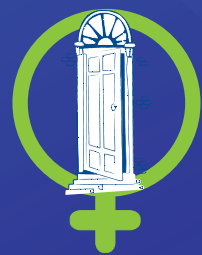




2009-10

THE HAVEN WOLVERHAMPTON  
**annual report**  
2009/2010



Established 1973

No matter what we are faced with, we should all try and fit at least one happy memory into every day. Don't be a prisoner of your past, become and architect of your future.

(Former Service User via Facebook)

# Welcome from Chair & CEO

Welcome to The Haven Wolverhampton's Annual Report of achievements over the last financial year. We believe you will see from the content that follows that it has been a rewarding yet challenging year for us all. The Havens business plan was completed in summer 2009 with engagement and input from stakeholders, board, staff and volunteers. New projects reported in our report were initiated to enhance the services available to vulnerable women and children who are affected by Domestic Violence in the City. Different ways of managing and awarding contracts has resulted in new ways of funding the Third Sector. As a result we have improved our systems and processes to embrace these new changes. There has been an increase in the number of requests to participate in consultation, reporting, performance monitoring and information sharing locally and nationally. Support services which The Haven delivers are promoted through talks and presentations in schools and community groups, as well as attending events and exhibitions and organising fundraising activities.

It is still a sad fact that each year throughout the UK 3 million women experience violence and many more are living with the legacies of abuse experienced in the past. This includes Domestic Violence, rape and sexual violence, sexual harassment, female genital mutilation, forced marriage, crimes in the name of honour, trafficking and sexual exploitation. However The Haven's helpline – a new initiative for the City – shows that there is not enough emergency accommodation for those that need it.

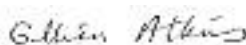
Without the support we receive from communities, churches, businesses, local government and volunteers The Haven would not be able to continue to deliver quality support to women and children across Wolverhampton. We believe that violence against women and children is always a violation of human rights, it is always a crime and it is always unacceptable.

Looking ahead The Haven, like all Not for Profit organisations, will be greatly challenged by a predicted increase in reporting of Domestic Violence and Homelessness. This, compounded by the economic downturn against a backdrop of reduced public funding, will put a strain on The Haven's services and its staff.

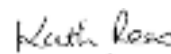
The Haven Board and Management team will work hard on creating action plans to be able to continue to provide services for women and children. Haven management will engage in a consultation process with staff towards the end of 2010 to gather feedback and insight into how The Haven can continue to operate as a leading service provider.

The outcome of the comprehensive spending review will be announced in October 2010 and The Haven Board is committed to protecting front line services. The recent change in government which aims to adopt a proactive approach which seeks to give increased power to people at a local level and create a climate that empowers local people and communities, is in itself positive. We as a charity feel that those who may have felt that they have in the past been unable to express their opinions or views must be given the right and opportunity to have their voices heard. Haven staff and volunteers over the last 36 years have been that voice for women and children that suffer Domestic Violence and together we will continue to be heard ensuring individual rights are protected.

We invite you to contact The Haven should you wish to find out more about us and our planned developments across 2010-11. Your comments, views and opinions are always appreciated and with the initiation of social networking investments such as Facebook and Twitter, we are now able to hear from and reach more people across the City and further afield.



**Gillian Atkins**  
Chair of the Board



**Kath Rees**  
Chief Executive Officer

Tel: 01902 572140  
Email: [info@havenrefuge.org.uk](mailto:info@havenrefuge.org.uk)  
Post: PO Box 105, Wolverhampton, WV1 4LP  
Facebook: [www.facebook.com/The-Haven-Wolverhampton](http://www.facebook.com/The-Haven-Wolverhampton)  
Twitter: [www.twitter.com/TheHavenWton](http://www.twitter.com/TheHavenWton)

Today will never come again. Be a blessing. Be a friend. Encourage someone. Take time to care. Let your words heal and not wound. Today will never come again.

(Former Service User via Facebook)

# CONTENTS

INTRODUCTION	3
CHARITABLE PURPOSE	
THE HAVEN WOLVERHAMPTON VISION	3
THE HAVEN WOLVERHAMPTON MISSION	3
THE FOCUS OF OUR WORK	3
WHAT IS DOMESTIC VIOLENCE?	4
ACHIEVEMENT AND PERFORMANCE	5
AWARENESS RAISING	7
TRAINING	8
STAFF AND VOLUNTEERS	9
RISK MANAGEMENT	10
FINANCIAL REVIEW	10
PLANS FOR THE FUTURE	13
SUPPORTERS AND FUNDERS	14

# Introduction

The Haven Wolverhampton is an independent charity which exists to support women and children who are affected by Domestic Violence and Homelessness. Established in 1973 The Haven has over 36 years of experience of providing practical and emotional support to women and children and provides a range of services including a 24 hour helpline, temporary refuge accommodation, community outreach, counselling, resettlement and benefits and welfare support in order to effectively support those affected by Domestic Violence.

## Charitable Purpose

### The Haven Wolverhampton Vision

The Haven Wolverhampton's vision is for all women and children to live in a society free from oppression, homelessness, violence and abuse, and to promote and uphold human rights

### The Haven Wolverhampton Mission

The Haven Wolverhampton aims to support women and dependent children who are vulnerable to violence and abuse.



## The Focus of our Work

Our main objectives are to support women and children affected by Domestic Violence and Homelessness. The Haven also works to aid the prevention of domestic and other forms of violence against women through lobbying and engaging in consultation. The Haven Wolverhampton has 5 strategic aims which are used to measure and achieve these objectives:

1. Place the interest of women and children at the heart of everything we do and involve them in all aspects of work at The Haven Wolverhampton
2. Provide accommodation and community based services to women and children who have suffered violence and/or homelessness
3. Invest in governance, staff and volunteers and to achieve excellence and promote diversity
4. Raise awareness of the needs of women and children who have suffered violence and/or homelessness
5. Develop relationships to influence policy and strategy development





## What is Domestic Violence?

Domestic Violence occurs across all of society regardless of age, sexuality, class, ethnicity, ability or lifestyle. Domestic abuse can also occur in a range of relationships including heterosexual, gay, lesbian, bisexual and transgender relationships and in the extended family.

Domestic Violence can account for 17-25 % of all violent crime. In Wolverhampton in 2008/09 there were 3,870 incidents of Domestic Violence reported to the police (in 87% of cases victims were women). Using the British Crime Survey statistic (less than 35% of incidents are reported), the real number of incidents last year was greater than 11,000.

In relationships where there is Domestic Violence, children witness around three-quarters of abusive incidents. Sexual and emotional abuse is also more likely to occur in these families. The files of 45% of all entrants to Wolverhampton's Child Protection Register record a history of Domestic Violence.

It is estimated that violence against women costs society £40 billion each year (New Philanthropy Capital). Estimated £17bn+ of this figure is the human and emotional cost as Domestic Violence leads to pain and suffering that is not counted in the cost of services.

The Haven Wolverhampton believes violence against women is always a violation of human rights; it is always a crime; and it is always unacceptable. The impact of our work goes far beyond relief for those we help preventing future violence and reducing the distress suffered by families and friends.

### Elaine's Story

Elaine and her partner had been together for 26 years. During this time she suffered repeated attacks at his hands – and feet. Elaine and her partner had a total of 6 children and decided to marry when the two youngest, a twin boy and girl, were born.

"He was always on at me to get married. He seemed in such a rush. We already had six children together, we had all the time in the world. He eventually wore me down and I agreed to marry him. As soon as I did, it all started to go wrong" says 49 year old Elaine.

"He had always been controlling but I had never really realised before. He started telling me I couldn't go out with friends and that I couldn't have them at the house. He started giving me lifts to and from work even though I only worked 2 minutes down the road. I'd worked at that place for 10 years and he'd never offered me a lift before. At first I thought it was sweet, but I soon came to realise that he wanted to know where I was every second of the day. He would tell me not to wear make-up and would buy me new clothes. I didn't like the new clothes, they weren't 'me' but he would get angry if I refused to wear them. Eventually all my clothes were chosen by him."

"He wanted everything to be exact, and always shouted at me if something wasn't to his standard. One day he threw his dinner up the wall for no apparent reason. Another time he started an argument because he said I hadn't hung his shirts properly. We went into the bedroom so I could show him they were ok. He got hold of me and pushed me to the floor. I banged my head and had to go to hospital."

"The worst thing I remember is him kicking me in the face with his steel toe-capped boot. He kicked me in the head and knocked all of my teeth out. I told the hospital staff I had fallen over. I didn't think anyone would believe me if I told them the truth, I didn't know where to go."

Elaine was subjected to a pattern of physical and mental abuse in her home despite her cries for help. "I was on all kinds of anti-depressants and overdosed 24 times. In the end enough was enough, and one day while he was at work I took the two youngest children to my older daughter's house. We were only there 2 days before he came looking for me. He attacked me in front of our children."

Elaine is now divorced and staying at The Haven. She hopes to live independently again soon and is taking one day at a time.

# Achievement & Performance

## Accommodation Services

The Haven provides temporary emergency refuge support to women and children affected by Domestic Violence and Homelessness which is staffed 24 hours a day, 365 days a year. The Haven has 5 refuges across the City of Wolverhampton which are able to support a total of 46 women and 100 children at any one time.

Over the last year The Haven has continued to improve standards of accommodation by undertaking general maintenance work and improving the exterior images of the refuges. A 'hang out' room was also developed to allow older children time away from younger siblings.

The Haven ensures that its standard of service provision remains in line with Supporting People guidelines and subsequently in March 2010 achieved a Level B in the Supporting People Quality Assessment Framework (QAF) for its accommodation services. This means The Haven is able to evidence good practice and in addition to meeting minimum standards demonstrates a commitment to continuous improvement.

During this period The Haven delivered two Information Technology programmes for service users at our new ICT Resource Centre in order to improve computer literacy skills. A total of 33 women attended the classes with 2 enrolling to go onto further education.

This year The Haven received 1731 referrals to its residential service and accommodated 309 women and 277 children.

The Resettlement Service works to support women and children move on into independent living; during 2009/2010 the provision supported 309 women. A total of 52 families were successfully resettled during this period.

The Benefits and Immigration Officer supported women with their application for welfare benefits and in 2009/2010 provided services to 309 women. The Haven Wolverhampton has continued its commitment to supporting women with no recourse to public funds: during 2009/2010 we supported 8 women. This commitment was at a cost to The Haven Wolverhampton of £13,807.

## Children & Young People's Service

Within The Haven's family refuges a dedicated and tailored service is provided for children and young people aged 0-16 whereby trained children's workers deliver therapeutic play sessions in order to help young people come to terms with their experiences of abuse.

ContactPoint has been high on the agenda this year and work has been done with the ContactPoint team to develop procedures around 'shielding'. This is a procedure to shield children's addresses whilst living at The Haven Wolverhampton, and will increase their safety whilst receiving our support. In December 2009 The Haven Wolverhampton received full accreditation from Contactpoint.

This year The Haven has also been able to develop the services it provides for children and young people in refuge by employing an additional two children's support workers. Since their appointment the children's workers have organised a range of activities both within the refuge and externally by attending day trips and outings.

In 2009/10 the Children and Young People's Service Coordinator has begun to focus on children whose mothers access The Haven's Community Advocacy Support Service. The Coordinator has been working to establish a network of partners in the community to ensure that Haven services are made accessible to those who need them.





### Community Advocacy Support Team

The Community Advocacy Support Team is an outreach service which provides support to women who are living in the community and have been affected by Domestic Violence. The service includes specialist support from staff trained as Independent Domestic Violence Advisors (IDVAs) who work with women and children to devise safety plans and support women going through the criminal and civil justice route. IDVAs also take the highest risk cases forward to fortnightly Maracs (multi-agency risk assessment conferences) with other key agencies to provide 'wrap-around' support for victims of the most severe forms Domestic Violence.

Over the last year Wolverhampton agencies, including Wolverhampton Police Domestic Abuse Unit, Wolverhampton Domestic Violence Forum, Social Care and The Haven have succeeded in developing a co-located team approach to support victims of Domestic Violence. Co-location involves key agencies working in close partnership in a single location with a single focus on supporting victims of Domestic Violence. The Haven has become a full participant in the city's Co-located Domestic Abuse Team. The Haven's first fully trained IDVA is now located on a full time basis with the new Co-located team alongside other colleagues supporting women experiencing extreme forms of Domestic Violence.

The real value of the work of IDVAs in supporting women through severe Domestic Violence has been demonstrated in a 2009 study undertaken jointly by The Hestia Fund, The Sigrid Rausing Trust and The Henry Smith Charity. Their report *Safety in Numbers* is an evaluation of the work of IDVAs including the work of The Haven's IDVA service. *Safety in Numbers* found that following intervention from IDVA services 57% of victims reported a complete or near complete cessation of violence and 79% said that they felt safer. The full report can be found at [www.caada.org.uk](http://www.caada.org.uk)

The Community Advocacy Support Team provided support to 305 women and indirectly 816 children were supported.

The Haven's IDVA, who is based with the co-located team, supported 364 high risk referrals.

### Counselling

'Beyond surviving' is a life saving project which provides specialist and accessible Counselling and Psychotherapy to women and children survivors of Domestic Violence in order to help them overcome the emotional, psychological and cognitive, short and long term effects of their traumatic experience.

A team of counsellors including: a male counsellor, Asian counsellor and a specialist counsellor, aim to reach out to excluded members of the community including, those with special needs and disabilities who are most vulnerable to abuse. Leaflets have been produced and distributed, and are available in five languages. Finally, modules for a counselling training course have been written and we are in the process of securing a university to deliver the course.

The project has now completed its first year having delivered 637 sessions of counselling.

### Helpline

The Haven helpline was expanded in April 2009 with funding from Wolverhampton City Council. Following the development of the helpline an intensive training programme was devised with the support of The Samaritans to ensure that those answering a crisis call are professional and accommodating. All helpline staff have also received Signposting training and are able to provide women with improved knowledge and information on Domestic Violence support services in the City and further afield.

I'm very grateful to my counsellor for working with me so patiently. She is a truly inspiring woman!

# Awareness Raising

It is a key aim of The Haven to raise awareness of the organisation and its services in order to maintain a positive profile in the community. Throughout the year The Haven has maintained a strong presence in Wolverhampton and surrounding areas. With the expansion of The Haven helpline it has been a key objective to raise awareness and make information about this and other support services readily available and accessible to as many women as possible. As a result The Haven's publicity distribution processes were reviewed and updated in order to improve the way information is disseminated. The Haven now adopts a proactive approach to publicity distribution contacting over 400 organisations across the City twice a year to keep members of the public up to date with information on The Haven and its services.

A key issue identified this year was that The Haven should increase its presence in health settings. As a result The Haven has embarked on a 2 year advertising programme at New Cross hospital where information is available to over 8500 people a week.

The Haven continues to produce a newsletter twice a year which is distributed to funders, donors and the general public. One of the most recent developments has been the introduction of a monthly E-Bulletin which

is designed, created and distributed in house to over 1000 contacts UK wide.

The Haven ensures its presence at local community events and delivers talks to individuals, organisations and networks across the borough to raise awareness about its services.

This year has also seen The Haven develop its social networking presence. The Haven currently operates a facebook and twitter page which are updated with information on events, fundraising, donations, case studies and discussion topics on a daily basis. As a result The Haven has reached out to a new audience and increased its database of followers by over 1600.

Follow The Haven on Facebook @

<http://www.facebook.com/pages/The-Haven-Wolverhampton/87505372825?v=wall>

Follow The Haven on Twitter @

[www.tiwitter.com/TheHavenWton](http://www.tiwitter.com/TheHavenWton)

If you would like to order publicity materials from The Haven Wolverhampton please contact Grace Lee, Public Relations Officer on 01902 572173 or email [publicity@havenrefuge.org.uk](mailto:publicity@havenrefuge.org.uk)

facebook

twitter





# Training

The Haven has continued to raise awareness about Domestic Violence through the delivery of Domestic Violence Awareness training. During 2009/10 our Trainers delivered Domestic Violence training to 151 stakeholders as well as delivering 29 internal training sessions for staff and volunteers. During this period The Haven Wolverhampton was also successfully re-accredited with NOCN Training Centre status. A Helpline training programme was also developed and is now being delivered to staff and volunteers on a quarterly basis.

The Haven Wolverhampton continued to support The Socio-Economic Development Centre "SABR", Uzbekistan, through the partnership agreement "Empowerment and Structural Changes in the Situation of the Population of Low-Income Layers in Rural Regions of Samarkand Oblast".

In September 2009 The Haven was approached by the National Family Safety Programme, Saudi Arabia to host a two week training visit for nine representatives of the Saudi Domestic Violence sector. The visit incorporated modules from The Haven Wolverhampton's existing NOCN accredited Domestic Violence awareness

training programme as well as visits, presentations and workshops to external organisations including Wolverhampton Police Domestic Abuse Unit, Wolverhampton's Magistrate Court and Wolverhampton Safeguarding Children's Team. The visitors learnt how to respond to a Domestic Violence crisis call, how to set up and run a refuge, UK Civil and Legal practices and legislation on Domestic Violence, Multi-Agency working and much more. As part of the programme a 'Train the Trainer' session was delivered so that the visitors could return to Saudi Arabia and sufficiently deliver similar training programmes to their friends and colleagues.

The Haven will work with the local council to deliver Training and Safeguarding Children Training Programmes to those external stakeholders who work with victims of abuse. Training will be delivered to those working in the financial and media sectors as well as other key stakeholders.

A Domestic Violence Counselling Training programme will also be developed and piloted as part of The Haven's Big Lottery Funded Counselling Project 'Beyond Surviving'.

I am a survivor of domestic abuse who has lived to tell the tale and see the light at the end of the tunnel.

# Staff and Volunteers

The Haven continues to invest in key Staff through training in line with the Investor in People standard and is supported by Wolverhampton City Council for core costs.

The Haven Wolverhampton has a Board of 15 Members which meets bi-monthly and is responsible, with the Chief Executive, for the strategic direction and policy of the Charity. In addition Wolverhampton City Council nominates a Councillor with observer status on The Board.

## The Haven Board

Gillian Atkins - Chair	Lynne Beighton - Vice Chair
Michael Timmis - Treasurer	Colin Brown
Phillipa Pringle	Ann Dawson
Gillian Stewart	Andrea Spence Ferguson
Kay Swain	Rashmi Patel
Mary Wilmot	Lisa Welsh
Lalita Patel	Sue Lindup
N. Pnaise	



INVESTOR IN PEOPLE

The compliment of staff at The Haven has grown and we now employ 56 full time and 28 part time members of staff. Our staff have a diverse background with 7.8% having a disability and 33.5% from Black Minority Ethnic (BME) backgrounds.

The Haven staff team are provided with opportunities to have their say and relay information back to the management team through staff consultation and information days. Various Task and Finish groups have also been set up in line with the business needs to facilitate consultation and discussion with Staff, Board Members and Volunteers.

In 2009 The Haven management team was restructured to support the implementation of objectives of the company Business Plan 2009-14. The Haven Wolverhampton Senior Management Team now consist of the Chief Executive Officer and four Heads of Service; Head of Accommodation & Support Services, Head of Community & Support Services, Head of Economic Development and Head of Business Support Services.

## Volunteering

The Haven continues to deliver volunteering services for persons aged 16 and over. The Haven delivers 3 separate volunteering projects; The Involved Project for 16 to 25 year olds, 26+ for those aged 26 and over and the European Voluntary Service (EVS) for females aged 18 to 30 from across Europe.

The Haven is committed to supporting, enabling and celebrating volunteering opportunities in the City and

recognises the contribution of volunteers to its charitable and income generating activities.

- In 2009/10 the Involved project engaged with 114 young people (a 14% increase on 2008/09 figures). Total hours worked by Involved volunteers totaled 29,309, contributing an equivalent of £160,794.\* The Haven's first Youth Volunteer Steering group continues to lead and contribute to the development of the Involved volunteering service.
- The 26+ Volunteering service worked with 41 volunteers during 2009/10. This represents a contribution from volunteers totaling 8032 hours and a contribution to charity equivalent to £46,269.84.\*
- In 2009/10 The Haven hosted 7 volunteers through the EVS scheme. This represents a contribution from volunteers totaling 5092 hours and a contribution to the charity equivalent to £29,534.\*

\*Calculations are based on volunteers time and direct comparison with the National Minimum Wage.

Just wanted to write a note on here thanking ALL staff who worked with me for helping me so much. Thank you everyone in the refuges, resettlement service, community team and counselling. I am still alive because of the HUGE amount of support from all these members of staff.

(Former service user via Facebook)

# Risk Management

The risks to be considered by a medium-sized charity like The Haven Wolverhampton can be considered under three broad headings; External Financial Risk, Operational Risk and Personnel Risk. These are monitored and reviewed by Board Members at development days and within our meeting structure.

The Haven Wolverhampton continues to monitor these risks and is skilled in negotiations with funders in relation to clarity and agreement with regards to outcomes funded and the positive impact it plays in assisting the Local Authority deliver the Community Plan.

Staff turnover has continued to be low across the core provision of the organisation at approximately 9%.

The Board Members have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of The Haven, and are satisfied that systems are in place to manage our exposure to major risks.

# Financial Review

During the last year, The Haven was fortunate enough to sustain adequate income levels for the period 2009 – 2010, we also managed to maintain an acceptable level of reserves, essential for any viable organisation.

Our main focus has been supporting core provision to the highest standard, the summarised financial statements, 'Resources Expended' indicate maintained and positive results in this area.

## Principal Funding Sources

The Haven received funds from a variety of different funding streams, by means of grants, contracts, donations and service charges.

Principal sources of funding for the year were Supporting People £1,095,214, Wolverhampton City Council £230,418, Trinity House Venture £300,000 and Big Lottery Fund £147,569.

In addition, we received financial support from many other valued funders and donors with an accumulated income of £299,112. Accommodation charges and other receipts resulted in a further income of £660,563.

## Reserves

At the 31st March 2010, The Haven's combined unrestricted reserves totaled £626,868 and were assigned/designated as appropriate, in line with current policy.

'Free' reserves are needed to meet the working capital requirements of the charity, to allow for new initiatives, and to provide for delays in payments of major grants or

reduced funding. The Board continues to monitor risks to the organization in terms of funding and associated external environmental changes.

## Extract from Auditors Report:

### HW

### Chartered Accountants & Statutory Auditors

#### Opinion on Financial Statements

In our opinion the financial statements:

- Give a true and fair view of the state of the charity's affairs as 31st March 2010 and of its incoming resources and application of resources, including its income and expenditure, in the year then ended;
- Have been properly prepared in accordance with United Kingdom Accepted Accounting Practice applicable to smaller entities; and
- 
- Have been prepared in accordance with the requirements of the companies Act 2006.

Our thanks as always go to a dedicated finance team, with extended thanks to external consultant Nigel Tinsley.

Without The Haven I would not have coped. It gave me space, time and security at the hardest time in my life. I was allowed to cry and express myself – to be myself without prejudice. Supportive staff who simply understand. Without it I was able to take the next step and transition in my life.

The Haven Wolverhampton

# Statement of Financial Activities

(including Income &amp; Expenditure Account)

Year Ended 31st March 2010

Notes	Restricted Funds	Unrestricted Funds	Total Funds 2010	Total Funds 2009	
	£	£	£	£	
<b>Incoming Resources</b>					
Income resources from generated funds:					
Voluntary Income:					
Donations	2	12,076	1,638	13,714	30,841
<i>Activities for generating funds:</i>					
Interest	3	-	14,079	14,079	22,420
Management & Training Fees		-	52,039	52,039	65,364
Rent		-	4,500	4,500	-
<b>Incoming resources from charitable activities:</b>					
Grants and contracts	4	773,648	1,284,951	2,058,599	1,865,368
Accommodation charges		-	589,945	589,945	611,640
<b>Total incoming resources</b>		<b>785,724</b>	<b>1,947,152</b>	<b>2,732,876</b>	<b>2,595,633</b>
<b>Resources expended</b>					
<b>Costs of generating funds</b>		-	115,519	115,519	104,365
<b>Charitable activities</b>		459,190	1,775,177	2,234,367	2,169,747
<b>Governance costs</b>		-	40,316	40,316	54,822
<b>Total resources expended</b>	5	<b>459,190</b>	<b>1,931,012</b>	<b>2,390,202</b>	<b>2,328,934</b>
<b>Net incoming resources</b>		326,534	16,140	342,674	266,699
<b>Transfers between funds</b>		5,187	(5,187)	-	-
<b>Net movement in funds for the year</b>		331,721	10,953	342,674	266,699
<b>Reconciliation of funds</b>					
Funds brought forward		178,218	615,915	794,133	527,434
<b>Funds carried forward</b>		<b>509,939</b>	<b>626,868</b>	<b>1,136,807</b>	<b>794,133</b>

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The Haven Wolverhampton

# Balance Sheet

As at 31st March 2010

	Notes	2010		2009	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible fixed assets	10			689,875	705,089
<b>Current Assets</b>					
Debtors	11	91,919		101,073	
Cash at bank and in hand		1,135,184		768,295	
			1,227,103		869,368
<b>Creditors:</b> Amounts falling due within one year	12		402,393		339,723
<b>Net Current Assets</b>				824,710	529,645
<b>Total Assets Less Current Liabilities</b>				1,514,585	1,234,734
<b>Creditors:</b> Amounts falling due after more than one year	13			(377,778)	(440,601)
				1,136,807	794,133
<b>Funds</b>					
Unrestricted funds:					
General	14			626,868	615,915
Restricted funds	15			509,939	178,218
<b>Total Funds</b>	16			1,136,807	794,133

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

These financial statements were approved by the board of trustees and authorised for issue on 4 September 2010, and are signed on their behalf by:



**Gillian Atkins**

Trustee

Company Registration Number: 3159029

# Plans for the Future

The Government is keen to ensure that communities and individuals have a say in the way services are delivered at the local level. The Haven Wolverhampton, through the development of peer support groups, consultation with women, children and partners and stakeholder days continues to ensure that the voices of women and children are listened to and thus influence the way services are delivered. Service User input has always been important to the Haven and as a result a forum will be developed called 'The Haven Way' which will enable services users to engage and shape Haven services.

The development of partnerships in relation to Domestic Violence is progressing in the city and The Haven Wolverhampton is an active participant in these processes. The need for a co-ordinated approach which delivers the right service for women and children at the point of need, is crucial to enable women and children to feel safe and supported. Women and children that come to The Haven Wolverhampton as a result of Domestic Violence are classed as homeless and in priority need. Thus there is a duty of responsibility on local authorities to ensure that those finding themselves in such difficult situations are offered appropriate support and advice. The Haven Wolverhampton supports Wolverhampton City Council in meeting this obligation.

The future strategic direction of The Haven will be reviewed by the organisations Trustees and Management in order to ensure the focus and aims of the organisation remain in line with our mission and as a result a Business Plan has been developed covering a 5 year period.

Access to services will be broadened and updated. The helpline will be reviewed to consider incorporating online and telephone counselling to support more women and children through these difficult economic times.

The management and support of volunteering within The Haven will be reviewed to ensure that all opportunities are maximised for the benefit of the volunteers and for the women and children using our services.

Resources will be focused on supporting current provision to the highest standards. Due to high lease costs a review of central office location will take place to assess the need for a major development to support future sustainability.

The Haven Counselling project, having completed its first year, will move forward with developing plans to sustain the service through income generation, using a social enterprise model. All surplus funds will be put back into the service to support a provision without reliance on grants. The service aims to also provide training units and, currently work is being done with the University of Wolverhampton.

The Haven will continue to review research nationally and internationally to implement recommendations and best practice. The complex needs of women, following some research, has identified alcohol as a major problem area, as such The Haven Wolverhampton will be reviewing its services to support this client group. Accommodation services will have a finer focus on women who are using alcohol as a coping mechanism while they have been experiencing Domestic Violence and will be developing provision through multi agency work to support them in accommodation.

The Haven has for some time been mindful of those women not able to access refuge accommodation across the UK due to their male children being over 16yrs. 16 -18 year old young men are often victims of Domestic Violence in an attempt to protect their mothers and siblings and need support themselves. Research into this area of work will develop in the coming year with a view to developing services and accommodation for these young men and their mothers.

The Haven Fundraising team will work to support these areas of development in line with strategic aims for the organisation. Public Relations will also continue to develop effective ways of disseminating information, ensuring women are able to access services and support safely.

In 2009 The Haven was awarded funding from The Nationwide Foundation for a three year period to develop a Financial Inclusion Project. Funding will resource a Financial Inclusion Co-ordinator and Financial Support Officer to vulnerable women affected by Domestic Violence and homelessness.

In 2011 The Haven will look towards developing and implementing provision for young children who have taken on a carer role in families where Domestic Violence is present following a successful funding application to Comic Relief. We look forward to reporting on the progress of these projects in the next annual report.

The Haven aims to adopt a proactive approach to supporting and managing the health and wellbeing of its employees and aim to do this by introducing initiatives to promote a healthy work life balance.

The Haven Wolverhampton, as with many organisations in the sector, has another challenging year ahead due to the uncertainty and unstable economic climate. The Haven Wolverhampton's activities and achievements of 2009-2010 will hopefully continue to progress during the next 12 months, and The Haven will continue to provide it's core services to women and children.

# Supporters & Funders 2009/2010

The Board, Staff and Volunteers of The Haven Wolverhampton would like to thank our many partners, funders and supporters whose help enables us to support women and children affected by Domestic Violence and to enable their voices to be heard at a strategic level.

- Big Lottery Reaching Communities
- William Cadbury Charitable Trust
- BME & Equalities Development Fund
- Children in Need
- Sheldon Trust
- Wolverhampton Network Consortium
- Wolverhampton City Council
- Sainsbury's – St Georges Wolverhampton
- Supporting People
- Vinvolved
- European Volunteer Service
- The Nationwide Foundation
- Wolverhampton Learning Partnership
- Barrow Cadbury Trust
- Trinity Housing Venture
- Other grants and donations (£5000 or less)

A special thank you is extended to the following supporters who have kindly named us their charity of the year or provided continued ongoing support throughout the year:

- Mayor & Mayoress of Wolverhampton
- Natwest
- The Rotary Club
- Sainsbury's St George's Wolverhampton



## Contact The Haven Wolverhampton

For referrals only

Tel: 01902 713001

Email: [referrals@havenrefuge.org.uk](mailto:referrals@havenrefuge.org.uk)

Office

Office Number: 01902 572140

Fax Number: 01902 572144

Email: [info@havenrefuge.org.uk](mailto:info@havenrefuge.org.uk)

Address

Post: The Haven Wolverhampton, PO Box 105, Wolverhampton, WV1 4LP

Registered Charity Number: 1065427. Company Ltd by Guarantee (Registered in England): 03159029

You can also contact us via:

Our website: [www.havenrefuge.org.uk](http://www.havenrefuge.org.uk)

Facebook: [www.facebook.com/TheHavenWolverhampton](http://www.facebook.com/TheHavenWolverhampton)

Twitter: [www.twitter.com/TheHavenWton](http://www.twitter.com/TheHavenWton)