



Bromley  
Women's  
Aid

Annual  
Report

2012



## Jane Ward – Chair. AGM Report 2012



Adapting to change has become a constant in our lives at work and at home. The future of the way that local services will be delivered and provided in the UK is continuing to cycle through a rapid metamorphosis.

There seems to be a lack of any coordinated strategy towards an end game, in the face of the cuts, and the complete overhaul to the current benefit system that supports the welfare needs of everyone. While domestic abuse remains outside the guidelines of statutory provision, we are at risk of seeing services that tackle domestic abuse, becoming a low priority, and being underfunded. This risk could occur despite domestic abuse being reflected as a large ratio of local crime statistics, and child protection and safeguarding issues being continually linked to domestic abuse. As we have seen in the national press recently perpetrators of abuse operate freely within a wall of silence and speaking out for victims and survivors is made extremely difficult by the way we respond to victims. We have to listen and to hear.

BWA have continued to respond to the challenges of change throughout 2012 and are proud of our survival in a competitive world and maintaining high person centred standards. Our approach is always that of safeguarding, listening, supporting, and providing a complete range of accessible options, choices and advice and the opportunity to move on for women and their families experiencing domestic abuse.

We have continued to extend our service into the community improving our links with other domestic violence and abuse service providers, working with

safeguarding teams, and looking to establish more seamless processes through referral agencies, and support systems.

A big thank you must go to our director Andrea Kilvington for taking forward our vision. Thanks also to our accommodation team on frontline work who everyday strive to support women and their families, our referrals and administration team who provide first line telephone support whilst managing the functions of a busy organisation and our community team who are creating the many points of access to support, providing advice, a listening ear and enabling confident move on for families, whilst also educating on domestic abuse within the community. They all ably represent the public face of BWA. My thanks also go to the Board of Trustees who give of their time to promote BWA, enabling us to continue to move forward and to all our funders who have the confidence in our professionalism and make everything possible.

We will continue to celebrate our success through striving to ensure our future as an excellent service provider with a long history rooted in the community.

With my very best wishes,

Jane Ward

**Chair**

A handwritten signature in black ink, appearing to read 'J. Ward', written in a cursive style.

## Andrea Kilvington – Director. Director's Report



Another eventful and challenging year for BWA but ending on a positive note with the completion of the purchase of our new property and some significant achievements in line with our business plan.

Throughout this year, we have worked towards identifying and purchasing a property to accommodate our head office operations but also to provide much needed refuge space for women and children in crisis as a result of serious domestic abuse. The property is currently under refurbishment pending our move there shortly but has also served as a film set for the BBC in between, before major works commence. Unusual and exciting times for us all!

Every organisation has to constantly review its products and operations to ensure long term viability, never more so than within the current economic environment and particularly for voluntary organisations like us that have had to become more robust as social businesses. BWA strives not only for excellence in its services but also to maintain sustainable services into the future, whilst constantly learning and developing to meet community needs, particularly those of vulnerable families.

This year has seen the ongoing development and reinforcement of the community team who are working in partnership with our Bromley Council colleagues to support families where their children are at risk of harm as a result of domestic violence and abuse. Domestic violence and abuse is prevalent in at least 70% of families where children are identified at risk of harm. As a consequence, we have played an active role in working with child protection teams to assist in their development of a new model for the greater involvement of families in the formulation of child protection plans. This has been essential in helping to put in place the most appropriate support networks aimed at preventing harm and addressing key issues





Thank you so, so much for all your care, support, kindness, dedication and understanding that you gave me, and without the refuge and your help I would not be where I am today.

within the family that affect the children. BWA are also evaluating the impact of this model on ensuring successful outcomes for these families into the future.

We have worked hard to forge much stronger links with our social services colleagues and are piloting schemes for women with no recourse, as an alternative to them living in temporary accommodation without support. The demand for this service is increasing and staff are currently receiving training on immigration law and 'no recourse' cases, so that we can provide a more comprehensive service in this regard. This appears to be an area of growing concern and need, which has prompted BWA to ensure that as an organisation we are suitably equipped to understand and accommodate the needs of women who are particularly vulnerable due to their immigration or residency status.

The schools awareness programme is now achieving greater interest from both schools and funders with a number of successful pilots under our belts. We are working in conjunction with Pat Craven to provide young people with a specifically designed 'Freedom Programme' with a view to enabling earlier intervention at a time when they are starting to explore relationships. As soon as we have sufficient funding, this project will be rolled out across the borough so that young people can access the information and tools they need to reduce the number of abusive relationships, improve respect for others and build individual self esteem.

We are also in the process of developing a range of projects and initiatives to help individuals who have been victims of domestic violence and abuse to rebuild their lives and move forward into work, education or

training, particularly in the current economic climate. With the necessary funding and support, it is anticipated that we will be reporting positive outcomes for our many service users over the coming year and thank the many organisations who work with us to ensure that we can secure access to so many complimentary services to supplement our own.

We are particularly grateful to our funders and partners who have provided us with the resources to tackle domestic abuse from a number of different perspectives and angles. In particular, we thank the London Borough of Bromley for supporting our accommodation services, Children in Need for their funding to support children going through the trauma of escaping domestic abuse situations, the Big Lottery for funding the self help groups plus all of our many donors who enable us to continue our mission to support women and children who suffer, or have suffered domestic violence and abuse, create a wider awareness of their plight and work towards the goal of eradicating this crime from our society. I also thank our staff for working so hard to deliver services to the highest standards in such difficult circumstances.

Above all, I would like to thank our dear colleagues at St Jude's Refuge for their generous donation towards the refurbishment of our newly purchased property. Their generosity has provided us with the capital funds to develop a head office facility with separate accommodation and a secure investment for our long term future. We have strong foundations to continue to strive to be the best that we can be, for the people that need it the most.

## In 2012...

BWA held 5 education or awareness-raising sessions attended by 167 children and young people.

Received 383 calls on the BWA helpline.

Supported 91 women through non-refuge based services.

Directly supported 523 children and young people through a specialist children's or young people's outreach.

Provided 6 refuges for women experiencing domestic violence, able to accommodate 37 women and 55 children at any one time, which were used by a total of 95 women and 98 children and young people.

## Who We Are

**Andrea Kilvington**

Director

**Constanze Sen**

Central Admin & Referrals Team Leader

**Sarah Lancaster**

Central Admin & Referrals

**Nadia Kruger**

Special Projects Officer

**Debbie Lawton**

Outreach Team Leader

**Sandie McGarey**

Community Outreach Services

**Teri Moore**

Phone Support

**Shirley Smith**

Refuge Officer

**Sarah Hughes**

Refuge Officer

**Lucy Pleass**

Accommodation Services  
Team Leader

**Debbie Allison**

Accommodation Services  
Team Leader

**Christine Majek**

Refuge Officer

**Rajbir Ghuman**

Refuge Officer

**Joanne Grant**

Child Support Worker

**Jan Wells**

Child Support Worker

Temporary Staff & Volunteers

**Alana Wells**

**Vivienne Barker**



### BWA Board

**Jane Ward**

Chair

**Rosa Brennan**

Trustee

**Julie Foster**

Trustee

**Jill May**

Trustee

**Paula Hills**

Trustee

**Wendy Gordon**

Trustee

**Fiona Hennessy**

Trustee

**Nasima Ansary**

Trustee

## What We Do



BWA delivers high quality services through safe, temporary accommodation, community outreach, prevention, awareness and project work, which empower women to take control of their future and to build a positive life for themselves and their children, free from domestic violence and abuse.

We also provide advice and signposting for men experiencing domestic abuse.

BWA are committed to providing a confidential, non-judgemental service which is respectful of diversity. We offer a range of services which put women and children at the heart of decision making, to gain confidence, strength and self-respect in order to free themselves from abusive relationships and the consequences of those experiences.

“ Thank you as without Bromley Women’s Aid I would not be the person I am now. I stand before you with pride, courage and hope for a positive future. The Freedom Program gave me knowledge and power to recognise and deviate from negative relationships. I cannot say how much I praise this course, it has opened my eyes and given me strength. Once again thank you.



## Community Outreach Services



### Outreach

BWA's Outreach Team provide emotional and practical one to one intensive support for all women who need advice and information about domestic violence and abuse they are experiencing. Our aim is to provide strong listening skills, develop trust, encourage their confidence in us, indicate sensitivity and are non judgemental. We explain all options available and all our meetings are conducted in safe, confidential and comfortable setting at our Head Office.

Since June 2009 to date we have helped 1271 women and 1647 children through our Outreach Support service. We also accompany women to Court, attend Child Protection conferences, access social assistance and signpost to other services.

### Domestic Abuse One Stop Shop

This free and confidential drop in session is attended weekly by the team.

**Community House, Relate Office,  
South Street, Bromley BR1 1RH.**  
Thursday between 1.30pm and 4pm.

The One Stop Shop is also staffed by representatives from

- **Bromley Housing Options**
- **Local Solicitors**
- **Police**
- **Bromley Victim Support**

We work closely with Safer Bromley Partnership, London Borough of Bromley colleagues, Victim Support, Police, Solicitors, Mental Health and Substance misuse professionals. We attend the MARAC group meetings to assist high risk cases.

To raise awareness of the seriousness of domestic violence and abuse in this borough we provide training and information talks to agencies, health groups, charities, rotary clubs, church and women's groups.

Our 'Freedom Programme' has run successfully for four years which consists of 12 weekly 2 hour sessions which aim to give a broad overview of the psychological and emotional effects for women and their children who have lived with domestic abuse in any of its forms. The programme is an excellent tool for unravelling the confusion that many women feel because of their experiences.

This autumn we were delighted to announce that the Probation Service would be running their six weeks 'WAT' Programme in conjunction with our Freedom Programme. This course also helps women to gain further confidence and self esteem.

In 2013 we will be starting a school programme focusing on teaching children what appropriate behaviour is and what is a healthy way to deal with feelings that we experience.

BWA has recently appointed an outreach team leader as well as temporary staff and we are looking forward to developing our outreach services.



## Accommodation Services



Our refuges are available for all women, with or without children, and we currently have a total of 37 spaces for women and up to 55 children.

Four of our refuges offer communal living with private bedroom accommodation, shared lounge areas, dining and kitchen facilities, two of our refuges have playrooms. We also have two 'second stage' refuges which provide self contained one bedroom flats for women with low support needs but requiring transitional space prior to independent living.

All of our refuges are furnished and equipped to a high standard, which ensures that women who come to stay in the refuges feel welcomed and as positive as possible in their new surroundings.

“ I felt very much at home at the refuge and it's because I felt safe and was therefore able to take time and think about changing my life and realizing for the first time in 23 years that I could!

## Child Support Work / Children In Need

Throughout the past year our playrooms have been busy, with the children involved in lots of fun activities.



My colleague Jo and myself continue to encourage and support the children and their mothers by providing daily play sessions for children under school age or for children waiting for a school placement, which can be a lengthy process. Afterschool / homework club provides help and support for school age children twice a week.

We have had some memorable days such as our Jubilee party. The children had made flags that were proudly displayed for all to see, they made cakes and carefully iced them afterwards, Jo and myself had everything organised we even had a large bouncy castle in the garden and as the party was about to begin, in true British style the heavens opened. Did this spoil the children's fun? Not at all, they were on the bouncy castle drenched to the skin but having the time of their lives. A true day to remember! To add to this we had Razzamatazz animals come and visit with mums and children handling a variety of animals including large snakes and spiders with some overcoming lifelong phobias!

During the summer holidays we spent a glorious day on the beach in Broadstairs with the children spending most of the time in the sea or making sandcastles and we went to Drusillas Park where they had a ride on Thomas the tank engine and met lots of animals.

Trips to the cinema, swimming and visits to Gambados soft play centres were also included during the holidays. These trips out are truly appreciated by all the mothers and children. It gives them a chance to forget about their day to day worries and to enjoy some quality time with their children.

As soon as we walk in the door the children will often be waiting for us and can't wait to get into the playroom, this is the children's place to be themselves and be the children they are.

Jo and I will continue to do our very best for all the mothers and children coming to BWA and consider it a privilege to do so.

“ The child support worker has helped my child develop more confidence and to socialise with the other residents. She has also helped her to show her creative happy and cheerful side.

“ Thanks for your assistance, I do really appreciate all your patience and help, all of you who work for BWA. You are very compassionate ladies.

“ Me and my mummy now are smiley here. H aged 4yrs.

“ Without the supporters help in the refuge, I would not be where I am today, emotionally or physically, they all have been so caring and supportive.

“ I'm happy now I'm here. J aged 5 yrs.

“ My children have become more confident and enjoy interacting with both staff and other children.

“ BWA were there in the first instance & helped me escape a violent home.

## Summarised Accounts

### Statement of financial activities (including an income and expenditure account) for the year ended 31 March 2012

	Unrestricted Funds General £	Designated £	Restricted Funds £	Total 2012 £	Total 2011 £
<b>Incoming resources</b>					
<b>Incoming resources from charitable activities</b>					
Rental income	325,393	-	-	325,393	299,010
Grants - Housing services & support	318,000	-	-	318,000	403,285
Other grants & donations	-	-	68,862	68,862	35,090
	<u>643,393</u>	<u>-</u>	<u>68,862</u>	<u>712,255</u>	<u>737,385</u>
<b>Incoming resources from generated funds</b>					
Activities for generating funds	21,819	-	-	21,819	37,580
Investment income	1,272	-	-	1,272	1,031
	<u>23,091</u>	<u>-</u>	<u>-</u>	<u>23,091</u>	<u>38,611</u>
<b>Total incoming resources</b>	<u>666,484</u>	<u>-</u>	<u>68,862</u>	<u>735,346</u>	<u>775,996</u>
<b>Resources expended</b>					
<b>Charitable activities</b>					
Housing management & maintenance	152,216	-	-	152,216	131,752
Housing services & support	493,111	38,330	32,463	563,904	523,545
Children's services	8,012	-	32,380	40,392	41,345
	<u>653,339</u>	<u>38,330</u>	<u>64,843</u>	<u>756,512</u>	<u>696,642</u>
<b>Governance costs</b>	<u>5,300</u>	<u>-</u>	<u>-</u>	<u>5,300</u>	<u>5,400</u>
<b>Total resources expended</b>	<u>658,639</u>	<u>38,330</u>	<u>64,843</u>	<u>761,812</u>	<u>702,042</u>
<b>Net incoming (outgoing) resources for the year, being net income (expenditure) for the year</b>	<u>7,845</u>	<u>(38,330)</u>	<u>4,019</u>	<u>(26,466)</u>	<u>73,954</u>
Transfers between funds	-	-	-	-	-
<b>Net movement in funds</b>	<u>7,845</u>	<u>(38,330)</u>	<u>4,019</u>	<u>(26,466)</u>	<u>73,954</u>
Funds brought forward as at 1 April 2011	<u>48,528</u>	<u>831,096</u>	<u>10,245</u>	<u>889,869</u>	<u>815,915</u>
<b>Funds carried forward as at 31 March 2012</b>	<u>56,373</u>	<u>792,766</u>	<u>14,264</u>	<u>863,403</u>	<u>889,869</u>

### Balance sheet as at 31 March 2012

	2012 £	2011 £
<b>Current assets</b>		
Debtors	37,548	29,643
Current asset investments	163,714	188,049
Cash at bank and in hand	795,659	772,176
	<u>996,921</u>	<u>989,868</u>
<b>Creditors:</b>		
amounts falling due within one year	(82,518)	(48,999)
	<u>914,403</u>	<u>940,869</u>
<b>Net current assets</b>	<u>914,403</u>	<u>940,869</u>
<b>Provisions for liabilities and charges</b>	<u>(51,000)</u>	<u>(51,000)</u>
<b>Net assets</b>	<u>863,403</u>	<u>889,869</u>
<b>Funds</b>		
<b>Unrestricted funds</b>		
General funds	56,373	48,528
Designated funds	792,766	831,096
	<u>849,139</u>	<u>879,624</u>
<b>Restricted funds</b>	<u>14,264</u>	<u>10,245</u>
<b>Total funds</b>	<u>863,403</u>	<u>889,869</u>



## TRUSTEES' STATEMENT IN RESPECT OF BROMLEY WOMEN'S AID

The summarised financial statements have been agreed by our auditors, Chantrey Vellacott DFK LLP, as being consistent with the full financial statements for the year ended 31 March 2012. These were prepared in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" 2005 and received an unqualified audit opinion.

These summarised financial statements are not the full statutory financial statements and therefore may not contain sufficient information to enable a full understanding of the financial affairs of Bromley Women's Aid. For further information, the full Trustees' Annual Report and Accounts, and the Independent Auditor's report should be consulted. Copies of these can be obtained from the registered office. The full financial statements were approved by the Board of Trustees on 14th Nov 2012 and have been submitted to Companies House and the Charity Commission.

The auditor has issued unqualified reports on the full annual financial statements and on the consistency of the trustees' report with those financial statements. Their report on the full annual financial statements contained no statement under sections 498(2)(a), 498(2)(b) or 498(3) of the Companies Act 2006.

## INDEPENDENT AUDITOR'S STATEMENT TO THE MEMBERS OF BROMLEY WOMEN'S AID

We have examined the summary financial statements of Bromley Women's Aid for the year ended 31 March 2012. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the Charities' members, as a body, in accordance with sections 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume

responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

## Respective responsibilities of trustees and auditors

The trustees are responsible for preparing the summarised annual report in accordance with applicable United Kingdom law.

Our responsibility is to report to you our opinion on the consistency of the summary financial statement within the summarised annual report with the full annual financial statements, the Trustees' Report, and its compliance with the relevant requirements of section 427 of the Companies Act 2006 and the regulations made thereunder.

## Basis of audit opinion

We conducted our work in accordance with Bulletin 2008/3 'The auditor's statement on the summary financial statement' issued by the Auditing Practices Board. Our report on the charity's full annual financial statements describes the basis of our audit opinion on those financial statements.

## Opinion

In our opinion the summary financial statement is consistent with the full annual financial statements of Bromley Women's Aid for the year ended 31 March 2012 and complies with the applicable requirements of section 427 of the Companies Act 2006, and the regulations made thereunder.

### CHANTREY VELLACOTT DFK LLP

Chartered Accountants  
Statutory Auditor

### LONDON

13th December 2012

## Thank you to all who supported us in 2012



AECOM

Andrew Keenan & Co

Aperfield WI

Baston Pre School

Beckenham Methodist Church

Beckenham Parish Church

BMW Vines of Gatwick

Bromley Tangent

Catholic Womens League

Christ Lutheran Church

CLB Board

Crooked Billet Penge

Emmanuel Church

Geraldine Rae

Holy Trinity Church

Inner Wheelers of Catford

Institute of Philanthropy

Lutheran Church

M&S

Newstead Wood School

Parish Church of St Mark

Rotary Club Bromley

Rotary Club of Langley Park

Salvation Army

Sheila Humphrey

St Austins Church

St Francis of Assisi

St Marys Church

Swiss Re Services Ltd

Virgin Money

Waitrose

West Wickham Pantomime Society

White Hart Orpington

& anyone else who supported BWA





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Charity Number: 1068007

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