Incl. Enhancement expenditure)		216,752.80	216,752.80
CURRENT ASSETS			
Debtors	4	102,747.45	79,596.08
Cash at bank and in hand	5	145,204.07	62,781.22
TOTAL ASSETS		**464,704.32**	**359,130.10**
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Expense creditors	6	49,064.66	1,710.00
NET ASSETS		**415,639.66**	**357,420.10**
FUNDS OF THE CHARITY			
Unrestricted funds		157,443.47	98,363.90
Restricted Income funds		258,196.19	259,056.20
TOTAL FUNDS		**415,639.66**	**357,420.10**

Signed by the following two trustees
on behalf of all the trustees

Signature	Print Name	Date of Approval
Sonia Behr	SONIA BEHR	09/12/21
J Morgan	JOYCE MORGAN	15/12/21

PHOENIX DOMESTIC ABUSE SERVICES
NOTES TO THE ACCOUNTS

NOTE 1 - BASIS OF PREPARATION

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts.
The accounts have been prepared in accordance with:
(i) the statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with,
(ii) the Charities Act 2011.

1.2 Change in basis of accounting

There has been no change to the accounting policies (valuation rules and methods of accounting) since last year.

1.3 Changes to previous accounts

No changes have been made to accounts for previous years.

NOTE 2 - ACCOUNTING POLICIES

INCOMING RESOURCES

2.1 Recognition of Incoming resources

These are included in the Statement of Financial Activities when:
(i) the charity becomes entitled to the resources;
(ii) the trustees are virtually certain they will receive the resources; and
(iii) the monetary value can be measured with sufficient reliability.

2.2 Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

2.3 Grants and donations

Grants and donations are only included in the Statement of Financial Activities when the Charity has unconditional entitlement to the resources.

2.4 Investment Income

This is included in the accounts when receivable.

EXPENDITURE AND LIABILITIES

2.5 Liability recognition

Liabilities are recognized as soon as there is a legal or constructive obligation committing the charity to pay out the resources.

NOTE 3 - DETAILS OF CERTAIN ITEMS OF EXPENDITURE

3.1 Fees for examination of the accounts

	2021 (£)	2020 (£)
Independent examiner's fees for reporting on the accounts	1,680.00	1,560.00

NOTE 4 - DEBTORS AND PREPAYMENTS

Analysis of debtors: amounts falling due within one year

	2021 (£)	2020 (£)
Perpetrator Intervention Fund	-	9,750.00
Pilgrim Trust	15,000.00	15,000.00
HM Revenue and Customs	1,914.98	1,914.98
Re Provide	-	40,348.96
Tesco - Bags of Help	-	1,000.00
Blaenau Gwent Borough Council	9,000.00	-
Bags of Hope	-	440.86
Newport County Borough Council	76,832.47	11,141.28
	102,747.45	**79,596.08**

NOTE 5 - CASH AT BANK AND IN HAND

	2021 (£)	2020 (£)
Cash at bank - current account	29,809.17	2,355.61
Cash at bank - deposit accounts	115,394.90	60,364.40
Cash in hand	-	61.21
	145,204.07	**62,781.22**

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	2021 (£)	2020 (£)
Accountancy - Garry White and Company	1,680.00	1,560.00
Moondance - payment in advance	42,277.00	-
Pension	4,957.66	-
Telephone	150.00	150.00
	49,064.66	**1,710.00**