



Stay Safe East

Supporting disabled survivors

JOB PACK

RECRUITMENT OF FINANCE AND OPERATIONS MANAGER

May 2021

Stay Safe East is looking for a Finance and Operations Manager who will oversee the management of our finances, office, systems and HR, support the CEO and the Board with fundraising and governance issues, and who will help us to update our organisational processes to serve a growing organisation.

Job details

Salary: £ 31,000 per annum pro rata

Hours of work: 28 hours per week

Managed by: the Chief Executive

Line Manager to: Administrator

Place of work Stay Safe East offices, 90 Crownfield Road, London E15 2BG (accessible premises). We are moving towards a mix of remote and office working over the next few months.

Funded by: Three Guineas Trust to 31.3.23.

This is a permanent position, subject to successful income generation in future years.

Start date: as soon as possible after June 2021

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

Stay Safe East particularly welcomes applications from disabled people who reflect London's diverse communities of faith, sexuality, culture, ethnicity and age.

Stay Safe East is a user-led organisation led by disabled people and supporting disabled survivors only. All our current staff, volunteers and Board members are disabled people. 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. You must be comfortable working in an environment where difference is welcomed, and in ensuring that your work practice meets the needs of your colleagues.

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 and at the end of this job pack.*

This is a period of change. From a local organisation with 5 staff in 2018, we are now a London wide service with 16 staff at present. Until now we have had a flat management structure where the CEO had responsibility for all organisational matters. Our founding Chief Executive is stepping down from her current role in June. The Board has recognised the need to develop our Management infrastructure to meet the needs of a growing organisation. We recruited a new Chief Executive who joined us

in March, who will lead Stay Safe East into the next phase of its work. Recruitment to the Finance and Operational post is the next phase of change.

The role

Under the overall direction of the Board of Trustees, and the direct Management of the Chief Executive, and in accordance with Stay Safe East's policies, procedures and practices, the Finance and Operations Manager will be responsible for:

- Operational support to the CEO and Management Team
- Financial management – bookkeeping, paying bills, invoicing and income management, producing management accounts and financial reports to funders and the Board. The Board has decided that bookkeeping should be the remit of in-house staff member, in order to allow prompt responses to requests from funders or from the Board.
- Budgeting: preparing and revising annual budgets, budgets for funding bids, ensuring expenditure conforms to terms set by funders, monitoring expenditure etc; other assistance with bids for contracts and funding
- HR: advising the CEO and service managers on HR procedures, updating procedures in line with the law and organisational requirements
- Health and Safety management including any remaining Covid safety issues
- Day to management of the office and facilities, and management of our part-time Administrator
- Governance and Charity Commission (shared with the CEO)

A full job description and person specification is included in this Recruitment Pack, together with information about our funding, premises and services.

About you

You will have the practical finance, HR and organisational skills necessary to support Stay Safe East at an exciting turning point in its existence. You will have experience within a voluntary or public sector organization or relevant experience within the private sector, experience of managing financial and HR functions, effective fundraising skills and knowledge of the charity sector and charity funding. You will be able to manage change. You should be self-organised, motivated, practical and able to explain financial and other matters accessibly to the CEO and managers and where appropriate to the staff.

Your ethos, values and approach must match those of Stay Safe East. We are looking for someone with a commitment to human rights who can work from an intersectional and social model of disability perspective. Though the role does not generally involve working with clients, you will meet clients in the course of your work; you must be able to interact with clients with respect and maintain boundaries, and to maintain confidentiality. Some understanding of the issues involved in our work is desirable. Your work will support our teams to do what is often difficult and challenging work, so sensitivity towards colleagues is essential.

Working arrangements: The office core hours are 10am to 5pm, but some flexibility is possible to meet disability needs. Contracted hours are 28 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 in some form through summer 2021, with staff who chose to do so working in the office on day a week from June 2021.

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.

Line Management: This post will be managed by the CEO.

Support: You will have access to external coaching or mentoring. Other support and training is available.

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, JAWS and other assistive 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: 3 months from start date.

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

APPLYING FOR THE POST

If you like what you have read and have the skills, experience and the commitment to support our organisation, please apply for the post of Finance and Operations Manager.

To apply, please complete the attached application form and monitoring form, and return them no later than June 30th at 5pm by e-mail to: recruitment@staysafe-east.org.uk. Please head your e-mail 'Finance and Operations manager 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 or ring/text Jo on 07908 092 132 or Ioana on 07865 340 122

Closing date for applications: June 30th 2021 at 5pm

The interview panel will be the CEO, our former CEO and our Treasurer

Interviews: July 8th 2021

Stay Safe East

Finance and Operations Manager

Job Description and Person Specification



HOURS:	28 hours per week.
SALARY:	£ 31,000, pro rata
CONTRACT TERM:	Permanent. currently funded by Three Guineas Trust to 31.3.23
RESPONSIBLE TO:	CEO, Stay Safe East
RESPONSIBLE FOR:	Administrator (currently 2 days a week)
EMPLOYED BY AND BASED AT:	Stay Safe East, Leyton E15 2BL

Aims of the Post

The Finance and Operations Manager is a member of Stay Safe East's Management Team and oversees the day to day functions of Stay Safe East's operations under the direction of the CEO and with the help of the Administrator.

The post holder is responsible for Stay Safe East's administrative and financial functions including:

- Operational support to the CEO, Management Team and staff
- Day-to-day financial management
- HR and Health and Safety management
- Office and facilities management
- Governance and Charity Commission (shared)

Main tasks

A. Operational Support to the CEO and Management Team

1. Manage and develop operational systems to support the effective delivery of Stay Safe East services as the organisation grows; conduct an annual review of Stay Safe East's internal operational processes, including reviewing contracts and monitoring systems

2. Support the CEO and Management Team in effective management of contracts and agreements, including funding agreements, contracts, supplier contracts and the building lease, ensuring legal, regulatory, and contractual compliance for each contract.
3. Manage data collection and storage in line with current GDPR and Data Protection Regulations
4. Take account at all times of the need for accessibility of information, communication and processes

B. Financial Management and Funding

5. Take direct responsibility for day-to-day management of Stay Safe East's finances:
 - Record all income and expenditure in Stay Safe East's Quickbooks accounting package
 - Carry out timely processing of invoices, staff expenses claims and payment of bills.
 - Liaise with our payroll service to ensure effective processing of payroll and pension payments.
 - Carry out monthly reconciliation with bank records
 - Produce quarterly management accounts and cash flows
 - Monitor expenditure against budgets
 - Bank cash and cheque income, manage petty cash and any other relevant tasks
6. Produce and when necessary update the annual budget for Stay Safe East, and produce budgets for each project and for funding bids
7. Produce and ensure the timely submission of financial returns to funders, and financial and other information for funding bids and contracts and assist the CEO in the preparation of bids
8. Produce timely financial information and reports for the Board and CEO
9. Manage banking systems, including communication with the bank and maintaining appropriate signatories.

10. In collaboration with the CEO and Treasurer, regularly review financial procedures and systems to ensure compliance and effectiveness.
11. Prepare financial records for audit, liaise with the auditor and deal with queries.
12. Explain financial procedures for e.g. petty cash or expenses claims to staff and volunteers, and liaise with managers over their delegated budgets for client's costs
13. At the direction of the CEO or the Board, represent Stay Safe East at meetings with funders and other bodies

C. Human Resources and Health & Safety

15. Advise and support the Board, CEO and Managers on HR and Health and Safety matters
16. Lead on ensuring that HR and Health and Safety policies and procedures are compliant with the law, with current organisational needs and with our ethos; work with and advise the CEO and Management team to ensure they are implemented effectively.
17. Manage staff recruitment processes, including advertising, managing applications, and ensure that references and DBS checks are obtained (administrative support will be available for this task)
18. Ensure all staff have current and legal employment contracts and job descriptions, and update these in line with changes in law or in conditions of service
19. Coordinate new employee/volunteer orientation and non-service-specific induction, including introductions, office practices, office equipment, door codes, health and safety etc.
20. In conjunction with the CEO and Management Team, establish and maintain well-organised and up-to-date HR records, including job descriptions, contracts and other relevant and confidential personnel information, in line with GDPR.

D. Office and Facilities management

21. Manage Stay Safe East's Administrator to ensure effective administrative procedures and systems
22. Ensure value for money and purchasing in line with Stay Safe East's policies and values
23. Ensure that all orders are submitted in a timely fashion and recorded (the administrator handles all orders for supplies and equipment and ensures supplies are up to date)
24. Ensure that all office equipment is maintained and safe
25. Liaise with the Building Facilities Manager and the local authority as landlords to ensure an efficient and appropriate working environment
26. Supervise other office activities (recycling, repairs etc.)
27. In conjunction with the Management Team, ensure all staff are aware of emergency evacuation, Covid safe and other procedures
28. Work with the CEO and Management Team to carry out risk assessments in relation to premises, events, working in the office or out of the office, and in particular in relation to maintaining a Covid safe working environment
29. Manage external contractors and suppliers including IT and telephone support systems.
30. In conjunction with the Administrator and other staff, support organisational events ensuring they are adequately resourced.

E. Governance (the CEO and Chair are the leads on Governance)

31. Working with the CEO and Chair, ensure that the Board are aware of their legal duties in regards to Charity Law, Health and Safety and Employment Law
 32. Ensure that records are kept of Board decisions and that reports, minutes and documents are circulated to the Board in a timely fashion
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33. Working with the CEO and Management Team, ensure that all documents are collated for the Trustee's Annual Report
 34. Ensure that Stay Safe east submits Annual Returns and Reports to the Charity Commission in a timely fashion and in compliance with the law, and that the Charity Commission is notified of changes in Board membership or other circumstances
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F. Other duties

35. Attend regular supervision meetings with the Chief Executive and attend regular staff meetings
36. Implement Stay Safe East's Equality and Diversity Policy and ensure a non-discriminatory approach to all aspects of this role, and work within the ethos of the organisation
37. Undertake training as agreed with the CEO
38. Keep accurate records of work done and provide regular updates to the CEO
39. Perform other duties appropriate to the post as directed by the CEO, including greeting clients and other visitors
40. Be prepared to work occasional evenings and weekends as required
41. To act at all times in the best interests of Stay Safe East, its staff, Board and clients and in line with its ethos and values

Stay Safe East

Finance and Operations Manager

Person Specification

	Essential (E) / Desirable (D)
Experience	
1. Personal lived experience of disability	D
2. Three years or more related experience in a similar role with management responsibilities, including operations, finance, human resources, and administration	E
3. Experience of drawing up and managing budgets over £350,000 with multiple income sources	E
4. Experience of using Quickbooks or similar package (training can be given)	E
5. Experience of procurement of goods and services, ensuring quality and value for money.	E
6. Experience of advising on HR and Health and Safety matters	E
7. Experience of liaising with charitable funders over finances and other matters	E
8. Experience of managing administrative or other support staff	E
9. Experience of working with a Board of Trustees	D
10. Experience of working in a charity or similar organisation	D
Qualifications	
11. Qualified bookkeeper to AAT Level 3 Advanced bookkeeping, or equivalent <i>or</i> demonstrable practical experience of bookkeeping for an organisation with multiple income streams	E

12. Accredited HR qualification	D
Knowledge and skills	
13. Excellent organisational and project management skills	E
14. In depth knowledge and understanding of HR processes and legal duties and how to implement them	E
15. In depth knowledge and understanding of Health and Safety legislation and duties and how to implement them	E
16. A strong attention to detail and accuracy	E
17. Ability to work under own initiative, manage multiple priorities and deliver under pressure.	E
18. Knowledge and understanding of the access and workplace needs of disabled people (training can be given)	D
19. Ability to communicate effectively and flexibly in an effective and understandable manner with the CEO, Stay Safe East team members, funders and visitors, both verbally and in writing	E
20. IT proficient including Microsoft Outlook, Word and Excel	E
	E

STAY SAFE EAST: WORKING FOR THE RIGHTS OF DISABLED SURVIVORS

For more details of our work, please see our website 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.

The Board

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 the Finance and Operations Manager. There are currently six Board members, all of whom are disabled people, and come 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; you will be expected to prepare accessible financial reports to the Board.

The Stay Safe East Team

Our hard-working team is passionate about getting the best for their clients and bringing about change.

We currently have 16 staff and one volunteer, all of whom are disabled people. We employ 15 women and one man. All our staff, volunteers and Board members are disabled people and are from a range of communities across East London and beyond. Amongst us we speak 10 languages. Stay Safe East is a LGBTQ+ positive employer. Flexibility, mutual support and learning from experience are part of our way of working. Most staff work less than 35 hours. Three of our staff also employ their own Personal Assistants. There are currently two service teams and a policy team:

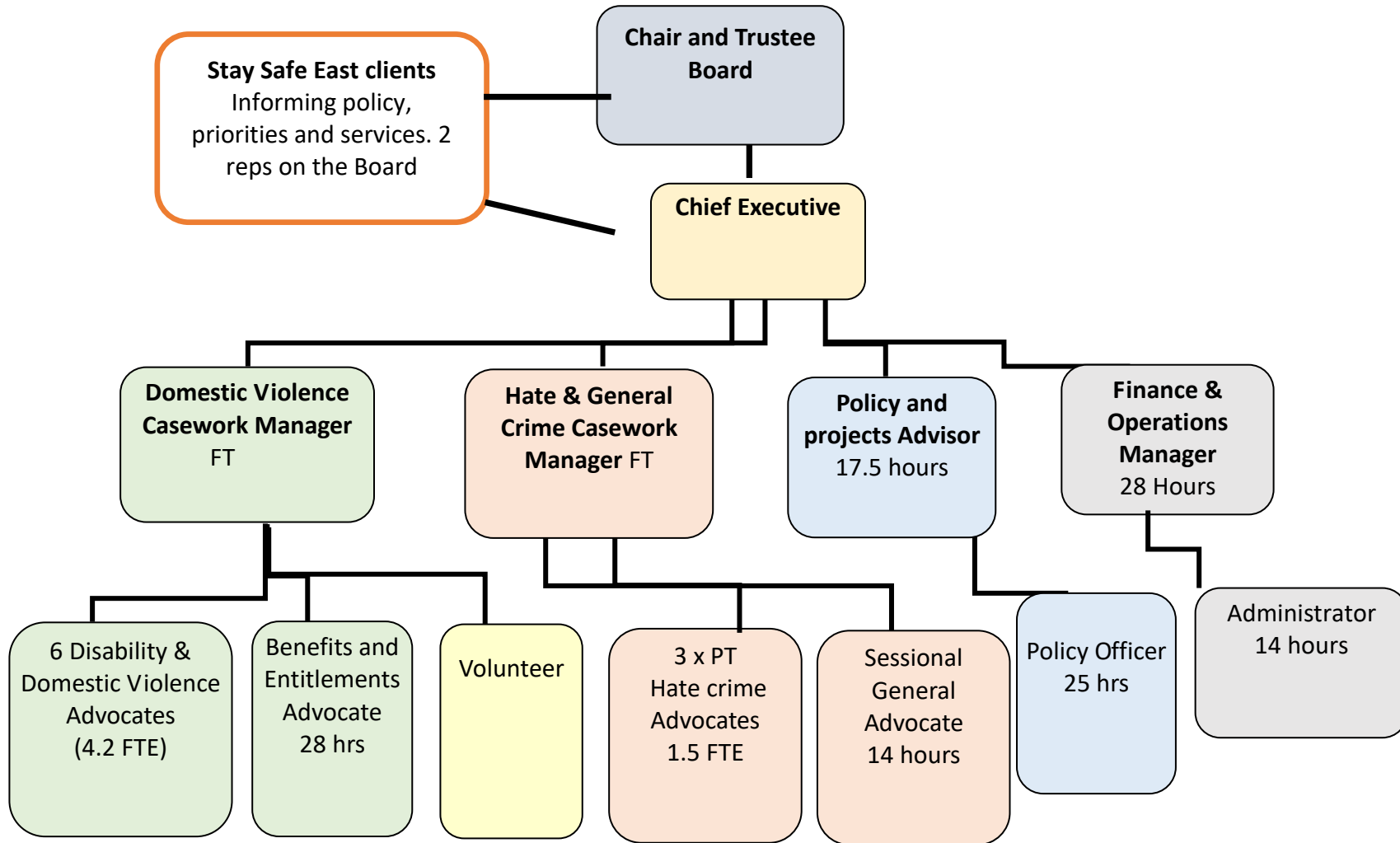
- The Domestic Abuse Services Manager manages 6 staff (5 Disability and Domestic Violence Advocates, a Benefits and Entitlements Advocate) and volunteer. We are seeking to recruit another IDDVA shortly.
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- The Hate and General Crime Team Manager manages three part-time Hate Crime Advocates (one of whom is also a secondee who trains other disabled people's organisations to do hate crime advocacy) and a sessional General Advocate/Support Worker.
- The Policy Team is made up of a Policy Officer, managed by the Policy and Projects Advisor (the former CEO in a new role from July 2021).

We expect the team to be around 18-20 staff and 6 to 8 volunteers by 2022.

Stay Safe East organisational structure at May 2021

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



Finances and funding

Our growth has been sustainable over the past 5 years. Our financial situation is currently stable. Our income for 2021-22 is just above £550,000, with 5 different funders and four contracts. We have core funding from Three Guineas Trust until March 2023. However, several of our current grants or contracts end in March 2022, so finding new sources of income is a priority.

Current funders are as follows:

- Three Guineas Trust
- Home Office
- Trust for London
- Mayor's Office for Policing and Crime (MOPAC)
- Ministry of Justice (2 funds)

Contracts are:

- London Victim and Witness Service (Mayor's Office for Policing & Crime)
- Ascent Partnership (violence against women and girls)
- Inclusion London/Lottery (secondment)
- CATCH (hate crime advocacy)

We have a history of successful bids built on our reputation as a professional, innovative and unique organisation, but cannot assume that funders will continue to support us, at a time when there are many demands on their resources. As the Covid crisis eases, we aim to increase our unrestricted income from training, consultancy and donations, and to launch a fundraising drive for some of our smaller projects. In the next two to three years, we will be developing further projects; our priorities are a semi-autonomous Counselling Service and a project to support disabled mothers/survivors of abuse in their parenting role, developing our Women's Group and a LGBT disabled survivors' peer support groups, as well as expanding our training and consultancy role.

The new CEO with the assistance of the Finance and Operations manager will be developing a new income generation plan for the organisation.

The CEO has strategic responsibility for financial matters and fundraising. Purchases are made by our Administrator. Bookkeeping is currently provided by a freelance bookkeeper who prepares quarterly management accounts and does our payroll. We expect the new Finance and Operations Manager to take

on the bookkeeping. We use Quickbooks and Excel. Financial reports to the Board are always in Word so as to be accessible to all Board members. We are aware that our financial systems may need some updating.

Premises

Our premises are an accessible Community Hub owned and managed by the London Borough of Waltham Forest who are currently making upgrades to the buildings. Due to the increase in staff members, and the need for a Covid safe office, we will be seeking to take on more office space within the building. As an organisation prioritising the employment of disabled people, we are committed to ensuring that our offices are accessible to all.

Our clients

Our clients are the core of everything we do. They 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 frustrated 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.

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). The funding from Three Guineas for this work 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, put forward amendments to the Domestic Abuse Bill, which though unsuccessful have led to the Government setting up a review of abuse against

disabled people by non-family 'carers'. We have made a significant contribution to the Violence against Women and Girls strategy, as well as offering advice on accessible information for survivors and are now working with the Chief Social Worker for England on improving responses from adult social care to disabled 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 have recently produced 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:

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- 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
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- Safe women's spaces, and peer support through our women's group.
- We are currently developing a support group for disabled LGBT survivors

The Stay Safe East casework model

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 an 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.
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- 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.

Stay Safe East. May 2021
