



## **Stay Safe East**

**Supporting disabled survivors**

### **JOB PACK**

## **RECRUITMENT OF NEW CHIEF EXECUTIVE**

**November 2020**

Stay Safe East is a unique organisation: we are one of only two funded Deaf or Disabled People's Organisations (DDPO) in England and Wales working on Domestic Abuse and the only specialist DDPO working across all areas of abuse (domestic and sexual violence, hate crime, harassment and institutional abuse). From small beginnings in 2010, we have grown into a nationally recognised leader in the field. *More details on our website [www.staysafe-east.org.uk](http://www.staysafe-east.org.uk) and at the end of this job pack.*

After ten years of developing the organisation's casework role and establishing Stay Safe East as a nationally recognised authority on supporting disabled survivors, our Chief Executive is stepping down from her current role. We are seeking to recruit a new Chief Executive to lead our organisation into the next phase of its work. You will help the organisation to grow sustainably, move on from the challenges of the Covid pandemic and support the many disabled people who turn to us for support, as well as developing our capacity to influence national policy and strategy.

Salary :                   £45,000 per annum

Hours of work: 35 hours per week

Accountable to: the Chair of the Board of Trustees

Line Manager to: Domestic Violence Service Manager  
Hate Crime/General Crime Team Manager  
Operations Manager (to be appointed)  
Administrator and Freelance Bookkeeper  
Consultants

Place of work Stay Safe East offices, 90 Crownfield Road,  
London E15 2BG (accessible premises). Until the  
Covid pandemic is over, the CEO will be expected  
to work mainly from home

Funded by: Three Guineas Trust to 31.3. 22 and from  
contracts and grants. This is a permanent  
position, subject to successful income generation  
in future years.

Start date: as soon as possible after January 2021

**This post is open to job-share. Please apply with a job-share partner.**

**This post is only open to disabled people. Stay Safe East particularly welcomes applications from disabled women who reflect London's diverse communities of faith, sexuality, culture, ethnicity and age.**

Stay Safe East is a user-led organisation led and staffed by disabled people and supporting disabled survivors only. Peer support and positive role models from a disabled CEO and disabled staff team are essential in building the long term self-confidence and resilience of our clients. We have a positive policy on training and employing disabled people.

80% of our client group are disabled women from a range of backgrounds who have experienced gender-based abuse or violence. The CEO along with the managers is expected to intervene in an emergency and most of our emergencies involve female victims of domestic abuse. The CEO will also be required to

Speak out about violence against disabled women and girls and to act as a voice for survivors.

### **The role**

Under the overall direction of the Board of Trustees, and in accordance with Stay Safe East's policies, procedures and practices, the Chief Executive will be responsible for the staffing, management, budget and overall operations of the organisation, and for representing the organisation at national and London policy level. This is a 'hands on role' as the CEO will also be expected to engage with clients and at times to step in to support advocacy staff.

### **About you**

You will have the leadership and organisational skills, resilience and charisma to lead and manage Stay Safe East at an exciting turning point in its existence. You will have experience either as CEO/Director or as a senior manager in a voluntary or public sector organization, experience of managing financial and HR functions, effective fundraising skills and knowledge of the charity sector. In addition, you should have a track record of working (paid or unpaid) on human rights, a background in managing casework with survivors of abuse or trauma and of working with diverse communities. You should have some experience of policy work. You should be practical and 'hands on', and able to offer skilled and empathetic support to staff dealing with often distressing situations, assist/advise on complex cases, and be able to step in in a crisis (usually involving women fleeing domestic abuse).

Your ethos, values and approach must match those of Stay Safe East. You must be able to work from a human rights, intersectional and social model of disability perspective. You will have a thorough understanding of abuse against disabled people and of gender based violence against women and girls, hate crime and of the barriers faced in society by disabled survivors from a range of communities, and most of all be passionate about bringing about change for disabled survivors.

## The qualities our staff and volunteers would like in their new Chief Executive



*Or in accessible format: Passionate about our work, open and collaborative, believes in the values and ethos of Stay Safe East, a track record of working on human rights, there for us and knows how to support disabled staff, engaged, hands on and willing to muck in, willing to learn from mistakes, gets that difference is a positive and 'normal' doesn't exist.*

**We are aware that we are asking a lot of our new CEO,** and recognise the barriers to becoming a senior manager for disabled people, and in particular for disabled women. We may be prepared to consider a candidate with the right ethos and approach and sufficient management experience but who does not have all the skills and

experience set out in the person specification. If you have any questions about this, please contact Ruth Bashall, the current CEO by e-mail [ceo@staysafe-east.org.uk](mailto:ceo@staysafe-east.org.uk)

### **Transition arrangements**

For the first three months of your employment, you will be working alongside the current CEO as 'Co-Chief Executives'. Initially, you will take on responsibility for the overall management of the organisation; you will then be involved in recruiting an Operations Manager who will take over day to day HR and finance issues. The current CEO will provide induction and support into the policy and strategic work of the organisation, and if the right candidate does not have the full range of experience, on supporting staff working with survivors of abuse. The Board have asked the current postholder to remain with the organisation after this as a consultant on policy and projects so that her knowledge can be handed down and so that Stay Safe East can continue to benefit from her expertise. The details of this arrangement will be agreed in due course with the involvement of the new Chief Executive.

**Working arrangements:** The office core hours are 10am to 5pm, but some flexibility is possible to meet disability needs. Contracted hours are 35 hours including a half hour lunch break. Some evening and occasionally weekend meetings will be required.

As all of our current staff and clients are disabled people, the majority of whom have been self-isolating or shielding, we expect remote working to continue at least to Spring 2021. Subject to risk assessment, staff are currently attending meetings with clients in the office or elsewhere.

The new CEO will work from home initially, with some meetings in the office if it is safe to do so. Normal place of work is our office in Leytonstone, London E11. Once the Covid emergency is over, we will consider some home working for the new CEO but they will be expected to be present in the office most days to support staff and lead the organisation.

**Line Management:** This post will be managed by the Chair.

**Support:** You will benefit from external non-managerial supervision, coaching or mentoring, and have access to the monthly counselling support which is available to all staff. For the first three months, you will be working alongside the existing Chief Executive, to enable you to settle into the organisation gradually. Other support and training may be available if required.

**Access and inclusion:** Our office and building have a good standard of access, with parking within 10 metres of the entrance and an accessible toilet and meeting rooms on the same floor. There is a rest room on site. We use a Modus database. Dragon and other software can be funded through Access to Work.

We will make reasonable adjustments where possible. Where relevant, we assist our staff to apply for Access to Work support.

During the Covid 19 crisis and possibly for a longer period, the successful candidate will be provided with appropriate IT and software, seating or other support to enable them to work from home.

**Probationary period:** 6 months from start date. During this period, you will be managed remotely by phone, e-mail and WhatsApp.

**DBS:** This post is subject to a satisfactory Enhanced DBS check.

**The Board:** there are six Board members, all of whom are disabled people from a wide range of backgrounds. Two Board members are current or former users of our services. The Board meets 5 to 6 times per year, but the CEO is expected to engage with the Chair and the Board between meetings.

The Board has responsibility for strategic oversight of the organisation. Day to day responsibilities are delegated to the CEO, who manages the two service managers and an Operations Manager. This post has not yet been appointed to, so for the first few months the new CEO will also manage the bookkeeper (freelance) and our administrator.

**The Stay Safe East Team:** our hard-working team is passionate about getting the best for their clients. We currently have 14 staff and two

volunteers. Most staff are part-time. Three of our staff also employ their own Personal Assistants. There are two service teams and a policy team:

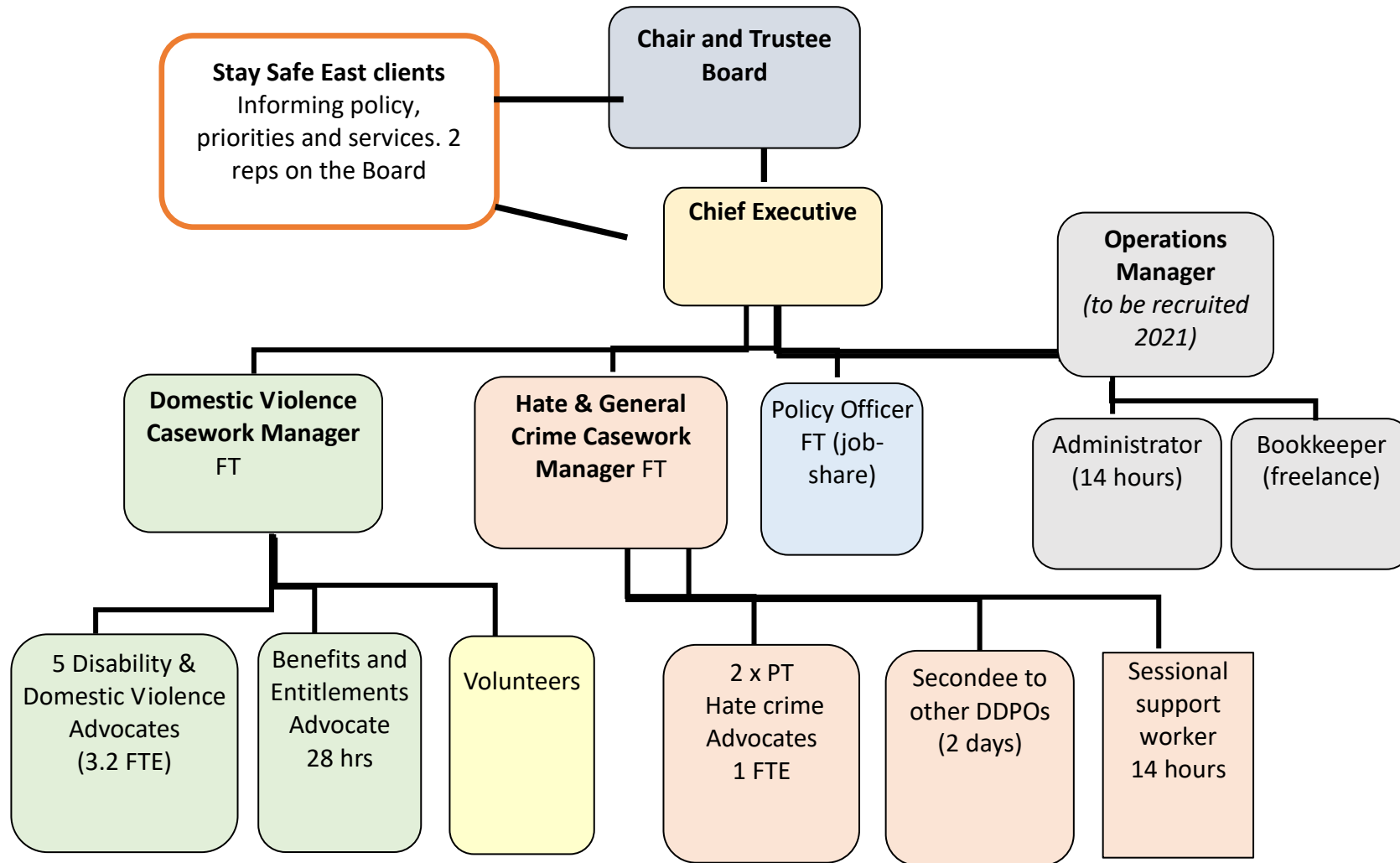
- The Domestic Abuse Services Manager manages 6 staff (5 Disability and Domestic Violence Advocates, a Benefits and Entitlements Advocate) and volunteers
- The Hate and General Crime Team Manager manages two Hate Crime Advocates (one of whom is also a secondee who trains other disabled people's organisations to do hate crime) and a sessional General Advocate/Support Worker.
- The Policy Team is made up of a Policy Officer, directly managed by the Chief Executive.

In the next two to three years, we will be developing further projects; our priorities are a Counselling Service and a project to support disabled mothers/survivors of abuse in their parenting role, developing an LGBT disabled survivors' and other peer support group and expanding our training and consultancy role. We expect the team to be around 18-20 staff and 6 to 8 volunteers by 2022.

All our staff, volunteers and Board members are disabled people. We are from a range of communities across East London and beyond. Amongst us we speak 7 languages. Stay Safe East is a LGBTQ+ positive employer. Flexibility, mutual support and learning from experience are part of our way of working.

# Stay Safe East organisational structure at November 2020

*(this is a pictorial representation of the staff structure outlined on the previous page)*





## **Our clients**

Our clients are from across London, and from all communities, faiths and backgrounds. They may self-define as disabled people, or due to a lifetime of abuse because they are disabled people, they may reject that identity when they first come into contact with Stay Safe East. 85% of our clients are disabled women. They may have a learning disability, mental health issues, physical or sensory impairments, be Deaf sign language users, identify as neuro-diverse or be living with a long-term health condition. They may come to us without a diagnosis and just have been told they are 'stupid' or 'weird'.

Most of our clients are not in paid work and live on a minimum income. Our clients may identify as male, female or non-binary; their heritage may be Black British, Black African, South Asian, White British, Traveller or another; their faith may be the most important thing in their life, or they may have other beliefs that sustain them. They may or may not have had the space to realise their sexuality – maybe everyone assumed that as disabled people they had no sexuality, or were straight? We do our best to respect difference and work in the way the client needs.

Most people referred to Stay Safe East have experienced multiple forms of abuse – be it coercive control, emotional, sexual or physical abuse at the hands of family, partners, 'trusted' care workers, or racist, transphobic, disablist, homophobic or faith based hate crime by neighbours or strangers, financial abuse, sexual exploitation, cuckooing or other targeting by criminals or others. The list may be long but our clients do not remain victims for ever. They have sought help because they want to do more than survive; they want a life of their own free from abuse, to make their own decisions, take risks and enjoy safe relationships. We don't promise our clients miracles, but we do offer to 'hold' them on this journey and to do everything we can to help them take back control.

In return, our clients have developed a community of 'Stay Safe women', forging friendships through our Women's Group; two clients have joined our Board. Others refer disabled people to us as the place to get help if you are not safe.

Our clients may challenge us, and sometimes be impatient because we can't make everything happen. We may cry with them about the harshness of their lives. We may also share in the laughter when our clients learn to laugh again. We celebrate with them when they are rehoused in an accessible flat, or the court decides a mother's children can live with her; we cheer when a client reports an incident to the police themselves, or simply tells a social worker that they need to stop using jargon because 'I have a learning disability and I don't understand what you are saying'. Our clients, disabled people, are our priority and the heart of everything we do.

## **APPLYING FOR THE POST**

If you like what you have read and have the skills, experience but most of all the passion and commitment to lead our organisation, please apply for the post of Chief Executive.

**To apply, please complete the attached application form and monitoring form, and return them no later than Monday December 14<sup>th</sup> 2020 at 10am** by e-mail to: [recruitment@staysafe-east.org.uk](mailto:recruitment@staysafe-east.org.uk). Please head your e-mail 'CEO application'

**Important: Please ensure you return the forms as typed word document in 16 point, not as a PDF or handwritten document; this is so all forms are accessible to members of the interview panel.**

If you have any questions, or require the application form and job details in a different format, please e-mail [recruitment@staysafe-east.org.uk](mailto:recruitment@staysafe-east.org.uk) or ring/text Jo on 07908 092 132 or Ruth on 07587 134 122

**Closing date for applications: Monday December 14<sup>th</sup> 2020 at 10am**

The interview panel will be the Chair, a Board member and the current Chief Executive. Second stage candidates will be asked to make a presentation to the Staff and Volunteer team

**First stage interviews: Friday December 18<sup>th</sup>**

**Presentation to staff team by 2<sup>nd</sup> stage candidates: Monday 4<sup>th</sup> January**

**Second stage interviews: Friday January 8<sup>th</sup>**

# Stay Safe East

## Chief Executive

**Funded by:** Three Guineas Trust and income from other funding streams

**Salary:** £ 45,000 per annum

**Hours:** 35 hours per week

### JOB DESCRIPTION

#### **Ethos**

1. To promote the human rights of disabled survivors of abuse
2. To prioritise the safety and well-being of Stay Safe East clients, their children and dependants
3. To maintain an inclusive workplace
4. To work at all times within an intersectional approach to the social model of disability and use non-discriminatory practice

#### **Key tasks**

- A. To provide leadership to the organisation
- B. To ensure that the values and ethos of the organisation as a user-led disabled people's organisation are maintained
- C. To manage the organisation's strategic development, and implement strategic priorities as set by the Board of Trustees
- D. To protect the financial health of the organisation and manage income generation to ensure financial continuity
- E. To maintain and develop Stay Safe East's public profile and influence, and represent it with statutory, voluntary and private bodies
- F. To oversee the management of Stay Safe East's services and projects
- G. To oversee the administration of the charity, ensure that constitutional, legal and regulatory obligations are met

- H. To work with the Board to enable it to fulfil its duties and responsibilities for the proper governance of the organisation
- I. To provide direct line management to Casework Managers, Operations Manager and any project managers who may be appointed in the future, and oversee the HR functions of the organisation
- J. To step in if required in an emergency to support disabled survivors of domestic and sexual violence, hate crime or other forms of abuse

## **Specific tasks**

### **Leadership**

1. Provide strong and collaborative leadership to the organisation, and provide a positive role model for staff, volunteers and clients
2. Initiate and manage change whilst maintaining stability for the organisation, its staff and clients
3. Ensure the delivery of Stay Safe East's services to a high standard in line with its policies and procedures
4. Work collaboratively with the Board, Management Team, staff, volunteers, clients and other stakeholders in the development and implementation of key objectives
5. Represent Stay Safe East at national, regional and local levels, acting as the principal spokesperson, in order to enhance Stay Safe East's profile and impact. *For the first year in post, this will be shared with the former CEO who will act as a consultant*

### **Strategic development and policy**

6. In consultation with staff, volunteers, trustees and clients, formulate a long term strategy for the sustainability and growth of Stay Safe East, including a new 5-year Business Plan
7. Ensure that projects and services align with the organisation's strategic directions.
8. Seek out evolving and innovative ways of developing and enhancing the organisation's role
9. Identify opportunities to develop projects relevant to Stay Safe East's objectives

10. Keep up to date in developments in work on Violence against Women and Girls, hate crime and other forms of abuse against disabled people, criminal justice, disability and other rights to highlight the implications for policy and practice within the organisation.
11. Identify new areas where policy is needed, and in conjunction with the Senior Management Team formulate and change policies as appropriate.

### **HR and support to staff**

12. Manage the two current service managers and from Spring 2021, an Operations Manager who will take over the day to day management of finance, administrative and operational HR matters (during the transition period, the current CEO will manage the Policy Officer)
13. Work with the Management Team to manage recruitment, Induction, management, training, development and appraisal of staff
14. Ensure effective staff development through assessment of training needs and provision of appropriate training.
15. Consult with staff on behalf of the Board and act as day to day communication between staff and Board.
16. Ensure all staff and volunteers are aware of and comply with Stay Safe East's policies and procedures.
17. Ensure that the organisation complies with all relevant employment legislation; that personnel records are adequately and securely maintained; that the organisation is supported by appropriate HR policies and procedures.

### **Governance and legal matters**

18. Work with the Trustees to ensure that statutory duties are met with regards to equal opportunities law, charity law, employment, health and safety, safeguarding, risk management, data protection, financial requirements and other matters
19. Ensure that strategic objectives and decisions are well-informed, clear and implemented on schedule.

20. Act as main point of contact with the Board and ensure the Board are able to make well informed decisions
21. Support the Board in recruiting and inducting appropriate new Trustees
22. Lead on the production of the Annual Report and other reports about the organisation
23. Ensure that annual returns are submitted in a timely manner to the Charity Commission

### **Financial management**

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24. To take responsibility for the overall financial management of the organisation.
25. Ensure that proper financial systems are in place and in line with Stay Safe East's financial procedures
26. Work with the Treasurer and Operations Manager to monitor Stay Safe East's income and expenditure, the production of monthly management accounts and an annual budget.
27. Develop an ongoing fundraising strategy for Stay Safe East and make appropriate grant applications, negotiate existing contracts and develop relationships with funders, to ensure a sustainable funding base for the organisation.
28. In partnership with the Management Team, prepare and submit applications for tenders, grant and trust funds
29. Ensure that the organisation is able to generate unrestricted income through training, consultancy and fundraising or donations

### **External relationships**

30. Work to ensure the needs and voices of disabled victims and survivors are heard at London, national and international strategic levels (this role will be shared with policy staff)
31. Act as the principle external face of the organisation, networking at a high level, and representing Stay Safe East (This role will be shared)
32. Work with the Policy Officer to bring about change in policy and practice in responses to disabled survivors including: Representing

Stay Safe East at London and national meetings, liaison, consultation and policy groups on hate crime, violence against women and girls, safeguarding, disability equality and inclusion; overseeing and contributing to responses to policy documents; working on changes to the law and statutory guidance

*For the first year, this role will also be shared with the current CEO in her new role.*

33. Maintain and develop Stay Safe Easts' public profile and influence, fostering good relationships with statutory, voluntary and private bodies, to further the aims of the organisation in a way that reflects Stay Safe East's values
34. Maintain a thorough and in-depth knowledge of all aspects of the work of Stay Safe East and its related issues and keep informed of current legislation, good practice and other matters that may affect the organisation and its work.

### **Quality assurance**

35. Hold overall responsibility for quality standards
36. Ensure all work meets standards of quality as set out by Stay Safe East, national accreditation bodies or by funders or commissioners
37. Ensure that complaints are dealt with in line with the organisation's processes, and to review the learning from complaints and other processes
38. Oversee regular reviews of internal policies, and the development of new policies and procedures
39. Ensure the implementation in practice of all Stay Safe East policies, including the Equal Opportunities and Diversity Policy, and ensuring an inclusive and anti-discriminatory approach in all aspects of the work
40. Ensure that all reports to funders and commissioning bodies are submitted in a timely manner in line with conditions of funding or contract

## **Other**

41. Step in to assist managers or advocates to support (mainly domestic abuse) clients in crisis
42. Answer phone and e-mail queries
43. Attend occasional evening and weekend meetings
44. Be responsible for identifying your own training and professional development needs in conjunction with the Chair
45. Participate in individual supervision meetings and appraisal in line with the organisation's policy.
46. Act in accordance with the organisations Equal Opportunities and Inclusion Policy, Health and Safety Policy, Safeguarding Policy, Code of Conduct and all other organisational policies that may be in force.
47. Carry out any other duties as reasonably required by the Board of Trustees from time to time.



## **Stay Safe East Chief Executive**

### **PERSON SPECIFICATION**

#### **Essential criteria**

#### **Experience**

1. Personal lived experience of disability
2. Experience of advocating for the human rights of marginalised or oppressed people
3. Proven track record at senior level in the voluntary or statutory sector, either as Director/Chief Executive, senior manager, manager of a major project or similar
4. Proven track record of managing organisational or departmental budgets and systems
5. Proven track record of successful income generation
6. Experience of countering violence against women and girls in a personal or professional capacity
7. Experience of advocating on strategic and policy matters with statutory and voluntary bodies at regional or national level
8. Experience of working with disabled people
9. Experience of working with survivors of abuse or trauma from diverse communities and backgrounds
10. Experience of casework management
11. Experience of managing casework staff

#### **Knowledge and understanding**

12. An in-depth knowledge of the social model of disability, intersectionality and of the needs of diverse communities, and the ability to implement this knowledge across the work of the organisation
13. Knowledge and understanding of gender based violence against women and girls (VAWG) and of the causes and consequences of domestic and sexual abuse, hate crime and other forms of abuse
14. A deep understanding of the experiences and the barriers faced by survivors of abuse and trauma, including disabled survivors

15. An understanding of the impact on staff and volunteers of working with abuse and trauma survivors
16. Knowledge and understanding of the policy and legal framework that informs our work, such as domestic abuse and hate crime legislation, Mental Health Act, Housing law, Social Care legislation and Covid 19 law.
17. Knowledge of safeguarding, health and safety, equal opportunities and GDPR issues and procedures and an ability to implement these in the workplace
18. An understanding of the current third sector funding context during the Covid 19 pandemic and beyond

### **Skills, abilities and approach**

19. Strong leadership skills coupled with a collaborative approach – or an ability to stand alone and lead while also supporting the organisation
20. A passionate, practical and proven commitment to promoting equality and inclusion, including a willingness to learn and develop
21. The ability to inspire staff, volunteers and our partner organisations
22. Proven ability to manage a diverse staff team including disabled staff
23. An ability to manage staff and volunteers working in difficult circumstances and to offer creative solutions to their dilemmas
24. Proven financial management skills
25. Proven ability to write accessible and in depth reports
26. Assertiveness, a creative, problem-solving and **inclusive** partnership approach
27. Strong interpersonal skills
28. Ability to show empathy but maintain objectivity and a cool head when faced with a crisis
29. Willingness and ability to step in and help out caseworkers and managers in a crisis or other circumstances
30. Ability to engage on an equal basis with people from all walks of life, including our clients, Board members, staff, decision makers, funders, policy makers and politicians

31. Proven ability to manage own workload
32. Ability to maintain appropriate confidentiality

**Other**

33. Ability to manage own workload and administration and use office systems (reasonable adjustments can be provided)
34. Willingness to attend some evening or weekend meetings

**Desirable**

1. Experience of working either within a disabled people's organisation (DDPO) or an organisation working on violence against women and girls or on hate crime
2. Public speaking skills and experience of presentations to large audiences

## **STAY SAFE EAST : WORKING FOR THE RIGHTS OF DISABLED SURVIVORS**

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For more details of our work, please see our website [www.staysafe-east.org.uk](http://www.staysafe-east.org.uk)

Stay Safe East is a leading agency working with Deaf and disabled survivors of hate crime, Domestic Abuse and other abuse. We are a Deaf and Disabled People's Organisation (DDPO) staffed and led by disabled people. We offer the only specialist Domestic Abuse service run by disabled women for disabled women (and a small number of men). We offer a specialist support service to victims of hate crime and cuckooing and employ the only specialist Disability Independent Victims Advocate in the UK, who supports victims of financial, institutional and other abuse. All our practice is inclusive and aimed at getting the best for our clients and promoting their human rights.

### **Our ethos**

Our work is grounded in the social model of disability. We believe that disability is a social condition faced by people with impairments. Our role is to help remove those barriers or minimise their impact, whether for individual clients or in changing wider practice, policy and strategy.

We take a feminist and intersectional approach to all forms of abuse against disabled people, and in particular a gender-based approach to violence against disabled women and girls. We also recognise that disabled men and non-binary people may also be at risk. We recognise that supporting our clients means addressing the way their experiences and opportunities have been impacted by structural racism, misogyny, homophobia, transphobia and disablism.

We promote the human rights of disabled survivors of abuse.

We see disabled people as the experts on our lives; we champion the voices of disabled survivors.

We respect and aim to understand the cultures, lives and choices made by our clients. We are an LGBTQ positive organisation.

We prioritise the safety and well-being of Stay Safe East clients, their children and dependants.

We offer employment and volunteering opportunities to disabled people from all communities and take a positive approach to inclusion, training and developing the skills of staff and volunteers; we find innovative ways to enable our teams to work well and safely.

## **Background**

Stay Safe East has been providing support to disabled people who are victims/survivors of domestic abuse in Waltham Forest and Newham since 2010. Initially a project of Disability Action Waltham Forest, we became an independent Charitable Incorporated Organisation (CIO) in 2013. In the past two years, our remit has expanded to cover the whole of London. As well as providing specialist advocacy to disabled survivors, we use our expertise to do national policy and change work, to advise our partner agencies on working with disabled victims/survivors and to provide training to domestic violence advisers across England.

## **Policy and change work**

From the outset, the evidence from our casework has helped us influence policy and practice, first at a local level, then at a London and national level. In 2019, we launched the Disability and Domestic Abuse Project which focuses on policy and practice change and on building capacity of service providers and policy makers to tackle Domestic Abuse against disabled survivors. The work has an overarching intersectional approach and is grounded in national work on Violence against Women and Girls (VAWG). This funding is allowing Stay Safe East to develop our national policy work and increase our impact as a leading voice working for the rights of disabled women to live free from violence and abuse. Since the Covid crisis began, we have been able to engage with a network of organisations working on violence against women and girls (VAWG) and influence national policy and strategies. We have commented on the impact of lockdown on disabled survivors, and are currently working on amendments to the Domestic Abuse Bill and on the Violence against Women and Girls strategy, as well as offering advice on accessible information for survivors. The work is supported by an Advisory Group of disabled women from key survivor groups, representatives from VAWG agencies, which is also attended by Home Office officers.

We are members of two London-wide partnerships working to ensure a coordinated response to victims of hate crime. We are currently preparing a response to the Law Commission's review of hate crime law.

### **Training and capacity building**

As part of the London Deaf and Disabled People's Hate Crime partnership, our Hate Crime advocate is seconded two days a week to other Deaf and disabled people's organisations (DDPOs) to train them and help them develop their capacity to advocate for disabled victims of hate crime. We have ten years experience of providing training on domestic abuse, sexual violence and on hate crime to DDPOs, the police and local authorities, and the Violence against Women and Girls sector. We are currently adapting our training to be delivered online. We aim to develop our training capacity over the next few years, training a new generation of disabled people to deliver good practice to our partners.

### **Casework and casework advice**

We currently have 143 clients open to our services. The majority of our clients are disabled women, nearly all of whom have experienced multiple forms of abuse in their lifetime. We have been successfully providing advocacy and support to disabled victims/survivors for the past 9 years.

This includes:

- An accessible place of safety to report all forms of targeted harassment and violence, and to get support
- Long-term, holistic advocacy and support for disabled and Deaf victims
- Help with getting action from the police, housing, the local authority and other agencies
- Ongoing help with practical issues e.g. accessing benefits, housing, social care, health, etc.
- Signposting to other services such as counselling (or our own service which supports a few clients who cannot access other services)
- Helping our clients to develop a positive self-regard and confidence as Deaf or disabled people

- Safe women's spaces, and peer support through our women's group. We are currently developing a support group for disabled LGBT survivors
- Awareness training for disabled women survivors of abuse (starts 2021)

## **The Stay Safe East casework model**

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Stay Safe has developed a casework model that aims to meet the needs of our Deaf and disabled clients.

We offer an accessible service, with voice, SMS and e-mail contact, Easy Read and large print information, accessible premises and facilities. We offer home visits to all but a few of our clients (i.e. where there is a safety issues for staff) and will pay for transport for someone to come to the office. (we have adapted this approach during Covid) We arrange BSL and spoken community language interpreters. The team has a strong awareness of Deaf culture. We respond to clients' individual needs and ways of thinking and understanding, and work at their pace and as much as possible on their terms.

- We work in partnership with our clients and help them make their own decisions. We help clients understand their rights to be free from abuse and to live independently in the community of their choice.
- We work holistically, offering emotional support, regular contact, advocacy and other support as required.
- We promote the client's right to independent living and the resources to live independently in the community of their choice.
- We work to ensure that other agencies understand the emotional, practical and cultural needs of our Deaf and disabled clients.
- We focus on addressing barriers for our clients, rather than on impairment, and on rights rather than on 'vulnerability'. We spend a lot of our time fighting for our clients' access and communication needs to be met, and for their human rights as e.g. people with learning difficulties to be respected. This sometimes brings us into conflict with statutory providers and requires persistence and determination.
- We also recognise that our clients may have suffered abuse directly linked to their impairment and have a very negative experience of impairment and disability. Many of our clients have had a lifetime of

institutional abuse, hate crime and domestic abuse. We try to promote Disability Pride and self-respect as well as Deaf Pride through advocacy and peer support, including by encouraging female clients to join our women's group.

- As active citizens who are also disabled people, our staff, volunteers and Board can be positive role models for our clients.
- Stay Safe East support may involve intensive one-to-one work with new clients until they feel able to do things for themselves, or only need more 'light touch' support. We have found that at first many of our clients need us to 'hold' them emotionally and sometimes practically until they are strong enough to do this with less support. We do our best to provide a holistic service – for example we will help a client get a care package or mental health support, and rather than referring people to another service, we help some clients with benefit applications, or get Dial-a-Ride membership, or will ring utility companies on their behalf, or attend appointments with them.
- We keep extensive case records for all our clients and often look after their paperwork for them. We gather evidence for hate crime and harassment cases, for example where there are other victims of the same perpetrators – disabled people and others in the community are more likely to speak to us as an independent grassroots organisation than to the police or their landlord.
- We work in partnership with the Police, local authorities, housing landlords, Social Services and other agencies, but are not afraid to act as 'critical friends' and to push for action where none is forthcoming. We have learnt to be persistent and persuasive.



## **Funding, contracts and other income**

Our annual income in 2020-21 is just above £500,000, thanks to additional Covid related funds which are helping us the pandemic. Current funders are as follows:

- Three Guineas Trust
- Home Office
- City Bridge Trust
- Trust for London
- Ministry of Justice Covid 19 Extraordinary Fund
- London Community Response Fund

Contracts are:

- London Victim and Witness Service (Mayor's Office for Policing & Crime)
- Ascent Partnership (violence against women and girls)
- Inclusion London (secondment)
- CATCH (hate crime advocacy)
- And three small contracts to provide advice and training

Our financial position is stable with core funding from Three Guineas Trust to 2023, but like many organisations in the sector, we face shortfall in 2021-22, in our case for some of our advocacy posts. We are currently preparing applications for funding but the Covid crisis has meant a focus on short-term funding. The new CEO will be expected to develop a long-term funding strategy for the organisation, including increasing our independent income generation.

Finance and budgeting are currently the direct responsibility of the CEO. Bookkeeping is provided by a freelance bookkeeper who prepares quarterly management accounts and does our payroll. Purchases are made by our Administrator. Once the new CEO is in post, we will recruit an Operations Manager who will take on day-to-day responsibility for finance, budgeting, the preparation of funding bids and contracts, HR and share responsibility for performance monitoring with the service managers. The CEO will retain strategic responsibility for financial matters and fundraising.

**Stay Safe East November 2020**

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