

PTAWA

PORT TALBOT & AFAN WOMEN'S AID
CYMORTH I FERCHED PORT TALBOT AC AFAN

WORKING WITH THE COMMUNITY TO
BREAK THE CYCLE OF DOMESTIC ABUSE

IMPACT REPORT 2015 - 2016



DOESN'T HURT

FOREWORD

We are pleased to introduce Port Talbot & Afan Women's Aids' second Impact Report, our opportunity to showcase the outstanding work that is achieved throughout the year.

As most organisations can remark, times in the third sector are tough. We are fighting hard to ensure that our services, the very heart of what we do, remain open to vulnerable families in Neath Port Talbot. Year after year we juggle cuts to funding alongside an increased demand of our services to protect what we know is invaluable to those we support now and in the future.

We are committed to capturing the impact of our work, analysing its effectiveness and constantly making improvements where we need to.

This year, we have taken the opportunity to refresh the organisation's vision, mission and values, creating a new strategic framework that ensures we are operating to address the needs of families in a cost effective way. Our new mission statement highlights four key areas of work which our service users and stakeholders want us to focus on; prevention, intervention, progression and sustainability.

Over the next few pages you will be able to see what we have achieved against our strategic aims and shortly we are aiming to publish our Strategic Plan 2016-2019 evidencing how we plan to achieve those aims over the next three years.

Looking to the future, our focus is to maintain and grow our service provision which prevents domestic abuse and provides a holistic intervention when it's needed. Following from our service user feedback, we are also looking to establish services which enable families to move away from the trauma they have faced; building resilience and skills so that they can thrive.

We also recognise that sustainability is paramount. This year we have forged further partnerships with likeminded organisations; collaborating to ensure that specialist services are high quality, fit for purpose and efficient. We are also pleased to report that the organisation has improved its sustainability by increasing income from other sources in order to reduce reliance on statutory funding.

We hope that you enjoy reading about the outcomes we have enabled families to achieve, particularly the real life stories and testimonials that bring what we do every day to life. The nature of our work means that we do not always have commonly admired 'success' stories, but that is not to say that they are not successful. We find that it is sometimes the smallest of goals which make a huge difference to people. This is what drives the passion in our organisation and our workforce.

Carly McCreesh *Lucy Reynolds*

Chair of Board

Director

OUR AIMS

Our vision is to create safe communities, free from domestic abuse where women, children and families can flourish and build successful independent lives.

Our mission is to be an innovative and sustainable provider of excellent, good value domestic abuse services that drive prevention, provide interventions and enable progression.

Our values

Role model

Improving, integrity, inclusive

Supportive

Excellent, engaged, empowered





PREVENTION

Our Strategic Aim: We will educate, raise awareness, support, challenge and innovate in order to increase safety and reduce risk of harm.



Positive Relationships

Through Big Lottery Funding we have been able to continue our work with children and young people, couples and aggressive or violent fathers.

2703 children and young people have received awareness raising messages through assemblies, enrichments days or PSE lessons.

We've worked with **27** 'at risk' children and young people in pupil referral units or alternative settings including the local Youth Offending Team.

17 young people aged 11 – 18 who were showing signs of violence and aggression within the family have received a prevention service.

10 couples who are having difficulties in their relationship have received an 8 week educational programme designed to inform people of healthy couples relationship behaviours.

87.5% of
parents report an
improvement in
behaviour after our
intervention

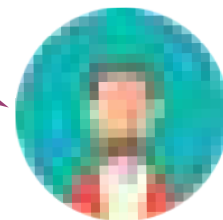


100% of
couples report a
better understanding
of healthy
relationships

Caring Dads

We have delivered a further 3 Caring Dad programmes this year, working with **16** Dads. 6 of which have completed the programme and 10 have completed 1 or more sessions.

“I’ve learnt how to be
child centred and how to
be honest to your child,
making him feel important
and satisfied.”



Referring Agent Testimonial

“Since attending the Caring Dads course, Dean* has been able to demonstrate a greater understanding of the dimension that domestic abuse plays in a relationship and how this can impact upon children. Moreover, he has appeared to be able to implement his knowledge into practice and become a more engaged father to his children. Whilst there are still some issues remaining, the Caring Dad’s programme has given Dean the foundation to improve his parenting and to be able to form better relationships with partners.”

*Names have been changed to protect identities.

Freedom

We continue to experience high volumes of referrals into the Freedom Programme. This year we ran 4 programmes which 23 women completed.

All of the women said that they had a better understanding of domestic abuse and could spot the 'warning signs' of an abusive relationship.

"I feel as though I'm not alone anymore and there's a lot of support and help out there."



"I would like to thank Helen and Rhiannon for the experience and everything they have taught me like how to recognise the signs of bad behaviour."

"I have a clear mind now and know what I want for myself and my children."

"I do feel more confident and I feel more at ease knowing that what I have been through emotionally is normal."



Professional Training

We have delivered domestic abuse training to 56 professionals ranging from health care students, social workers, care workers and staff at DWP.

100% report feeling better equipped to deal with domestic abuse.

We are also privileged to be part of the ABMU pilot for Ask and Act – an initiative from the new Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. As well as having strategic input into the multi-agency Steering Group, we are also committing to deliver Ask and Act training to hundreds of health professionals during the course of the pilot.

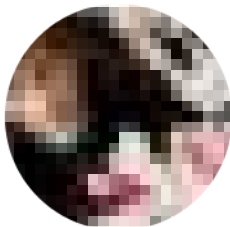
Bonding and Attachment

Thanks to Trusthouse Charitable Foundation, Moondance Foundation and Coles Medlock we have developed an unique project that uses the method of Video Interaction Guidance (VIG) to help women with infants (under the age of 2).

The bespoke method involves filming an interaction between mother and child and has been proven to improve communication, attachment and bonding that may have been affected by Domestic Abuse.

We've worked with 7 families using VIG.

**100% of clients
found VIG
helpful**



**100% of
clients rated their
confidence had
improved after the
first VIG cycle**

Over the course of the next 2 years we are aiming to work with a further **33** mothers and infants. We are also planning to expand the service to work with fathers.

VIG Case Study

Sarah* was referred whilst living in our Move On supported accommodation with her 18 month old son (Toby*). After having two previous children removed from her care and her current child just been placed on the Child Protection register, she was referred to VIG.

Sarah's main aim was to increase her confidence in parenting that had been affected by the domestic abuse she had suffered in her previous relationships.

At first, she was guarded with professionals and found it very hard to trust them. After the first VIG cycle she realised that it would only be looking at the positives in her interactions with her son. This gave her confidence in being able to talk more openly to our VIG Practitioner.

The video footage of Sarah and Toby allowed discussion around parenting styles, play and positive interactions, all of which were viewed and highlighted in the real life footage.

After these discussions and by viewing herself performing positive interactions, Sarah's behaviour significantly improved.

*Names have been changed to protect identities.

She made more eye contact and began speaking and communicating with Toby, to help encourage his development. Their play became more natural towards the end of the cycles, and mum was now receiving initiatives and responding to them on a more regular basis and could see the benefits of this.

By the end of the VIG cycles Sarah's progress had been noted by all professionals who were working with her. She was more confident in her parenting skills, and was also more trusting of working with professionals. She has also moved out of the move on accommodation and is currently living in her own rented accommodation.



She now does more activities with her son, such as taking him to the park and has been on holidays, which has improved their relationship.

With regards to her Child Protection proceedings, professionals had noted that the client had made massive improvements in her parenting, and that this was partly down to the work done by the VIG project. The recommendation is that during the next Child Protection conference the Child protection level be brought down to Child in Need.

Cost Savings

Preventing Toby from becoming a looked after child

*based on average fiscal cost across different types of care setting

£52,676

per year

Reducing intervention from Child Protection to Child in Need

*based on average fiscal cost across different types of care setting

£1,151

per assessment

Moving from supported housing to independent living

*based on PTAWA Move on Accommodation Support and Housing Costs

£22,016

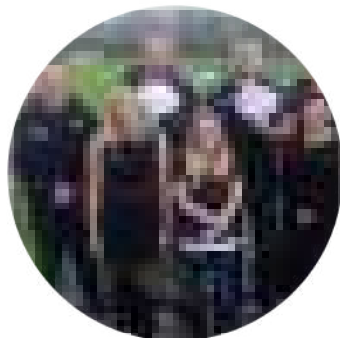
per year

White Ribbon Campaign 2015

In November 2015 we reached **31,000** people on Twitter through the White Ribbon Campaign.

In partnership with Safer NPT, South Wales Police, Neath Port Talbot Council and NPT Family, the Osprey's rugby team members featured in the White Ribbon Campaign photograph wearing white ribbons.

This photo was posted on Twitter and retweeted by the rugby team's official page with over 43,000 followers.



Our White Ribbon Day video featuring male role models from partner organisations: NPTC Group of colleges, NPTCVS, Down to Earth Project, Aberavon RFC, Councillor Alan Lockyer and David Rees AM.

Age Connects NPT reached **1,400** views and **62** shares on Facebook.

Aberavon RFC Partnership

Aberavon RFC created marketing materials to promote the White Ribbon Campaign over social media and changed their profile picture to include a white ribbon.

Volunteers gave out over **100** handmade white ribbons at Aberavon RFC's match on Saturday 28th November to raise awareness of the campaign.

Love Doesn't Hurt Campaign



Aberavon RFC promoting our services to hundreds of local people

Aberavon RFC were photographed promoting Love Doesn't Hurt in the Evening Post. The new marketing poster was created and promoted in Aberavon Shopping Centre and Afan College in partnership with safer NPT.

INTERVENTION

Our Strategic Aim: We will build on the success of our services, constantly evolving to ensure we meet the needs of women, children and families.



Thriving Families

Our core provision of refuge and community based services are at the heart of our organisation. Specialist staff strive to ensure the families we support are first and foremost safe, before enabling them to move on from the trauma they have faced and onto a brighter more prosperous future.

This year we supported **51** women and their **50** children in our refuge accommodation, **6** women and **3** children in our second stage move-on accommodation and **147** women who had **216** children in the community.

89% of
women felt
safer

"I hadn't slept properly for two years before coming to the refuge, it felt like a massive weight had lifted from my shoulders, it was a relief and I finally felt SAFE."

69% felt
part of the
community

"PTAWA has been a lifeline to me. They supported me throughout, practically and emotionally. Without them I would still be in an abusive relationship."

Case Study

PTAWA was contacted by a local Health Visitor to support a young woman (Emma*) through a crown court trial.

Emma suffers from high levels of anxiety which was impacting her ability to access social and educational groups, causing isolation and despair. The outcome of the Crown Court trial was not as expected and this exacerbated her mental health issues.

We continued to support Emma after the court hearing and referred her to the Freedom Programme, however her mental health was so severe she could not cope with the setting and disengaged with the service.

Accessing counselling enabled Emma to talk through her anxieties with a trained counsellor and because of this support she engaged with the community outreach service to create an individual support plan.

Over the following weeks Emma was supported with her emotional well-being, her accommodation, budgeting and finance concerns as well as support to access community services. This raised her mental health and her confidence is growing to the extent she has now completed the Freedom Programme.

"I am really enjoying the course. I feel so much better in myself and think more positively. I feel as though I am being listened to and believed for the first time!" - Emma

Children and Young People

In 2015/16 we provided a specialist service for children and young people who have either witnessed or experienced domestic abuse. This is undertaken through targeted specialist domestic abuse interventions including one to one's, activities, and weekly play sessions. We have worked intensively with **106** children.

We have seen a **53%** increase in referrals during 2015, from **73** (2014) to **112** (2015).

80% of children we worked with report feeling less worried and sad

77% feel safer

60% have a better relationship with their parents, siblings or carer

Thanks to Children in Need funding we:

- delivered **4 STAR** group programmes
- organised **20** new activities
- delivered **36** therapeutic play sessions
- gained help from **9** volunteers



Debra's* testimonial, STAR 7-11

"After a very bad year dealing with the aftermath of an awful relationship, the little stars programme has helped me and my daughter communicate honestly, and openly about what has happened, why it happened and gave us the tools to deal with the emotions like anger and helplessness we felt.

We have met some fantastic people. I learnt a lot about myself and my daughter and we have both been given confidence, empowerment and a positive outlook on life; something I never thought I'd never have again.



"We met mothers and children with similar consequences and learnt from the things we all did to help us cope."

I can't thank the ladies who run this programme enough! It was exactly what we needed and we had so much fun doing it. We always left with big smiles on our faces. I'm so sad it's over, we will really miss it."

PROGRESSION

Our Strategic Aim: We will provide opportunities for women, children and families to enable them to reach their potential and flourish.



Making Futures

In January 2015 we received funding from the Active Inclusion Fund (European Social Fund) to develop a new strand of our work focusing on training, volunteering and employment.

We became an Agroed Cymru Accredited Centre and employed our first Training and Employment Manager in order to roll out accredited learning opportunities to our service users.

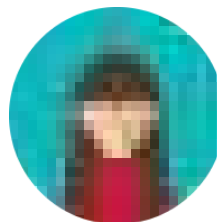
Over the next 18 months we will work with **160** individuals to become work ready. We aim to achieve this by providing a 6 week personal development programme through which we will work with participants to raise their self-awareness, improve confidence, self-esteem and assertiveness whilst offering a range of accredited learning and volunteering opportunities. The programme will provide them with a personal Action Plan that will put them in the direction they choose.

We are confident that a number of our clients are keen to enter into employment and we will provide coaching and mentoring to help them achieve this; thereby increasing their independence and improving their future career/job prospects.



Case Studies

Jane* had very little confidence and would only attend the workshops if a support worker would collect and drive her to our training rooms. On week 3 Jane* phoned our trainer to say that the support worker was unable to collect her. This was a definite light bulb moment for Jane, she wanted to attend and made the decision that she no longer needed to rely on a lift but was independent enough to get on the bus and make her own way to the workshop. She was a little late and apologised as any other responsible person would. She asserted herself that day and continues to do so. Jane has recently signed up to undertake a 12 week training course at Swansea community farm in pursuit of her dream job working with animals.



Sam* is a lively and sociable lady who has ambition and is very resourceful. She signed onto the Making Futures Project and part of her Action Plan was to find a flat and work towards getting a job working with women who had been through similar experiences to her own. Call it luck or good fortune, within a week Sam had been offered a flat in the Move On accommodation and has already achieved one of her Goals in her action plan. The next step is for her to sign up to an IT course so she can start gaining the skills needed to work for agencies such as Women's Aid.

*Names have been changed to protect identities.

Material Girls

Material Girls is Port Talbot and Afan Women's Aid's textile recycling Social Enterprise that empowers women with new skills and confidence. During 2015/16 Material Girls was funded by WCVA's Volunteering in Wales fund. Material Girls volunteers gain valuable skills and work experience including I.T skills, event planning, team work, retail skills, marketing skills and communication skills.

92 volunteers supported



3,000 hours of volunteering

74 volunteers were unemployed when signing up to our project

19 volunteers progressed onto further training or education

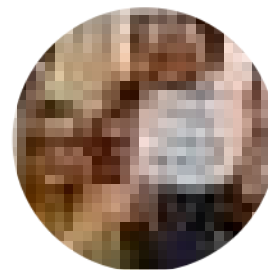
9 volunteers progressed onto full time employment



We have seen women transform and flourish over the last year; from being quiet and withdrawn to confident and open individuals.

Material Girls works incredibly well as a support network for all volunteers involved in the project.

Women who have volunteered with Material Girls have been able to break the cycle of Domestic Abuse and reject unhealthy relationship behaviours by being empowered with new skills and confidence through the project.



Case Study

Louise* began volunteering with Material Girls in July 2015, after leaving Port Talbot and Afan Women's Aid's Refuge for the second time. Volunteering with Material Girls has been pivotal in transforming Louise's life and enabling her to live independently; breaking the cycle of Domestic Abuse.

"I started volunteering with Material Girls and now there's no looking back!"

"I started volunteering with Material Girls in July 2015. In 2013 I was in Port Talbot and Afan Women's Aid's refuge to escape my abusive husband. After I had left the refuge and moved into my own flat I felt down and alone; wondering what's next?

Unfortunately, my husband managed to worm his way back into my life and I found myself back in the refuge in January 2015.

Since leaving the refuge, I started volunteering with Material Girls and now there's no looking back!

When I left the refuge in May 2015 and moved into my new flat, in a new town, away from my family and friends, I felt very lonely and isolated like I did the first time, but this time there was Material Girls. Now that I'm volunteering, I have a group of friends again to talk to. I've learnt how to sew, willow weave and organise events. I recently completed an accredited willow weaving course to add to my CV.

I soon felt confident enough to start looking for work and gained employment at a local retail store who were impressed with my Material Girls volunteering experience."

"I have now divorced my ex-husband and will *never* look back!"
– Louise



MATERIAL
Girls

Louise* has completed accredited training and found full time employment since volunteering with Material Girls.



SUSTAINABILITY

Our Strategic Aim: We will be a sustainable business which recognises and values its main asset; our workforce.

Financial Activity

In times of great difficulty we have fought hard to increase the organisation's total income, and further expand our sources of income in a bid to improve sustainability.



We doubled our income from the Material Girls social enterprise.

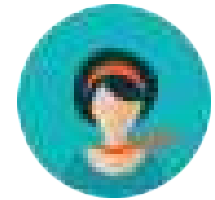


In April 2016 we recruited a Finance and Business Development Manager, this new role will support the organisation's strategic goals in reducing reliance on statutory income and improving sustainability.

Quality Matters

In February 2016 we started the process of achieving PQASSO, a quality mark specifically for third sector organisations.

We plan to achieve accreditation by Summer 2017 to help us to formally recognise what we do, learn about how we can do things better and ensure the organisation is the best it can be for our service users, staff and volunteers.



Governance Health Check

We completed our first Governance Health Check utilising WCVA's self-assessment toolkit.

Our compliance rate was

92%

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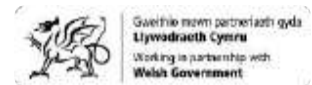
COMMUNITY FOUNDATION IN WALES SEFYDLIAD CYMUNEDOL YNG NGHYMRU



TATA STEEL

The Trusthouse Charitable Foundation

WESTERN POWER DISTRIBUTION Serving the Midlands, South West and Wales



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