



Black Country Women's Aid

we listen, we support, we care

Annual report 2021-2022





Black Country Women's Aid

Annual Report 2019-20

Black Country Women's Aid is a leading regional charity which supports victims of violence across the West Midlands.

We offer sensitive and holistic **support** services which each year help thousands of **victims of abuse to escape from violence**, cope with trauma and rebuild their lives. We place victims' voices at the heart of our work and we constantly develop our services in response to needs in our communities.

Our services include support for both adult and child victims of domestic abuse, stalking, sexual violence, exploitation and international human trafficking, and women in the criminal justice system.

First established over 30 years ago in Sandwell, we have grown from a small local refuge provider to a diverse organisation which works across Sandwell, Dudley, Walsall, Wolverhampton and Birmingham.

In 2021/22, we supported

13,150 people

11,638
adults



1,512
children



**Black Country
Women's Aid**
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In 2021-22 we received our highest ever number of referrals from survivors and agency partners.

9,531	referrals into domestic abuse community services
361	requests for refuge
1,075	referrals into sexual violence services
606	referrals for stalking support
518	referrals into women's justice services
891	referrals into children's domestic abuse services
372	referrals into modern slavery services
504	referrals into counselling
183	referrals into our Ask Marc service for men



Introduction from the Chair:

Karen Dowman

I welcome all those who receive and read the Black Country Women's Aid 2021/22 Annual Report.

As a reader I hope you read the strategic and operational commitment of all those involved at BCWA to help and support victims of violence and abuse; we really do live by our mission *We listen, we support and we care*.

Whilst we celebrate success and achievements it is incumbent on me to highlight the continuing global nature of abuse that continues. Women and children continue to live in fear. We hear daily in our news the experiences of women across the globe with at least one in three or up to one billion women have been beaten, coerced into sex, or otherwise abused in their lifetime. There is still so much to do and the work of BCWA remains essential as society, communities and agencies work hard to create solutions.

This Annual Report gives us important insights into the lives that BCWA has reached, supported and rebuilt.

During the year the legacy of Covid-19 continued to present challenges to Black Country Women's Aid and to women subjected to fear and abuse in their own homes. We continued to respond, adapt, change and innovate to meet victims' needs.

I want to thank our incredible staff, volunteers and my fellow dedicated board members for their tireless work. I also want to thank all our statutory partners who are embracing the specialist support BCWA has to offer and inviting us into their spaces more and more. Co-location and coworking will ensure that the individual and family are able to rebuilt with a more coordinated and coherent partnership.

I want to thank our community partners, individuals and those working in local businesses across the region who support, sponsor and add the sparkle into people's lives with their generous donations and financial contributions. Our "Make a House a Home" campaign has enabled families to have a good start to their new home. During the year we have been able to offer more direct practical assistance like never before.

We have also been able to plan and develop a range of new and innovative projects to help increase our positive impact on those at risk of, or subjected to abuse.

As we now embark on delivery of our new strategic plan, Black Country Women's Aid will continue to advocate, to seek opportunities, work in partnership and to innovate.

As a charity of 36 years we also recognise and take very seriously the trust we hold and the public confidence to do



our work transparently, and to the highest standards of good governance. As a board of trustees we work in partnership with the CEO Sara Ward and newly appointed executive team to ensure we meet and maintain these standards. We are assured that we meet standards of good governance, are compliant within the Charities Act and strive to increase standards by achieving accreditations such as Cyber Essentials Plus.

We will work steadily and with determination alongside our partners, survivors, funders and peers across the sector, collaborating where our interests are aligned and working to bring about the required fundamental social change that will end male violence against women and provide support to all victims of violence and abuse. We invite you to join with us in achieving this vision.



Women's Aid National Quality Standard

We are proud to hold the Women's Aid National Quality Standard, demonstrating the quality of our support for survivors of domestic abuse and their children. The standards are a set of accredited criteria developed by Women's Aid, the national domestic violence charity that co-ordinates and supports an England-wide network of over 250 local services working to end domestic violence against women and children.



Chief Executive Officer's Report

Sara Ward

Over the course of this year more victims of abuse have reached out for our help, more children and young people have told us about their abuse and more victims have regained control of their lives. I am pleased and proud for BCWA to have been there when they needed us. We have been a listening ear, been there to hold someone's hand, taken into a place of safety when there was nowhere to go, advocated, challenged agencies and accompanied at court. We will always do whatever we can to help victims of violence and abuse heal and recover.

This Annual Report can only give you a snapshot of the successes achieved throughout the year. It cannot tell you about the heartache, the devastating impact or the lives affected by these abhorrent crimes. It is important however to see this as a celebration of the year's work without which lives would not have been transformed, families rebuilt and children and young people safe now and in the future. It is because of the heartache and the impact that we strive to create new ideas, new development and new opportunities.

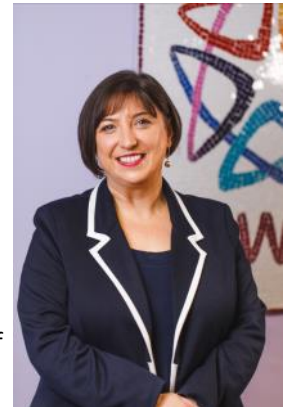
BCWA services are well received across the West Midlands and our partnerships strong; our clients provide positive feedback and suggest ways that enable continual improvement. The impact of statutory services cuts and post COVID has resulted in an increase in presentations from people with multiple disadvantage and complexities that rely on partnerships to coordinate help and support.

Our Cedar Centres across Sandwell, Dudley, Walsall and Birmingham mean that victims of abuse only need to find "our door" and we will help.

BCWA has been working tirelessly responding to victims who experience domestic, rape and sexual abuse, stalking and exploitation. BCWA continues to develop unique and specialist services that target specific abuse. During the year the launch of Ask MARC (Male Abuse Referral Centre) saw male victims of historical childhood abuse and current abuse access much needed services. Counselling and therapeutic services were expanded across all services with additional investment providing an extensive range of interventions that helped many people. This vital service underpins all support services as victims see the therapeutic services an essential part of their recovery.

We have continued with our plans to invest in safe high-quality accommodation for both victims of domestic abuse and modern slavery as demands have increased. We were pleased to have an official opening of our modern slavery safe house with extended communal spaces for group and

therapeutic activities and immediate response. Feedback from the women and children using the space has been extremely positive. We continue to work with West Midlands Police and the National Crime agency as well as local authorities in the identification, support and rescue of women who are exploited.



As we celebrate our successes there is still so much to do. We are making inroads into the support for women in the criminal justice system as we continue to provide specialist support to women leaving prison, within the probation service or those that are identified as early offenders, many will have been victims of abuse throughout their lives. We continue to challenge the experiences of victims in and out of the criminal justice system and know that without the support of BCWA advocates their voices would be lost and recovery slow.

We know that victims are presenting in many settings with injuries and trauma and do not always get the response that they need. Our presence in GP surgeries, A&E and within our local authority partners are essential to facilitate access to support. Those who remain silent as a result of rape and sexual violence can access services through a range of professionals as we have increased training and development.

Our focus on children and young people has this year created many new and exciting partnerships. The Home Office continues to recognise the excellent work undertaken by BCWA in the work related to supporting children and young people with a number of abuse issues.

The key to a successful service is the people who make it happen. Success does not come easily or automatically and we never take it for granted. It is through the shared vision, inspiration, dedication and commitment of all trustees, staff, volunteers and the community that support us that this becomes a reality. We are grateful to all.

Our future is challenging and exciting. Our growth, development and resilience in recent years have paved the way for tough years ahead.

We remain committed to raising awareness of the issues, finding solutions as well as protecting all victims whose lives are or have been affected by domestic violence, rape and sexual violence. If we don't, who else will?



Black Country Women's Aid
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REGIONAL OVERVIEW OF SERVICES: 2021-22

Sandwell

Domestic violence and abuse

- Independent Domestic Violence Advice (IDVA) service: high-risk
- Domestic abuse advocacy linked to Early Help (medium/standard-risk)
- IRIS project with GP surgeries
- Specialist IDVAs for young people and disabled people

Accommodation services

- Domestic abuse refuge and dispersed accommodation

Children and young people

- Support for child witnesses of domestic abuse

Women's justice & complex needs

- Mariposa Project: programmes for female offenders
- New Chance: early intervention for women in the criminal justice system



The Cedar Centre
Sandwell

Dudley

Domestic violence and abuse

- IDVA Service (high-risk)
- IRIS project with GP surgeries
- Domestic abuse support in A&E
- Specialist IDVAs for young people

Women's justice & complex needs

- Mariposa Project: programmes for female offenders
- New Chance: early intervention for women in the criminal justice system



The Cedar Centre
Dudley

West Midlands-wide services

Modern slavery

- Refuge and outreach support for survivors of modern slavery
 - Community engagement for women forced into sexual exploitation
- Stalking
- West Midlands Stalking Support Service

Walsall

Domestic violence and abuse

- Independent Domestic Violence Advice (IDVA) service: high-risk
- Domestic abuse advocacy: medium-risk
- Domestic abuse integrated in Family Safeguarding
- IRIS project with GP surgeries
- Specialist IDVAs for young people and disabled people

Children and young people

- Support for child witnesses of domestic abuse



The Cedar Centre
Walsall



Birmingham

Women's justice & complex needs

- Mariposa Project: programmes for female offenders



The Cedar Centre
Birmingham

Black-Country-wide services

Rape and sexual violence

- Independent Sexual Violence Advice (ISVA) service

Domestic violence and abuse

- IRIS: Support based in GP surgeries
- Domestic abuse support in FDAC (Family Drug and Alcohol Court)

Men's support

- Ask Marc: domestic abuse and sexual violence support for men

Children and young people

- Our Future: domestic violence support in schools
- Children's sexual violence services

Women's justice & complex needs

- Willow Project: support for homeless women

Therapeutic services

- Specialist counselling for victims of rape and sexual abuse



Black Country Women's Aid

2021/2022 year in review

10,930

phone calls received
from clients and
professionals



13,962

emails and
texts from
clients



48,289

phone calls made to
clients



4,412

safe and well checks



13,622

phone calls made to
agencies to
coordinate
support



26,124

emails and texts to
clients



216,911

support activities
logged on our case
management
systems



111

support activities
every hour



13

incoming contacts an
hour



*"This service is life changing ...
I've been able to find the real me."*

How did we help?

78%

of people supported
felt safer



76%

felt more able to cope



73%

felt their emotional
and physical wellbeing
had improved



71%

felt more confident



76%

felt their social
networks had improved



Community Domestic Abuse Services

More than 1 in 4 women experiences domestic violence and abuse (DVA) in her lifetime. We opened our first refuge in West Bromwich over 35 years ago for women and children fleeing domestic abuse. Since then our community services have evolved into a unique 'one front door' approach to support women, children and men affected by DVA in Sandwell, Walsall and Dudley. With our help, domestic abuse victims overcome their trauma and start again as survivors.

Responsive, respectful and life-changing

Our trained and dedicated staff include Independent Domestic Violence Advisers (IDVAs) and Domestic Abuse Advocates (DAAs). They work with people who are at risk of harm from intimate partners, ex-partners or family members, aiming to secure their safety and that of their children.

We understand that people have complex issues, and more often than not need support with more than one aspect of their lives. Taking this into account, we provide a wide range of emotional and practical support, including:

- Independent advice and advocacy
- Risk assessments and safety planning
- Support through the criminal justice system
- Information on legal and civil remedies
- Working with other agencies to maximise a victim's safety
- Representing high-risk victims at MARACs (Multi-Agency Risk Assessment Conferences)
- Health and wellbeing support
- Advice on claiming benefits and finding work
- Confidence building

In 2021/22, we received

8,640

requests for
help with
domestic
abuse



Helping each other

Our mission is to listen, support and care. Our aim is to provide integrated support that is inspired by our community of DVA survivors.

Through our group programmes, victims come together to learn more about domestic abuse, share their stories and support each other.

Our courses include:

- The Freedom Programme, for women who want to learn more about domestic violence, recognise signs, and understand the impact on children
- The Power to Change: a course that helps victims to understand how abuse may have affected them, build their confidence, and recognise their strengths

"The IDVA (Independent Domestic Violence Adviser) was helpful...made me feel less guilty and encouraged me to call the police if he is physical again. I am also getting referred to a group and I am happy to be able to talk to other women like me."

Supporting the community

In August 2021, we successfully applied to the Office of the West Midlands Police and Crime Commissioner to expand our Independent Domestic Violence Adviser (IDVA) team and provide dedicated support to client groups including:

Young people

Young women are at particular risk of abuse within relationships; recent national ONS data indicates 7.6% of girls aged 16-19 had experienced abuse from a partner. This is the highest prevalence rate in any age group. In response to this, the government definition of domestic abuse was expanded in 2012 to include 16 and 17 year olds. The Domestic Abuse Act 2021 further recognised children and young people living with domestic abuse in the home as victims of domestic abuse in their own right.

Our specialist young people's IDVAs work across Sandwell, Dudley, and Walsall, supporting young people aged 16-21 who are at risk from domestic abuse, forced marriage and "honour"-based violence. They work closely with young people's services including colleges, care leavers' organisations and youth services to help young women get the support and safeguarding they need.

Clients with disabilities

Disabled women are twice as likely to experience domestic abuse and are also twice as likely to suffer assault and rape. However disabled victims may find it more difficult to access support, and their experiences are often not recognised as abuse. Our disability specialist IDVA works across Sandwell and Walsall to help disabled victims of abuse get support which focuses on their specific needs.

Working with partners

We collaborate with statutory funders and other voluntary and community sector organisations to respond to victims wherever they present, promote better understanding of DVA and work together on how to tackle domestic abuse. This year:

- We offered a range of training and briefings to local agencies including a new e-learning programme for Dudley Council
- Our A&E IDVA in Russells Hall Hospital, Dudley, offered a crisis response to victims and worked alongside staff from the Dudley Group NHS Foundation Trust to offer training and safeguarding support
- Our IRIS (identification and referral to improve safety) team worked with CCGs (clinical commission groups) across Sandwell, Dudley and Walsall offering training to GPs to improve identification of victims and provide support in surgeries
- In Walsall, a team of BCWA IDVAs was embedded in Walsall Family Safeguarding team offering support to families affected by complex issues including domestic abuse
- A BCWA IDVA was co-located in the Black Country Family Drug and Alcohol Court to support victims of domestic abuse whose children are involved in care proceedings



Raj Thind, Director of Community Services, speaks at a Sikh Helpline event on domestic abuse





Stalking Support Services

Since 2017, BCWA has operated a stalking service across the Black Country. Originally funded by the UK Government's Tampon Tax Fund, this was the first regional specialist stalking support service in the UK.

In 2019, we were proud to expand the service across the whole West Midlands, with funding from the Office of the West Midlands Police and Crime Commissioner.

BCWA's Stalking Support Service

Our service is for both women and men over 16 who are experiencing any kind of stalking, whether or not they know the perpetrator or have been in a relationship with them.

In 2021/22, we received

606

requests for
help with
stalking

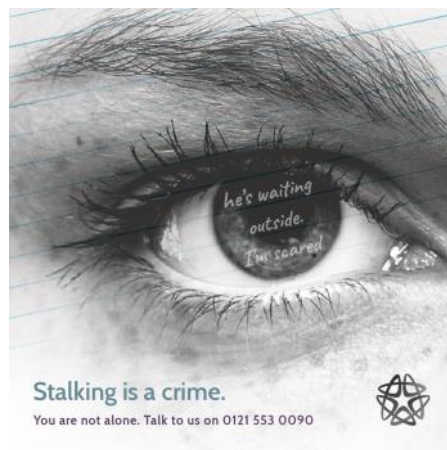


"If anyone had told me few months ago that my life would have been turned upside down I wouldn't have believed it. I have never called the police before or had any dealings with authorities. When I try to explain to other people what has been happening they don't understand, but you get it, you know what I'm talking about. You really just get it, thank you."

How we help to rebuild lives

The pandemic saw increases in stalking crimes, including cyber and neighbour stalking, as lockdowns exacerbated many perpetrators' obsessive behaviour. At BCWA, we listen to victims and are supporting them to stay safe and recover through:

- Specialist risk assessment, safety planning and risk reduction, helping victims to look at the stalker's behaviour to develop safety plans
- Helping victims to understand the criminal justice process, explaining how to report to the police, what kind of evidence police will need, and exploring how they can safely gather evidence to assist police with their enquiries. We also support victims through the legal process, at court and afterwards
- Working with local safeguarding arrangements including Multi-Agency Risk Assessment Conferences (MARACs), social care, health partnerships and community safety partnerships. This enables us to provide effective coordinated support where victims need it
- Advocacy with other agencies, e.g. helping victims make safety plans with their workplace, school or housing provider

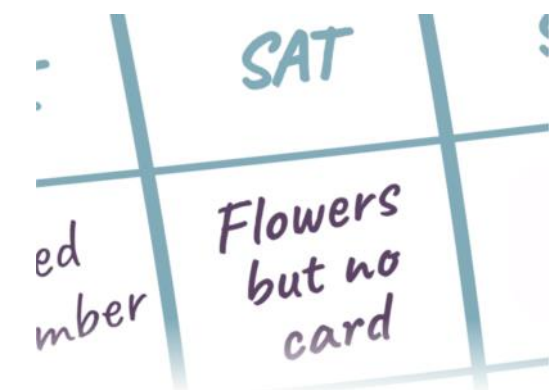


BCWA plays important role in a multi-agency initiative to tackle stalking

In September 2021 BCWA received funding from the West Midlands OPCC to participate in a West Midlands stalking intervention programme. Developed by Police Detective Inspector Cate Webb-Jones and leading forensic psychologist Dr Rachael Wheatley, the initiative took an early intervention approach. Perpetrators who were exhibiting stalking behaviours and who had not yet been to prison were referred to a forensic psychologist for support with changing their behaviours before they could escalate to more dangerous levels.

BCWA partnered in the project by providing emotional support and safeguarding advice to ensure that victims were kept safe at home, school or work, while West Midlands Police also monitored the risk to the victim.

National Stalking Awareness Week 2021



Stalking is a crime.

You are not alone. Talk to us:

0121 553 0090



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You are not alone. Talk to us:

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Exploitation support service developed in response to clients' needs

The groundwork for Black Country Women's Aid new Centre for the Analysis of Exploitation was laid this year.

Sexual exploitation is a type of sexual abuse. The perpetrator may abuse a position of responsibility, trust or vulnerability to use another person's body sexually for the perpetrator's own advantage or benefit. It is a serious crime that can encompass coercion, intimidation or enticement, cyberbullying and grooming. Sexual exploitation is not limited to the following situations, but can include enforced prostitution and the production of pornography.

BCWA's new service is analysing the forms of exploitation that we encounter in our everyday work with victims and survivors. Our practice-led approach will help us to tackle this issue at an earlier stage and better support some of our most vulnerable clients.

"I just want a new life, a normal job, and somewhere to live. I don't want to be in this anymore. Thank you, thank you for helping me."

From a client escaping a highly exploitative trafficking network operating throughout the UK.

In 2021-22 we:

- Helped British, Hungarian, Romanian and Chinese women to escape sexual exploitation
- Assisted in the identification of trafficking networks operating in the West Midlands, some of which also had a national footprint
- Trained law enforcement, including West Midlands Police and the National Crime Agency in victim support and sexual exploitation



West Midlands
POLICE



NCA
National Crime Agency

Rape and Sexual Violence Support Service

We can never take away what has happened to victims, but we are here to help them recover.

BCWA provides emotional and practical advice and support for women, children and men who have experienced rape, sexual violence and childhood sexual abuse.

Our support is available whether the abuse happened recently or years ago, and whether or not it was reported to the police.

We offer:

- Someone to talk to in confidence
- Emotional and practical support and advocacy
- Access to specialist counselling
- Information sharing to help survivors make decisions that are right for them, including how the criminal justice system works and what happens if survivors choose to report to police
- Support and advocacy through the legal process working with police, the Crown Prosecution Service, courts, and witness care
- Support and information for family and friends

"It is like coming back from a battle and you're wounded and bleeding everywhere and then BCWA are like the medics that strap us in plaster, bandage up what needs to be bandaged, and help me heal and fix and be myself again. I have improved and am still improving."

In 2021/22, we received
1,075
requests for help with
rape and sexual violence

This includes:

806

Adults

269

Children



Vital and immediate triage for rape and sexual violence victims

Between November 21 and March 22 BCWA partnered with West Midlands Police on a sexual violence triage pilot. BCWA Independent Sexual Violence Advocates (ISVAs) accompanied Rape and Serious Sexual Offences (RASSO) units to support victims immediately after a sexual offence was committed against them. By being on the scene so quickly, we were able to provide immediate specialist help for traumatised victims, gain their trust and initiate a relationship with them for continuing support.

"You help children and make them feel better and you listen to them and this makes me feel happy."

Spreading the word

- Our rape and sexual violence support team visited the University of Birmingham in September 2021 to raise awareness of our services with students. We ran a similar initiative with Halesowen College in February 2022
- We worked with Sandwell Council to host a Sexual Abuse and Sexual Violence Awareness webinar in February 2022. We shared our support service offer to a full house of attendees
- In March 2022 we supported Wolverhampton Deaf-led charity Zebra Access to produce a British sign language video on our rape and sexual violence support service



This signed and subtitled video explains more about rape and sexual assault, consent, and the support available.

- We provided additional resources to West Midlands police officers in February 2021 to support referrals
- As part of Sandwell Council's Safer Spaces initiative, our Community Development Independent Sexual Violence Advisor delivered 6 training sessions in February 2022 to Sandwell businesses on how to handle a disclosure from a colleague



Sexual Violence Awareness Week

Social Media Campaign



Sexual Violence therapeutic workbooks are available in four languages: English, Bengali, Urdu and Punjabi

Ask Marc - Support for Male Victims

Men can experience domestic abuse, stalking, rape and sexual violence, forced marriages and “honour”-based violence, but often do not know where to go for help.

BCWA’s Ask Marc support service for men was made possible through funding from the Office of the West Midlands Police and Crime Commissioner, and has been developed by BCWA in consultation with male survivors of abuse following many years of men accessing our services.

The project has a specialist Independent Domestic Violence Adviser (IDVA) and an Independent Sexual Violence Adviser (ISVA), who take referrals from partner agencies and who work with male victims who also come to us directly for support. A dedicated Ask Marc website and targeted social media campaigns engage with hard-to-reach male victims. On offer is a range of information on what abusive behaviour is, and how to get help.

“I came because my wife made me. I know that I was hard work and tried to push you away from helping me, but because you kept trying, it changed something. It made me see there was help; there were people who cared and believed me. That changed everything.”

Ask Marc launches on International Men’s Day

BCWA’s Ask Marc service launched on International Men’s Day, 19th November 2021, to support men from the Black Country affected by interpersonal violence.

Over 200 professionals attended our online launch events, hearing from speakers including male abuse expert Luke Martin, BCWA’s CEO Sara Ward and Therapeutic Lead Jennifer Lumsden-Gordon.

Attendees told us:

“It’s just so great hearing the passion and sense of justice from all the speakers”

“Absolutely fantastic !!!! So informative and (I) really understand how and why this service is here, well done everyone.”

“Huge thanks everyone and excited for the future in supporting male victims.”

In 2021/22, we received
183
requests for help through the Ask Marc service



Accommodation Services

Refuge services remain at the heart of BCWA, offering secure accommodation to victims and their children who have fled domestic abuse. We provide a safe, supported environment where they can start to rebuild their lives and look forward to a life free from violence. Our refuge services are commissioned by Sandwell Council.

Over the years we have developed a diverse range of accommodation which enables us to meet individual needs, including:

- Our main refuge where residents have self-contained flats, with 24-hour staffing
- A shared house with communal facilities
- A refuge which offers self-contained supported accommodation to vulnerable single homeless women
- Five dispersed safe houses in the community

In 2021/22, we received

361

requests for help
with refuge
accommodation



Our refuge services have been rated **Level A** in the Supporting People Quality Assessment Framework.

No two women's needs are exactly the same, and refuge staff develop responsive individual support plans which include:

- personal safety information
- support with criminal and civil matters
- support around safe child contact
- support around safe housing options
- referral to other services
- support to access benefits
- immigration support

BCWA also works in partnership with other professionals and agencies including solicitors, social workers, health professionals, children's centres, Early Years Teams, immigration services, alcohol and drug services, education, emergency services, UKBA, local churches and other charitable organisations to meet women's needs and protect their rights.

"When I came here I was scared and lacked confidence, full of guilt and shame. Without the refuge I felt I would have ended my life or cracked up. I can't express how much they helped me to get to where I am today. I'm just glad there are places like the refuge. They helped me to understand what I suffered was not my fault. My whole life has changed and I am ready to face the world outside."

Stronger together

In 2021/2022 accommodation services supported:

- 86 families
- 42 single women
- 146 children

On average, our clients stay with us between 3 to 9 months. Forming new relationships within refuge is an important part of recovery, with many clients telling us that being around women who have also experienced domestic abuse helps to give them the strength to carry on and start again.

When clients move into their new homes, BCWA staff feel a great sense of achievement and satisfaction that they have contributed to their empowerment and new-found independence.



"I didn't really want to come to refuge. I had an idea of what it would be like, as a lot of people do.

It's not until I finally got away from my abusive ex that I really realized just much it was affecting me and my family. My only regret is not coming here sooner!

I have my own space with everything I need. Staff are always on-site and there are strict procedures for security which make me feel safe.

Staff are supportive, they come round with essentials such as bread, fruit, treats for the children, clothes etc. for those who want/need them and are always available to talk if you need (to).

My support worker and others are working to rehouse me as soon as possible, but in the meantime, I'm happy to be here...happier here than I was in my own place!"

Additional support for clients

BCWA secured funding in April 2021 for two additional refuge workers: a Family Support Worker (FSW) and an Empowerment and Engagement (E&E) Co-ordinator.

They provide targeted support for families recovering from domestic abuse, including strengthening child development through building positive and trusting relationships.

We consult with clients to shape our services, including fun activities for children and families that support their healing. Together, we work on the tools that families need to live independent lives free from abuse.

Shining a spotlight on domestic abuse

BCWA's refuge clients, Sandwell Council's domestic abuse team and students from Sandwell Community School collaborated on a powerful art exhibition that highlighted the issue of domestic violence and abuse.

Held during Violence Against Women and Girls Awareness Week in November 2021, the show displayed artwork created by women and children living at BCWA's refuges that reflected their experiences and brought the issue of domestic violence to the wider community.

Other local artists also contributed to the exhibition, held at West Bromwich Central Library.



Enjoying good food and good times

Clients got together and shared homemade delicacies after Sainsbury's supported BCWA with a grant for ingredients, equipment and a cookery class in March 2022.

Case study



"Now I can smile"

Rebuilding trust in people

'B' is in her late forties and lives at a BCWA refuge. She is a domestic violence survivor, having been in an abusive relationship before. She tells us:

"When I was put in a refuge in my twenties I had two small children with me then and you never got any counselling, you never got any classes. You just got put in your room and you got the occasional free cinema ticket, whereas it is completely different and modern now. There's a lot of support."

"You come to class and everyone shares their experiences and I've made new friends. None of my friends liked me when I was with him (the perpetrator), and I found it hard to trust people. I was also abused when I was four by babysitters. So this is the first time that I'm starting to trust people again."

On the road to recovery

B is still working on her recovery but feels more secure in refuge. She says:

"My flatmate went on holiday the other week and on the first night, when I came back from my son's ... I was looking in my wardrobe and under my bed. I knew that my ex wouldn't be there, because it is all locked and 'camera-ed' but I still had to look. And on that first night I was really nervous because I'm used to my flatmate being there now. On the second night I was back to like I was before she came."

"They've got cameras and the doors are locked. It makes me feel safe."

B is receiving help to work through her trauma and rebuild her life. She is grateful for the support of our professional and friendly refuge and on-call staff, saying:

"If I've got a question, someone always gets back to me, even if it is a stupid question that is worrying me. I always message the number and someone will answer my question. So they're really supportive and you don't feel stupid. To other people who have not experienced a life like this, you feel stupid."

"I'm finding for the first time who 'B' is, and I'm 48 years old."

"I hadn't had a smile for about four years. Now I can smile."

"I'll admit that I've made failings, but I'm not the only one, I can put that right. It's not just me. I'm still a good mum, they make you realise that, and I'm still a good person even though I've got those voices in my head, his voice, saying that I'm not."

Starting again and staying safe

Like all refuge clients, B is receiving support to move on to a new, safer life. She is looking forward to it, although she says:

"I'll be really sad to go. It will be like leaving my little family. But I have to move on. I'm excited to see what the next chapter of my life will be. It's got to take me somewhere, it can't be any worse."

Children's and Young People's Services

All children deserve a safe and loving childhood.

However, 1 in 5 children witness or are exposed to domestic abuse and around 1 in 20 children in the UK have been sexually abused.

We are here to support young survivors who have suffered domestic violence and abuse, rape, and sexual exploitation. From helping children navigate the criminal justice system, to providing counselling, we support them to deal with trauma, understand and accept feelings, and rebuild their lives.

Our team of specialist young people's advocates offer a range of support to vulnerable children, including:

- A non-judgmental, safe space to talk and listen
- Emotional and practical support and advocacy
- Risk and safety planning
- Help to understand and come to terms with what has happened
- Work to raise confidence and self-esteem
- Access to counselling
- Support through the legal process and at court
- Support to engage with school, children's social care, youth offending, and other professionals
- Attending case reviews and multi-agency briefings to ensure young people's voices are heard

"Thank you so much for everything. I wouldn't be thinking positive if it wasn't for you. You've helped me so much and I wouldn't be where I am now without you."

You're the only person that makes me feel like I want to do good in life and makes me feel like it's still possible to do that."

In 2021/22, we received

891

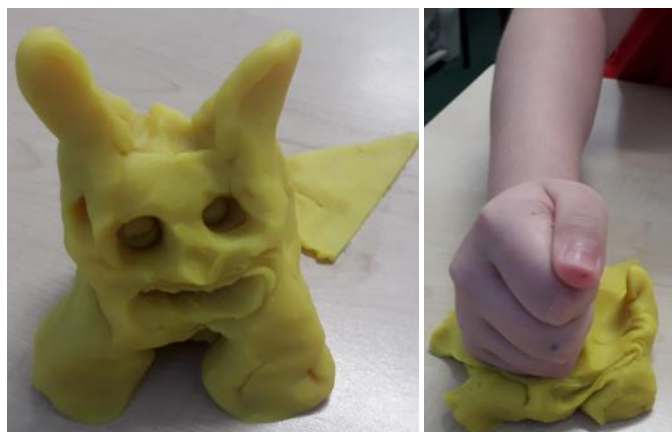
requests for help for children affected by **domestic abuse** at home

269

requests for help for children who had experienced **rape or sexual abuse**

Creative interventions

Our young people's advocates use a variety of creative methods with children, to help them communicate about their feelings and fears, including emotion stones, play-doh to model family members, worry dolls, dreamcatchers, and crafts.



Our Future: supporting young people affected by domestic abuse



BCWA has been working with local schools and colleges to support children and young people aged 5-18 who have been affected by domestic abuse at home.

We delivered a third, successful year of the project which has been made possible by grants from the Home Office's Children Affected by Domestic Abuse (CADA) fund and Sandwell Council of Voluntary Organisations (SCVO).

- Our Future was available to all schools and colleges across Sandwell, Dudley, Walsall and Wolverhampton, offering:
- Advice and training for staff on domestic abuse, support and safety planning for children
- Direct one-to-one support for children, aiming to help them cope, build their self-esteem, improve their safety and help them engage at school
- Group support to help children express their emotions and understand healthy relationships

80% of the children and young people engaged with Our Future casework reported a positive change in behaviour, including attending school, and improved health. 85% felt that the relationship with their parents had improved. Teachers reported having a better understanding of domestic abuse, and felt better equipped to support children and young people witnessing or living in households where there is domestic abuse.



New Independent Sexual Violence Advocates come on board thanks to PCC Grant

Funding from the Office of the West Midlands Police and Crime Commissioner enabled us to expand our support for children and young people who have experienced rape and sexual violence.

These two dedicated BCWA children's ISVAs provide essential support and casework to children and their parents, as well as assistance through the criminal justice system.

Donors make valuable and innovative adventure therapy sessions possible

We helped two groups of children and young people to address and overcome their experiences of rape, sexual violence and abuse at an outdoor adventure therapy course generously funded by supporters.

Outdoor adventure therapy can help children and young people to access and talk about their feelings with the therapist and the other children within the programme that have had similar experiences. The power of the shared experience is therapeutic at any age. Feelings of isolation, and self-blame can be shared and this encourages the group to work together, helping them bond and build friendships.

This is what our young clients had to say about the four, weekly sessions during the summer holidays:

"I'm glad I was here!"

"I wish it could continue longer with the same people."

"I feel like I can help myself in difficult situations."

"Feel more confident and more aware of my mental health."

Facilitated by Luke Blackham of Wild N' Well Outdoors, the course gave participants the chance to learn new skills while receiving support in an exciting environment that was different from more conventional therapy settings.



Women's Justice Services

"[The] Mariposa [service] held my hand through the programmes I worked through. My advisor made me feel heard, valued and helped me find my way back to my true self. I have since left my controlling ex-partner and have peace in my own space. Mariposa gave me hope and strength to make positive changes in my life. I am so grateful."

Women's crimes can be linked to their experiences of abuse, trauma or exploitation, with almost six out of ten women in prison or under community supervision being victims of domestic abuse. (1)

Sending women to prison for short sentences means that they can miss out on re-offending support programmes but have to face the increased chance of homelessness, unemployment and breakdowns in family relationships on release. Imprisoning women also has a disproportionate impact on their children, rapidly increasing their chances of being taken into care.

BCWA recognises that women involved in the women's justice service have complex needs. We provide holistic, person-centred support for women from the Black Country and Birmingham who have offended.

We offer the following support programmes:

- **The Mariposa Project**, a specialist support service for women who have offended in Sandwell, Dudley and Birmingham. We offer this service as a sub-contractor of Changing Lives, working within a partnership of women's organisations in the West Midlands commissioned by the Ministry of Justice. Mariposa includes a number of programmes designed to help women improve their lives and avoid offending in the future
- **The Willow Project**, trauma informed support to single women over the age of 18 who are homeless (including street homeless) or at risk of homelessness in the Black Country area. This important work feeds into our Ministry of Justice contract to support women who are leaving custody
- **New Chance**, holistic support to women over the age of 18 in Sandwell and Dudley who have been referred by the police after committing an offence. The aim of this programme is to provide early intervention support to prevent further offending. In December 2021, New Chance was the runner-up for a Howard League **Centre of Excellence Innovation Award**



We support from the moment a woman leaves prison

BCWA collects women from custody and provides two weeks of intensive support during their initial release period.

Female offenders are most likely to be recalled to prison in the first fortnight of their release, but this can be a confusing and traumatic period as they try to reintegrate into everyday life. BCWA delivers a Ministry of Justice contract to help give female offenders the chance to start afresh.

We meet women on release day and give them a special pack including free food, toiletries and other essentials. Also included is a free mobile phone that means they can contact family, friends and other support agencies.

If the client needs accommodation, we will arrange for that to be in place on her release. We will also accompany her to appointments with addiction and recovery services, the job centre, probation and other agencies to help ensure that sufficient support is available to deter reoffending behaviour.

We have consistently been assessed as 'green' (all tasks completed) during regular Ministry of Justice RAG-rated client audits of this programme.

Continuing virtual support post-Covid

Many clients were thankful for our return to face-to-face service delivery post-pandemic as they had felt isolated during lockdowns. However, we are continuing with the telephone support service that was introduced during Covid-19 to engage with women who may be hard to reach due to anxiety or illness.

New Chance staff, who have been unable to co-locate at the custody suite due to Covid-19 restrictions, have also been hosting regular online sessions with police to ensure women can access support.



Sexual healthcare pilot launches at our women's centre

In January 2022 we launched a 12-month women's trauma-informed healthcare pilot, supported through HM Prison and Probation Service innovation funding.

Our Women's Justice Service clients very often have complex needs, and offering a sexual healthcare service from the safe, accessible and known environment of our women's centre is one less barrier for them to overcome.

A registered nurse runs the clinic once a month, but is also available on a weekly basis if needed.

We launched the trial service at an open day that was well-attended by service users, BCWA staff and partner agencies.

Why was this needed?

Our CEO, Sara Ward, explains the benefits that this project can have on a woman's experience at BCWA:

"This means that you can go into one door, one place and you can tell your situation one time..."

"And by telling one person, you can have a whole range of services"



Therapeutic Services

Abuse can have immensely damaging, lasting effects on victims if they are not given the support they need to recover.

BCWA's therapeutic services offer specialist counselling for survivors of domestic abuse, sexual violence and sexual exploitation, to explore their issues and feelings in a safe, confidential environment.

Our counselling gives survivors the opportunity to move their lives towards better and more effective ways of coping.

We offer therapy for:

- Victims of abuse to develop more effective coping strategies and overcome the issues arising from these potentially devastating experiences
- Victims of modern slavery and human trafficking, working through interpreters
- Children and young people, through specialist counselling
- Victims of rape and sexual assault, through a specialist counselling pathway and referred through the adult and paediatric SARCs (Sexual Assault Referral Centres) in the Black Country, in partnership with the West Midlands Sexual Violence Providers Consortium



In 2021/22, we
received
504
requests for help
with therapeutic
support

"I remember when you first started counselling me, I was frightened, insecure and had low self-esteem... I blamed myself for the past. You have helped me so much... thank you for helping me to see that life can be great."

Counselling client

""I was very happy with the level of support, advice and care I received. I felt safe to express myself and was helped to recognise not only what I was having to cope with, but also my achievements and how far I'd come. This gave me strength to make positive changes in my life. "

Counselling client

Client workbooks map out a path to recovery

BCWA has developed a range of well-received therapeutic workbooks to support clients overcome trauma.

The workbooks cover complex issues through accessible language and ideas and are specially designed to support healing and recovery.

Drawing from Judith Herman's work on the three stages of healing trauma, the workbooks guide clients through a process of safety and stabilisation, remembrance and mourning and, finally, reconnection and integration.

The workbooks will be available in several community languages and are designed to be used in group and one-to-one counselling sessions, and for the clients to refer back to as and when needed.



Public Health England fund one-to-one counselling for adult and child victims of domestic violence

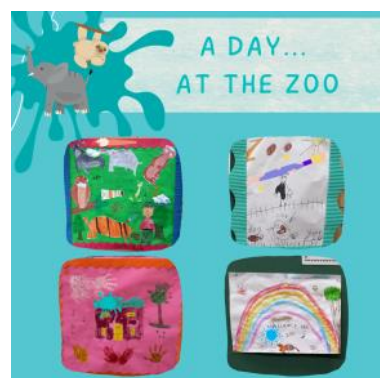
BCWA was awarded a Public Health England grant to help 20 child and adult victims overcome the trauma of domestic abuse.

Funded counselling sessions featured a range of therapy tools that were used by both adults and children, including Russian nesting dolls to explore inner feelings and the layers of oneself, colouring books to support with mindfulness and stress balls to manage tension.

Continuing Professional Development (CPD) training helped staff to extend the range of therapeutic support available to clients, including creative techniques to support children and adults with externalising and processing trauma.

New funding for therapeutic support in refuge

During the year we were very pleased to secure funding from SCVO and Sandwell Council to deliver a range of essential therapeutic work in our domestic abuse refuges. This will include family art therapy, therapy dog sessions, one-to-one counselling and mindfulness groups.





Modern Slavery Support Services

Modern slavery transcends age, gender and ethnicities, and can include victims that have been brought from overseas, and vulnerable people from the UK being exploited or forced to illegally work against their will. Victims may be controlled or held through threat or use of force, coercion, abduction, fraud, deception, and abuse of power or vulnerability.

Many victims of modern slavery escape with only the shirts on their backs and can be left destitute without support.

BCWA are specialists in working with people who have been severely traumatised by abuse, violence and exploitation, and our Modern Slavery Team acts with passion and compassion to support clients on their journey from victim to survivor.

We offer:

- Emotional support and counselling to come to terms with their experience
- Safe refuge for women and children
- Support to access services such as healthcare; many female survivors come to our service late in pregnancy without having had any pre-natal care; survivors who have been sexually exploited are at high risk of infections or HIV
- Support to understand their legal rights and entitlements as a victim of modern-day slavery
- Links to local services and educational courses, to develop confidence and independence
- Support with their next steps, whether it is safe for them to return home or if they need to claim asylum



In 2021/22, we
received
372
requests for help
with modern slavery

Victims are referred through the NRM (National Referral Mechanism), which is the UK Government response to modern slavery.

We have operated this service since 2011, as the West Midlands-wide sub-contractor of the Salvation Army, which administers the national service on behalf of the Home Office. We support both in the community and through our modern slavery refuge.

“They took everything from me, my self-esteem, my confidence, it was all lost, but with the support I am getting, I am gaining my confidence back and I realise there is life and hope for me. “

“My life in the UK has (sic) wonderful, because the support I received. Thank you.”



New Sandwell safe-house for survivors of modern slavery

BCWA opened an enhanced, welcoming space for modern slavery victims in September 2021. We purchased and renovated our existing refuge thanks to an £800k grant from the Heart of England Community Foundation's Building Better Lives programme.

The specialist safe house features 12 self-contained flats, an activity space for therapeutic groups and activities and a memorial garden dedicated to those who have lived in the existing accommodation, and those who never got the chance.

A special opening ceremony was attended by key professionals in the fight against modern slavery in the West Midlands, and who have supported BCWA in this project. This includes The Salvation Army, the Office of the West Midlands Police and Crime Commissioner, West Midlands Anti-Slavery Network and Sandwell Council, as well the refuge's generous funders, the Heart of England Community Foundation.

On moving in, one of the survivors told us "I came here and they gave me a key of my own to my own room. I had never had my own key before."

The refuge provides emergency accommodation for women who have fled or have been rescued from modern slavery, with support services available to help them move on and rebuild their lives when it is right for them to do so.

"I was feeling terrible and lost, there was no hope, and this was the worst I have ever felt.

Now I feel at home."



CEO of Heart of England Community Foundation Tina Costello and CEO of Black Country Women's Aid Sara Ward



CEO of Heart of England Community Foundation Tina Costello and Vice-Chair of Black Country Women's Aid Melvena Anderson cut the ribbon at the opening

Corporate services

BCWA's corporate services include development, training, volunteering and fundraising to support **the frontline work of our organisation.**

Inclusive development while always maintaining our core purpose

We continue to provide the services that victims and survivors need through an inclusive process of listening to clients, involving staff and developing meaningful theories of change.

This year we continued to focus on our 'one-door' approach to multi-service provision, linking our offers so that we are always responsive to clients' needs.

We used processes introduced during lockdown to enhance engagement and communication, including a WhatsApp/text referral line and online therapy so that we could offer better choice for victims and to tackle barriers to engagement.

Ensuring consistency in quality

We work to quality standards including the Women's Aid National Quality Standard and ISO frameworks. We continuously review processes, identify any gaps and work towards new standards, always providing effective and targeted services and the best value for money. We welcome reviews from external partners to help us to keep our standards high.

We recognise the importance of protecting people's information and have achieved the Cyber Essentials Plus certification.

Working smarter through new trustee sub-committees

A new thematic, service-inclusive governance structure is supporting BCWA trustees to develop a deeper understanding of BCWA and to support the charity as it expands to meet growing demand.

In addition to attending regular board meetings, trustees now sit on sub-committees for finance, quality assurance, facilities management and workforce development.

Regular, dedicated meetings allow trustees to spend more time on these key areas and to support the executive team tackle growing workloads.

Continuing investment in people and processes

We benchmark against other charities to offer competitive salaries and recruit the best talent. We aim to be the employer of choice for new recruits, and we continue to invest in key positions in finance, human resources, business development and communications to drive this forward.

This year we launched a major competency framework to develop our staff to the highest standards in a consistent and impactful way. We build careers at BCWA and use accessible learning platforms like our intranet and online training modules to deliver extensive continued professional development programmes.

Refreshed financial systems improve efficiency

As a charity, we are more than aware that every penny counts. Last year, we conducted a major review of our financial systems and streamlined more processes. We continue to provide the best value for money, absolutely essential when so much of what we do is funded by the public purse.

Wide-ranging partnerships

We align our systems and strategies to those of our key partners to help provide the best possible support to victims.

We work relentlessly to give victims a voice and contribute to essential discussions including on a national level at the Human Trafficking Foundation and the Modern Slavery Strategic Integration Group, the national modern slavery contract and the National Stalking Consortium.

Regionally, we play an active part in the Office of the Police Crime Commissioner Victims Commission, West Midlands Anti-Slavery Network, Domestic Abuse Board, Rape And Serious Offences Strategic Partnership, Human Trafficking Modern Slavery Strategic Board, MARAC Board, Specialist Domestic Violence and Abuse Consortium, Specialist Rape and Sexual Abuse Consortium, Women and Girls in the Criminal Justice System, Women's Justice Partnership, Survivors Trust Regional group, IDVA/ISVA Forum, BAME Women in the CJS and Sex Work Forum.

BCWA makes a significant contribution to the partnerships across the four Black Country authorities (Sandwell, Dudley, Walsall and Wolverhampton), influencing strategic and operational development. These include vital partnerships such as the Sandwell Crime Reduction Partnership/Safer Sandwell Partnership, Sandwell Domestic Abuse Strategic Partnership (DASP) Dudley Domestic Abuse Strategic Partnership and Forum (DDAF) and Dudley Safe and Sound, Walsall Domestic Abuse Strategic Group (DASG), Sandwell Domestic Homicide Standing Panel, Sandwell MARAC Governance group, Sandwell and Dudley MASH strategic groups, Sandwell Sexual Health Forum, Walsall Rape and Sexual Violence Group, Sandwell Homeless Strategic Partnership, Sandwell and Wolverhampton Anti-Slavery partnerships, Reducing Reoffending Strategic Group including specialisms for women and girls and Sandwell FGM Working group.

BCWA continues to expand its partnerships to secure regional commissions. Through the partnership with Changing Lives, BCWA is a delivery partner in the commissioned Ministry of Justice HMPPS Probation Services female offender support service.

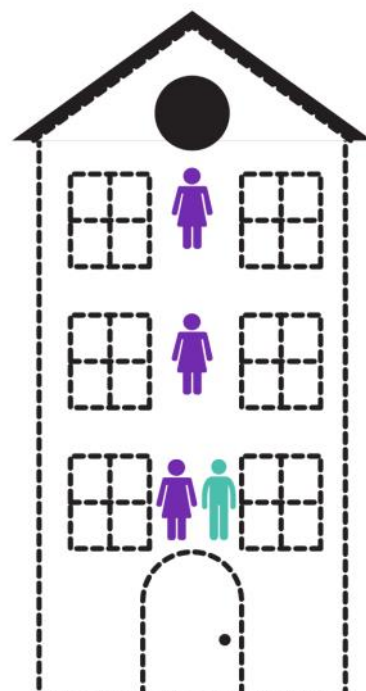
Expanding into new, trauma-informed spaces


We expanded our West Bromwich headquarters in 2022. Our new space was designed in consultation with staff and reflects the importance of a trauma-informed culture and environment through

- Décor in calming colours
- Bright, clean and uncluttered rooms, with access to natural light and ventilation where possible
- Comfortable, wipe-down furniture
- A kitchen for staff to have lunch away from their desks

We have dedicated women-only spaces on two floors, and an additional floor offers flexible space to meet male clients in our Ask Marc and modern slavery services. As the pandemic receded and we resumed face-to-face appointments, we understood that some clients were still anxious about meeting in person. Our new spaces reflect our clients' needs with safety, function and purpose at the top of the design list.

BCWA always tailors the support to the individual needs of the client and by adapting working areas we are able to provide more focussed help and advice.





Corporate services: Learning and Development

Training local professionals on interpersonal violence issues

Dudley

In 2021, BCWA was commissioned by Dudley Metropolitan Borough Council (DMBC) to undertake a domestic abuse training needs assessment. We used this to develop a domestic abuse training programme that launched for Dudley-based professionals in early 2022.

We used stakeholder feedback to shape the training into three, easily accessible stages: awareness, signposting and responding. We also took a trauma-informed approach, recognising the sensitive nature of domestic abuse and the importance of self-care. Key aspects were woven throughout the training, ensuring that domestic abuse could be seen from multiple perspectives.

Workshops, online resources, education packs and information sheets helped to reinforce learning. Participants came from the council's anti-social behaviour team, NHS and care staff, nursery employees and wide range of other professions.

"I came away from the training upbeat and positive which was nice as training like this can be very draining, and this was due to how it was presented by the trainers."

Sandwell

Close to 600 NHS, school, social work and other Sandwell-based professionals participated in a comprehensive programme of training delivered by Black Country Women's Aid in 2021 and 2022.

With sessions covering domestic violence and recourse to public funding, learning from domestic homicide reviews, forced marriage and honour based abuse and more, the programme was well received.

"The training was very informative and understandable...Prior to my current role, a lot of this information was not something I was aware of. I believed sexual violence was solely something supported through police and the CJS."

Volunteering

Peer mentor programme launched

We listen to our clients to give them the support they need. We piloted a peer mentoring scheme during lockdown that was inspired by women who told us they felt stronger, more positive and confident because of the peer group support they had received through BCWA.

Our accredited peer mentoring programme upskills volunteers and we were thrilled when three clients successfully completed OCN level 3 accredited modules in peer mentoring and self-care for stress management. All our volunteers can engage in staff training and are guaranteed an interview for any internal vacancy. This has led to former volunteers gaining employment and others have commenced social work training.

Volunteering continued at a reduced capacity during lockdowns while our main focus was, understandably, directed at providing consistent and effective support for clients. Post-Covid, we are refreshing our volunteering strategy, rebuilding our volunteer base and will link opportunities more closely to fundraising activities.

75%

of participants in domestic abuse training rated the course as **very good** at meeting its objectives



Fundraising

We couldn't do what we do without the support of our incredible donors and community champions.

We are so grateful for all your support, from raising essential funds to volunteering your time, and donating vital everyday items and special gifts for clients to spreading the word about our work in your communities.

A huge thank you goes out to everyone who supports us, all the local businesses and individuals who are part of the BCWA family.

Congratulations to **Teresa Garbutt** who took to the skies with a wing walk and raised a magnificent **£1300** to buy home starter packs for families leaving refuge with next to nothing.



Kirsty Cooper Aesthetics ran an amazing Women's Empowerment Evening and raised an incredible **£5,000**.



Brockmoor Foundry created a fabulous Christmas grotto to collect presents for children in refuge.

Eurocraft Technologies gave us some beautiful new bathrobes for women in refuge.

Thank you to **Veolia** who donated 3 beautiful eco-friendly garden benches for our clients to enjoy in the modern slavery refuge garden.



Urban Herbs helped brighten up our main refuge garden by donating some gloriously fragrant plants.

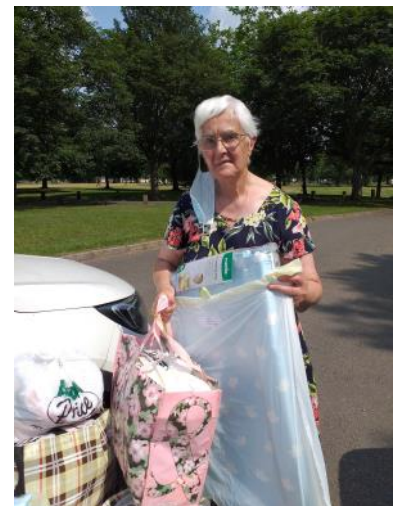


Inspirational youngster **Olivia Tomlin** collected 150 delicious Easter eggs for children in refuge .



Our fabulous supporters at the **Guru Nanak Gurdwara Smethwick** donated food for families affected by domestic abuse.

We loved the 'moms' bags' full of essentials for mothers and babies donated by **Pelsall Mothers Union**.



We're grateful to the West **Bromwich Town Bid** for collecting fantastic toy donations for children in refuge.

We have tremendous support from **Asda, Tesco, Morrison's, Waitrose, Sainsbury's** and **Lidl** with donations of food, party supplies for refuge celebrations, clothing, household items and lots more.

Thanking our supporters

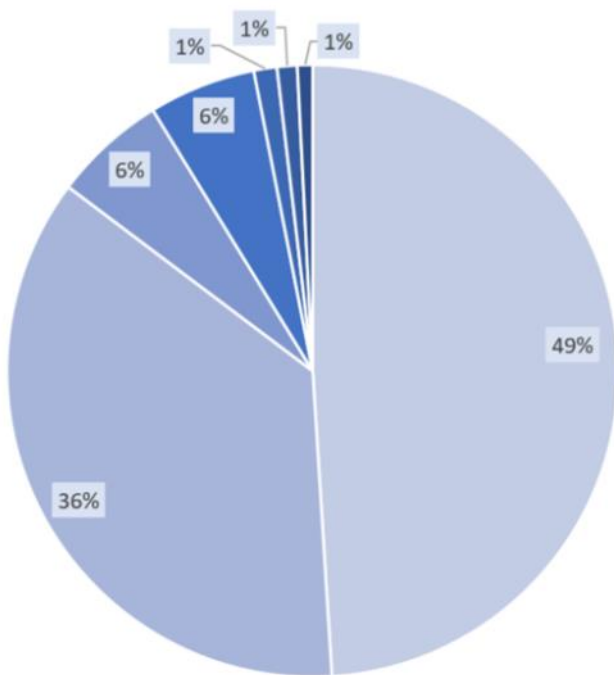
Thank you so much to all our supporters, including:

- Aberdeen Street Church of God of Prophecy
- AF Blakemore
- Argos Merry Hill
- Bethel Church, West Bromwich
- Black Country Food Bank
- Black Country Healthcare NHS Foundation Trust
- Blakemore Foundation
- Brave Fitness
- Brierley Hill Babybank
- Brockmoor Foundry
- Business in the Community
- Calson Primary Community School
- Cash for Kids Midlands
- Crafting for Communities
- Creative Active Lives CIC
- Dancing Leopard Walsall
- Dartmouth Lodge
- DPD Smethwick
- Dudley Zoo
- Edi-Bea Creations
- Ellie, Maddie and Carol
- Eriks UK
- First Steps Nursery Shireland Collegiate Academy
- Four Steps
- Free Radio
- Gabriel Dhillon-Powell
- Gangar and Company Solicitors
- Guru Nanak Gurdwara Smethwick
- Helen Leatherland
- Help to Make Tummies Full
- Higgs LLP
- Home Instead Dudley and Sandwell South
- Homeserve
- Jessons CE Primary School
- Kates Hill Primary School
- KBG Security
- Kids Out
- Kingswinford Snooker Centre
- Kirsty Cooper Aesthetics
- Lewisham Oak Lodge
- Lions Amateur Boxing Club
- Little Pioneers Pre-School
- Merryhill Shopping Centre
- Mesty Croft Primary
- Moat Farm Infant School
- NCS
- Neighbourly
- New Beginnings
- Nicholas Aldridge of N and P Designs
- Nicklin
- OB Brows
- Oldbury Academy
- One Stop
- Pause Candle Company
- Pelsall Mothers Union
- Pilot IMS
- Plantec Assist
- Q3 Academy Langley
- Queen Mary's High School, Walsall
- Random Acts of Kindness, Dudley
- Ratcliff Trust
- Red Hall Primary Hall
- Rowley Regis Hospital Community Wards
- Rudge & Garnett
- Russells Hall Primary School
- Saleem Foundation
- Sam and Ben Whitehouse
- Sandra Toogood
- Sandwell Lions Club
- Sandwell Networkers Group
- SDB Everyone Prosper
- Sewa Day
- Shoe Aid
- Skincity
- Soroptomists Bilston
- Soroptomists Lichfield and District
- South Staffs Water
- St Mary Magdalene Primary School, West Bromwich
- St Mary's Bearwood
- Suzy P Tearoom and Café
- Teresa and Pete Garbutt
- The Albion Foundation
- The Art Yard
- The Black Country Blokes
- The Body Shop, Dudley
- The Cake Initiative
- The Enchanted Florist
- The Freemasons, West Bromwich and surrounding areas
- The Rotary Clubs of Smethwick, Oldbury, West Bromwich and surrounding areas
- Thermserve
- Tile Choice Bilston
- Timet UK
- Tipton Town Police
- Tipton Youth Football Club
- Toiletries Amnesty
- Trussell Trust
- Urban Herbs
- Veolia
- Walton Walker and Sandwell Lodge
- Wentworth and Rose Estate Agents
- West Bromwich Town Bid
- West Midlands Police
- Wombourne Allstars Wolves Under9's
- Womens' Institute Wychbury, West Bromwich and surrounding areas
- Yodel Online
- Zion Reformed Church



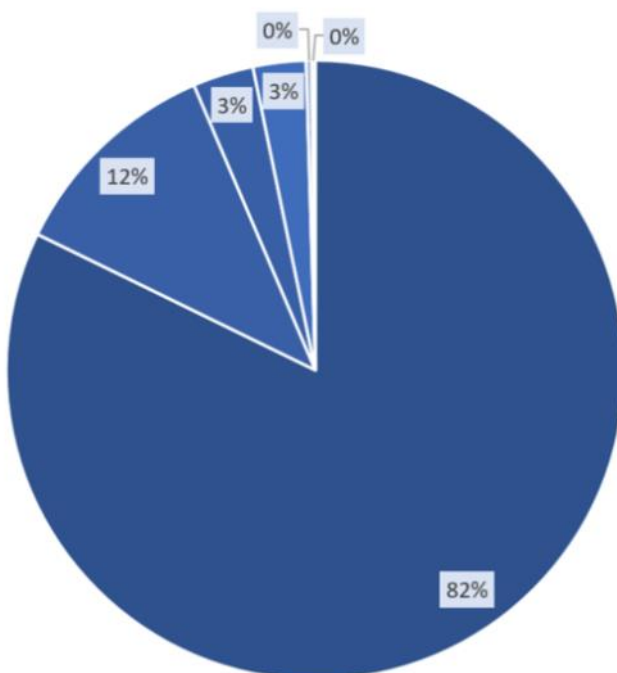
Financial Reports

Income



- Grants and contracts: community-based support: £3,680, 480
- Grants and contracts: modern-day slavery: £2,724,260
- Accommodation charges: £449,222
- Grants and contracts: refuge-based support: £425,407
- Donations: £91,994
- Fees: training: £79,767
- Grants and contracts: capital projects: £60,519

Expenditure



- Staffing Costs: £4,676,105
- Activity Costs: £645,960
- Property Costs: £180,526
- Office Costs: £157,315
- Depreciation: £17,090
- Professional fees: £9,960

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Black Country Women's Aid

Registered in England No. 2791788 • Registered Charity No. 1032298

Registered at the above address

Members of the Women's Aid Federation, Clinks and Agenda

