

PHOENIX DOMESTIC & SERVICES

**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

	<u>Unrestricted</u> <u>Funds</u>	<u>Restricted</u> <u>Funds</u>	<u>2024</u>	<u>2023</u>
	£	£	£	£
<u>INCOMING RESOURCES</u>				
<u>Voluntary sources</u>				
Donations	693.04	-	693.04	3,473.35
<u>Grants received</u>				
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
<u>Miscellaneous Resources</u>				
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


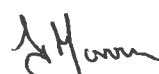
PHOENIX DOMESTIC ABUSE SERVICES - CHARITY NUMBER 1112039
ANNUAL ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2024
SECTION A - STATEMENT OF FINANCIAL ACTIVITIES (CONT'D)

	<u>Unrestricted</u> <u>Funds</u>	<u>Restricted</u> <u>Funds</u>	<u>2024</u>	<u>2023</u>
	£	£	£	£
<u>RESOURCES EXPENDED</u>				
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 £
<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 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
<u>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</u>			
Expense creditors	6	4,989.75	12,531.32
NET ASSETS		371,232.33	501,165.21
 <u>FUNDS OF THE CHARITY</u>			
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
	GLYNDWR MORVAN	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

	<u>2024 (£)</u>	<u>2023 (£)</u>
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

	<u>2024 (£)</u>	<u>2023 (£)</u>
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	-
	<u>31,646.03</u>	<u>125,009.46</u>

NOTE 5 - CASH AT BANK AND IN HAND

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

NOTE 6 - CREDITORS AND ACCRUALS

Analysis of creditors: amounts falling due within one year

	<u>2024 (£)</u>	<u>2023 (£)</u>
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
	<u>4,989.75</u>	<u>12,531.32</u>

Phoenix Domestic Abuse Services Impact Report 2023–2024

Reducing Risks , Saving Lives, and Building Futures.



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.

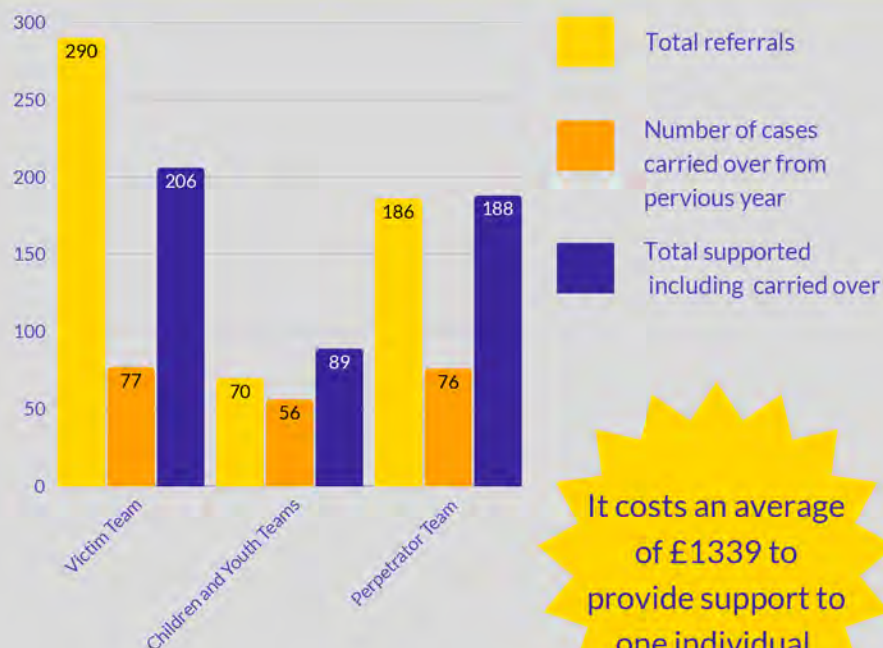
Changes per team were as follows:

Victim Team - increase of 14 (5%)

Children and Youth Team - decrease of 20 (22%)

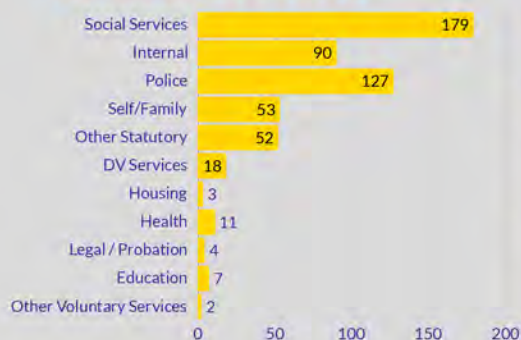
Perpetrator Team - decrease of 73 (28%)

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.

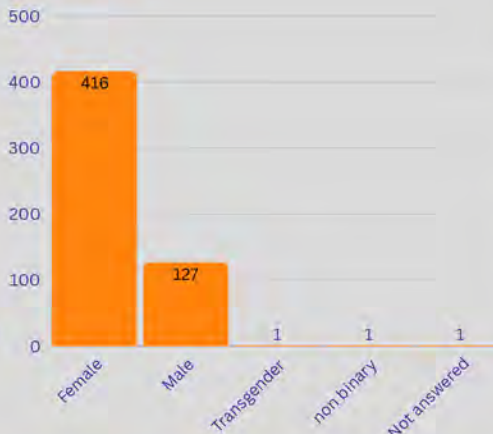


It costs an average of £1339 to provide support to one individual

REFERRAL SOURCE



GENDER



AREA



546

Total referrals in
2023- 2024

64%

Engagement
rate

483

Individuals
supported

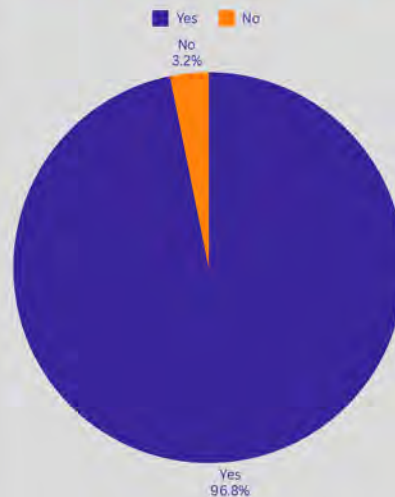
Whole Service Overview

2023-2024 - Impact

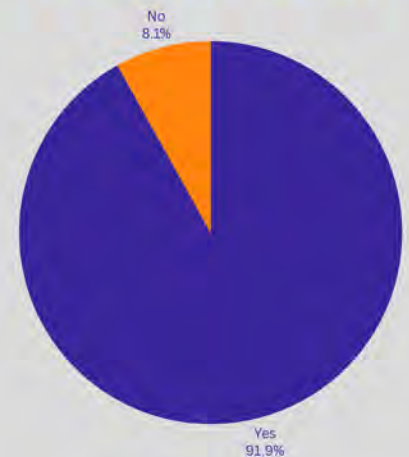
All cases are monitored at closure to review outcomes that we have achieved with our interventions. Each outcome is assessed through a combination of measures including objective and subjective factors.

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

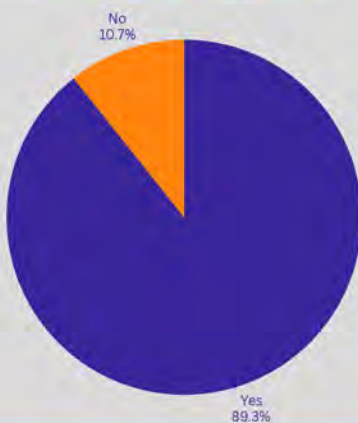
REDUCTION IN RISK



INCREASED KNOWLEDGE AND UNDERSTANDING OF DOMESTIC ABUSE



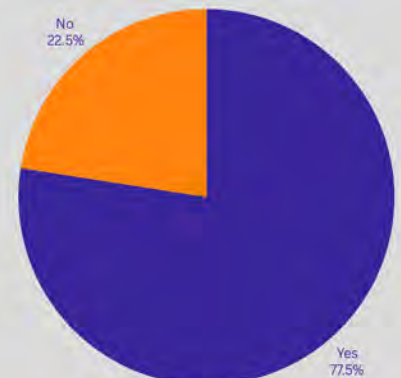
IMPROVED FAMILY AND SOCIAL RELATIONSHIPS



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

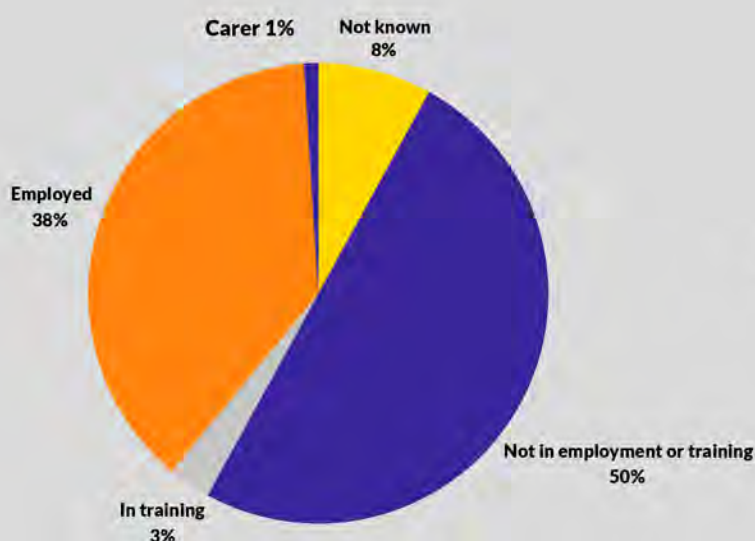
N.B for 49% of referrals the risk level was 'not known' at referral point

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...

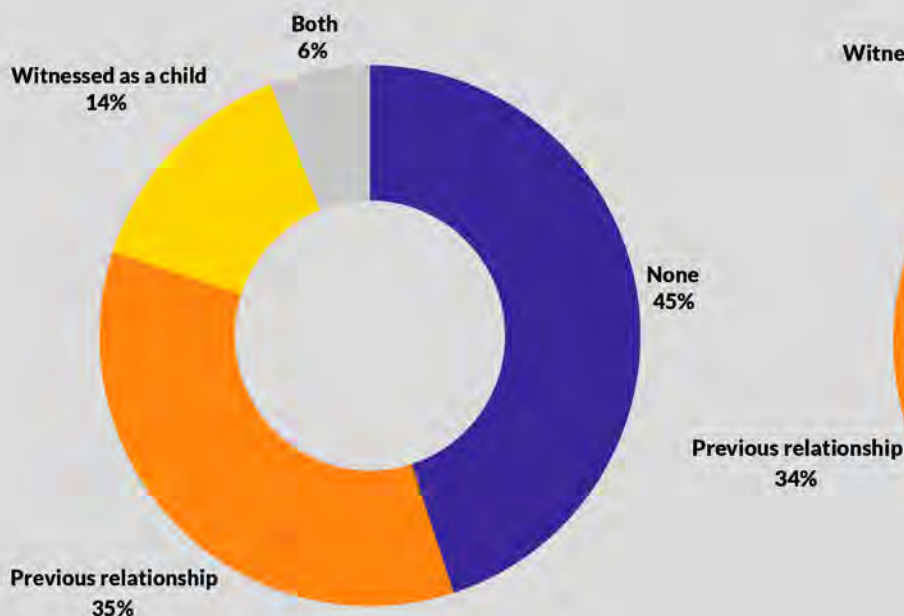


48% of those asked said they had experienced multiple adverse childhood experiences (ACE's)

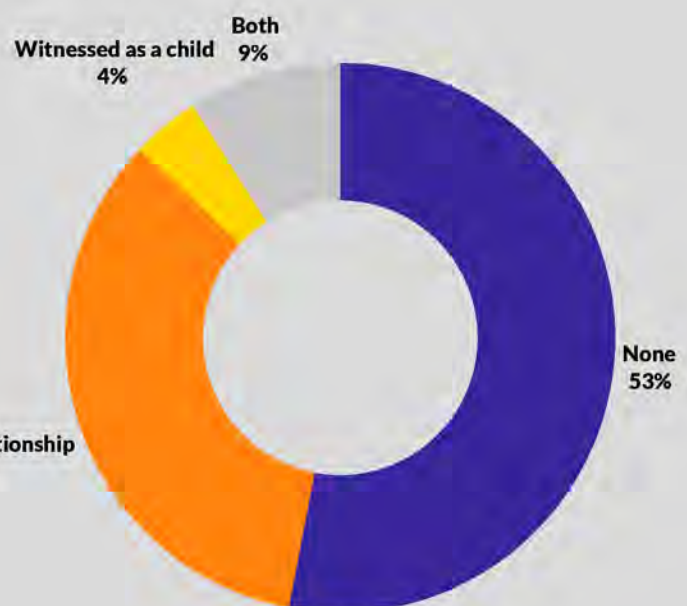


Overall 49% of clients told us that they'd had previous experience of abuse. The breakdown of these figures were quite similar for perpetrators and victims

Perpetrators



Victims



Through the years

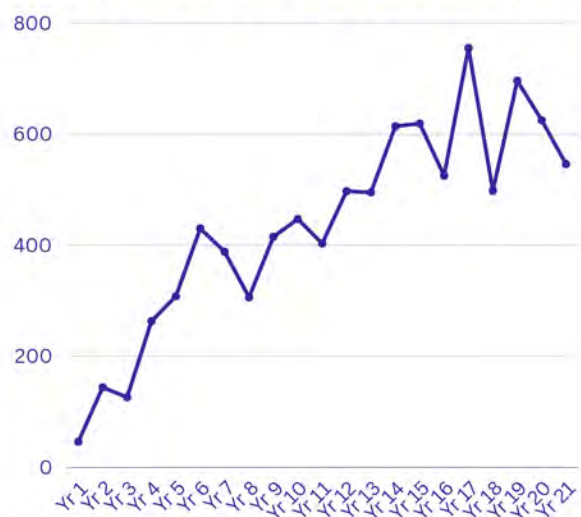


This year marked 21 complete years of operation for Phoenix.

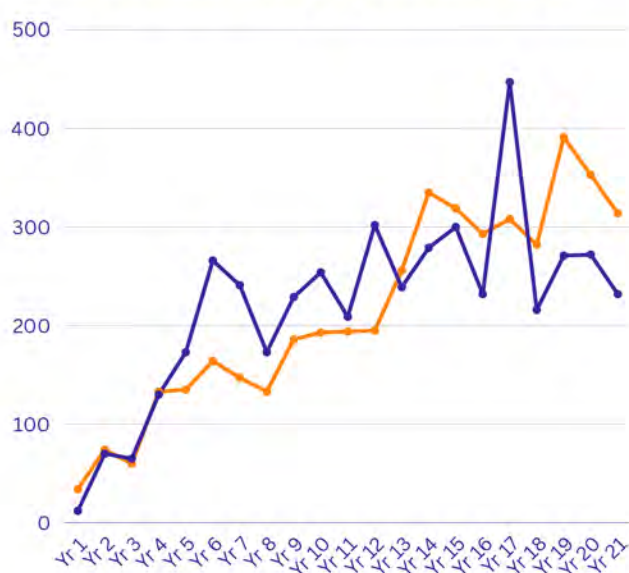
The graphs on this page represent the key figures across these years. We can see from this that although there are fluctuations in actual figures the rates of engagement have remained static at around 57% since our 18th Year of operation (2019 - 2020).

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

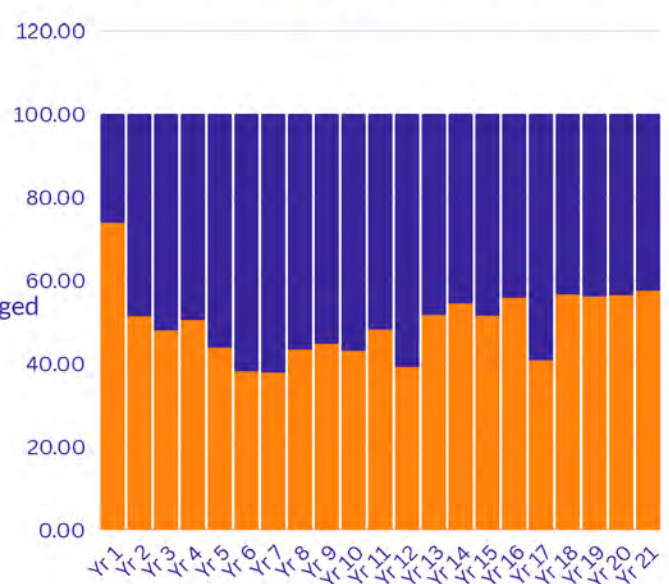
21 YEARS OF REFERRALS



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

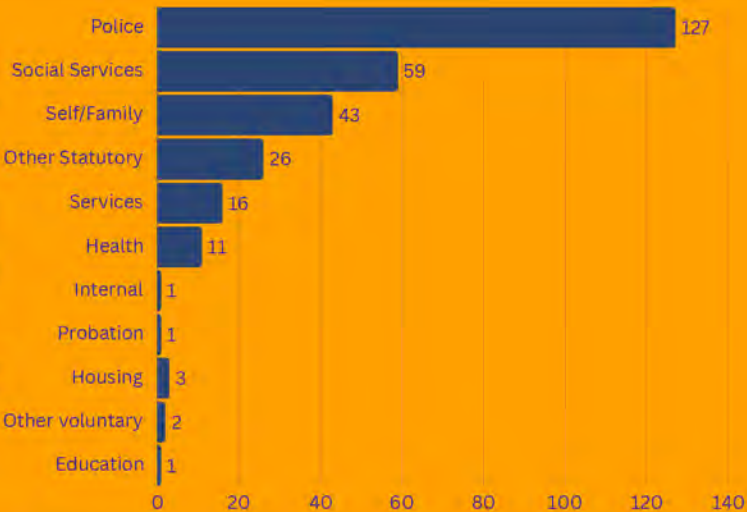
56%

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

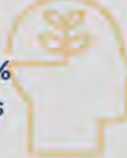
77 %


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

Total referrals
12

Assessed to be primary aggressor
1

Male Victims

Average age
33

Total engaged
3

Engagement rate
25%

"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"

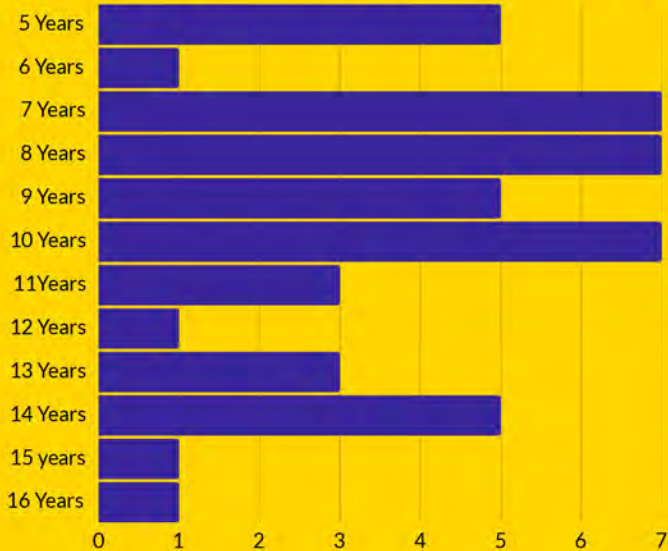
"Its really welcoming and everyone here is really supportive"

Children's Recovery Team



Children supported

AGE AT REFERRAL OF ALL ENGAGED

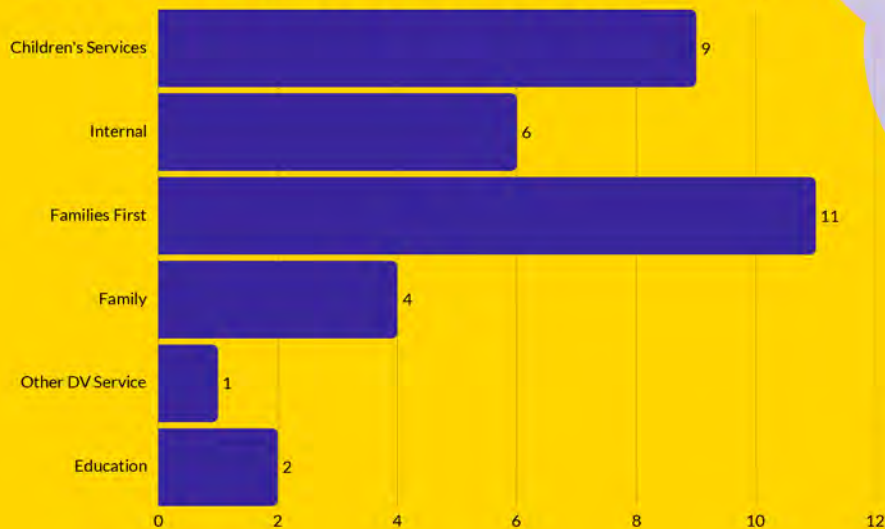


Carried over = 30
New Referrals = 33
Total = 63



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

REFERRAL SOURCE OF NEW REFERRALS



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.



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.

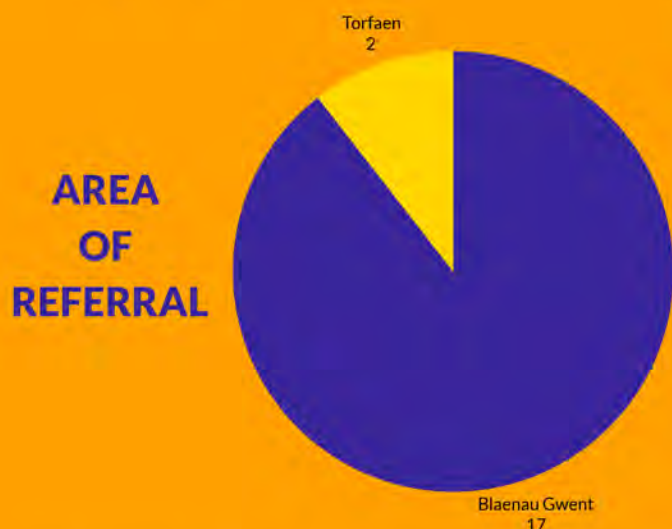
The worker uses various tools to help Archie recognize and discuss his fears and emotions, and develop coping skills. Activities include creating a mindfulness jar, a worry bag, exploring emotions and what he can and can not control. A "Stop/Go" system is implemented for children on the Recovery Team 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 O U T H r E S P E C T

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.



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

BEHAVIOURS DISPLAYED

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



73% displayed
physical abuse



53% displayed
criminal damage

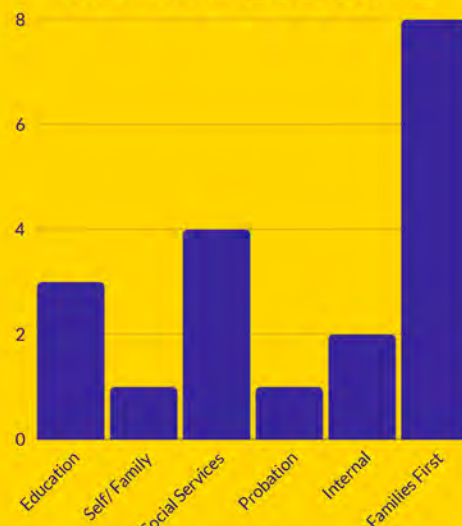


73% displayed
threats to harm
(to the primary victim, themselves or siblings)



27% displayed
financial control

REFERRAL SOURCE



"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.

INTERVENTION TEAM

CHANGE

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

93

Perpetrator
referrals

46

carried over from
previous year

95

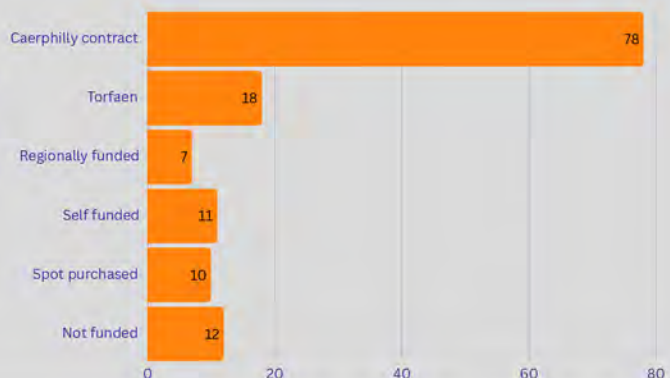
Individuals
engaged

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

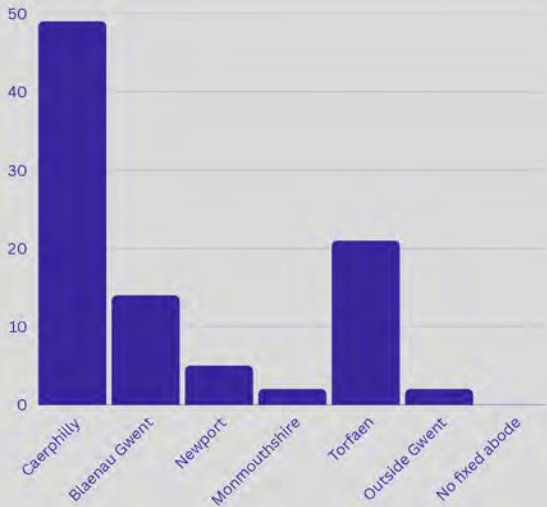
655

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



PARTNER LINK OUTCOMES



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



Gwent Violence Against Women, Domestic Abuse and Sexual Violence
Trais yn Erllyn Menywod, Cam-drodd Domestig a Thrais Rhywiol Gwent

