

Preston Domestic Violence Services

Annual Report 2022 - 2023



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A Message From Our Chair



Another year has passed and the time has come around for the Annual Report of Preston Domestic Violence Services. This gives me another chance to write about the fantastic work PDVS does in the field of domestic abuse and violence. This is an area which seems to be highlighted more and more in our national life as attention, quite rightly is shone on it.

I would like to start by thanking the staff who always rise to the challenges presented. I would like to mention especially our Business support manager, Julie, who left after many years involvement in PDVS. I would also like to thank our long serving and very hardworking Manager, Salma, who holds it all together.

I could not be Chair (and indeed I have remained in that role) without the help and support of the small but very dedicated band of committee members who between them have very many years' experience in this field. Thanks to Jackie, my right hand woman the Vice Chair, Janice our highly experienced Treasurer, a vital role in a charity, and of course Rachel, Sarah and Chana who like Jackie and Janice give so much of their time. I can't forget Cllr Anna Hindle from PCC for her involvement and support.

We would be nowhere without our funders so a huge thanks to the National Lottery, Preston City Council, Lancashire County Council and Community Gateway Association who provide valuable practical support and allows us to carry on.

Please if you are not already a member do become one and if you are please spread the word to family, friends and colleagues. Do join the 200 club - a fantastic way to help us financially with the chance to win a cash prize!

It is still very evident looking at statistics that a small, community based charity like ours has a vital part to play. Our longevity says a lot and 2024 sees our 30th anniversary. We will be reflecting on our role, how we can develop even more and be more sustainable and we hope to see as many of you as possible as we celebrate our many achievements.

Thank you for reading this.

Catherine Turner
PDVS Chair



Helpline

Our helpline provides advice, support and a listening ear to victims of domestic violence. Available during office hours and callers can also leave a voicemail out of hours for our support workers to get back to them.



Outreach Service

For any victim of domestic abuse whether current or historical, whether they are still in contact with the perpetrator or not. We provide a non judgmental one to one service offering emotional and practical support. We offer a flexible approach and support offered is designed together with the service user to best meet their needs.



Hope Service

The Hope Service encompasses our Advice Service providing emotional & practical support for victims & survivors of domestic abuse. Signposting and referrals for ongoing support. A specialist Counselling Service provided by person centred student counsellors who have all undertaken specialised training with us at PDVS. The Freedom Programme is an empowering educational group programme designed to educate women on the tactics and patterns of abusive behaviour.



Sanctuary Service

In partnership with Preston City Council, the Sanctuary Service offers domestic abuse victims who are no longer in a relationship with a perpetrator the option to have additional security measures put in place at their home. We provide a security survey and arrange for contractors to implement the suggested security measures to make the property as safe as possible, allowing victims the option to remain in their homes feeling safer.



Service Overview

01. Advice Service

187 Referrals received
103 Service Users Accessed

02. Freedom Programme

45 Referrals received
27 Women Engaged

03. Counselling Service

44 Referrals received
15 Service Users Received 12 Weeks of Counselling Sessions

04. Outreach Service

85 Referrals received
49 Victims had 1:1 Support

05. Sanctuary Service

50 Referrals received
13 Actioned by PDVS
17 Actioned by other Housing Providers
20 Withdrew / Ineligible for Support

06. Helpline Calls

554 Helpline calls
received

April: 52

May: 52

June: 66

July: 61

August: 63

September: 55

October: 42

November: 39

December: 25

January: 39

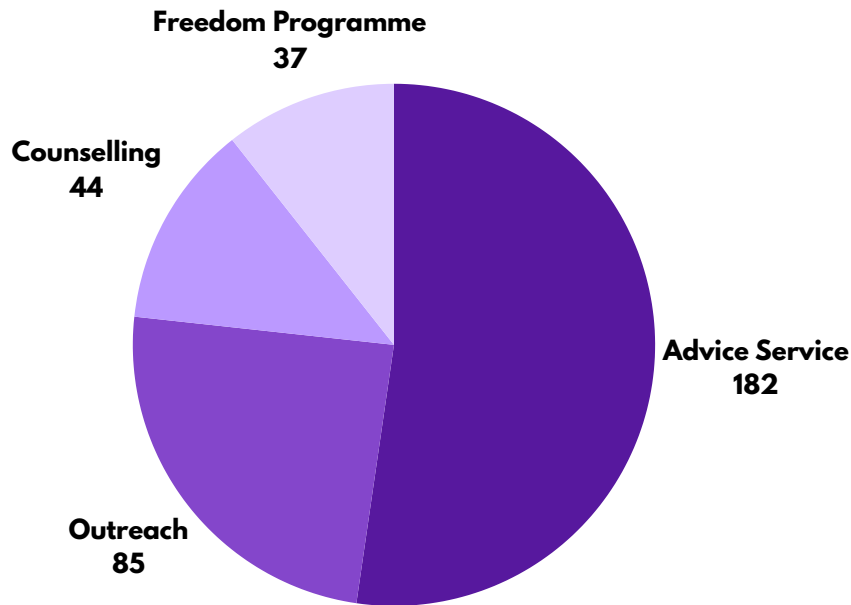
February: 25

March: 35



Referral Data

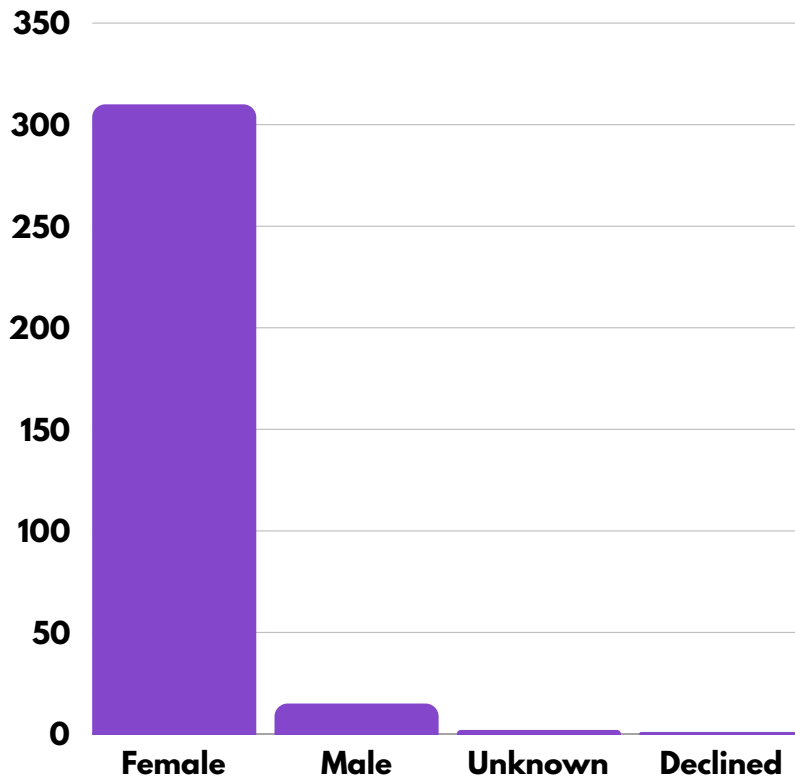
Breakdown of referrals by service:



328

individuals were provided with support (with some accessing more than one service)

Gender Breakdown



400

referrals received into our services for ongoing support in 2022 - 2023

Referral Source	No
PDVS Helpline	127
Lancashire Victim Services	74
PDVS Advice Service	45
Mental Health Services	35
Outreach Service	33
Other Services	33
PDVS Freedom Programme	18
Counselling Service	11
Housing Associations	9
Children's Social Care	5
Health Services	4
Drug & Alcohol Services	4
Refuge Accommodation	2

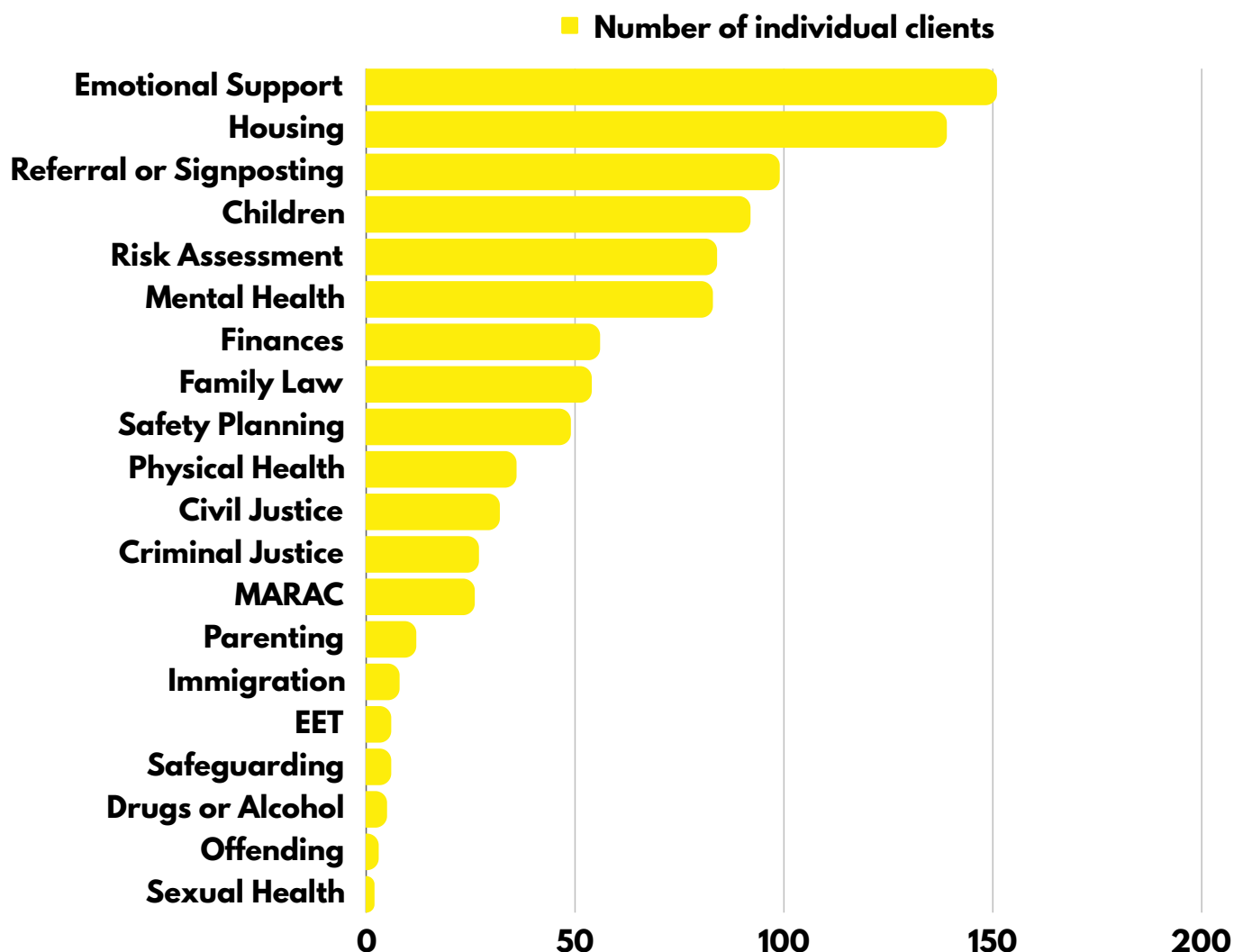


Of the 328 individuals supported 177 lived in Preston

At intake the following vulnerabilities were reported:

- 92 reported having mental health related issues
- 20 reported physical health related issues
- 7 reported alcohol related issues
- 8 reported drugs related issues
- 3 reported offending behaviour related issues
- 12 reported no recourse to public funds related issues
- 24 reported having multiple vulnerabilities

Areas of Support



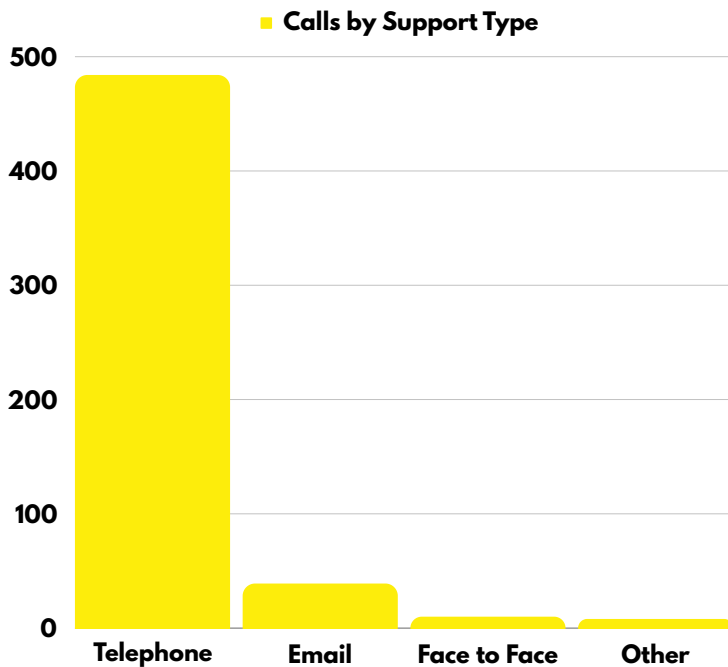


Helpline Statistics

554

calls taken on the
Helpline this year

The Helpline encompasses calls to our dedicated Helpline number and other forms of contact such as emails, WhatsApp messaging, drops ins and short term face to face appointments.



Primary Purpose Of Contact:	No of Calls
Information and referral into PDVS	224
Information about rights and options	67
Search for / referral into refuge	66
About a client	49
Emotional support / listening	49
Attempting contact	40
Message for service	27
Donations	9
Unclear	8
Awareness raising / leaflet request	2

Support Provided To:	No of Calls
Survivor	343
Professional	130
Third Party	40
Caller not eligible for support	17
Unknown	8
Alleged Perpetrator	2

At year end

103

individuals had received support through the advice service (with a further 18 in the process of being booked in).

All new service users referred into the advice service are able to receive initial support within

2 WEEKS

The DASH is completed with them and relevant support put in place.

Case Study

Mrs X contacted the helpline in April 2022 to access support after she realised during her counselling session that she was experiencing abuse. This was mainly emotional and financial abuse but Mrs X stated that her husband had been physically abusive towards her a few times previously. She had been married for 14 years and stated that the abuse had started 3 years into their marriage and she had normalised it hoping that things would get better. An advice service appointment was arranged with Mrs X. During her appointment Mrs X advised that she had previously tried to separate in 2018 but her husband had persuaded her to reconcile, promising that he would change. After a few weeks the allegations started again and then the abuse and controlling behaviours started. Mrs X feels that this has increased and is now wanting to divorce her husband and for him to leave the property. Mrs X disclosed that the financial abuse was getting worse and so were the controlling behaviours. We discussed her seeking legal advice regarding a divorce and him leaving the property.

Mrs X stated that the mortgage was in her name only but he refuses to leave. Advised her that she would need to discuss this further with a solicitor. Also discussed that once he had left the property there were other options available to her such as applying for a non-molestation order to stop further abuse or contact. Discussed reporting or logging the abuse with the police but she was reluctant to do this and was emotional. Discussed that the police could help her with removing her husband from the property, but she declined and advised that if the abuse got any worse she would call the police. Emotional support was provided at length and discussed that this could be done when and if she felt ready. Mrs X advised that her husband has told her many lies throughout their marriage and she has constantly felt on eggshells. We discussed her safety and Mrs X stated that she is not afraid of him and feels safe when she is at home. We completed a DASH and an Outreach referral was made to access ongoing emotional and practical support.

Advice Service User Feedback

"I am looking forward to accessing the Outreach support hopefully it will help me build on my confidence and self esteem. I am really grateful for the support and I am determined to lead a happier life."

Freedom Programme



Case Study

I received a referral for the freedom programme for Mrs B in August 2022 from the Outreach service. I contacted Mrs B to offer her to join the current freedom programme group, but she advised that she would prefer to start the next group. Mrs B has been receiving ongoing support from the Outreach service after separating from her husband after 16 years and experiencing abuse.

She has had her husband removed from the property from the police after the abuse escalated and has recently divorced him. There is now a non-molestation order in place and an occupation order in place so she can remain in their property. Her ex-partner now living in a different area so Mrs B feels safe and any contact from the perpetrator Mrs B reports to the police. There are still ongoing financial settlements to be sorted but this is being done by her solicitor. Mrs B felt she is ready to access the freedom programme to help regain her self-esteem and confidence and learn about the tactics used, attitudes and beliefs of the perpetrator and red flags. Coming to terms with what they have experienced and understanding that it's not their fault.

Mrs B started the freedom programme in November 2022 and completed this in February 2023 after attending all 12 sessions.

45

referrals received

27

women attended the programme

4

programmes delivered this year

Service User Feedback:





“Attending the Freedom Programme helped me to understand what had happened to me. It was as if it had literally been written about HIM. After each session I re-read the chapter of the book and highlighted the behaviours he displayed and the ways he made me feel. I couldn't believe how much of the text I was highlighting. This helped me realise his behaviour followed a pattern, and that it wasn't my fault, and I shouldn't be ashamed of myself. It's him who should be utterly ashamed.

Before I started the programme I found it very difficult to talk about what had happened to me over the years. Firstly, because I simply couldn't stop crying if I did, but also because I somehow felt I shouldn't be talking to people what had happened (I don't know why I thought that). I began to find it easier to talk in the sessions without crying after the first few weeks, and also began to think, if this was a course about being burgled I wouldn't feel so ashamed about telling people. Hence, I gradually found it easier to talk about, which in turn made it easier to accept what had happened, and therefore begin to move forward, albeit in baby steps. Importantly, it has also made me aware of so many red flags which I chose to ignore- and would certainly never ignore again. It also emphasised at the end of each session that not all men are like that, and it explained the personality of a caring and non abusive partner.

I'm very pleased that I attended. I'm not saying I'm perfectly OK now; I still have bad days, and still have times when I randomly burst into tears, but the Freedom Programme has made me more knowledgeable, feel stronger, and made me more aware of what has happened to me, allowing me to begin to live my new life. Thank you Kerry.”

Outreach Service



-  1:1 Support given provided to 49 victims.
-  Support provided to victims who were still in abusive relationships as well as those who had experienced historic abuse.
-  The support ranged from 2 weeks to over a year depending on need.
-  The “Empowerment Star” assessment tool is used to assess need and track progress made towards achieving positive outcomes.

BAME Outreach Case Study

NP is a 39 year old female of Indian descent with 3 children living in private rented accommodation in the Preston area. NP's native language is Gujarati, her English is limited. She was referred to the Outreach service via the helpline by an organisation called Sharing Shores. NP is a victim of domestic abuse from her husband. She has experienced physical, emotional, financial and sexual abuse alongside controlling behaviours from her husband. She originally came to the UK in 2006 on a Spousal visa- divorced in May 2017 due to domestic violence. She met her current husband through friends and family, he was from India but in the UK on a student visa, he convinced her that his application was being processed. They married in Feb 2018. He would not use contraception or allow her to use birth control as he believed having a child would strengthen his application to stay in the UK. NP gave birth to a baby girl in Jan 2019, he left the family home shortly after and would visit on occasions staying for short periods of time. He made an application to have contact with his daughter. CAFCASS were involved. NP needed help and support around the domestic abuse she had experienced alongside emotional support regarding the ongoing application for child contact. During a home visit, it came to the attention of the SW, the property that NP was living in was in a state of disrepair and this needed addressing with the relevant authorities. NP needed help in making an application for DLA for her son. NP needed advice and guidance on how to make an application for an Islamic divorce through the Shariah council. She regularly rings the helpline if she is struggling with any personal issues. NP has been offered regular emotional and practical support over the phone and face to face. PDVS has supported her in translating any documents from the courts and solicitors regarding child contact. At times NP feels quite emotional about the abuser having contact and she feels the court process is working in the abuser's favour. PDVS have encouraged her to cooperate fully with the solicitor and courts regarding child contact. PDVS have worked closely with PCC housing standards to bring to attention and report the poor state of repair and condition that NP and her children are living in. PCC- housing standards are actively involved and have contacted the landlord to report these concerns. The landlord has agreed to complete all the necessary repairs to the house addressing all the areas of health and safety too. DLA application completed, application was successful and she has also received a back dated payment. NP has now made an application to the Shariah council for an Islamic divorce- awaiting to hear the outcome.

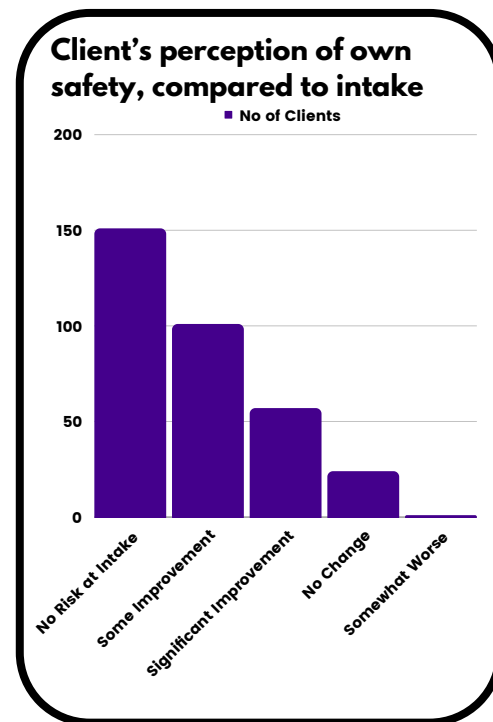
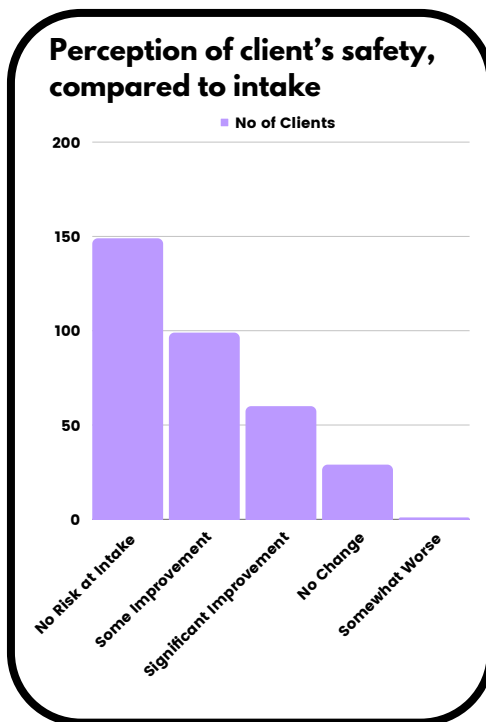
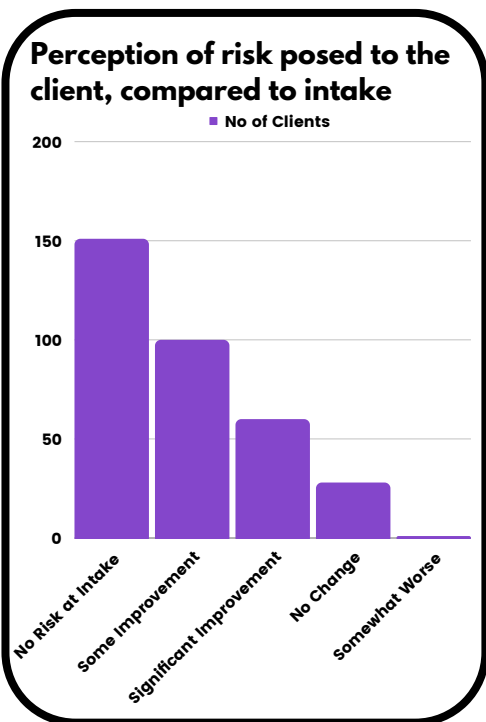


Risk and Safety Exit Outcomes

146 Safe Lives Risk Indicator Checklist risk assessments were completed.

Risk Levels for Outreach Clients	
High Risk Cases	9
Medium Risk Cases	26
Standard Risk Cases	36

Risk Levels for Advice Clients	
High Risk Cases	12
Medium Risk Cases	3
Standard Risk Cases	60



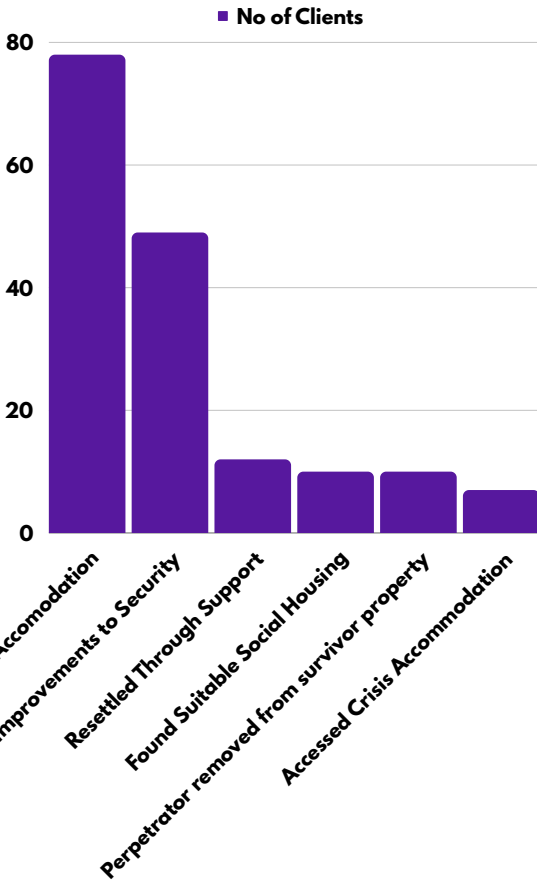
291 clients exited the service of which 127 reported to have ongoing contact with the perpetrator.

Reasons for exited clients having ongoing contact with perpetrator	
Child Contact	69
Post separation abuse / harrassment	35
Relationship	34
Other	18
Friends and Family	11

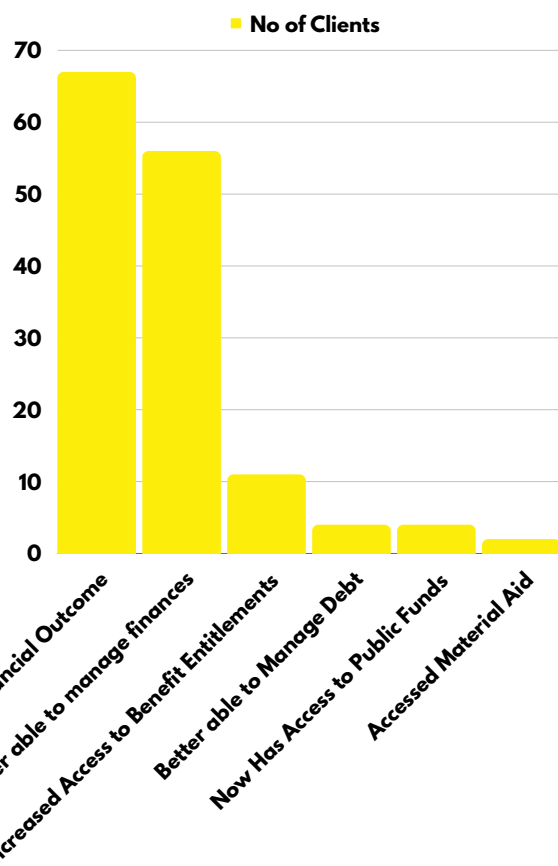


Outcomes on Exit

Outcomes Achieved

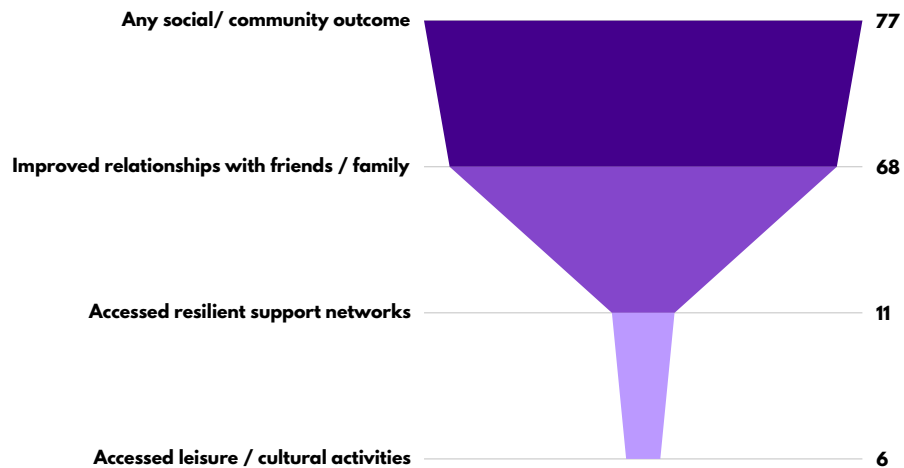


Financial Outcomes



Health Outcomes	No of Clients
Any Health Outcomes	118
Has improved Positive Coping Strategies	96
Better able to manage mental health	76
Accessed treatment to support mental health	51
Reduction of symptoms of trauma / anxiety	38
Accessed treatment to support physical health	15
Better able to manage physical health	13
Has Reduced Self Harm	3
Started or improved engagement with drug / alcohol services	2
Accessed treatment to support sexual reproductive health	1

Social and Community Outcomes





Parenting Outcomes	No of Clients
Any parenting outcome	61
Increased parenting capacity	37
Improved relationship with children	31
Increased understanding of the impact of DVA on parenting	30
Children registered with appropriate agencies	15
Client supported through Contact Process	14
Client supported through CP	5
Accessed parenting support group workshop programme	5
Survivor enrolled children in school / nursery through support	2

Justice Outcomes	No of Clients
Any justice outcome	84
Informed of Civil Options - chose not to pursue	29
Supported to report to Police	21
Supported through Family Court process	16
Informed of Crime Options - chose not to pursue	16
Injunction Obtained	12
Supported to gather evidence	10
Supported through court process	9
Supported to Obtain Legal Aid	4



Thank you

Preston Domestic Violence Services are incredibly grateful to all of the individuals and organisations who have offered their generosity in the form of money, goods or services donations.



We would also like to acknowledge and take this opportunity to say thank you to all of our funders, members, 200 Club members and supporters.

