

Seeing the whole picture

Our impact in 2018-19



Safe Lives

Ending
domestic
abuse

Contents

Our strategy: The Whole Picture	8
1 Strategic Priority 1: Act before someone harms or is harmed	10
2 Strategic Priority 2: Identify and stop harmful behaviour	14
3 Strategic Priority 3: Increase safety for those at risk	20
4 Strategic Priority 4: Support people to live the life they want after harm occurs	36
SafeLives continues to be an effective and sustainable organisation	40
How we work	40
How we are funded	42
Where we work	43
Our supporters	42



2018/19 proved to be a really big year for SafeLives. Here are some of the things that stay with me the most:

Strategy: Developing our strategy, *The Whole Picture*, has been a major part of the year. We consulted extensively, and I hope we've repaid the time people put into responding with a framework that's realistic and highly ambitious. We're incredibly proud that one local authority has already chosen to adopt it wholesale. We have now begun the new work which flows from the strategy and I can't wait for us to say more about this as we go on into 2019/20.

Amplifying survivor voices: Appearing before the parliamentary scrutiny committee on the UK Government's Domestic Abuse Bill, I was deeply committed to bringing into the room the voices of survivors who had entrusted their stories to us. I was more nervous than I've been about anything else all year, but I believe we lived up to the faith people had in us to make sure their experiences were heard.

Partnerships: I am proud of being part of Drive, our perpetrator partnership with Respect and Social Finance. I've also been excited by newer opportunities such as the Health Pathfinder and King's College London's Violence, Abuse and Mental Health Network. Our collective commitment to improving health responses to abuse is starting to show results, including NHS England's commitment to ensuring domestic abuse victims can access Idva services in the NHS. We also know that far too many children are caught up in abusive situations, and I'm pleased to see SafeLives' staff and Pioneers in conversations with Cafcass, children's social care and Ofsted, all of whom can have a profound impact on the response for all family members. And I am delighted we're working with Surviving Economic Abuse – a very young, but energetic and highly skilled organisation – to build understanding of economic abuse, and to explore tech for good solutions to address all forms of abuse with multiple partners.

Scale: SafeLives has always focused on taking great work to scale. This year, our ambition has been more than matched by the Scottish Government and Police Scotland, whose entire force, serving a population of over five million, is adopting the Domestic Abuse Matters change programme. Our team – which includes a talented pool of associates from all corners of Scotland – should be hugely proud of the change they're creating. Police Scotland report a rapid rise in the understanding of coercive control, leading to significant rates of arrest for the new offence.

Inclusivity: I want SafeLives to attract and retain the most talented and committed people, as staff members, Pioneers, Trustees and associates. This year, I've been stopped in my tracks by the willingness of our whole team to bring more of themselves to work. Many have shown incredible bravery and strength in using their own experiences of domestic abuse, as well as mental health, sexuality and other parts of their identity, to improve what we do and increase our understanding of the people we support. That's an amazing thing and continues to change us for the better.

Sustainability: We're shaping our fundraising work with a well-developed and prioritised set of asks of both philanthropic and Government funders. I am incredibly appreciative of all the support we receive – from our cake bakers and marathon runners to our major donors. You are all committed to a vision of ending domestic abuse for everyone and for good. For that, we say the biggest thank you.

Collaboration: One note of caution, wrapped in hope. Just a couple of months ago, there was a significant public debate about whether to call the police if you're worried about a neighbour. It's shocking that this can even be raised as a question. Frightening if you are, or can imagine yourself, on the other side of that wall. What was hopeful though, was that so many organisations – voluntary and statutory – came together in the space of just a few hours to give a simple message: we all have a responsibility to each other. If you are worried about someone, reaching out for help is always the right thing to do. I am proud that our collective response was so quick and unequivocal – we support those who need it.



Suzanne Jacob, OBE
Chief Executive, SafeLives

Our highlights from the year

We began DA Matters training for the whole of Police Scotland, with 7,000 officers and staff receiving face-to-face training in 2018/19 alone.

"For me, it is the impact I have felt from hearing Pioneers speaking out and the effect they have on their audiences. The bravery of survivors to turn their experience into expertise is so powerful, demonstrates there is no them and us and I believe is what will end domestic abuse."

Michelle, Head of Practice

We recruited two new Pioneers – survivors and experts by experience – who work with us to insure everything we do is informed by the lived experience of survivors.

We supported more than 65,000 adults, who between them were the parents or carers for 85,000 children through interventions pioneered with our partners.

We had our biggest training year ever, training nearly 11,000 voluntary sector and public sector professionals.

We began work in our Beacon sites, to reduce inconsistencies in the current response to domestic abuse – supporting more than 450 adults and 500 children and young people in just a few months.

We worked with Wheatley Housing Group – supporting 200 staff with online e-learning and 500 staff with face to face training.

"Working with SafeLives over the last year has been a positive experience for Hafan Cymru. Our partnership approach to delivering group 4 and 5 of the Welsh Government national training framework has provided development opportunities for our training team and enabled capacity building within the sector."

Jayne Regan, Training Services Manager, Hafan Cymru

Over 300 domestic abuse professionals working in the voluntary sector received our accredited training. Five services received our Leading Lights accreditation – bringing the total of SafeLives' Leading Lights services to over 50 UK wide.

"Our partnership with SafeLives, ASSIST and Scottish Women's Aid to develop accredited training for Caledonian women and children's workers has been a great experience and resulted in very high quality and well received training. SafeLives' website and research base has as ever been very useful."

Rory Macrae, Caledonian National Coordinator, Community Justice Scotland

"I enjoy working for SafeLives because quality training is what makes the difference, changing attitudes changes service delivery. Besides, I never believed it when others said you could be 'too victim focused' and in this organisation the survivors' voice informs that change."

Pete Williams, SafeLives' Associate

Our 2019 evaluation results for our DA Matters programme for the police found that 95% of learners said they felt very/extremely competent at understanding the tactics perpetrators of domestic abuse use when they are coercively controlling their victims, versus 21% who had said so before their training.

We also ran a survey for male victims of abuse. More than 200 male survivors responded.

"We were delighted to be able to work with SafeLives on their LGBT+ Spotlight series and the subsequent Free to Be Safe Report. Both the Spotlight series and the report made significant contributions to the understanding of LGBT+ survivors' experience of domestic abuse and also supported Galop's own strategic and policy work in this area."

Peter Kelley, Head of Domestic Violence Service, Galop

We worked with Vodafone, giving Idvas mobile phones to distribute to victims of domestic abuse. 30% of the phones given out were used to call an emergency number.

"Aurora were thrilled to take part in the Vodafone pilot for the second time in 2019. It is such a simple idea in many ways, but it really did make such a huge difference to our clients and their families. We thoroughly enjoyed working with both SafeLives and Vodafone on this, and we look forward to seeing where the project goes in the future."

Zoe Jackson, Operations Manager, Aurora New Dawn

"My highlight has been meeting clients in Norfolk and Sussex – our 'Beacon' sites – and hearing them describe the service in exactly the way survivors involved in the development described what they wanted. And hearing the difference it has made to them and their children was incredible."

Rachel, Practice Advisor

"Partnering with SafeLives to ask young men about their attitudes to relationships felt both timely and important. We do not often hear their eloquent and often moving thoughts on love, communication and masculinity. It was great that the content prompted people to engage with this important survey."

Hannah Higginson, Engagement Producer, Watershed

We continued to shine a Spotlight on 'hidden' victims, focusing on LGBT+ victims, people with mental health needs and parenting through domestic abuse. We've had over 300,000 Twitter impressions since Spotlights launched, our dedicated webpages have been viewed over 20,000 times and our podcasts have been listened to almost 8,000 times.

We're opening up the conversation about domestic abuse to include men and boys. Over 1,000 men and boys, aged 11 upwards, from all across the UK completed our survey, sharing their attitudes towards relationships, abuse and masculinity.

Year 2 evaluation of Drive, our partnership programme with Respect and Social Finance, to challenge perpetrator behaviour found a reduction in abuse:

Physical abuse reduced by over two-thirds
Sexual abuse reduced by over three-quarters
Controlling behaviour reduced by over half
Harassment and stalking reduced by over half

"Respect's work with SafeLives as partners on the Drive project (alongside Social Finance) has gone from strength to strength. The partnership allows both organisations to bring our strengths and learn from each other, and this is leading to exciting developments. From the original ambition to develop and test a new model of service delivery, we are now thinking strategically about the wider sector and beginning to develop a joint call to action. This has involved hard work and lots of listening and compromise on both sides and we've managed this with buckets of goodwill, time and energy from staff across both organisations."

Jo Todd, Chief Executive, Respect

"The Scottish 'DA Matters' programme developed by SafeLives for Police Scotland has supported the training of over 20,000 frontline staff and ensured readiness for a landmark change to the criminal law.

SafeLives demonstrates that partnership working is crucial to promote a shared understanding of the dynamics of abuse and how coercive control impacts on the whole family and that the needs of victims of domestic abuse are best served when working together."

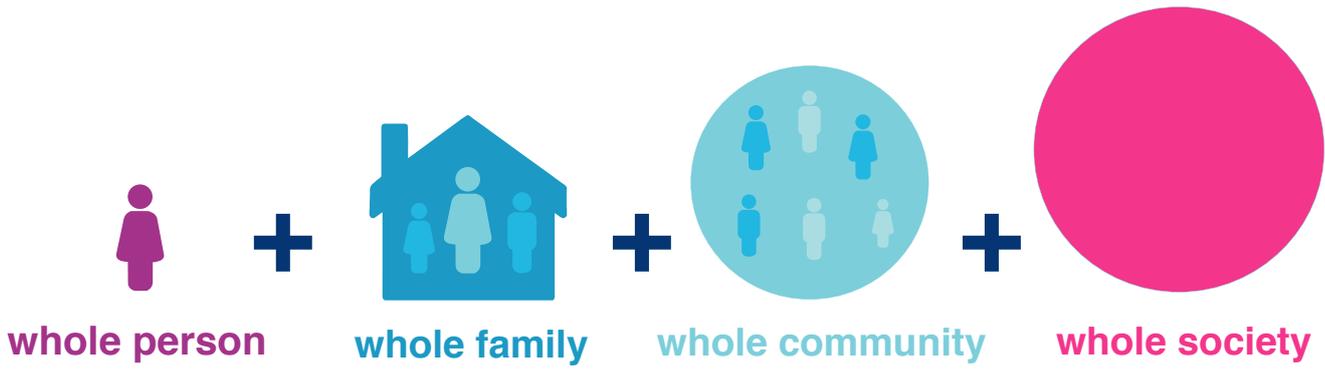
Saira Kapasi, Head of VAWG & Barnahus Justice Unit, Violence against Women and Girls, Scottish Government

Our strategy: The Whole Picture

Our goal is to end domestic abuse for everyone and for good. Our Whole Picture strategy focuses on delivering what you would want for your best friend.

Our Strategic Priorities

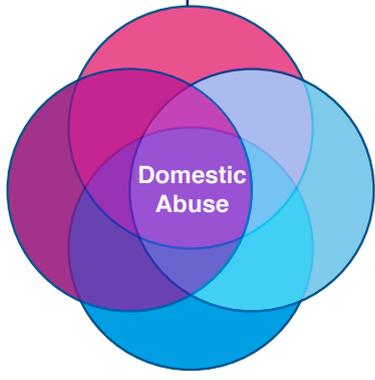
- 1 Act before someone harms or is harmed**
- 2 Identify and stop harmful behaviour**
- 3 Increase safety for those at risk**
- 4 Support people to live the lives they want after harm occurs**



=



whole picture



The Whole Picture:

Domestic abuse is never all of someone's experience, situation or identity.

1

Strategic Priority 1: Act before someone harms or is harmed

To end domestic abuse for good, we work to stop harm before it begins. We are opening up the conversation – encouraging discussion about healthy and unhealthy relationships from an early age.

By the time they start school, at least one child in every classroom will have lived with domestic abuse since they were born. These early experiences can have a huge impact on their later life, but it is a subject little talked about. In 2018, more than 400 survivors took part in our 'Every Story Matters' survey. 84% told us they never talked about domestic abuse growing up.



“Much more discussion of it [is needed] in schools, as part of general education around healthy relationships (practising them and recognising unhealthy ones). There’s an assumption that abuse affects ‘other’ people and a certain type of person (a woman, a weak woman who somehow wants the abuse). It’s not clear that it can happen to anyone and that relationships can gradually become abusive. This exacerbates the shame for all victims.”

Survivor, Every Story Matters

To bring this out into the open, we called for specialist training and quality content to help young people feel supported and safe when being asked to talk about challenging and potentially traumatic topics, in our response to the 2018 Government consultation on the Relationships and Sex Education (RSE) guidance to be rolled out to schools in England from 2020. We also launched our Spotlight on LGBT+ people and domestic abuse in partnership with Stonewall and asked the Government to ensure the guidance is fully LGBT+ inclusive.

The Government has responded to these calls and said RSE across all schools will have equality of gender and sexuality at its heart, based on the law.

We will continue to press for a curriculum which effectively addresses domestic abuse, and for specialist training and support for teachers to help them to respond to disclosures.

We know that men and boys are more likely to harm themselves and other people, and less likely to talk about it. We won’t end domestic abuse without involving men and boys, so we are listening to their voices too.

In 2019, we began to explore the attitudes of men and boys towards healthy relationships, abuse and masculinity, inviting men and boys to share their thoughts.

We heard from over 1,000 men and boys, aged 11 upwards, from all across the UK. Many told us that the simple act of responding had made them ask questions of themselves they had never asked before and had opened up conversations with friends and family. We are now analysing the results and taking our enquiry further with in-depth interviews, including with those who have used harmful behaviour.

“If you pass on bad traits to your children, they pass it on to their children and it all carries on in a terrible cycle.”

13-year-old boy

We also ran a survey for male victims of abuse. Domestic abuse is a gendered crime, with women most likely to be the victim/survivor, but there are many ‘hidden’ victims, including men who have experienced abuse at the hands of a same-sex partner, parent, child, sibling or heterosexual partner. More than 200 male survivors responded.

“I didn’t think I’d be believed...if anything rings any alarm bells, no matter how small, talk to someone about it.”

Male survivor

This is just the start. In 2019/20, we’ll be exploring these issues further and deepening the conversation to increase understanding and awareness.



“Education is needed. I had no idea I was in an abusive relationship until it was far too late. Starting in schools to help raise awareness for both potential victims and potential abusers.”

Survivor

2

Strategic Priority 2: Identify and stop harmful behaviour

We look at long-term solutions to tackle domestic abuse. To reduce the number of victims, we are challenging perpetrators to address their behaviour, changing the conversation from ‘why doesn’t she leave?’ to ‘why doesn’t he stop?’

Each year, over two million adults in the UK experience domestic abuse. More than 100,000 are at high and imminent risk of being murdered or seriously harmed. We focus on meeting the needs of victims, but too often perpetrators are not held to account. Their behaviour continues, often affecting not just the victim but multiple family members across generations. Currently only 1% of perpetrators get a specialist intervention to address their abuse.

“I’m not the problem. I want help for him to stop.”

Survivor

We are seeing powerful findings from Drive, our partnership programme with Respect and Social Finance, showing the value of working with the family as a whole, reducing abuse through interventions with the perpetrator and increasing safety through support for adult and child victims and survivors.

“I feel that she went above and beyond to ensure that I am safe and I felt that I was listened to.”

Survivor supported by the Idva service connected to Drive

“You have asked me challenging questions which have given me a different perspective on my situation. I have taken responsibility for the way things are.”

Drive service user

Delivered in collaboration with Police and Crime Commissioners, local authorities and service providers in Croydon, south London, Essex, West Sussex, South Wales, West Mercia and the West Midlands, Drive is improving responses for all family members and deepening and widening our research base to build a more thorough picture of perpetration and what works to stop someone using abusive behaviours.

Drive is uncovering instances where the perpetrator has more than one victim, and is harming multiple family members. Looking at the wider picture, Drive is able to offer support for the whole family.



1 in 4 perpetrators are repeat offenders.
Some have as many as **six different victims**



Drive has worked with over 1,000 perpetrators to date, impacting on the lives of over 1,000 adult victims and survivors and nearly 1,500 children and young people.

Evaluation from the second year of the programme, analysed independently by the University of Bristol, tells us the difference Drive is making.

Reduction of abuse

- Physical abuse reduced by over two-thirds;
- Sexual abuse reduced by over three-quarters;
- Controlling behaviour reduced by over half;
- Harassment and stalking reduced by over half.

Reduction of risk

- For the duration of the Drive intervention, Idvas reported that the risk to the victim reduced in 75% of cases.
- When Drive was not involved, victims and survivors were three times more likely to experience physical abuse at case closure, compared to when Drive was involved.

Reduction in DVA offending

- Police data shows a 30% reduction in criminal DVA incidents for Drive service users, compared to no change for control group perpetrators.
- Drive is testing methods to ensure the reduction in risk remains a long-term impact after the programme ends.

“Without this work, we know that domestic abuse perpetrators will continue to enter new relationships, create more victims and expose children to harmful abusive behaviour. It is about ending abuse for the victims of today – but also the victims of tomorrow.”

Drive case manager

We influence new legislation to enable services to identify and stop harmful behaviour and we are pushing for changes proposed to become a reality on the ground.

Domestic Abuse Bill, England and Wales

We published our own alternative white paper and a ten-point plan for change, welcoming the Government's draft Domestic Abuse Bill when it was published in January 2019 but urging them to go further in driving real systemic change. Since then, we've continued to influence the Bill as it has gone through Parliament, providing both written and oral evidence to the Joint Pre-Legislative Scrutiny Committee.

As a result of our calls, the Committee endorsed the idea of a nationwide campaign to raise awareness of the impact of domestic abuse and to help change behaviour. They also dedicated a significant proportion of its report to perpetrators, echoing our ask for "sufficient provision of quality assured specialist interventions for the full spectrum of perpetrators, across all risk levels." As a result of the general election, the Bill has fallen, but we continue to campaign for a new Bill and for a commitment to new measures in all party manifestos.



“SafeLives has ensured the debate around the Domestic Abuse Bill has been informed by data, practice and survivors’ voice, particularly around the importance of holding the perpetrator to account.”

Baroness Gabby Bertin, Member of the Joint Committee on the Draft Domestic Abuse Bill

We have also been successful in securing NHS England's support for a rollout of Idvas across NHS services as part of their four year plan for domestic abuse from 2020. This represents a huge endorsement for our campaigning since the publication of our Cry for Health report in 2016.

“SafeLives has been at the forefront of making the case for specialist domestic abuse workers in health settings because we can't stop domestic abuse through the criminal justice system alone. It needs a public health approach.”

Jess Phillips MP, Chair of the APPG on Domestic Abuse

Our research finds that more than 130,000 people in Scotland experience domestic abuse each year. For those victims who access specialist domestic abuse support, 68% disclose controlling behaviour.

Domestic Abuse (Scotland) Act

We've supported the new Domestic Abuse (Scotland) Act legislation, which came into force in April 2019. Working with partners we are training the whole of Police Scotland, supporting them to recognise coercive controlling behaviour and the impact of domestic abuse on children.

We're proud to be working closely with Police Scotland, our partners ASSIST, the Caledonian System, Sacro (Fearless), the Scottish Borders Safer Communities team and a range of talented individual associates from across Scotland to deliver Domestic Abuse Matters Scotland.

We are supporting officers and staff to identify coercive control and when perpetrators of abuse are using manipulative tactics; to understand the impact of domestic abuse on everyone, including children; and to change how they respond to victims.

Over 14,000 staff across Scotland will receive face to face training, with 7,000 officers and staff receiving this in 2018/19 alone. Everyone from the executive team and frontline officers, to control room staff and Specials has been engaged in the programme. We have raised awareness of this work and the new legislation in the media too, with extensive press and social media coverage. As of October 2019, Police Scotland have reported over 600 crimes recorded and 190 cases reported to prosecutors. Around 95% of those cases are now progressing through the courts with over 20 convictions already.

“I can say confidently that the impact on policing is immeasurable. I have no doubt that our work with SafeLives, as one of our many key partners, has improved the lives of those experiencing domestic abuse and has most likely saved lives. [It] has helped ensure our officers and staff better understand the complexities of domestic abuse, how to better support those experiencing it and how to better identify and respond to the deceitful and manipulative tactics adopted by perpetrators of abuse.”

Gordon McCreadie, Detective Superintendent, Police Scotland.
National lead for Domestic Abuse, Forced Marriage, HBA and Harassment



“The fact that I could trust [my police officer] enabled me to trust the system and follow through with the prosecution. Because of him I am free.”

Survivor

3

Strategic Priority 3: **Increase safety for** **those at risk**

80% of victims never call the police. When they do reach out for support, in whatever form that takes, we work to make sure they get the help they need.

“It took me 13 years before I realised that I was being subjected to emotional and psychological abuse. I used to think abuse was just when someone hit you.”

Survivor

Quality assurance and championing the frontline

We champion frontline domestic abuse professionals, including Idvas, Idaas, young people's violence and abuse advisors, outreach workers and other specialists, all of whom provide vital, life-saving support to victims and survivors of domestic abuse, helping them become safe and well.

In 2018/19 over 300 domestic abuse professionals received our accredited training.

Our 2018/19 Practitioner Survey shows there are at least 833 Idvas working across England and Wales. We are proud to have led the way in establishing and supporting this life-saving role, but we know at least 300 more Idvas are required for the number of people who need them. We have identified significant gaps in other forms of support too. Children and young people are particularly poorly served and more than a third of services were not aware of a response to perpetrators of domestic abuse in their local area.

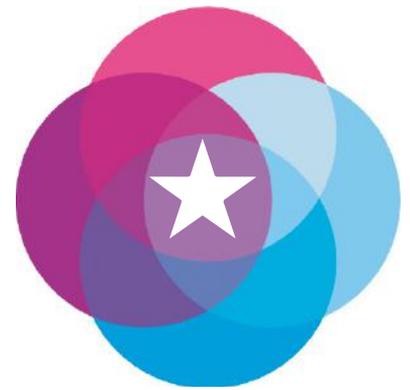
The evidence from our Practitioner Survey (which we hope to expand to Scotland and Northern Ireland in the future), supports our #Invest2EndAbuse campaign, calling on the Government to invest in a full range of domestic abuse services. The campaign has already attracted wide ranging support from frontline services, victims and survivors and politicians.

We continue to work closely with partners, including the smallest, most localised and specialist services, to celebrate their work. In 2018/19 over 300 domestic abuse professionals in the voluntary sector received our accredited training. Five services received our Leading Lights accreditation – bringing the total of SafeLives' Leading Lights services to over 50 UK wide: all of which meet the highest standards of provision. Each month we celebrate a 'Star of the Month', showcasing the fantastic support given to victims and survivors by frontline workers.

“SafeLives have previously reviewed our Marac processes and are now looking at our Idva service. I always find their approach to be supportive yet constructive and they always leave us with clear recommendations for improvement. Their objectivity and independence is also greatly valued. And the staff are always friendly and helpful, great to work with.”

Jane Rose, Gwent IDVA Manager

Our Stars of the Month



Each month, we celebrate an amazing professional who goes above and beyond to support victims and survivors of domestic abuse. In 2018/19, we celebrated:

July		Lisa Peplow Regional Idva Service Manager, West Mercia Women's Aid
August		Kathy Bonney Head of Safeguarding, East Lancashire Hospitals NHS Trust
September		Simon Gunner Idva, Wirral Family Safety Unit
October		Mirka Naplavova Lead Complex Needs Idva, The Dash Charity
November		Zoe Mckee Senior Health Idva, Basildon and Thurrock Univesity Hospital
December		Kathy Ridgway Idva, Fylde Coast Women's Aid
January	 	Martyn Lee and Sian Watson Developed a service for male victims and survivors of domestic abuse, Families First Bedfordshire
February		Sue Davies Operations Manager, Changing Pathways
March		Fiona Milner Specialist nurse and Domestic Abuse Lead, Lincolnshire Community Health Service
April		Deana Young Senior Support worker, Women's Aid North Lincs
May		Zoe* Mental health Idva <small>*wished to remain anonymous</small>
June		Stacey Simpson Health Idva, Blackpool Teaching Hospital

The Whole Person, Whole Family, Whole Picture

We support professionals, innovating in practice and resolving obstacles to the work they want to do. We help them look at the whole picture, to support individuals and families as quickly and effectively as possible.

In 2018/19, we supported more than 65,000 adults, who between them were the parents or carers for 85,000 children, through interventions pioneered with our partners (using the 'Idva/Idaa-Marac model'). We are proud of that model, but recognise it is under pressure as reporting of domestic abuse continues to rise. We continue to evolve the model and its principles, bringing them up to date with changes in the delivery landscape and in response to what survivors tell us they need.

Our latest innovations include One Front Door, which coordinates earlier, more effective action for every family member, and our 'Beacon' sites, where we are piloting responses to inconsistencies in provision – for example, a safe and effective response for couples who plan to stay together.

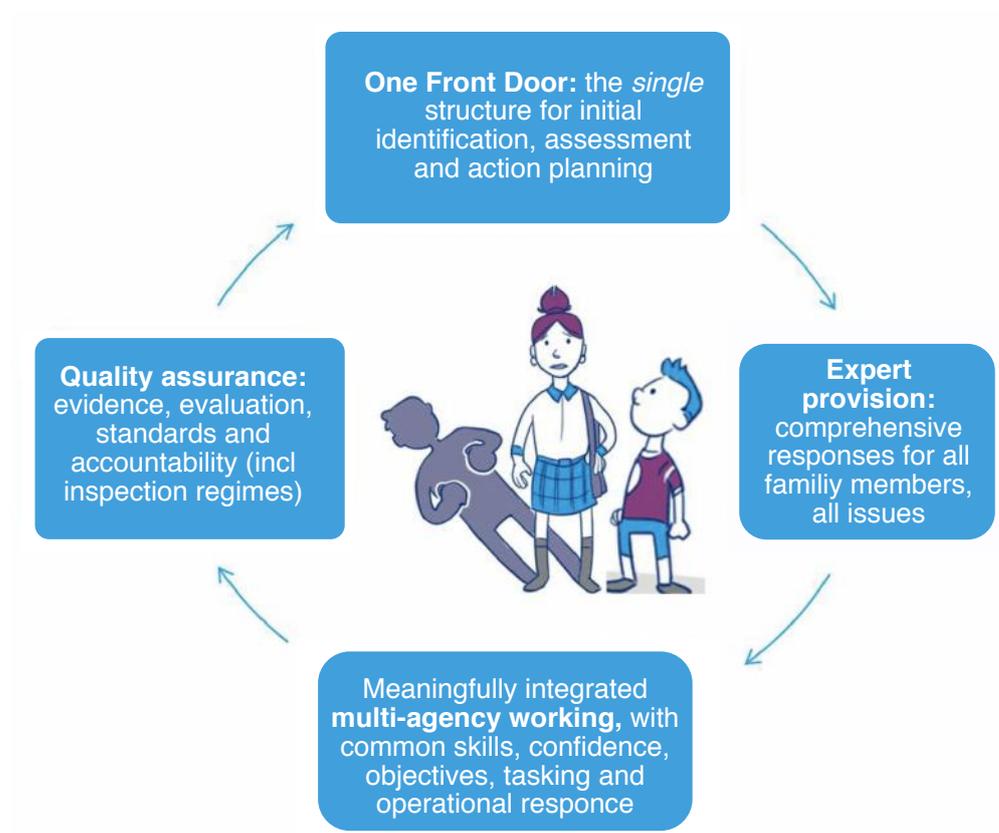
“No one understands what is happening for us as a family. We have eight different workers in our house but each one cares about something different.”

Survivor of domestic abuse

Multi-agency working and One Front Door

Thanks to funding from the Government's Tampon Tax Fund, since 2016 we have been piloting the first stage of One Front Door – bringing together multi-agency specialist teams of statutory and voluntary sector partners to identify the needs and risks of every family member at the same time, making vital links between the needs of individuals and the families they belong to, and providing earlier specialist support to adult and child victims, as well as perpetrators of domestic abuse.

The pilot ran in seven locations across England: Bexley, Norfolk, North Somerset, North Tyneside, St Helens, Suffolk and West Sussex. Concluding in June 2019, our pilots have shown a significant impact on early intervention and prevention, and we are proud the Government has repeatedly acknowledged the important role of this work in its response to the Joint Committee scrutinising the Domestic Abuse Bill.



Our evaluation found:

Improved structural approaches

- Perpetrator responses were commissioned for the first time in local authority areas
- Cultural change programmes were initiated in children's social services
- Ofsted named One Front Door as a positive model in two sites, and highlighted faults which would be resolved by its adoption in a third

Improved ways of working

- Practitioners were overwhelmingly positive about new ways of working
- Multi-agency work became more collaborative and effective
- There was an increase in parity of esteem between specialist agencies (often voluntary) and large statutory partners which deepened engagement between them
- There was a shift from multi-agency teams simply administering information to bringing specialist expertise and meaningful analysis to influence all information available to them
- In depth analysis in sites found:
 - i) Better information sharing resulted in 17% of risk assessments being updated.
 - ii) In the first four months of One Front Door implementation, 31% of police contacts progressed to social care assessments from 3% in the previous year.¹
 - iii) A more than 25% increase in the number of contacts which were not closed with 'No Further Action' for the same time periods.²

“I’ve never worked anywhere it has been so streamlined, it’s so focused and everybody knows what they are doing and everybody is there together in that multi-agency approach. It makes things a lot easier and we’re able to reach a lot more of the victims that come through because of this. It’s a great way to work, you get things done so much more efficiently.”

Domestic Abuse Specialist from one of our pilot sites

We are aware there are still challenges to overcome. For example, timescales and safeguarding thresholds sometimes prevented agencies sharing information which could have highlighted additional risks, but the appetite for change is strong. We will continue to stress test our approach in additional sites, building the evidence base supporting One Front Door as an effective whole family approach, including making links with newly emerging structures such as Violence Reduction Units and other structures dealing with serious violence.

¹ It is not clear how much of this increase was a result of having a better picture of the risks and needs within the family, and how much was due to a lack of alternative outcomes as it was not possible to track the outcome of these assessments.

² This refers to cases which were discussed in the One Front Door meeting.

Innovation in frontline practice: ‘Beacon’ sites

In 2018, we opened the doors of new services with partners in our two Beacon sites: Norwich and West Sussex, reducing inconsistencies in the current response and coordinating more comprehensive provision. We are especially proud that these innovations in frontline practice have been designed and developed directly with survivors of domestic abuse.

“It’s amazing what victims and survivors have created”

Rachel Williams, SafeLives’ Pioneer reflecting on the service being survivor developed and led

Through the programme, we are supporting:

- Early intervention, helping people recognise the signs of abuse before it escalates
- Complex needs – often because of, or exacerbated by domestic abuse
- People who stay in a relationship and/or living with the perpetrator of abuse
- Children and young people through specialist age-appropriate services
- Survivors to recover from harm, heal and build resilience, including through peer support

In just a few months, our interventions have supported more than 450 adults and 500 children and young people across the two sites, with fantastic feedback from service users and practitioners. We have helped people prepare for job interviews, liaise with statutory services and build their confidence, as well as delivering improvements to multi-agency working.

“[The worker] came to see me. I was anxious about a job interview. [She] talked me through it even though that wasn’t why she was there. Pointed out strengths and attributes, calmed me down. Now got dream job. All happened since [the service] came into my life. Happiest I’ve ever been. Not on my own. Incredible.”

Survivor, receiving support from one of our Beacon sites

“Thank you for all the support you have given me. You’ve honestly impacted my life in such an amazing way. Thank you for everything.”

Young person, receiving support from one of our Beacon sites

Service users have praised the support as being person-centred, with workers taking an interest in them as a whole person, an interest in their skills, and giving them choices. Survivors also welcomed the group and peer to peer elements of the programme with opportunities to support and ‘build each other up’. The simple act of asking ‘how are you feeling’ encouraged survivors to open up and feel empowered.

Words used to describe the programme (Norwich practice review):

“ Validating True Supporting ”
Trustworthy Promote it
Safe Real Have a voice
Help for families (as a whole)
Fresh Start Essential
Knowledge Lifeline
Caring

Tech vs abuse

As more and more of us live our lives online, we are looking at the potential opportunities, gaps and risks for technology in the context of domestic abuse.

Technology can help victims access information and support, but it can also provide perpetrators with even more ways to threaten and control. Simply advising victims to go offline isn't good enough.

This year, we conducted further research to update the findings of the 2016 Tech vs Abuse project which looked at the use of digital tools to support people affected by abuse. We worked closely with Snook and Think Social Tech, commissioned by Comic Relief in partnership with Esmée Fairbairn Foundation and the Clothworkers Foundation.

Together, we identified four design challenges for service providers to address: i) realising it's abuse, ii) finding the right information at the right time, iii) securing effective real-time support and iv) supporting recovery. We're hopeful these challenges will inspire innovation in design and delivery of services for people affected by domestic abuse, both online and offline.

“At the beginning, online information as quickly as possible is key. Calling a helpline or service is a huge barrier, even just finding somewhere private and safe to call from is really difficult – if you have time in the toilets at work you can't just call there. We haven't met that need yet.”

Survivor, Tech v Abuse design challenges, 2019

We have also secured funding from Comic Relief for a digital tech specialist to work with us to identify new opportunities to increase victim safety and empowerment online, working with practitioners and tech companies to build new solutions and growing our own internal capacity for support.

We were delighted to partner with Vodafone UK on the Lifeline project – giving 1dvas mobile phones to distribute to victims of domestic abuse to increase their safety and wellbeing.

The pilot evaluation demonstrated the huge value of this approach in supporting victims in every area of their life. 30% of the phones given out had been used to call an emergency number. Victim/survivors were also able to use the phones to communicate with friends and family, and secure support from a wide range of services. The pilot revealed the increasing challenge for those without safe online access, as so many services, including Universal Credit, now require applications to be made via the internet.

“The impact of being able to give a phone to a victim of domestic abuse is very important, first of all the victim always looked relieved at being given a phone, it gives the power back to the victim, it is important that the victim maintains contact with agencies such as police, solicitor, social worker, children’s school, housing, family, Idva. Having the phone contributes to the victims safety.

“I gave a phone to a young girl on Monday, she was very grateful, she immediately put my number in her phone along with the police officer who had dealt with her case, she told me that she would never have been able to get another phone for herself and simply said ‘I’m not isolated now’. She has phoned me three times this week with updates and each time has thanked me for the phone.”

June Kay, Independent domestic violence advice service, Pathway project

Whole Lives Scotland

Beginning in 2018 and running to 2021, we are working with four local authorities – including Renfrewshire, Stirling and Aberdeen City, to improve responses for groups of victim/survivors who often remain ‘hidden’ from identification and therefore the support they need.

We have started work with Renfrewshire, looking at the barriers facing victims and survivors of domestic abuse who also experience poor mental health, and asking what makes it hard for services to reach them. We’re speaking to survivors to capture their experiences and have surveyed domestic abuse practitioners in the local area, as well as social work professionals, community mental health teams and the police.

“I really enjoyed it and it showed me how far I have come.”

Survivor from one of our focus groups in Renfrewshire

We will expand to Stirling next year, where we'll be looking at victims and survivors with learning disabilities. We're also running a survivor survey across the whole of Scotland to hear the voices of as many people as possible.

'Hidden' victims

Too many people remain 'hidden' from support. We continue to shine a spotlight on those victims, to make sure services can see the whole picture for every person experiencing domestic abuse.

In 2018/19, we continued to bring together the authentic voice of those impacted by abuse with data and practical expertise through our Spotlights series, alongside partners including Stonewall and the Local Government Association. We have focused on LGBT+ victims and survivors, people with mental health needs, and parenting through domestic abuse and giving a platform to smaller, more specialist organisations to speak up for those who they support.

We shared our findings as widely as possible through best practice briefings, blogs, reports, survivor voice, events, press engagement and the SafeLives' podcast, helping to focus attention on unmet needs.

“I think, you know, there is a lot of shame and stigma around [being a bisexual woman]. And I think it's easy to let that make you think, well, I feel bad about this, so it's okay for other people to make me feel bad about it and use it against me. So I think... addressing that and finding as much positivity as you can, is a good thing.”

Sophie*, bisexual survivor of domestic abuse

*name changed

“I was really good at holding it together externally, but inside I really felt I was going insane – I couldn’t control my thoughts, I couldn’t sleep and was in constant pain or feeling like I couldn’t breathe. I got to a point where I didn’t think I could carry on.”

Survivor

“Although I still fear my ex, I am so glad I left and went to court to fight for justice. I had so many worries about social services and how he would react if I reported him but none of it happened...It’s a long process but me and my son are moving forward with life and I am able to see a future free from abuse.”

Survivor

Spotlights speaks to people beyond our traditional audience and engages them in new ways. We’ve had over 300,000 Twitter impressions since Spotlights launched, our dedicated website pages have been viewed over 20,000 times, and our podcasts have been listened to almost 8,000 times.

“I have just listened to your podcast. It was incredibly insightful particularly for me, as a professional working within NHS services. It’s very difficult to fully appreciate this perspective and the podcast captures it so well. It’s given me huge food for thought, it is a truly fabulous piece. My role is currently around training health visitors and school nurses, I work very closely with CAMHS services and commissioners and really feel we could learn from this.”

School nursing lead, commenting on our podcast

99% of learners felt they had a very/extremely good understanding of the tactics used by perpetrators when economically abusing their victims, compared to 17% before the training.

Training to support frontline services

We train and champion professionals across the UK to help them spot the early signs of domestic abuse and understand the tactics used by perpetrators.

2018/19 has been our biggest training year ever, with nearly 11,000 voluntary sector and public sector professional learners, who support people impacted by domestic abuse. We trained our first police force in Wales, and colleagues as far afield as Guernsey and the Shetland Isles, as well as fielding queries from overseas services, who consider our training standards an international benchmark of quality.

Our training consistently builds confidence and knowledge. Our 2019 evaluation results for our Domestic Abuse Matters programme for police show that 95% of learners said they felt very/extremely competent at understanding the tactics perpetrators of domestic abuse use when they are coercively controlling their victims, versus 21% who had said so before the training.

“SafeLives’ DA Matters training really does deliver. It’s slick, to the point and very impactful. Officers suggest it is some of the best training they have received. It provided the skills uplift we required sending a hugely positive message across the constabulary. It’s thought provoking and has certainly influenced officers to consider better questioning around coercion and control.”

DA Matters Police Lead, Suffolk

We are proud to be working alongside Surviving Economic Abuse (SEA) to deliver new sessions for police, dedicated to the new proposed offence of economic abuse. Early evaluation of this training has found that after the sessions, 99% of learners felt they had a very/extremely good understanding of the tactics used by perpetrators when economically abusing their victims, compared to 17% before the training.

“The course was very informative and has made me realise when I attend incidents to look at the wider picture. Feel much more confident since the course.”

Feedback from a learner on our Economic Abuse workshop, jointly developed with Surviving Economic Abuse

The frontline response to domestic abuse goes well beyond the voluntary sector and the police. Colleagues in health, housing, social work, mental health, legal professions, counselling and substance misuse all play a crucial role.

We called for better training for children’s social workers in our Young People’s Spotlight in 2017 and followed this up with a successful bid to the Home Office. We began to pilot our Whole Picture change programme for social care in 2019, starting work with three authorities: Norfolk, West Sussex and Suffolk, aiming to reach over 1,000 professionals, and have a direct impact on the lives of around 18,000 children.

We have also begun an ambitious programme to train the Wheatley Housing Group – Scotland’s leading housing, care and property management group. Co-delivered by a domestic abuse specialist trainer and a housing expert trainer, we are supporting 200 staff with online e-learning and 500 frontline staff with face-to-face training.

“We are here to support all our customers to live in their home safely and we do everything we can to tackle domestic abuse. Housing providers and frontline staff have a really important role to play in tackling domestic abuse. Our work with SafeLives means our staff have the knowledge and confidence to tackle domestic abuse. Staff say they feel informed and empowered to support customers affected by domestic abuse.”

Lesley Wilkinson, Wheatley Group’s domestic abuse champion and Director of Employee Relations

**“You gave me
courage when I
needed it, you went
above and beyond.
You never judged
me, just did what you
could to help.”**

Survivor, on support received from her Idva

4

Strategic Priority 4: Support people to live the life they want after harm occurs

We firmly believe there is no ‘them and us’. Only us. We are passionate about supporting survivors to live the life they want and everything we do is informed by lived experience, alongside data-driven evidence and practice-based expertise.

We know that the story doesn't end when immediate danger is over. Abuse can still be perpetrated through child contact and economic abuse. The mental and physical effects of abuse can be long-lasting for adults and children if they aren't properly addressed.

We are immensely proud of our internal and external Pioneers – survivors and experts by experience, who work with us to ensure survivor voice is at the heart of all we do. They demonstrate that there can be a positive future ahead, using their voices to share their stories, drive change and support others. We are proud that over the last year, Pioneers have either co-created, offered expertise or lent their voice to virtually all of our projects. We have also appointed a Pioneer to our board of trustees. This collaboration has a huge impact on our work, ensuring it meets the needs of survivors and is informed by authentic experience.

“If I can stop someone going through a fraction of what I went through, I know it’s worth it all.”

Rachel Williams, SafeLives’ Pioneer

In February 2019, we won praise from survivors for our Valentine’s Day social media campaign, sharing positive messages of support from our Pioneers to those still experiencing abuse.

I remember the Valentine’s day when my husband gave me soap from the hotel he had just been staying in with his girlfriend. He’d also sent her a vintage car. The delivery note said it was from both of us.

For him, material things were not gifts, they were a means to control.

Although leaving meant financial insecurity, I celebrate the real love, honesty and respect in my life today. Being free to be myself is the greatest gift of all.



“Thank you and this is so nice. It is what I needed to hear right now. Be reassured I am doing fine, I am getting there”

Survivor

“I needed this reminder today, thank you xx”

Survivor

This year, thanks to funding from Rosa, the UK fund for women and girls, we brought together people with lived experience of domestic abuse to create [#ImASurvivor](#), an empowering film that will help us keep building the movement and community of survivors, family and friends who are using their voices for change.

The film emphasises that people with experience of domestic abuse are not defined by that experience, uniting around the phrase 'I am a survivor'. Our participants share a snapshot of where they are in their lives now, what matters to them and the things they're passionate about.

“Being a Pioneer, you feel like you can achieve anything. I know with the backing of SafeLives that they can see what I do and they are so supportive. I know that I am going to change the world.”

SafeLives Pioneer

We continue to grow the range, sustainability and accessibility of support for everyone impacted by domestic abuse, from professional interventions to peer to peer networks. Through our policy influencing work alongside survivors, we are making the strongest case for change: for example, sharing Rachel Williams' petition for reform of the family courts with Cafcass; talking to Ofsted about inspection regimes and playing a part in NHS England's development of a new domestic abuse policy.

“Being able to speak at the Home Office, feed into a Cafcass response, or help shape a document combined with your personal experience... seeing all that evolve does put a different perspective on your personal experience. It's where you wish to be. That intense feeling after the Freedom Programme, that wish to give back. That wish is what SafeLives is making happen.”

SafeLives Pioneer

“What I love about SafeLives is that their hands are sort of on your reins but totally off your reins as well. They allow you to have unmediated voice. When you have been a victim of violence and abuse, and in my case an attempted murder, I don’t say you lost your voice when you’re with a perpetrator, but you can’t use it. So now it’s nice because I was suppressed by my abuser, I’ve always been a strong cookie and I think that shows. I think with SafeLives they have allowed me to carry on being that strong cookie and helped me to do the things I want to do.”

Rachel Williams, SafeLives’ Pioneer

SafeLives continues to be an effective and sustainable organisation

Our goal is to end domestic abuse for everyone and for good. We work with a fantastic team of staff, associates, Trustees and Pioneers to secure our Whole Picture strategy, delivering what you would want for your best friend.

How we work:

-  We put the voice of survivors at the heart of everything we do.
-  We focus on early intervention for the whole family, helping people become safe sooner and challenging perpetrators to change.
-  We test innovative projects, replicating and scaling those which work, looking for long term solutions not quick fixes.
-  We combine our data, research, practical expertise with survivor voice to help services improve and to influence policy makers everywhere.
-  We train domestic abuse professionals and provide support and knowledge to frontline staff and commissioners.
-  We run change programmes in the public, private and voluntary sectors to increase understanding of domestic abuse and its impact.

We are committed to attracting and retaining excellent staff. In the first year of our new strategy, we have invested in supporting our team. Each new starter receives domestic abuse awareness training and we are also running leadership training for all managers, as well as delivering in-house learning and development on project management, communications and financial understanding.

We continue to develop our partnerships and grow our confidence as an inclusive organisation, working to reflect the diversity of the UK in our people and the work we do, and developing an authentic culture in the way we operate.

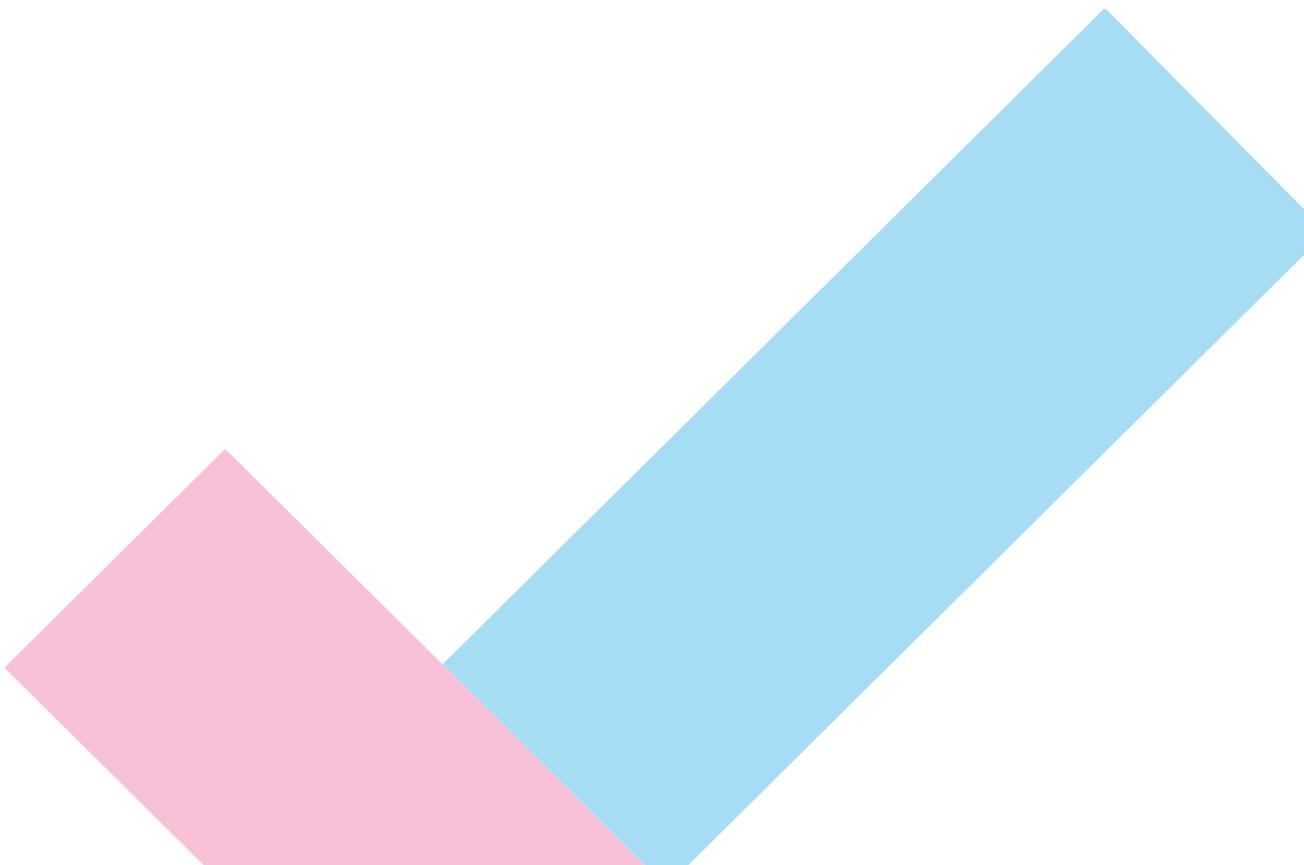
We are pleased to have recruited an Authentic Voice Coordinator and two new Pioneers in the last year, helping us ensure survivor voice is at the heart of everything.

Our team in Scotland has grown from two to five employees – supported by a wide range of colleagues across the organisation – reflecting the breadth of our work there. We have also appointed a Programme Lead for Wales, and are always looking to develop new partnerships and opportunities in Northern Ireland.

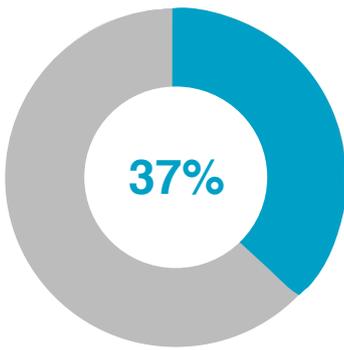
We have renewed our focus on sharing skills and expertise with our biggest training year ever, and strong consultancy provision, supporting local authorities and others to improve their responses, and developing our fundraising activities to build the strongest possible cases for support.

Alongside this, we have created new impact measures to track the effectiveness of our work over the life of the strategy, and we continue to work with external evaluators on our biggest projects.

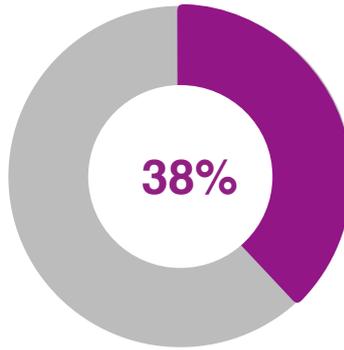
Our board of Trustees have overall responsibility for the management of the charity, each bringing wide experience from a range of fields. As well as our formal Trustees, our Scottish Advisory Group help guide and inform our work in Scotland. As 2018/19 came to an end, we were busy recruiting new Trustees who will take up post later this year.



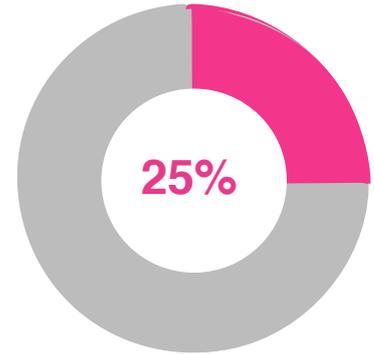
How we are funded



Training and consultancy



Statutory funding



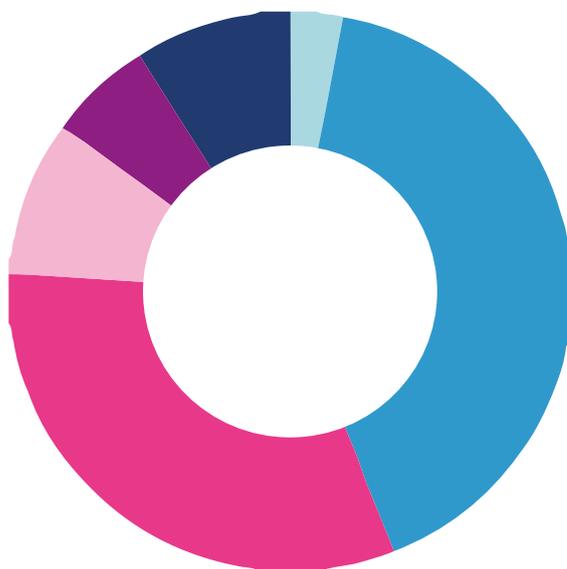
Charitable trusts, foundations and individual donors

In our financial year ending on 30th June 2019, our income was almost £6.5m, including just over £2.2m which we paid directly to the partners involved in our projects.

We work hard to generate a mix of income:

- **37%** from training and consultancy
- **38%** from statutory funding
- **25%** from charitable trusts, foundations and individual donors

How we used it



- **3%** Fundraising
- **41%** Frontline capacity building
- **32%** Innovation in practice
- **9%** Research
- **6%** Influencing
- **9%** Support functions

Our expenditure in the last year was £4.8m³, excluding payments to the partners who collaborate with us on our work.

³ The excess of costs compared to income received this year relates to our strategic projects (Drive, Beacons and One Front Door), where costs have also been met from prior years' income held in brought forward restricted reserves. Please see the full audited report and accounts for further detail.

Where we work



1. Domestic Abuse: The Whole Picture – Norfolk
2. Domestic Abuse: The Whole Picture – Suffolk
3. Domestic Abuse: The Whole Picture – West Sussex
4. DA Matters – Bedfordshire
5. DA Matters – Cambridgeshire
6. DA Matters – Cheshire
7. DA Matters – Dyfed Powys
8. DA Matters – Hampshire
9. DA Matters – Hertfordshire
10. DA Matters – Humberside
11. DA Matters – Leicestershire
12. DA Matters – Northamptonshire
13. DA Matters – Scotland
14. DA Matters – Suffolk
15. DA Matters – Surrey
16. DA Matters – Sussex
17. DA Matters – Warwickshire
18. DA Matters – West Mercia
19. Beacon sites – Norfolk
20. Beacon sites – Worthing and Adur, and Crawley
21. Drive – Birmingham and Sandwell
22. Drive – Colchester and Tendring
23. Drive – Croydon
24. Drive – Merthyr Tydfil, Rhondda Cynon Taf and Cardiff
25. Drive – Worcestershire
26. Drive – Worthing and Adur, and Crawley
27. One Front Door – Bexley
28. One Front Door – Norfolk
29. One Front Door – North Tyneside
30. One Front Door – North Somerset
31. One Front Door – St Helens
32. One Front Door – Suffolk
33. One Front Door – West Sussex
34. Wheatley Housing training – Scotland
35. Whole Lives Scotland – Aberdeen City
36. Whole Lives Scotland – Renfrewshire
37. Whole Lives Scotland – Stirling
38. Health Pathfinder – Blackpool
39. Health Pathfinder – Exeter & North Devon
40. Health Pathfinder – Somerset
41. Health Pathfinder – Staffordshire
42. Health Pathfinder – London (Haringey & Enfield, Camden & Islington, Tri-borough)
43. Health Pathfinder – Southampton
44. Consultancy – Tri-borough evaluation of VAWG services - London
45. Consultancy – Vodafone (Lifeline Pilot, across England)
46. Consultancy – Coordinated response to domestic abuse - Suffolk
47. Consultancy – Domestic Abuse strategy - Jersey

Our supporters

A huge thank you to everyone who has supported SafeLives' work this year. We cannot end domestic abuse alone. Through the support of Trusts, corporates, Government and individual givers we have been able to help thousands of families affected by domestic abuse, saving lives and helping people to live in safety.

Ashurst Law Firm
Comic Relief
Charles Russell Speechlys
Esmée Fairbairn Foundation
Edelman UK
Garfield Weston Foundation
Home Office
Kate Wilkinson and Harry Gaskell
Lennox Hannay Charitable Trust
Lloyds Bank Foundation for England and Wales
National Lottery Community Fund (formerly Big Lottery Fund)
National Lottery Community Fund Scotland
Oak Foundation
Oliver Wyman
Rosa, the UK fund for women and girls
Scottish Government, Equality Unit
Scottish Government, VAWG and Barnahus Justice Unit
The Aurum Charitable Trust
The Hornby Lonsdale Charitable Trust
The Peter Cundill Foundation
The Queen Anne's Gate Foundation
The Segelman Trust
The Tudor Trust
Tampon Tax
Vodafone
Women Lawyers Division (Bristol)

We would also like to send a special thanks to each and every person who has supported us over 2018-19 with individual donations, challenge events, fundraising events, volunteering and through lending their expertise in lots of different ways. Thank you! We couldn't do it without you.

If you would like to support our work please get in touch – we'd love to hear your fundraising ideas! You can contact us on fundraising@safelives.org.uk



Chris Steadman-South raised £3,654 running the London Marathon for us this year. Chris and his amazing wife Sally also held a good old pub knees up to help raise money for his epic run.

Chris said 'to end domestic abuse men need to be part of the solution. I would love to be part of contributing to this'.

A huge thank you from all of us Chris.

Massive thanks to a couple of our incredible supporters in Edinburgh – Melanie Kay and Brodie Barclay – who have raised £450 for SafeLives.

Melanie and Brodie hosted a Yoga and Live Music event to raise awareness of domestic abuse. A powerful video was taken on the day, produced by Max Rendall, portraying Melanie's own journey and her experience of domestic abuse.

It is always incredible to see survivors use their experience to help others – and to raise awareness of the benefits yoga and music can have on our wellbeing, mental health and to reduce feelings of isolation. Well done Melanie, Brodie and Max.



Shelley Lewis is SafeLives' first ever Facebook fundraiser! Shelley is herself a survivor of emotional abuse: "I started running to combat anxiety associated with past trauma and ongoing conflicts and to get the necessary support for my children post-separation."

This year, Shelley wanted to run for SafeLives – to help end domestic abuse for everyone, for good. She is running a series of 5k and 10k runs – with her two sons cheering her on at the sidelines. Her goal is to raise £500 and she is well on her way to achieving this! We can't thank you enough, Shelley.



Closing remarks from Isabel Boyer, our Chair of Trustees



I am very proud and feel privileged to chair the Board of SafeLives. Among the Trustees, we have an exceptional range of skills and expertise from so many areas of life from senior police, the business and corporate world, to academics, digital strategists, local authorities and the voluntary sector, as well as our Pioneer Trustee, who brings her lived experience and professional expertise to our work.

When we launched our strategy in October 2018, we had overwhelmingly positive feedback for our whole family, 'Whole Picture' approach to domestic abuse. Since then, even in the first six months since the launch, we have seen our thinking starting to influence practice changes. The SafeLives team's approach of sharing our data, practice expertise and the voices of survivors with the widest possible range of people and organisations is driving very real improvements for survivors and their families.

We are a small organisation but have a reach far beyond our size thanks to our ability to forge partnerships with others – from smaller specialist organisations to huge statutory bodies. We use our voice as an organisation to influence the UK conversation, and to help amplify the voices of our Pioneers and other survivors.

We are looking at the big picture and the long-term – always innovating and testing ideas that have the potential for whole system change. But we are also learning from the detail on the ground, and are realistic about the importance of incremental change.

We are in good shape in terms of our governance and finances and are immensely grateful for the support of so many people and organisations. Domestic abuse affects more than two million people in the UK every year, but is so often hidden behind closed doors.

Our 'Whole Picture' approach brings the complex issues surrounding domestic abuse into the spotlight, and it's great to see such progress in delivering better responses for people experiencing abuse, particularly in the area of multi-agency working. It is the survivors who can tell us about how their lives have changed for the better who best demonstrate our impact.

“There was something really different about SafeLives – there was this immediate sense of people understanding what we were trying to do and respecting it. We felt like people were really listening to what we said.

I can see real changes happening now and that’s really inspiring. I don’t think it could all happen without that ethos and determination not to try and censor people’s experience and let them develop their own voice.”

Ursula, SafeLives Pioneer and Trustee



Registered with
**FUNDRAISING
REGULATOR**



**Ending
domestic
abuse**

SafeLives
CAN Borough
7-14 Great Dover Street
London, SE1 4YR

Suite 2a, White Friars
Lewins Mead
Bristol, BS1 2NT

0117 403 3220
info@safelives.org.uk
safelives.org.uk

Charity no: 1106864
Company: no: 5203237
Scottish Charity reference number SCO48291

