

**Phoenix
Domestic
Abuse
Services**

ANNUAL REPORT 2020-2021

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

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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 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
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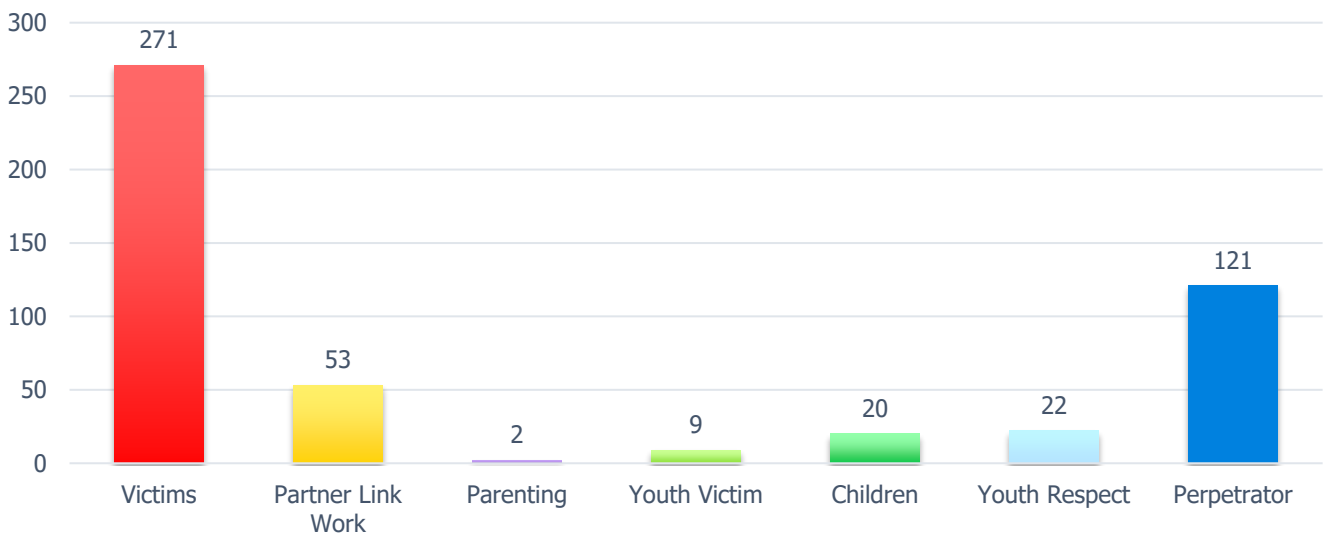
Staffing Changes

Start of year April 2020 - 11	End of year March 2021 - 24
1 CEO 1 Deputy CEO 1 Finance Manager 1 Admin Officer 1 Victim and Family Team Manager/ Youth Respect Officer 1 Victim Safety Officer 1 Child and Family Support Worker 1 IDVA 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 Officer - part time	1 CEO 1 Deputy CEO 1 Finance Manager 2 Admin Officers 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)

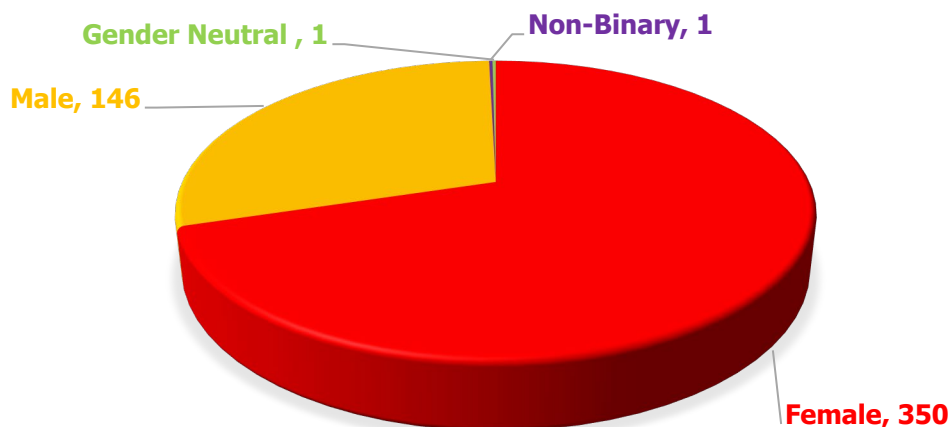
Statistical Overview 2020 - 2021

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.

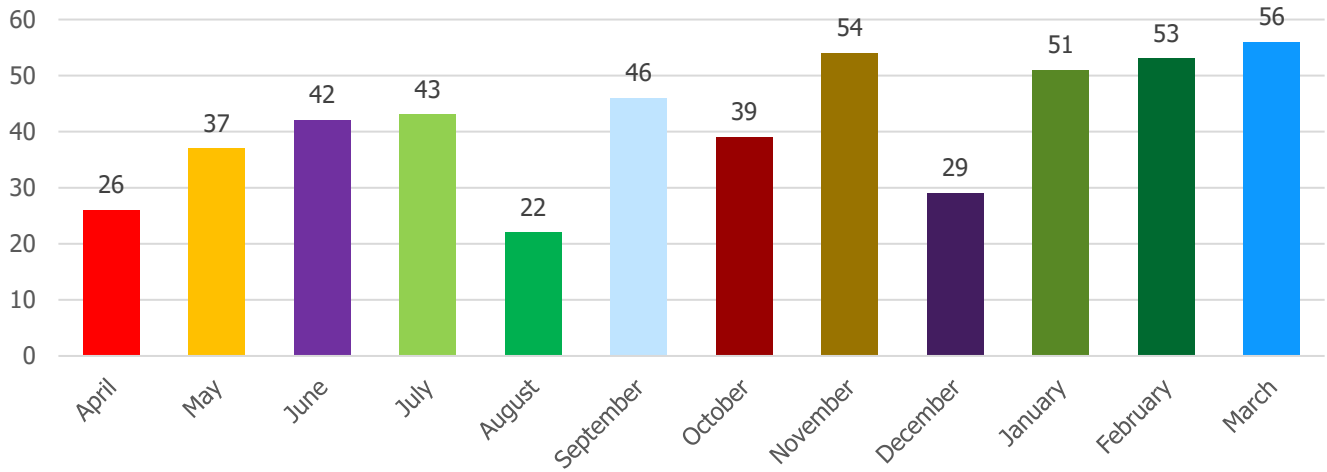
Referrals By Team



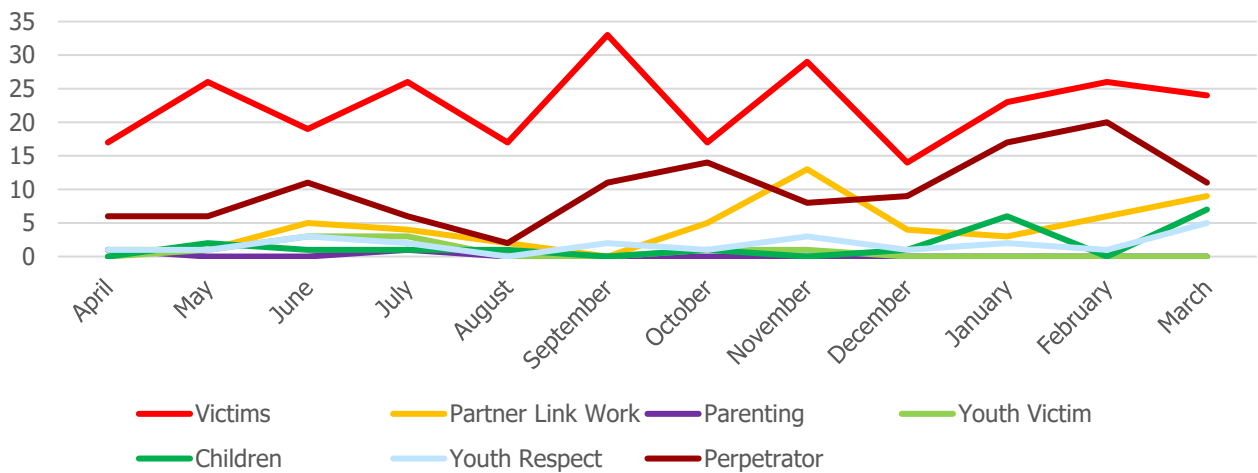
Gender



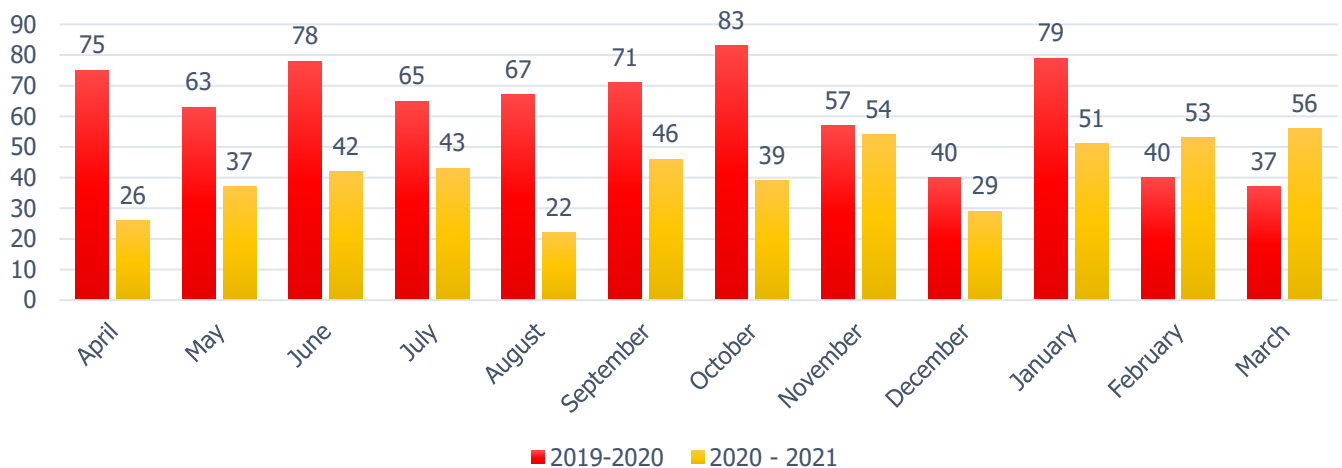
Referrals By Month



Referrals By Month

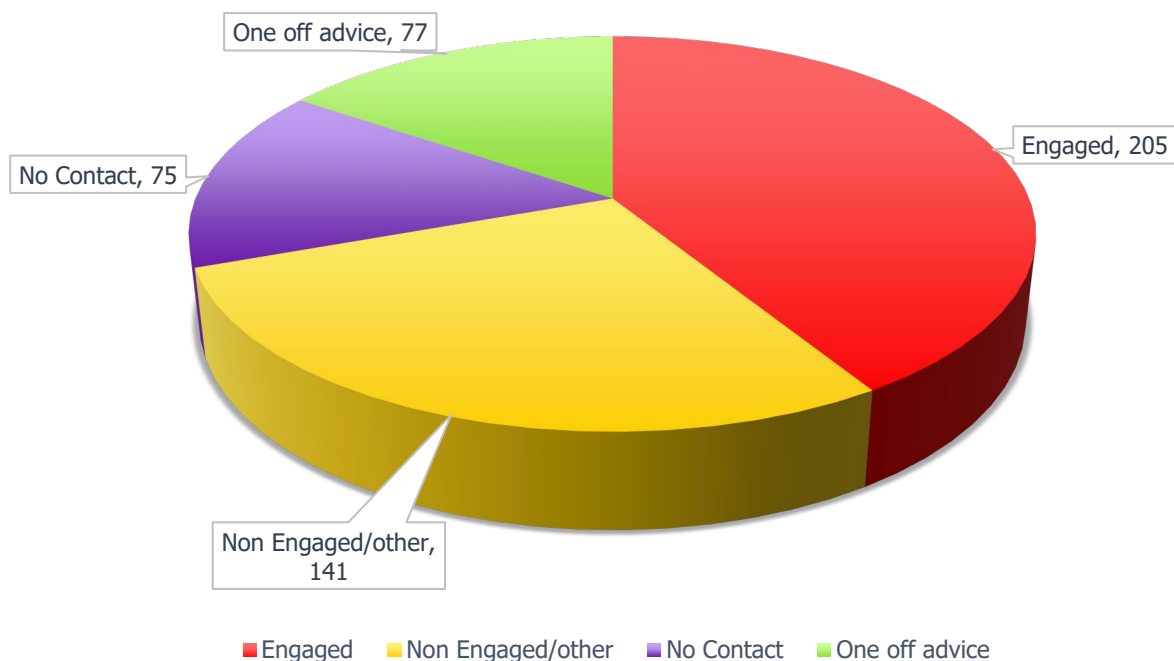


Referral Comparison

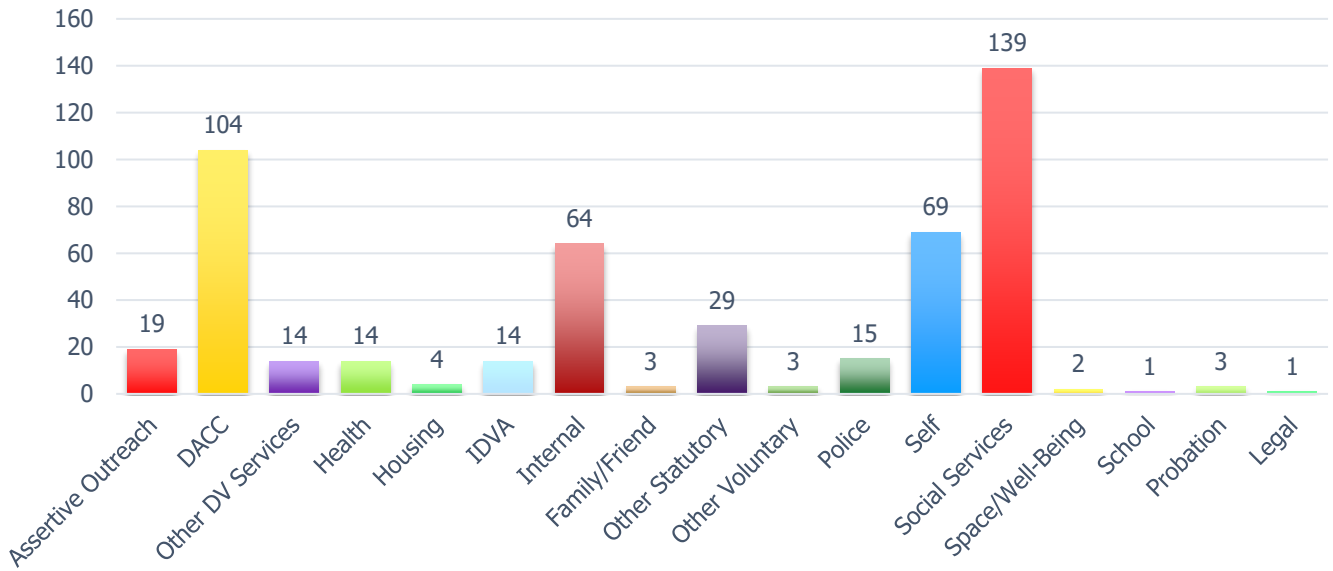


The graph above has been included in an attempt to look at the impact of lockdowns on referral figures. We can see from this that, despite the growing freedoms experienced during the summer months, we did not experience the large increase in referrals which was widely predicted to happen. In fact, referrals 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.

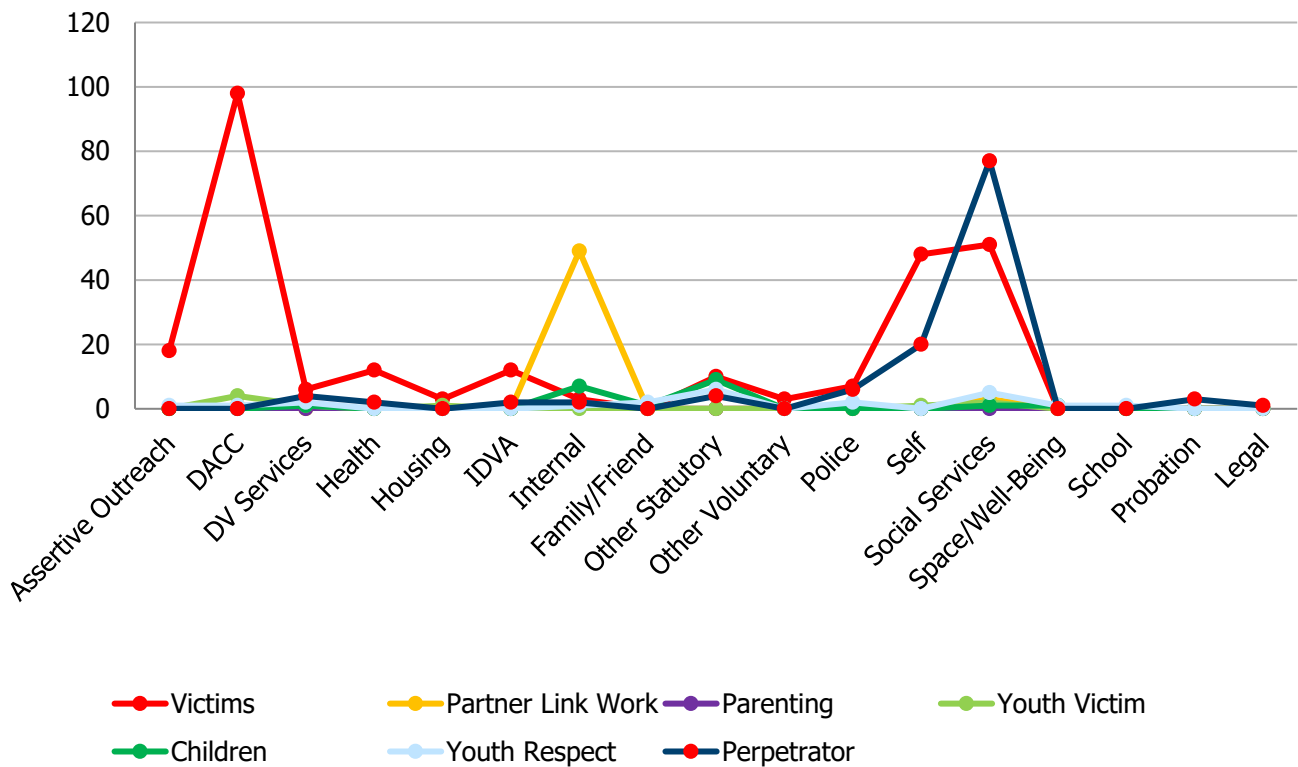
Referrals Outcomes



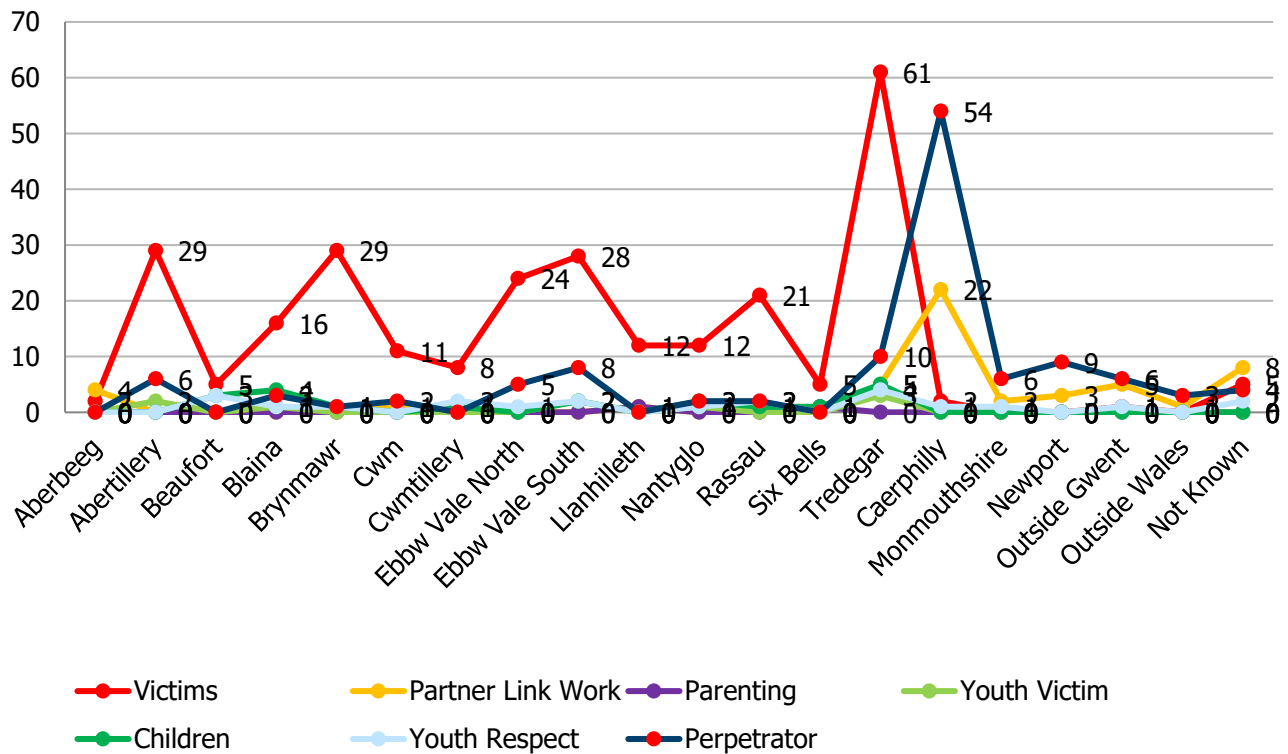
Referral Source



Referrals Souce

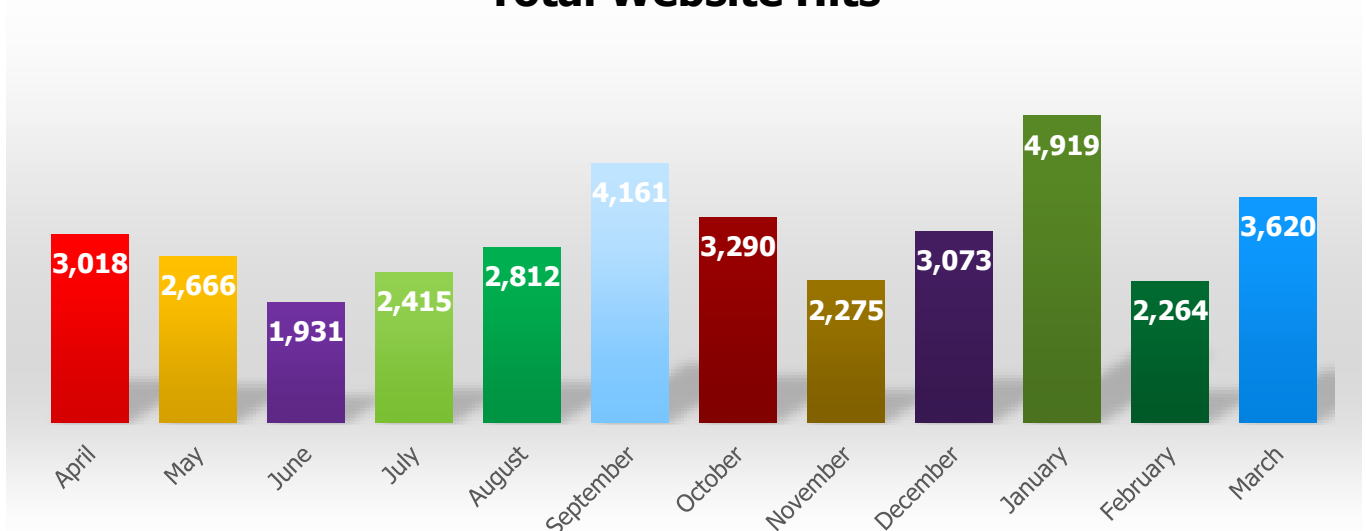


Referrals By Area



Please note that Tredeggar 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



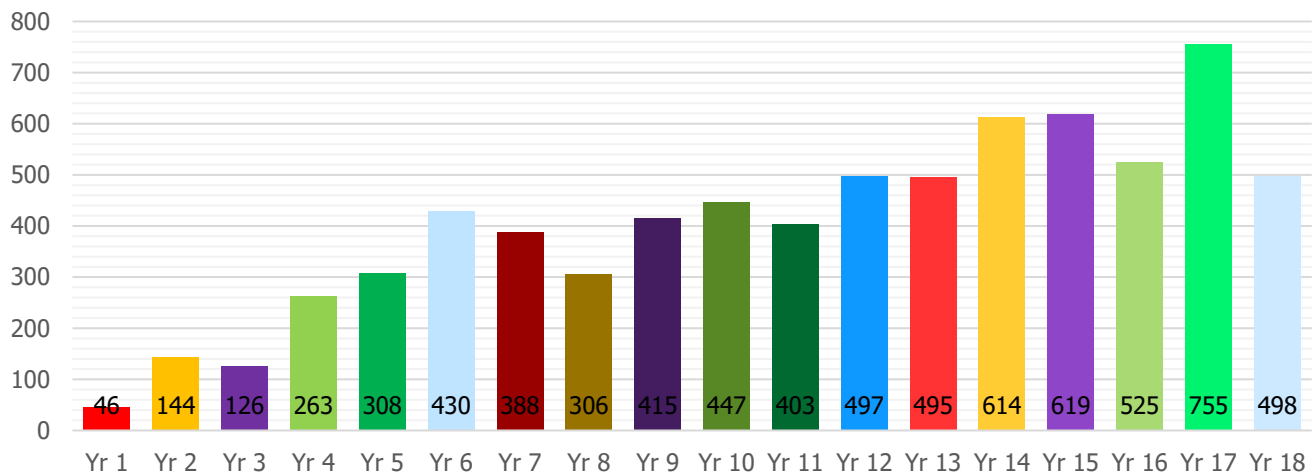
- One of the significant changes from the previous year here is the complete removal of the MARAC referral route which last year accounted for 215 referrals to the service.

- 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

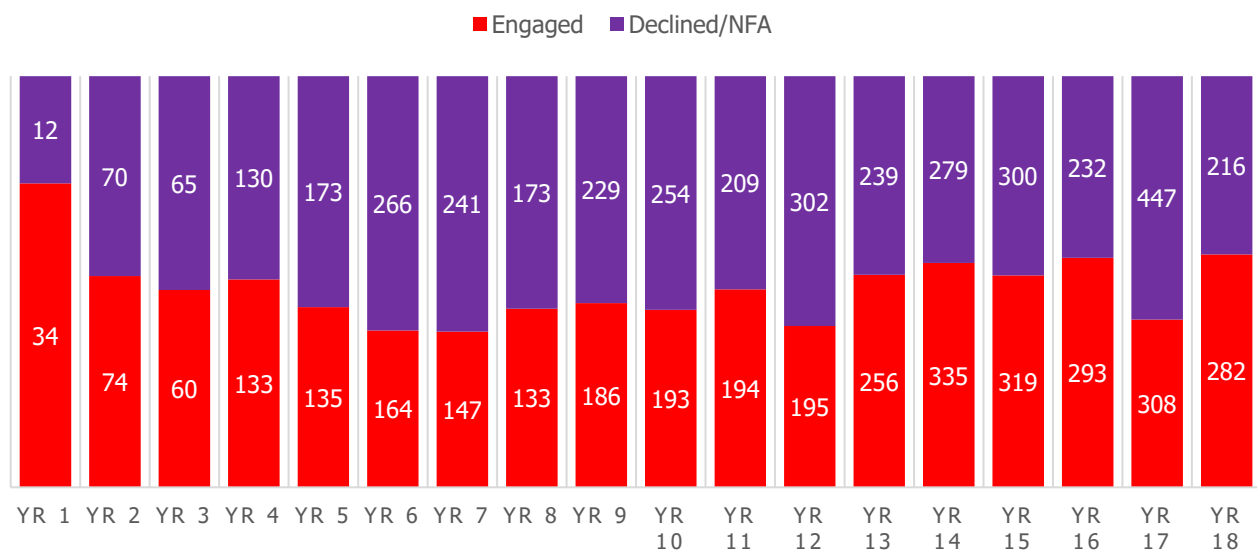
The following statistical information provides an overview of data collated over an 18-year operational period. This information allows comparisons to be made upon previous years and could identify any trends or highlight areas for potential action.

Total Referrals



Total referrals - 7278

Referral Outcome

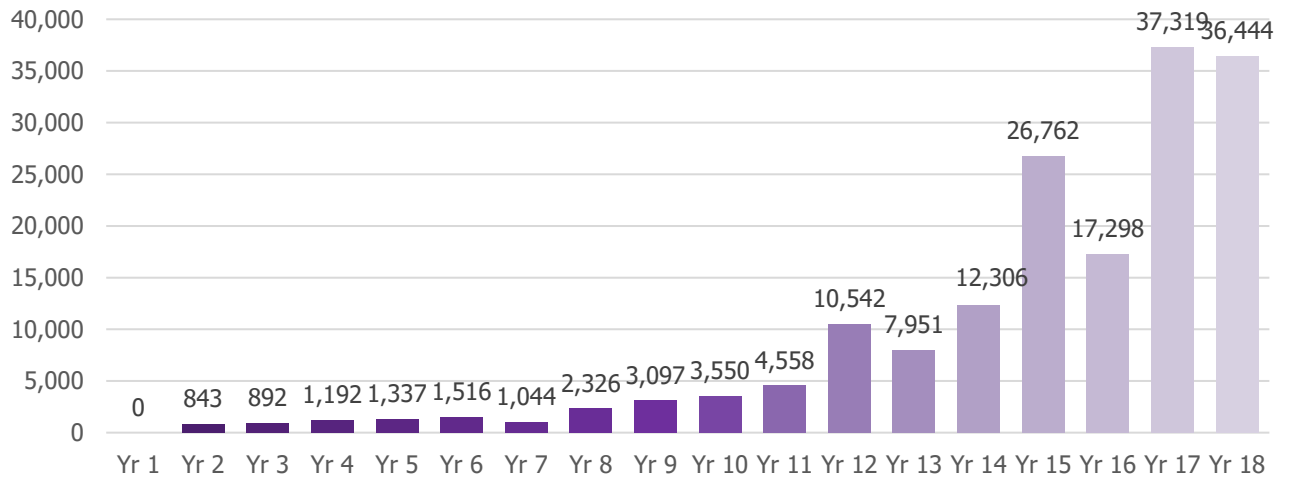


TOTAL ENGAGED: - 3441

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.

Total Website Visits



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

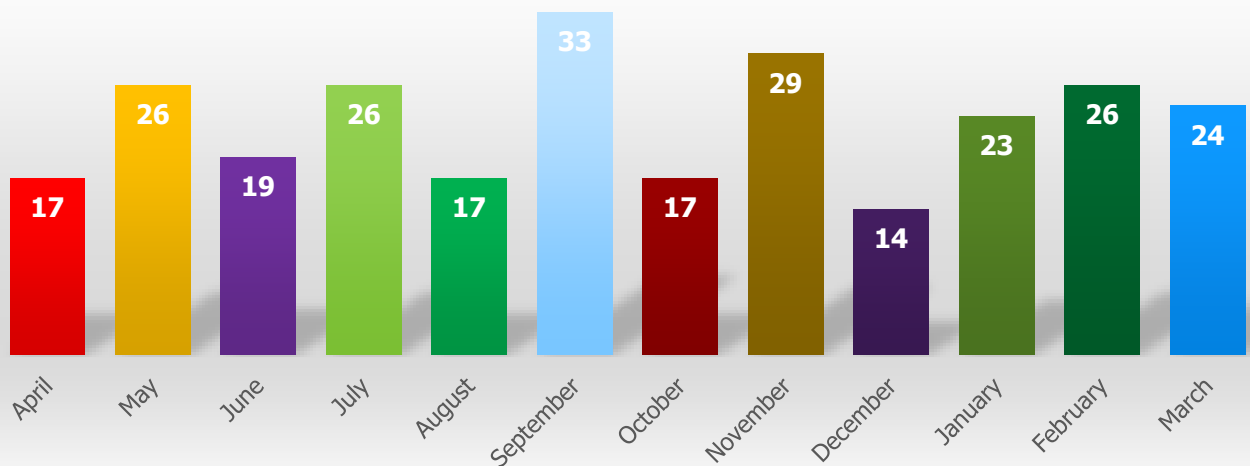
What are our outcomes?	Targets	Achieved 20-21	What are our indicators?
Reduce the risk of harm to victims and families in current and future relationships	80% of 100 engaged	261 referrals received with 89 engaging in support 95% of 89 engaged	Frequency of incidents Severity of incidents Victim perception 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
<p>Improved responses to victims and families through:</p> <ul style="list-style-type: none"> • Institutional advocacy • Continued professional development for staff • Research • Training • Community awareness raising <p>Service resilience</p>	Regular recorded supervision recorded with all staff (at least 6 sessions per year)	Completed by Line Manager.	<p>Case managements held to ensure support and continuity within support service.</p> <p>Victim manager attends regional boards as appropriate.</p>

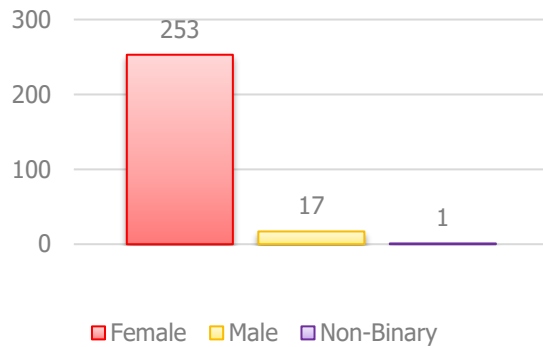
Victim Services Statistical Information

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

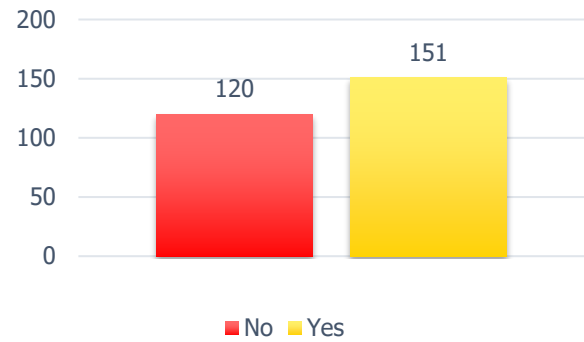
Victims Referrals By Month



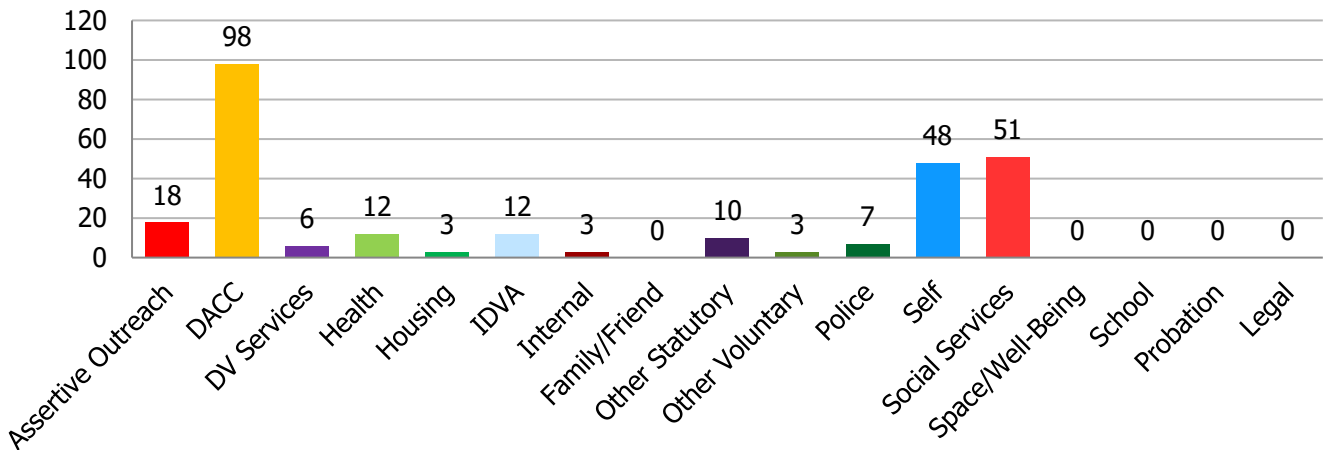
Victim Gender



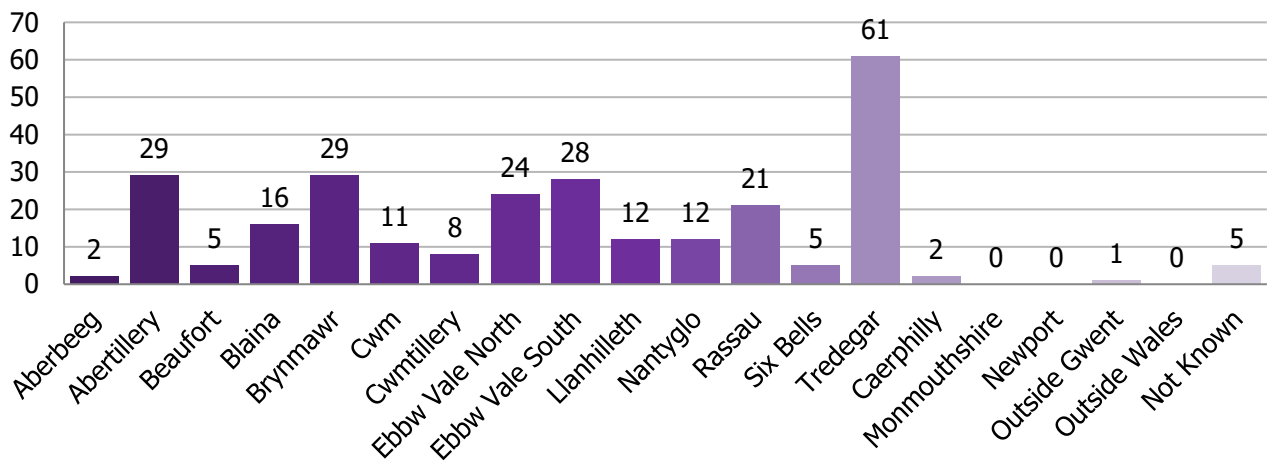
Repeat Referrals



Referrals Source



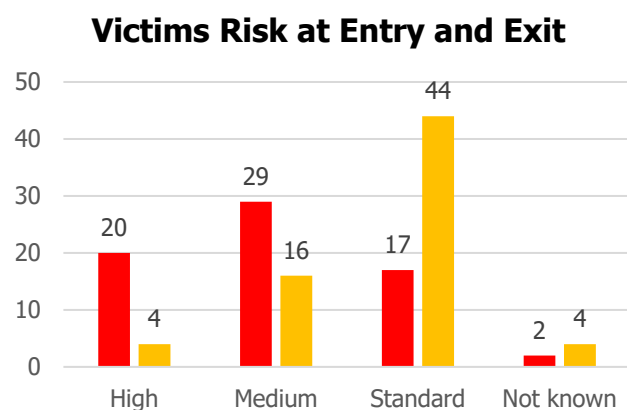
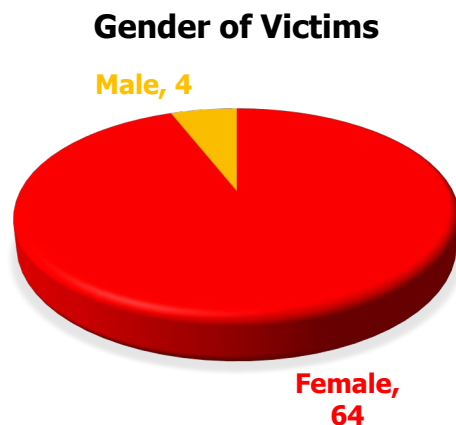
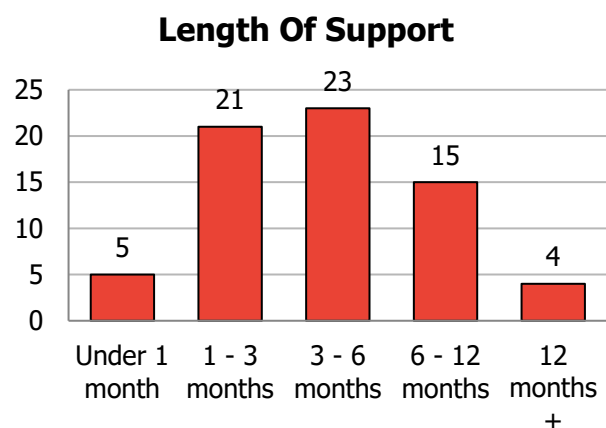
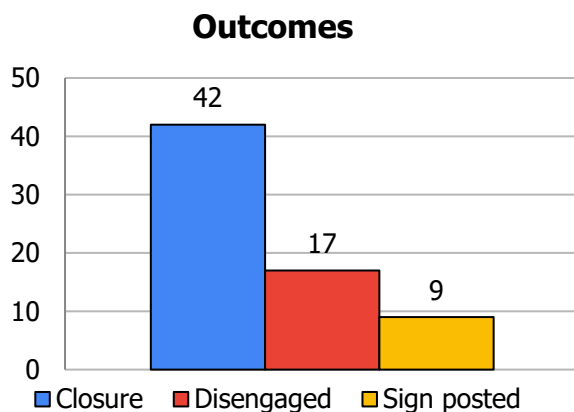
Referrals by Area



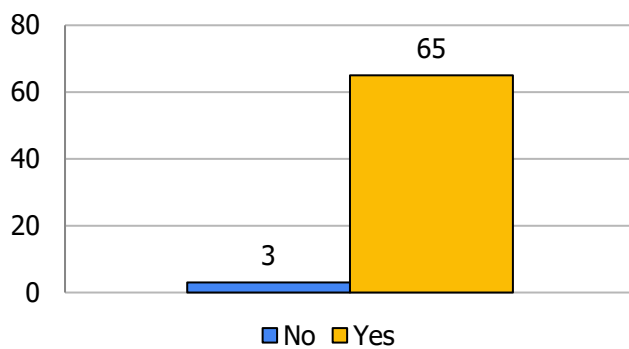
- Female victims continue to be the majority of referrals. There was a slight increase in male victims presenting (6% of referrals as opposed to 5% last year).
- 55% of the referrals were repeat referrals wishing to access further support from us.
- Vast majority of referrals are from Gwent Police (38%) 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

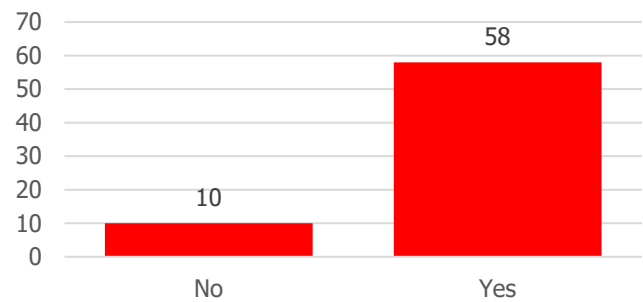
The following graphs provide information relating to clients who engaged with Phoenix DAS victim services during the period 2020 - 2021. This information is gathered at point of exit by way of case closure forms and provides a more detailed picture of victim circumstances, types of support accessed and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



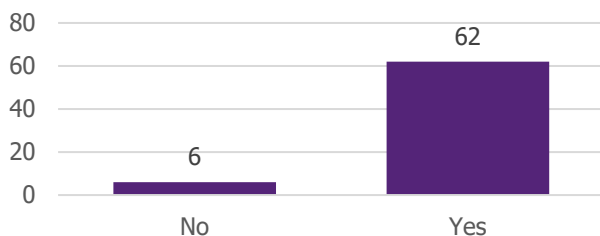
Reduction In Risk



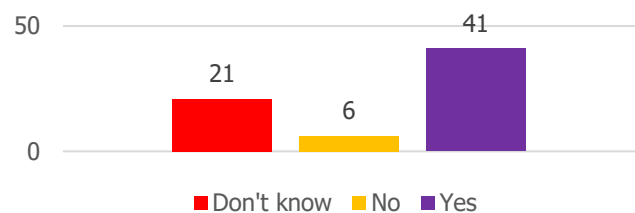
Increased Knowledge & Understanding Victims



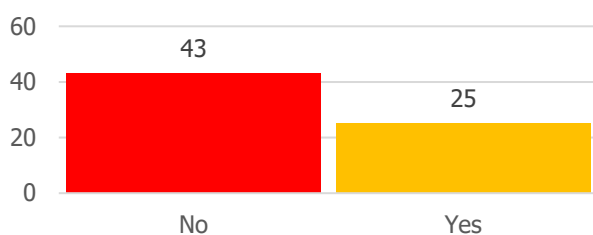
Improved Well-Being & Resilience



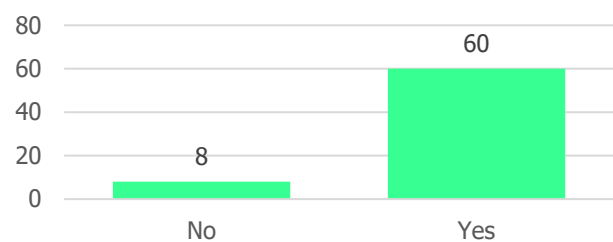
Improved family and social relationships



Programme Engagement Victims



Improvement in health and well-being Victims



- 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	<p>Youth Team:</p> <p>70% of 40 young people engaged.</p> <p>Children</p> <p>80% of 15 children Engaged</p>	<p>Youth Team</p> <p>Youth IDVA= 9 referred 1 Engaged</p> <p>Youth Respect = 22 referred 10 engaged</p> <p>total youth =</p> <p>31 Referrals,</p> <p>11 Engaged.</p> <p>Total children =</p> <p>20 referred</p> <p>16 engaged</p> <p>Youth</p> <p>reduced risk in 85% of 11 engaged</p> <p>Children</p> <p>Reduced risk in 100% of 16 engaged</p>	<p>Frequency of incidents</p> <p>Severity of incidents</p> <p>Victim perception of risk and safety</p> <p>Worker's perception of risk and safety</p>

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

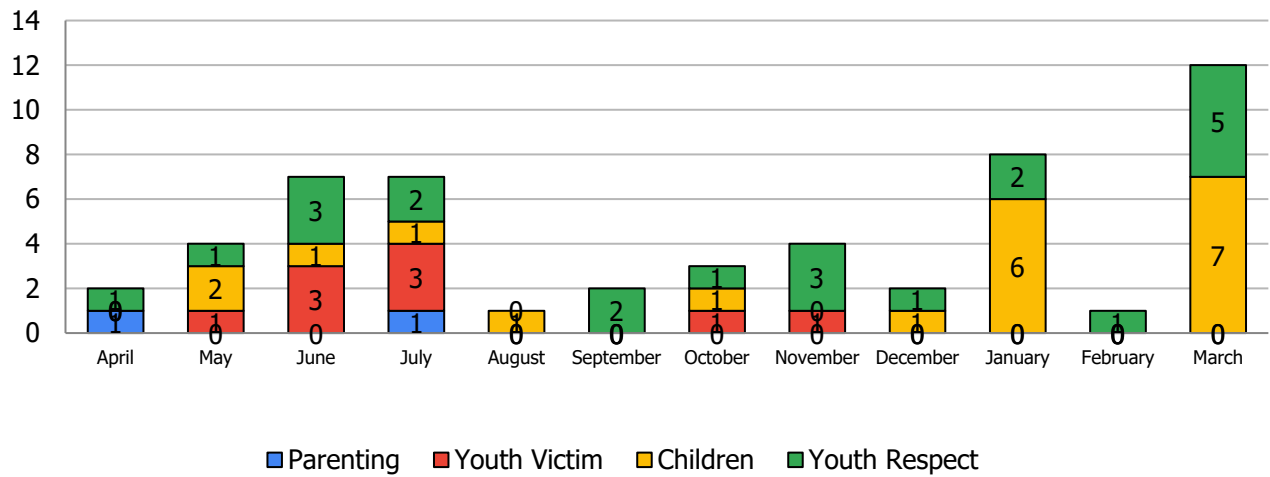
Improved family and social relationships	<p>Youth Team</p> <p>80% of 40 young people engaged.</p> <p>Children</p> <p>80% of 15 children Engaged</p>	<p>Youth</p> <p>85% of 11 engaged</p> <p>Children</p> <p>100% of 16 engaged</p>	<p>Self-perception of quality of relationships with others (intimate partners, family members and social relationships)</p> <p>Worker assessed quality of engagement/relationships with professionals</p>
<p>Improved responses to victims and families through:</p> <ul style="list-style-type: none"> • Institutional advocacy • Continued professional development for staff • Research • Training • Community awareness raising 	<p>Regular recorded supervision recorded with all staff (at least 6 sessions per year)</p>	<p>Completed by Line Manager.</p>	<p>Case managements held within each team to ensure support and continuity within support service.</p> <p>Victim and Family manager attends regional boards and meetings as appropriate.</p>

Comments

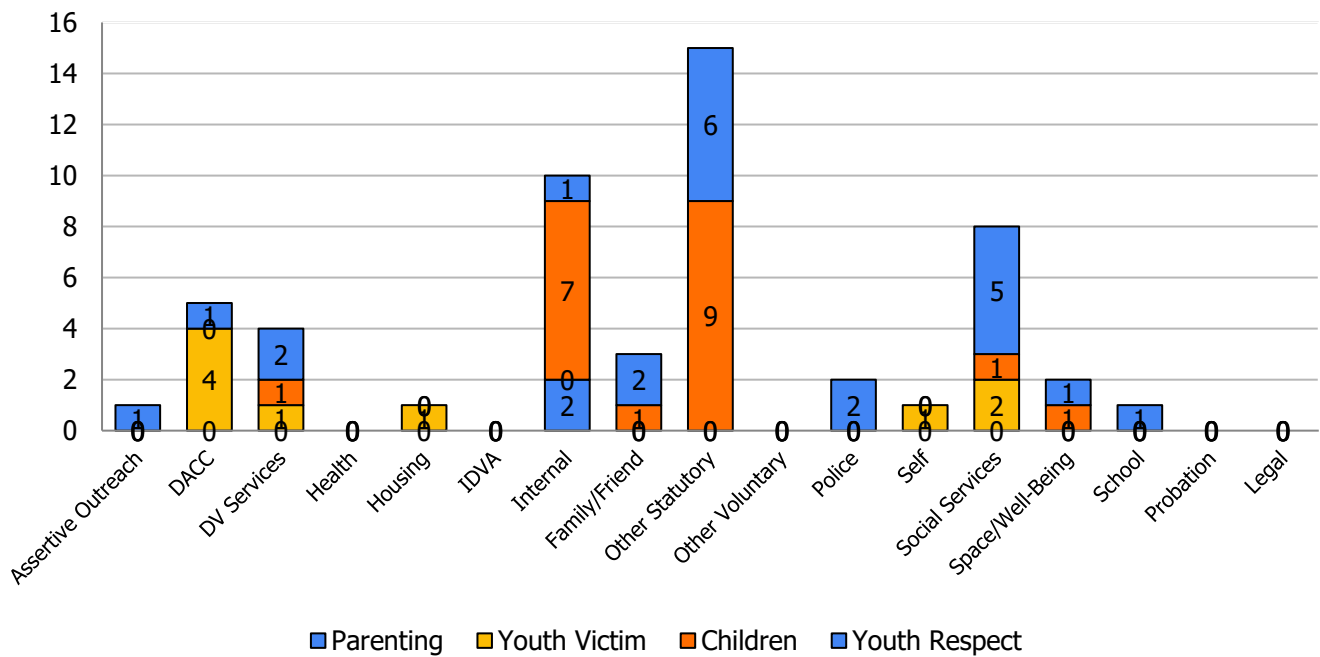
The graphs and figures tell us the following:

- 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

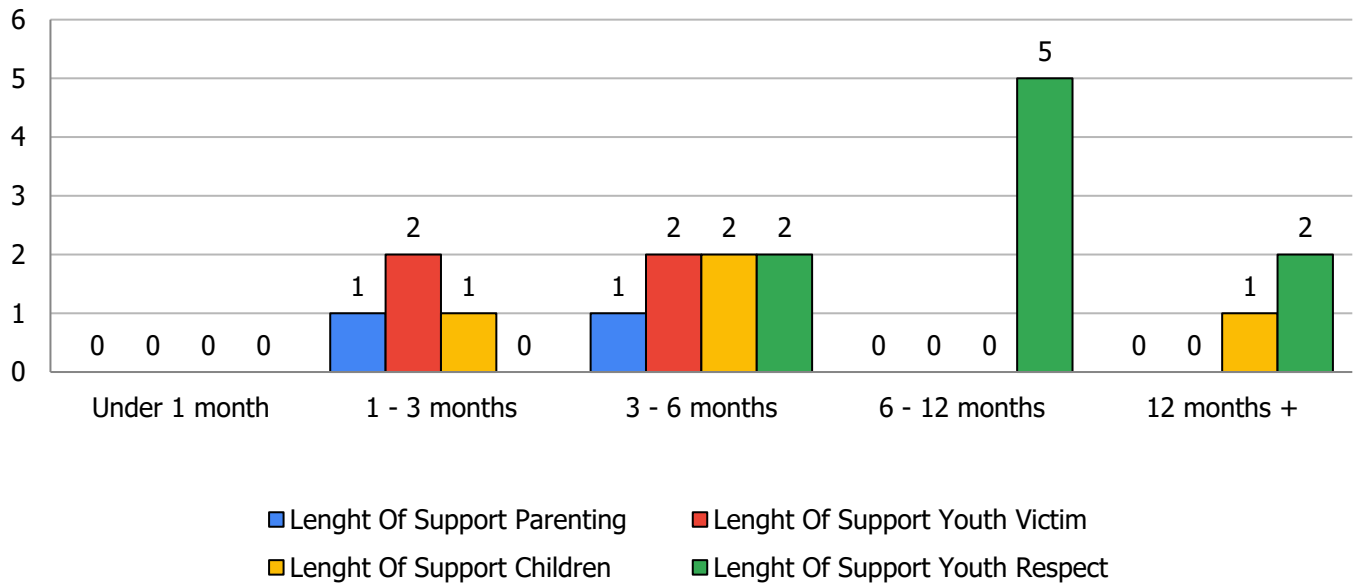


Referral Source

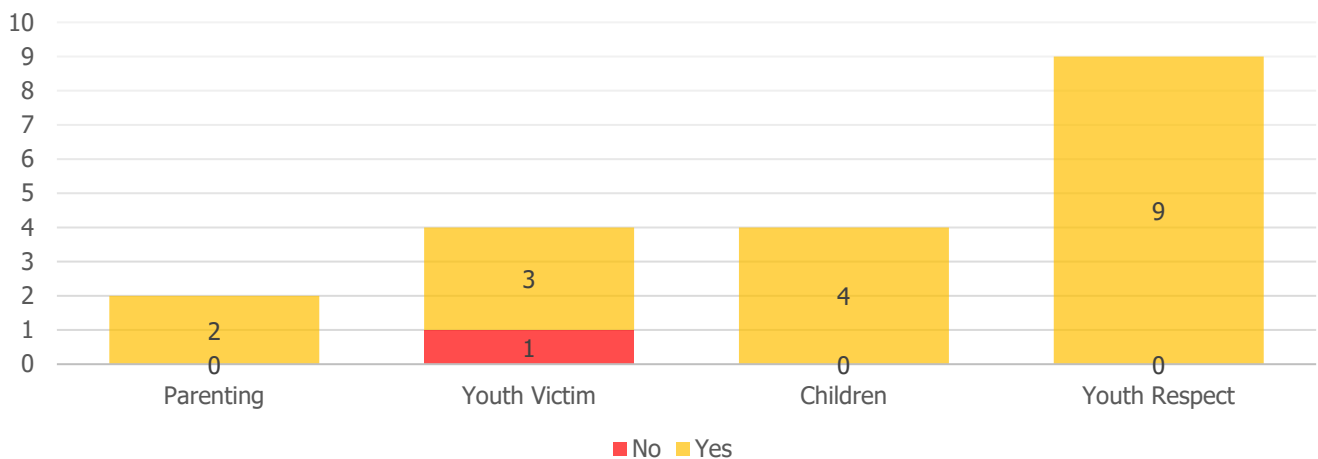


Case Closures

Lenth Of Support



Reduction In Risk



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 team manager on maternity leave - covered by CEO
1 perpetrator officer - full time in post 6 months	3 perpetrator Officers - 2 full time 1 part time (all in post less than 7 months)
1 partner link worker - part time	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	<p>Self- reported levels of abusive and dominant beliefs and behaviours</p> <p>Victim reported levels of abusive and dominant beliefs and behaviours</p> <p>Worker assessed levels of abusive and dominant behaviours</p> <p>Worker assessed levels of abusive and dominant beliefs</p>
Improved family and social relationships	60% of 70 attendees	30 % of 61 engaged	<p>Self-perception of quality of relationships with others (intimate partners, family members and social relationships)</p> <p>Worker assessed quality of engagement/relationships with professionals</p>
<p>Improved responses to victims and families through:</p> <ul style="list-style-type: none"> • Institutional advocacy • Continued professional development for staff • Research • Training • Community awareness raising 	<p>PDP's in place for all staff</p> <p>Regular recorded supervision recorded with all staff</p>	<p>PDP's in place for all staff</p> <p>Regular recorded supervision recorded with all staff</p>	<p>Level of involvement in local, regional and national approaches</p> <p>Level of staff support and development</p> <p>Level of knowledge of professionals trained</p> <p>Reports completed with recommendations</p> <p>Number of community members provided with information</p>

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.

Referrals By Month

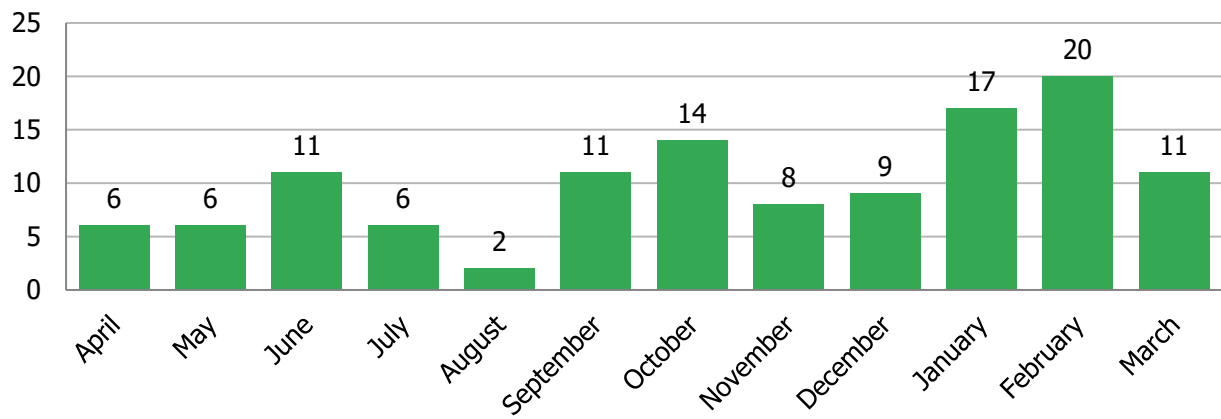


Figure 1. Overall referrals to the perpetrator team April 2020 to March 2021

Referrals By Area

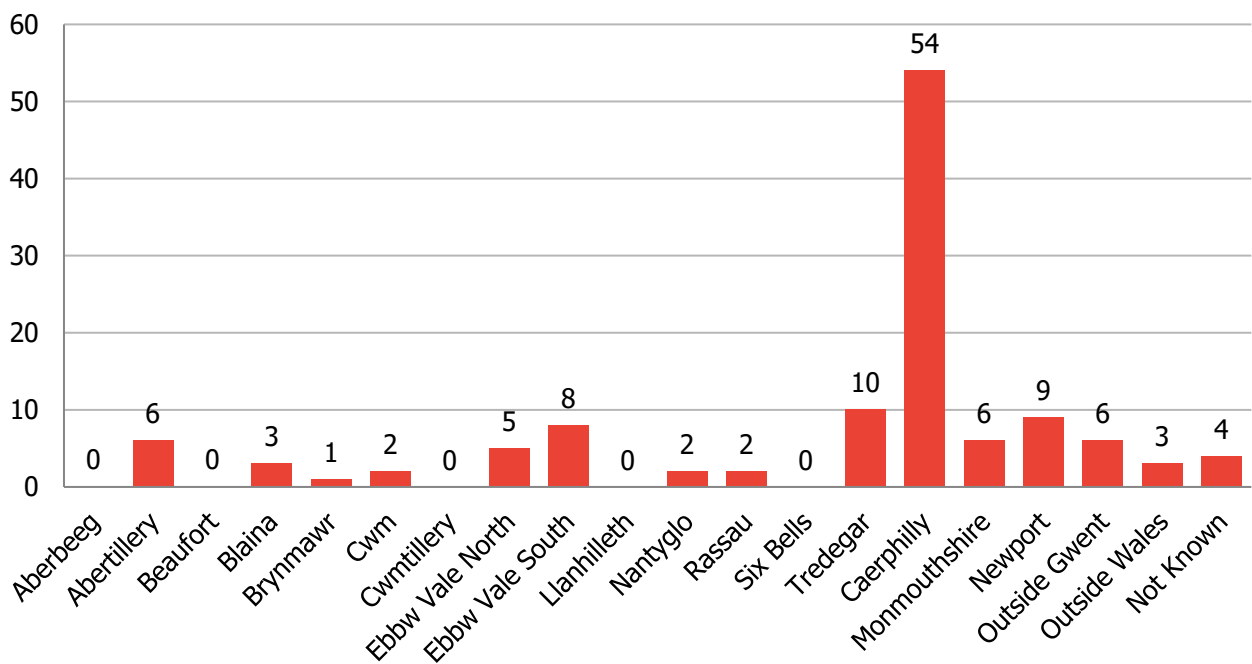


Figure 2 Illustrates referrals received from the areas in Gwent and outside Gwent

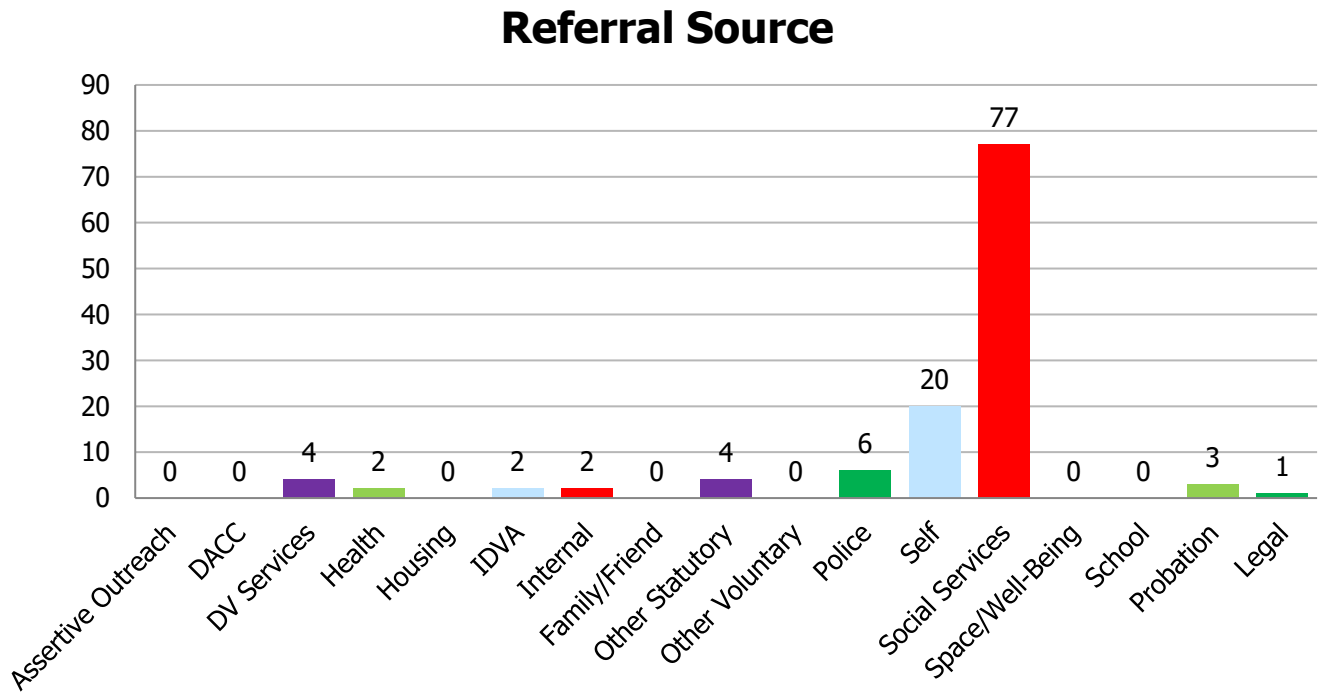


Figure 3

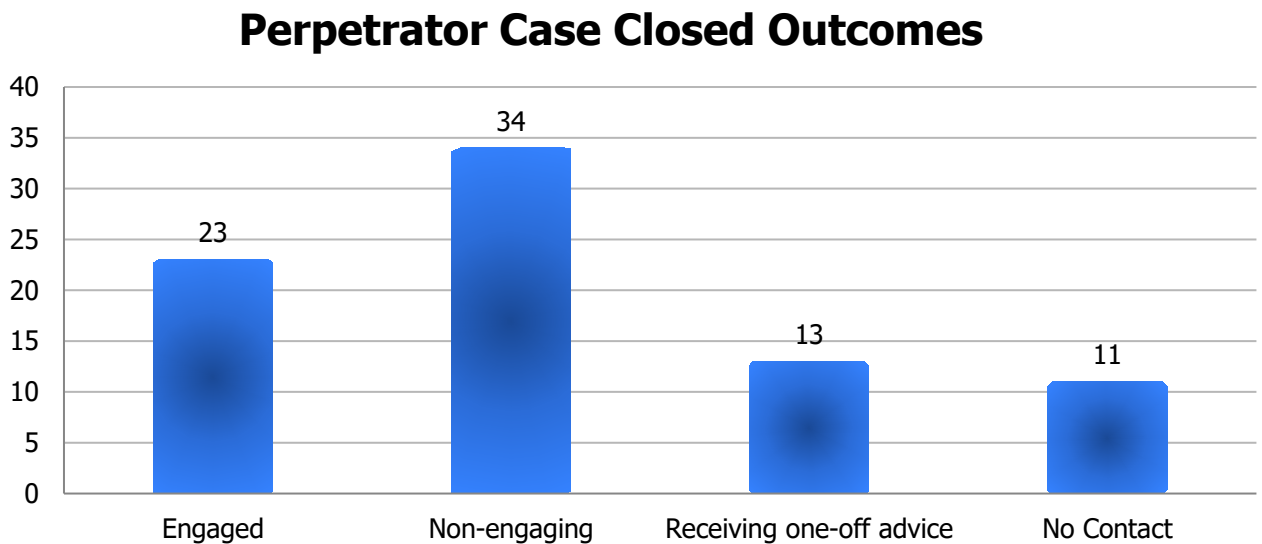


Figure 4 Outcomes for cases closed. Grand total 81

Increased Knowledge and Understanding

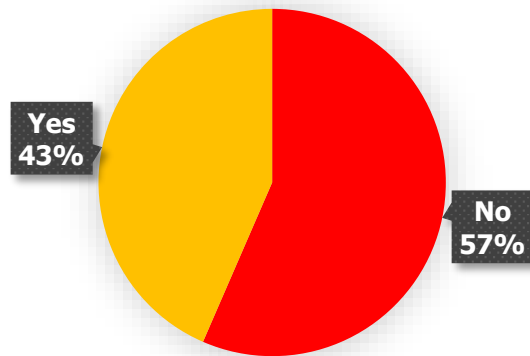


Figure 5 Outcomes assessed by Key Workers about the perpetrator increase in knowledge and understanding.

Reduction In Risk

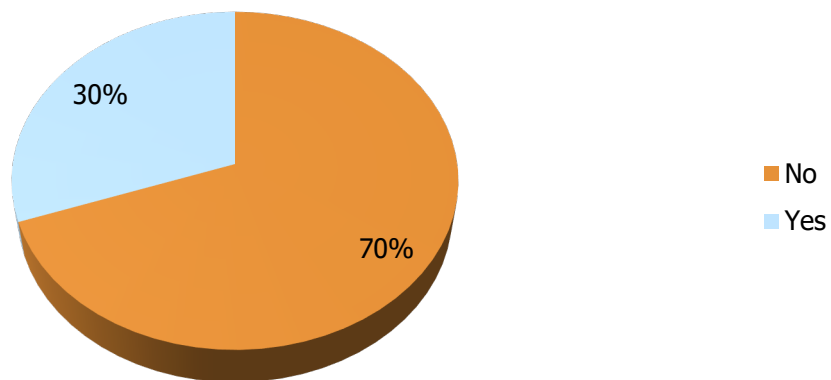


Figure 6 Shows the recorded reduction in risk for perpetrator at closure.

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.

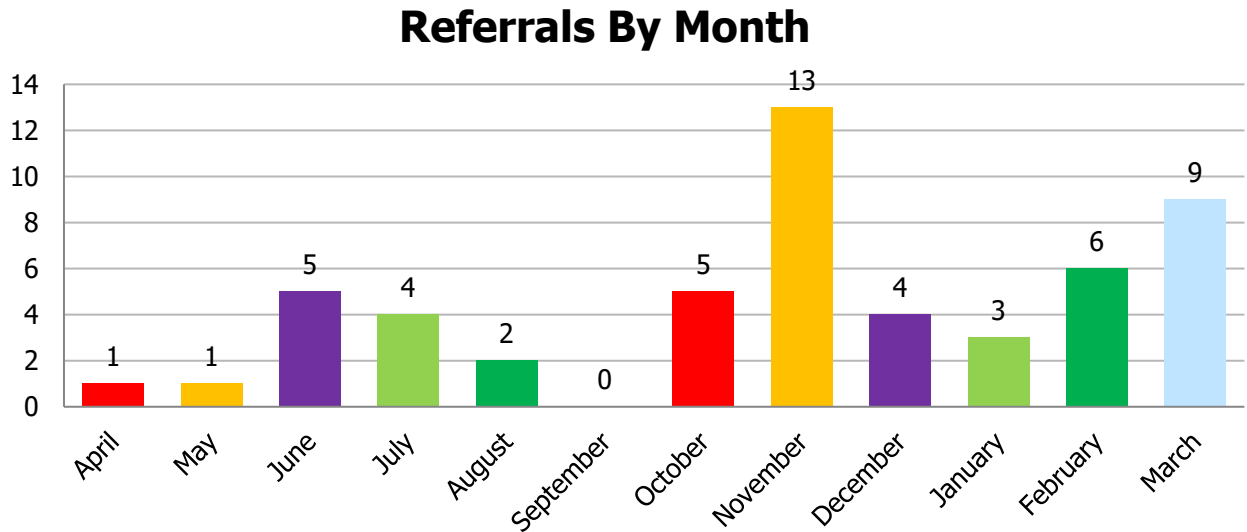


Figure 7. Illustrates overall referrals for PLO each month.

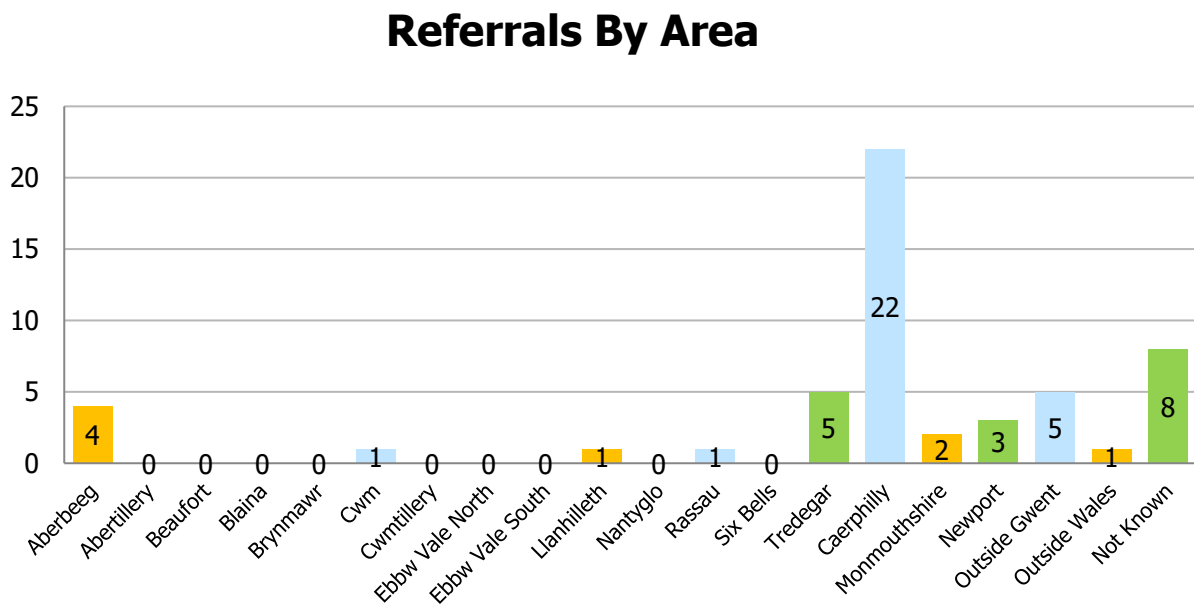


Figure 8. Shows referrals from Gwent and outside Gwent for PLO.

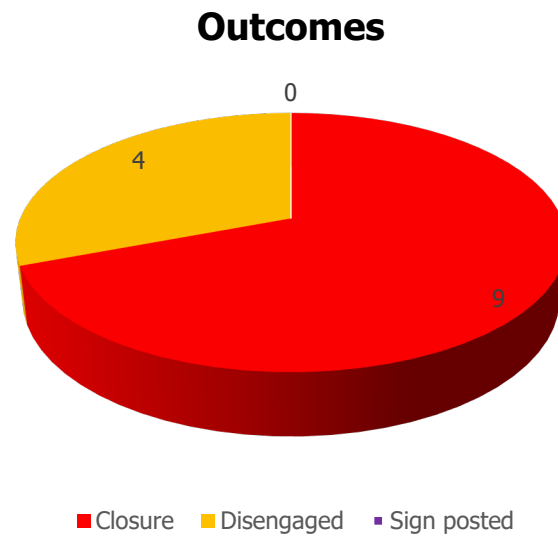


Figure 9. Shows the recorded outcomes for engagement with the PLO.

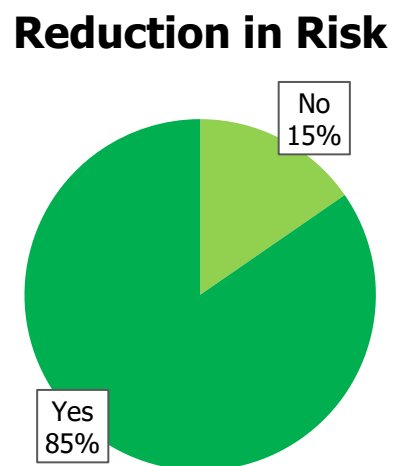


Figure 10. Shows the recorded reduction in risk at closure to the PLO.

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 through 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

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 2021

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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 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

	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total</u> <u>this year</u>	<u>Total</u> <u>last year</u>
	£	£	£	£
INCOMING RESOURCES				
<u>Voluntary sources</u>				
Donations	2,017.91	-	2,017.91	6,215.87
<u>Grants received</u>				
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
<u>Miscellaneous Resources</u>				
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


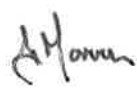
PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2021
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	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	<u>2021</u> £	<u>2020</u> £
<u>FIXED ASSETS</u>			
Freehold property at cost - Phoenix House, Surgery Road, Blaina (Incl. Enhancement expenditure)		216,752.80	216,752.80
<u>CURRENT ASSETS</u>			
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
<u>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</u>			
Expense creditors	6	49,064.66	1,710.00
NET ASSETS		415,639.66	357,420.10
 <u>FUNDS OF THE CHARITY</u>			
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

<u>Signature</u>	<u>Print Name</u>	<u>Date of Approval</u>
	SONIA BEHR	09/12/21
	Guy 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

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

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

NOTE 4 - DEBTORS AND PREPAYMENTS

Analysis of debtors: amounts falling due within one year

	<u>2021 (£)</u>	<u>2020 (£)</u>
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
	<u>102,747.45</u>	<u>79,596.08</u>

NOTE 5 - CASH AT BANK AND IN HAND

	<u>2021 (£)</u>	<u>2020 (£)</u>
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
	<u>145,204.07</u>	<u>62,781.22</u>

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	<u>2021 (£)</u>	<u>2020 (£)</u>
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
	<u>49,064.66</u>	<u>1,710.00</u>