



**Stay Safe East
Annual Report
and Financial Statements**

2018/2019

**Charitable Incorporated Organisation
Charity number 1153615**

Stay Safe East
Annual Report and Financial Statements
Year ended 31 March 2019

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Stay Safe East
Annual Report and Financial Statements
Year ended 31 March 2019

Thank you!

The Stay Safe East Board would like to thank the following for their support:

- Our funders, supporters and partners for their continued commitment to our work in 2018/19
- Douglas Kerr from Lloyds Bank for his support for the CEO, Rachel Nicholas at Victim Support London for her continued faith in our organisation, and Lyla Adwan- Kamara at Merton Centre for Independent Living and staff at Inclusion London for joint work on the DDPO Hate Crime Partnership
- Our anonymous donors for their generous contributions to our funds
- The Stay Safe East Women's Group members for their invaluable peer support for new clients and for quality feedback on our work
- The legal advisers who have defended our clients' rights

Our thanks to our staff, volunteers and PAs for their dedication and passionate commitment to the work of Stay Safe East in 2018-19.

We look forward to working with clients, partners and funders in future years

Dedication

This report is dedicated to G, a client who first came to Stay Safe East in early 2018. She sadly died in 2019, but G's experience continues to fuel our determination to support disabled survivors of domestic abuse. The abuse she suffered at the hands of people who should have loved her, the neglect she experienced, and the way she was let down by statutory services shaped the last year of her short life. Like many other women with learning disabilities, her life was much, much shorter than it should have been.

Yet at times G could still laugh and experience joy, and she had the best laugh! G knew that she was loved and respected by staff and volunteers at Stay Safe East. We miss her.

G's life and spirit will continue to inspire the work of Stay Safe East for many years to come.

Stay Safe East
Chair's Report
Year ended 31 March 2019

In the daily work of Stay Safe East, we are constantly reminded of the seriousness of the needs we address. There is more information than ever on how widespread domestic abuse, hate crime and human rights violations are against Deaf and disabled people and the damage caused. Yet support can be hard to access and it is a tribute to the courage and determination of many service users that so many do not simply give up because of the obstacles they face.

In 2018-19, we were able to secure funding to continue our work with existing clients and benefit more people, whether directly or indirectly. This included not only direct support but also advising and assisting other organisations, while remaining open to learning alongside others with similar concerns. Beginning to expand has brought its own challenges but it has been a relief to be on a somewhat more secure footing by the end of the year. We would like to express our appreciation to funders and partners.

On behalf of the Board, I would like to thank all members of staff and volunteers for their ongoing commitment and hard work. We are pleased to have developed our management team. All managers also have a hands-on role and our contribution to policy and strategic work draws on practical experience.

New Board members have been recruited, with service user representation, something we have for a while recognised as important and hope to develop further.

Yet despite our achievements, we are constantly reminded of the multiple violations of the most basic rights which all too many face. Public service cuts and a harsh benefits system make it harder to escape violence or add to the suffering of survivors.

However, care, practical assistance, opportunities for peer support, training and awareness-raising continue to make a major difference. It is important to value each instance when an adult or child has grown more secure and confident and been able to flourish as a result of our work this year, while seeking a future when disabled people are safer and treated with greater respect.



Savi Hensman, Chair, Stay Safe East

Stay Safe East
Trustees' Annual Report
Year ended 31 March 2019

The Trustees present their report and the unaudited financial statements of the charity for the year ended 31 March 2019. Stay Safe East is a Charitable Incorporated Organisation

Reference and administrative details

Charity name	Stay Safe East
Charity registration number	1153615
Principal Office	90 Crownfield Road, London E15 2BG
Trustees	Savitri Hensman (Chair) Paul Dowling Kirsten Hearn Bennett Obong Cat Everett Service user representative Service user representative

* With the agreement of the Charity Commission, the names of two service users who joined the Board in October 2018 are withheld to protect their safety.

Staff and Volunteers	Chief Executive: Ruth Bashall Domestic Abuse Casework Manager Hate Crime Advocate (2 Part-time) Independent Disability and Domestic
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Violence

Advocates (1 part-time, 1 sessional)
3 volunteers

Due to the nature of our work, names of advocacy staff and volunteers are not listed in this report.

Bank	The Co-operative Bank Plc P O Box 250, Skelmersdale, WN8 6WT
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Independent Examiner:	John Assie, Jackson Nicholas Assie Ltd, Suite 7, Meridian House, 62 Station Road, North Chingford, London E4 7BA
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Bookkeeping and payroll	Tesfa Berhane t/a LBS Accounts Plus
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Thank you to our Funders:	Lloyds Bank Foundation City Bridge Trust Mayor's Office on Policing and Crime
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(MOPAC)

Contact Stay Safe East

ceo@staysafe-east.org.uk

The Home Office

T: 0208 5119 7241

www.staysafe-east.org.uk

Stay Safe East

Trustees' Annual Report

Year ended 31 March 2019

The Trustees present their report together with the accounts of the charity for the year ended 31st March 2019.

The accounts have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the Stay Safe East's governing document, applicable law and the requirements of the Statement of Recommended Practice "Accounting and Reporting by Charities" preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

OUR OBJECTIVES

Stay Safe East was established as a Charity in 2013 for the furtherance of its charitable objects. Its objects are:

- to relieve the distress and suffering caused to Deaf and disabled people by hate crime, harassment, domestic or sexual violence or other forms of abuse
- to promote the human rights of Deaf and disabled people in accordance with the United Nations Convention on the Rights of Persons with Disabilities
- and any such purposes as are exclusively charitable in accordance with the law of England and Wales as the Trustees may from time to time decide.

Stay Safe East's objectives during its sixth year were:

- To continue to provide a high-quality advocacy and support service to disabled victims/survivors of hate crime, harassment, domestic and sexual violence and other forms of abuse
- To work in partnership to improve operational responses to disabled victims and survivors by key agencies locally and London wide (in particular the Metropolitan Police, Mayor's Office on Policing and Crime and providers of victim services)

- To develop our role in building the capacity of Deaf and Disabled People's Organisations to work with victims of hate crime, as part of the London DDPO Hate Crime Partnership
- To further develop Stay Safe East's impact on London and national policy and strategies on hate crime, Violence against Disabled Women and Girls, and the human rights of disabled people, in line with the United Nations Convention on the Rights of Persons with Disabilities and other protocols
- To further consolidate our long-term financial position by bringing in grants, contracts, training, consultancy and donations
- To strengthen the Charity's management structure so that organisational growth can be sustained in the long-term
- To continue develop the involvement of our clients in all appropriate areas of our work
- To develop the skills of our staff, volunteers and clients

The Trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011.

STRUCTURE, GOVERNANCE, MANAGEMENT AND RISK

Governing Document

Stay Safe East is a Charitable Incorporated Organisation (CIO). It was registered as a charity with the Charity Commission in September 2013 and is governed by its charity governing document. Stay Safe East is a disabled people's organisation run by and for the benefit of disabled people.

Trustees

The Trustees are elected by the Charity's members at the annual general meeting for a period of up to three years. Trustees are offered an induction, including presentations by staff, background material and information on the Charity's principal activities. Trustees are all unpaid volunteers and may claim reasonable out of pocket expenses. The Trustees who served during the year are listed on the first page. Two new Trustees joined the Board during the year; both are clients of Stay Safe East whose names cannot be disclosed for their own safety and privacy. Part of their role is to represent the perspectives of our clients on the Board.

Organisational Structure and Staffing

The Stay Safe East Board is responsible for overseeing the work of the organisation and setting strategic direction. The Board appoints the Chair of Stay Safe East, who supports the Chief Executive (CEO). Staff are appointed by the Board with the

support of the CEO. The Chair has delegated powers to take any necessary decisions between scheduled Board meetings and is responsible for appraising the performance of the CEO on behalf of the Board.

Board meetings are held 4-6 times yearly, either face-to-face or electronically, where the CEO gives an account of the progress of the Charity's work, reports on financial matters, brings issues requiring particular attention and gets agreement for forward work. The financial administration is managed by an accountant who works with the CEO to prepare management information for the Board and also does monthly payroll.

Staffing and volunteers

The day-to-day operations of Stay Safe East are managed by the CEO, who during the year also supervised the Domestic Abuse Casework Manager and the two hate crime staff. The Domestic Abuse Casework Manager manages the domestic abuse advocate and a sessional, and the volunteers.

Stay Safe East's staff group remained strong throughout the year and was able to provide a consistent and quality service to our clients, in spite of stretched resources for much of the year. With secure three-year funding from City Bridge Trust, our new Domestic Violence Casework Manager was able to develop her role and help prepare the service for expansion in the following year. She continued to manage the domestic violence advocates, social media sessional and volunteers. The grants from Lloyds Bank and the new money from the Home office enabled us to keep on the Disability and Domestic Violence Advocate, whose expertise has been invaluable. We continued to employ a part-time Hate Crime Advocate, who for the rest of the week was seconded as part of a new project to other London Deaf and Disabled People's Organisations to help them develop their hate crime advocacy service. This is explained further in the report. From January we employed a second Hate Crime Advocate as part of the London-wide CATCH Hate Crime Partnership.

The CEO continued to benefit from the excellent support of a mentor from Lloyds Banking Group. A significant part of her work during the year was to gain new funding and contracts for Stay Safe East, update our policies and procedures in relation to casework, data security and confidentiality and to recruit new staff, in readiness for expansion in 2019-2020.

Most training for staff and volunteers has been carried out at team meetings and one-to-one, with staff also attending some external courses. All staff and volunteers were provided with supervision.

Stay Safe East is extremely grateful for the committed and consistent support of our volunteers during the year, who continued to support the work of the advocates and provide informal befriending. Our long-term volunteer continued to provide an

essential weekly phone safety check service for clients who are isolated or at risk; she also organised our Women's Group meetings and outings and other events.

Major Risks

The Charity has a formal structured approach to the assessment and management of major risks which it may face. The Trustees continue to identify the types of risks the Charity faces and to identify means of mitigating the risks:

- The risks to our funding identified in previous years were successfully addressed during the year. These are set out under Income on the next page.
- Our success during the year in obtaining funding and contracts which start in April 2019 mean that we will be able to appoint a Manager for the Hate Crime Service. The Board is actively pursuing funding for an Operations Manager to support the CEO in the day-to-day running of Stay Safe East, but as for most voluntary sector organisations, obtaining core funding for support functions is proving difficult. Expansion of the Management Team will help reduce the pressure on the CEO.
- The potential risk to our premises remains in that we have no secure tenancy from the London Borough of Waltham Forest who own the building. However, by the end of the year, there were discussions starting about a review of council owned community premises, which is now in progress.
- The risks of overloading staff with complex cases is part and parcel of our work and has continued to be addressed by assessing referrals and holding a waiting list when needed. The funding for a Benefits Advocate from April 2019 will remove some of the pressure on advocates of supporting clients with applications, assessments and appeals. As we develop our management capacity and are able to provide appropriate support, we will also be recruiting volunteers to whom advocates can delegate some of the more informal support for clients such as form filling or accompanying them to health or other appointments.
- By the end of the year, we had an operational casework database which enables more effective recording, tracking and monitoring of our casework.
- By May 2018, Stay Safe East had put in place measures to ensure its data protection met the requirements of the General Data Protection Regulation (GDPR). We will continue to update and review this and other policies and procedures.

Income

The Trustees regularly consider the finances of the Charity and receive reports from

Stay Safe East Annual Report and Financial Statements 2018-19

the Treasurer and CEO to ensure that it is a going concern. They are satisfied that this is the case at the date of this report. Budgets and cash flow projections are drawn up to ensure proper governance. Our income increased during the year, paving the way for further changes in 2019-20.

By March 2019, we had been successful in obtaining the following funding

- Three year funding from Trust for London for a 28 hour Benefits and Entitlements Advocate. This will help reduce the pressure on the domestic violence and hate crime advocates. The funding came from a specialist 'Strengthening Voices, Realising Rights' programme aimed at Deaf and Disabled People's Organisations (DDPOs) which will also provide training and support around evaluation.
- A large Home Office grant for policy work and capacity building which also paid for part of the salary for the part-time IDDVA and the sessional, and towards the CEO salary in 2018-19. This is a joint project with Victim Support. The bulk of the work will take place in 2019-20.
- The CATCH hate crime partnership approached us to join them when their funding enabled them to go London wide, and our new worker started in January 2019.
- We were approached in late 2018 by the two consortia seeking to gain the contract from MOPAC for London wide victim services, and by March Victim Support had been announced as the successful bidder. This means that in 2019-20, for the first time, Stay Safe East will be able to work with clients outside of Waltham Forest and Newham and offer a small London-wide service, and that we will be able to take on a 'General Crime' advocate who will support disabled victims not eligible for our domestic violence or hate crime services – for example victims of financial or institutional abuse. This is a major change for the organisation, which we aim to manage carefully.

The organisation's funding base has been further consolidated. The change is being managed sustainably. Stay Safe East also generated income from training, consultancy, donations and fundraising.

This income has funded the costs of the Charity, which ended the year with a substantially increased balance of £91,499, of which £36,047 was unrestricted and will be added to reserves. The Trustees aim to continue to increase reserves year by year in line with Charity Commission guidance. A summary of the Independently Examined Accounts can be found at the end of this report.

STAY SAFE EAST: OUR ADVOCACY WORK IN 2018-19

2018-19 saw a sea change in the way that Stay Safe East was perceived as a leading and experienced provider of support to disabled victims/survivors of abuse, and as a source of expertise for other support agencies and for the statutory sector. As a result, we started providing policy advice, training and a hate crime secondment to other Deaf and Disabled People's Organisations (DDPOs) across London, and by late 2018 had joined a key London-wide partnership supporting victims of hate crime, and had been asked to join bidders for commissioned victims and domestic violence services. Significantly, we were awarded Home office funding for national policy and strategic work. We look forward to developing this essential role in future years.

1. ADVOCACY: SUPPORTING DISABLED SURVIVORS

In 2018-19, disabled victims/survivors of domestic and sexual violence, hate crime, anti-social behaviour continued to be the main focus of Stay Safe East's work. We also continued to help keep safe a small group of disabled people who remain at risk of exploitation or abuse. During the year, our advocates supported clients in Waltham Forest and Newham, with the exception of the CATCH Hate Crime Advocate whose remit covers all outer east London boroughs and three others. From April 2019, we will begin working with clients across London.

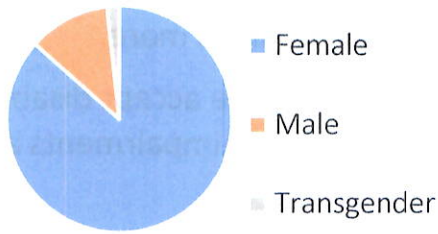
2018-19 was also a year in which we developed our systems, and consolidated our services rather than trying to take on too much, and worked to close some of our long-standing cases, or reduce the support they would need from Stay Safe East.

Casework data

During the year 2018-19, Stay Safe East worked with a total of 102 clients. The majority of our clients were women who had experienced domestic violence. We closed 38 cases during the year.

	Total No. of Clients	Domestic and Sexual Violence	Hate Crime & ASB	Other
2017/18	98	70	16	12
<i>Inc new referrals</i>	32	21	11	-
2018/19	102	59	29	14
Of whom new referrals	36	18	17	1

Self-defined Gender



Sexuality

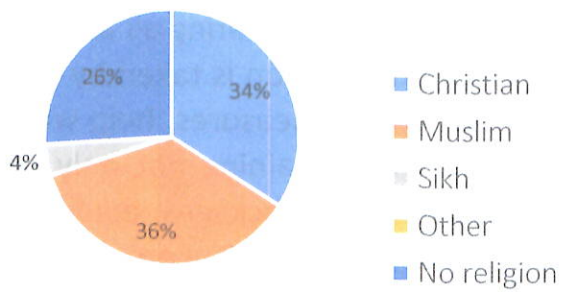
Heterosexual: 90%
 Lesbian, Gay, bisexual: 7%
 Other/not known: 3%

Age

Youngest client is 16, oldest is 86.

Ethnicity	Percentage
Asian British	30.5%
Asian Indian	1%
Asian Pakistani	1%
Black African	8.5%
Black British	14%
Black Caribbean	1%
Gypsy/Roma/traveller	2%
White British	31%
White other	6%
Other	5

Faith



The Stay Safe East approach to casework

The Stay Safe East advocacy service is specifically designed for disabled people. This means we work with clients long-term – up to two years, sometimes more.

We work at the client's pace and in a way that works for them. We accept disabled people for who they are, and do not make assumptions about their impairments and capabilities.

We believe our clients and listen- often this is the first time they have been believed. Most of all, we 'hold' clients emotionally for as long as they need us.

We accept and welcome client's impairments and differences; we help them develop a positive self-image and confidence as disabled people and to take control.

The social model of disability underpins all our work; the focus is on removing barriers and addressing discrimination rather than seeing the client's impairment as the problem. Stay Safe East works to a feminist, intersectional approach and provides services specifically for disabled women. We address client's cultural, faith and other needs, and provide an inclusive service to LGBTQ+ disabled people.

Our service is holistic, covering all areas of need from initial support around keeping safe, ensuring that action is taken by statutory services, obtaining non-molestation orders or Sanctuary measures, help with addressing barriers to attending court, as well as help with obtaining not only benefits and housing but disability specific services such as care packages, equipment or mental health support. Our support will last from 6 months to 2 years, and sometimes longer.

We meet access, communication and support needs. Supporting disabled survivors is about more than offering the basic building blocks such as a wheelchair accessible space to meet a client, or access via SMS text. Much of our work is about *how* we work with clients, using a range of tools to help them understand their experiences (pictures, DVDs, discussion etc.), and most of all being flexible – for example not closing a client's case if they fail to turn up for appointments. We understand their impairments and how other people have treated them because we ourselves are disabled people who have also faced barriers.

All our clients require medium to long-term intensive support and have what are termed 'complex needs' – Stay Safe East prefers to describe them as 'facing multiple barriers' – our focus is in addressing the barriers, not labelling the client.

We have received no formal complaints during the year from clients. We do our best to keep clients informed if there is a delay in dealing with less urgent issues, and most understand the pressure we are under. We continue to receive extremely positive feedback from clients.

2. HATE CRIME, CUCKOOING AND HARASSMENT

Supporting survivors of hate crime

We offer hate crime and ASB clients the following support:

- Safety planning
- Discussing options with the client, explaining what the landlord, police or other agencies can do to address the incidents, addressing clients' fears about possible repercussions
- Security measures such as safe and accessible locks
- Referral to Anti-Social Behaviour Risk Assessment Conference (ASBRAC- (Waltham Forest only) or adult safeguarding, where we act as the 'voice of the victim'
- Ensuring the case is flagged as a hate crime if appropriate, and that action is taken by the police
- Reporting incidents to the landlord or other services e.g. Transport for London
- Speaking to neighbours who do not feel comfortable speaking to the police or landlord, and obtaining evidence from e.g. the person's friends, family or paid care workers
- Support for the client if they choose to report to the police or other agencies, being with them when making a statement, ensuring they are interviewed appropriately and their needs met, attending court with them
- Ongoing support to clients including weekly phone calls, regular home visits where it is safe for our staff
- Putting together medical, crime and other evidence for rehousing on disability and safety grounds
- Making referrals for counselling. Hate crime causes trauma, and victims need support to move on.
- Help with benefits, accessing disability services such as social care, mental health services or equipment, obtaining small grants for furniture, help with sorting out debts and obtaining Energy Trust grants.
- Emotional support to deal with the fallout for people who have been abused because of who they are.

Hate Crime Casework

a. Waltham Forest and Newham

In the year 2018/19, thanks to funding from MOPAC, Stay Safe East provided advocacy support to 29 disabled people who were experiencing a range of hate crime, anti-social behaviour or 'cuckooing'. Of these, 17 were new clients. 2 people submitted anonymous reports (so are not included in the analysis of data). One client's case was closed, then re-opened due to a further incident. We turned down 4 referrals, two due to caseload levels, two were ASBRAC cases where the risk was too high at this stage for our advocate to safely work with the client.

Our clients are from a variety of cultures and faith backgrounds and with a range of impairments. The majority of our hate crime clients in the year were female. 17 clients were Waltham Forest, 6 from Newham – this reflects the greater lack of structured approach to hate crime in Newham, which we hope to see addressed. 10 clients self-referred or were referred by family members, the other 8 new referrals came from the local authority, Waltham Forest ASBRAC (anti-social behaviour risk assessment panel) and one from the police. A Deaf man was referred by Deaf Plus, an organisation where our advocate was seconded for part of the year, but which did not at time of referral have an advocate in place.

Clients were more likely to be victims of harassment or hate crime in their own homes, whether social housing, privately rented, temporary or supported housing or in a care home.

Stay Safe East supports disabled victims of all forms of hate crime- disabled victims of for example homophobic or racist hate crime face the same barriers as those who experience disability hate crime. Often there are multiple motivations for the hate crime.

Our work with disabled people reflects national trends, where hate crime against disabled people is most likely to happen at or near their home. The most common perpetrators were neighbours followed by gangs or a group of people (e.g. street drinkers). Most common types of hate crime were:

- harassment by neighbours which sometimes starts as noise nuisance or other 'minor' issues, but which escalates into hate crime
- cuckooing and hate crime- targeting of disabled people and taking over their home
- harassment/hate crime by care workers

Our role is to help the disabled person regain some level control over their life and ensure that the abusive behaviour stops, or that the client is moved. The client may not be aware of how to report hate crime, or finds it hard to speak out for themselves and needs support to report incidents. Many of our clients find it difficult

to engage with professionals that they cannot relate to or do not trust because of previous poor experiences.

The hate crime advocate provided emotional and practical support to all clients – victims of hate crime are often badly affected, even by one off incidents, because the hate crime is targeted at who they are, at the core of their identity.

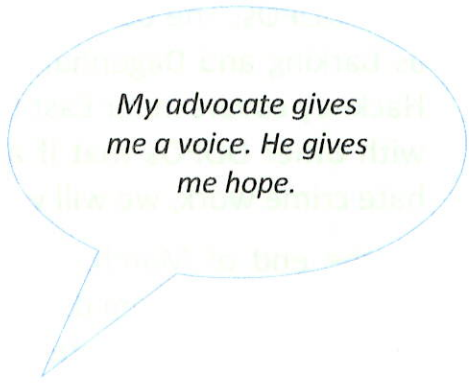
Going to court is not a priority for most of our clients – they just want the abuse to stop, and either to be moved or for issues to be resolved.

In addition to helping clients become safer, we continued to provide a holistic service, assisting clients with housing, benefits, obtaining equipment, care packages, mental health or addiction support, as these are protective factors for survivors of abuse. We obtained grants for furniture from the Waltham Forest Almshouses and another trust for two clients, referred 3 people to the Food Bank, and two to a solicitor for legal help to be rehoused or to prevent the client being evicted. Four safeguarding alerts were raised, none of which significantly affected the outcome for the client, except one who obtained a care package as a result. xx clients were referred to ASBRAC when matters were stalling. Our continued participation in Waltham Forest ASBRAC has enabled us to ensure that cases which have been stalled by lack of action by housing or police are reviewed and action taken- but this remains a frustratingly slow process for our clients.

Number of 1 to 2 hour sessions spent working with each client has varied from 2 (for people only wanting to report) to up to 20 in a six month period, depending on the risk and the client's needs – for example clients may need more time if they can't read paperwork or understand reporting processes. For clients referred through Waltham Forest ASBRAC, we have a back story, but for not for those who self-refer. We start by listening to the client's story and offering emotional support and a risk assessment. We explain options. Some people don't want to take things any further. 10 clients chose to report to the police. We respect their choice and offer support.

Clients are safer as a result of our intervention. All clients have a safety plan in place and know what to do if a further incident occurs. Several now report incidents directly to the police or housing themselves. All clients report feeling more able to speak out for themselves, though the majority still struggle to deal with services without some support, particularly agencies such as the DWP and housing.

One client was referred for legal advice and representation, and successfully avoided being evicted for letting a gang deal from their flat. We supported them in court. They have a suspended eviction order and there have been no further incidents at their home.



My advocate gives me a voice. He gives me hope.

Case study

One long-term client had been a victim of hate crime and domestic abuse, been housed 2.5 years ago in a flat where he was then subject to racist harassment and death threats; he was then moved to a new flat after we intervened but there was ongoing noise nuisance and ASB (which the council had been aware of) from the neighbours, which escalated over the year he was living there and culminated in an assault by the neighbour. The housing department argued that a year was not an unreasonable time delay, and refused to accept that this was ASB (and potentially a hate crime as the noise appeared to be targeted when he was resting) even though the client was by then suicidal and extremely ill. After legal intervention and two formal complaints, the client was rehoused in December 2018 to a flat where there are no risks to him. He is beginning to rebuild his life. The client also used our volunteer counselling service, which is flexible enough to meet his needs- he usually communicates via Skype as he is still too ill to go out on a regular basis. The housing complaint went to the Ombudsman.

b. CATCH Partnership: expending our service to other boroughs

In October 2018, we were invited to join the CATCH (Communities Together to Combat hate crime) partnership funded by MOPAC which provides a single point of contact for the key organisations working on hate crime in London: GALOP, Tell Mama, Community Security Trust and Monitoring Group. One DDPO, Choice in Hackney had already become part of CATCH when the service ran as a pilot in Hackney and Westminster; when the service went London wide in 2018, we joined CATCH. Our new advocate started work in January 2019 and spent the first few months being trained and contacting local organisations in 6 boroughs, including ensuring that we would be working in those boroughs with the agreement of the local DDPOs. The boroughs covered by Stay Safe East's CATCH worker were agreed as Barking and Dagenham, Redbridge, Havering, Enfield and Southwark. Choice in Hackney covers inner East London and North London boroughs. We have a protocol with other DDPOs that if another disabled people's organisation gets funding for hate crime work, we will withdraw from that borough.

By the end of March, our CATCH advocate had had 4 referrals from 4 different boroughs, all of them disabled women, three directly via a police referral to CATCH; the fourth was a self-referral as a result of our social media outreach. Incidents were:

- Deliberate keying of a Blue Badge holder's car outside her home
- A misogynist hate incident at a bus stop

- Ongoing hate crime/domestic abuse by a non-resident family member which the victim did not want to report; we will remain in regular contact with the client who is very isolated and will benefit from long-term support over the abuse and to obtain care support.
- Text based disability abuse by a former colleague against a disabled woman who also faces multiple discrimination and exclusion because of her impairment.

The funding for CATCH is helping us reach a wider group of disabled people. We are working with the DDPO Hate Crime Partnership and Inclusion London to ensure that in future years, more DDPOs are able to join CATCH so there can be full coverage across London. Involvement in CATCH is also helping engender a dialogue amongst the partner organisations, all of whom have disabled clients, about the best way to support disabled victims.

c. Challenges of hate crime advocacy

All our work is focused on increasing client safety, and a large part of this is ensuring that the victim is moved to suitable accommodation. This is rarely a simple task:

Case study

A client was moved to temporary accommodation as a place of safety (Council owned building of small bedsits) after being targeted by a gang. On our first visit, we found that our client was having to leave his room door open at all times because housing/adult social care had failed to provide a door release system or Keysafe, so he could not open the door to let his carers in.

People were coming in and taking his belongings and money. Our advocate contacted housing and the police; the client was then hospitalised and nothing was done; he was eventually given a KeySafe several months later.

After two offers of inaccessible permanent housing, this client was offered suitable housing, but died later in 2019, shortly after moving into his new home. He had spent the last two years of his life feeling afraid and being targeted for abuse and exploitation but we are glad that we managed to help him move before his death

Since 2016, we have been operating in a context of a fall in the number of disability hate crimes reported to the Metropolitan Police, from an all-time high in 2016 of nearly 1,000. In 2018-19, reports had just begun to increase again. A perception in some quarters that disabled people are misusing benefits and shirking work has added to the hostility towards disabled people and led to an increase in reported hate crime across the country. However outcomes are often poor, with a very small

number of prosecutions. We will continue to work with the Metropolitan Police's Hate Crime Diamond Group to address these issues.

These continued barriers were aggravated by the restructuring of the MPS into 12 Borough Command Units. Initially hate crime was split between Safeguarding Hub Community Safety teams for hate motivated incidents and response teams and first line officers for aggravated offences. Response teams in particular had to fit in interviews with victims and investigations around their call-out duties.

Case study

A client asked us to support them to report a racist and disablist hate crime by a neighbour. In the report to 101 we had expressly stated that the victim wishes for a Stay Safe East advocate to be present; the uniformed officer who took the initial report did come to see our client by appointment, with her advocate present. However, the allocated officer in the case (OIC) was from the Response Team and turned up unannounced on a Sunday evening, which was the only time available to them but when our client was resting and of course the advocate was not present. The client asked the OIC to leave, as she was too distressed. The OIC was apologetic, and did their best to investigate the case, but this may have hampered the investigation, and did cause unnecessary distress to our client. The abuser was cautioned. The CPS have decided on no further action in this case. The client decided not to challenge this under the Victim's Right to Review. We were later advised this case should have been dealt with by the new police Safeguarding Team.

This confusing division of labour was eventually reversed by the MPS after representations by members of the Hate Crime Diamond Group and others. The restructuring also impacted on our liaison work with local police in Waltham Forest and Newham where there was no hate crime liaison officer for over 8 months.

In spite of our expert input, getting prosecutions for hate crime remains extremely difficult. Only 4 cases during the period were flagged as hate crime by the MPS; 3 hate crime cases were closed due to lack of evidence from third parties; three cases did not meet the threshold for a crime but were flagged as hate incidents. In spite of our repeated interventions, the police refused to accept that a case where the person was targeted because they are disabled was a hate crime. This is a London-wide trend exacerbated by lack of police resources, with numbers of reported disability hate crimes falling in every borough; these issues were taken up in the MPS Hate Crime Diamond group. Our clients's experience was vindicated by a HM Inspectorate report in July 2018 which analysed how police deal with reports of hate crime and found poor understanding and performance and a lack of consistency between forces. <https://www.justiceinspectrates.gov.uk/hmicfrs/wp-content/uploads/understanding-the-difference-the-initial-police-response-to-hate-crime.pdf>

d. Supporting victims of cuckooing

Stay Safe East has been funded by MOPAC since 2017 to work with a small number of cuckooing victims who require intensive support. In 2018-19, we worked with four victims of cuckooing- two men and two women. Supporting these victims requires intensive, long term work to help them to be safe and to understand the nature of the abuse they have suffered. Because of this we only take on a small number of cases. Having the same advocate working on hate crime and cuckooing is proving very helpful due to the overlap.

What is cuckooing?

Cuckooing' involves people being targeted and their home taken over for criminal activity – perpetrators can be groups of people, gangs, street drinkers or others. Disabled people who live alone are at high risk of being 'cuckooed'. Waltham Forest Council identified 40 victims of cuckooing between May 2018 and May 2019, but recognises that cases involving disabled people are under-reported. Cuckooing is a form of hate crime: the victim has been targeted because they are a disabled person (and in some instances also a user of drugs or alcohol). They are usually victims of financial abuse. If the victim tries to stop their home being taken over, they are likely to experience disability hate crime, threats and violence.

Case study

N was referred to Stay Safe East by Waltham Forest ASBRAC. He was not engaging with other professionals. He was living on his own on an estate that is used by local gangs to distribute drugs. He was being 'cuckooed' by gang members who 'befriended' him by offering drugs, money or food. In turn, the gang members expected access to the clients flat, and had been using it to consume, cut and supply drugs. N has drug dependency and ongoing mental health issues. Our advocate attended Waltham Forest Housing with N to try and get him moved into temporary accommodation. The first offer made was not suitable as it was a hostel where the client would have continued to be at risk; he was then told to come back the following week.

After intervention by Stay Safe East, N was offered a suitable property. Waltham Forest Housing and mental health team however did not put any resources in place to support him. The accommodation offered wasn't close to the family whom N depends on – Stay Safe East stepped in and helped N with moving, dealing with utility companies or changing doctors or pharmacy. N is not able to do these things without assistance.

N would not have moved away from the targeted abuse had he not had an advocate to assist him and support him. Once he was settled, we continued to check on N regularly. A short while later, N informed us that the private landlord wanted his property back and he was facing imminent eviction. The Housing Officer told him to come back on the day that he was being evicted from the property, which was totally impractical and a likely breach of the Homelessness Reduction Act 2017. The Stay Safe East advocate successfully intervened and the client was offered accommodation and given time to plan the move.

This support over housing has helped prevent further risk to N for the past year. He has reduced his drug use; his mental health is more stable. N is happy with the support he has received from Stay Safe East.

This client's experience shows the importance of sustained, accessible and independent advocacy for victims of cuckooing.

Supporting these victims also helps us to share awareness relating to cuckooing – most professionals are aware of cuckooing victims who are drug users, or who are groomed by gangs, but have not identified that disabled people are a substantial proportion of those targeted for cuckooing, and are targeted *because* they are disabled people, and therefore are victims of disability hate crime.

e. Challenges of anti-cuckooing work

Across the country, a number of disabled victims of cuckooing and hate crime have been murdered over the years- most of them not recognised as such.

This includes a disabled man named Mark who was murdered in Chingford in 2018 after being targeted by a woman who was part of a group of drug users who took over his home. A Safeguarding Enquiry found that though 5 safeguarding alerts had been raised, Social Services had never contacted Mark, housing failed to identify that this was cuckooing even though he had been to them to help get back into his home after being locked out by the group. Nor was he referred to Waltham Forest ASBRAC which is attended by our advocate. Waltham Forest have since made changes, but we are concerned that a man who desperately asked for help was not given it, and that the abuse was never identified as cuckooing, or indeed as domestic abuse. Earlier intervention and an effective response may have saved Mark's life. Mark's case did not come to our attention until the trial took place in 2018. Stay Safe East is now pursuing this with Waltham Forest Council

'Victim blaming' of female victims of cuckooing is also a serious concern. The male victims of cuckooing our advocate has worked with so far have been accepted for rehousing. Yet two female clients have been blamed by statutory services for 'bringing trouble on themselves'. One woman who entered into a relationship with

one of the men who took over her flat was told she was ‘intentionally homeless’ and has subsequently been refused permanent extra care housing three times because professionals believe she will let other abusers in – yet she has changed, after 17 months spent in institutional care including 5 months in hospital and 7 months in an unsuitable residential home. Stay Safe East is concerned there is a gender bias taking place – men are seen as victims, women are judged as seen as irresponsible.

The risk to our staff of working with cuckooing victims remains an issue- we always risk-assess any case before taking the client on, and had to turn down two cases because of the potential risk to our staff. Victims of cuckooing are controlled psychologically in the same way as victims of domestic abuse, and often believe the abusers are their friend, so working with a client in this situation can present particular challenges, particularly where they have a previous history of being abused and or have learning disabilities or cognitive issues. Joint working with other agencies remains the safest way to support victims of cuckooing, but disabled victims must be identified in the first place. We aim to commission an independent review of our work with cuckooing victims in 2020. The gender bias and the case of Mark are issues we will ask the evaluation to explore further.

f. Outreach

Hate crime is not something that disabled people usually speak out about, unless they are encouraged to do so. Confidence in the police and other statutory services is low amongst disabled communities, and in particular people with mental health issues and disabled people from BAME communities. Awareness of what hate crime is and how to report it is low not only amongst disabled people but amongst the professionals they come into contact with. Many disabled people in East London are isolated and excluded from access to everyday information. As a small organisation, Stay Safe East tries to address that exclusion through outreach and information- this is a role we want to develop in future years, by having dedicated engagement worker rather than relying on our busy advocates to do this.

Local outreach in the previous year helped produce a small number of referrals. Our priority has been to engage with young disabled people. In September we revisited Newham College Fresher’s Fayre, where we took three reports of hate crime- none of the students wanted these following up, but they were glad to speak to us about their experiences. We have also focused on informing professionals of our role, and encouraging them to make referrals, for example speaking to safeguarding adults teams in both boroughs. During National Hate Crime Awareness Week, Stay Safe East took part in a joint British Transport Police/MPS community engagement event at Stratford station, and a press briefing at New Scotland Yard along with Tell Mama, GALOP and the Community Security Trust.

Social media outreach

Social media is a useful means of reaching potential clients, as well as promoting the organisation and getting involved in national debates.

We employed a sessional Social Media Officer who set up Stay Safe East's new Facebook page <https://twitter.com/StaySafeEast>

and Twitter [https://www.facebook.com/staysafeeast.](https://www.facebook.com/staysafeeast)

We promoted our Third Party reporting site and shared information about how to recognise hate crime and how to get help. We tweeted on the issues during National Hate Crime Awareness week and promoted the joint campaign by Deaf and Disabled People's Organisations to work for parity in hate crime law. Targeted message to people in Newham and Waltham Forest which resulted in our first two on-line referrals. We will be following this up in 2019-20 with other targeted initiatives on Twitter and Facebook. Having a social media profile is slowly enabling us to establish links with young disabled people who may be socially isolated.

As a result of our outreach:

- 44 disabled and non-disabled young people in Waltham Forest and Newham have been made more aware of hate crime and 'cuckooing'.
- We have engaged with a wider group of over 100 people during Disability Hate Crime Awareness week through joint events with the Police at Stratford Station
- 270 people have become Stay Safe East friends on Facebook during the year

3. VIOLENCE AGAINST DISABLED WOMEN

Stay Safe East recognises the gendered nature of violence against women and girls. It is at the heart of what we do. We recognise the impact of a patriarchal, misogynist society on the lives of all women and girls lives, and more specifically on disabled women. We recognise that intersectional identities can cause unique and often contradictory experiences.

Stay Safe East's domestic abuse service supports disabled and Deaf women (and less frequently disabled men) who have experienced domestic abuse from partners, family members and paid or unpaid carers.

Women tend to come to Stay Safe East after years of abuse, and with a very poor self-image. Those who have grown up disabled have very low expectations; a woman who has become disabled may blame her impairment for the abuse. Her identity may have been repeatedly denied – her sexuality, ethnicity, faith or her choices in life. She will be told she is 'ugly', 'deformed', 'mad' or 'stupid' or that she is 'marked by Satan', or simply that she is not a 'real woman' because she is disabled. Sexual abuse is common, and it may take months or years for a woman to disclose rape or sexual assaults to their advocate because of a sense of shame.

Stay Safe East has developed a unique model of holistic advocacy for disabled women who have experienced domestic and sexual violence, tailored to the needs of our clients. We help clients deal with the many barriers to resolving the issues they face: disbelief or blaming by professionals, assumptions about their capabilities due to their disability and/or ethnicity, and the fear of losing their children because they are seen as 'not good enough' mothers.

Violence against disabled women and girls

According to the Crime Survey for England and Wales, approximately 6 in 100 adults experienced domestic abuse in 2018. **16.8% of disabled women had been victims of domestic abuse in the past year, compared with 6.5% of women overall.** However this data underestimates the true levels of abuse against disabled women, as it excludes people over 60 (the majority of whom are women) and those living in institutional care.

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabusefindingsfromthecrimesurveyforenglandandwales/yearendingmarch2018#groups-of-people-most-likely-to-be-victims-of-domestic-abuse>

Disabled women are more likely to have experienced multiple forms of abuse than non-disabled woman and men.

Stay Safe East and Deaf Hope remain the only two funded specialist services run by and for disabled survivors of domestic abuse in England and Wales.

The fact that our domestic violence advocates are themselves empowered disabled women who act as positive role models is key to this process. Our clients trust us. They can come back to us if they need support. Our service addresses the trauma which disabled women have experienced and places their experience as disabled women at the heart of the support we provide. Stay Safe East provides, often for the first time, a safe space for disabled women to be as they are, where they will not be judged, and their diversity will be celebrated. We aim for our clients to be safe, more confident, more independent and more in control of their lives. Along with advocacy, we provide peer support through our women's group.

1. Advocacy for domestic abuse survivors

During the year, the work of the Domestic Abuse Casework Manager and the part-time Independent Disability and Domestic Abuse Advocate was supplemented by a sessional caseworker working with two clients, the CEO still working with 3 long-term clients, and two volunteers. The team worked with a total of 59 clients (57 women, 1 man and one person who self-described as a transgender man) all of whom require intensive long-term support. 36 were existing clients. Stay Safe East's domestic abuse service received 15 new referrals, fewer than in previous years. The Casework manager successfully closed 19 cases – these clients may return to us in the future for help with benefits or for other further support. We stopped taking referrals from Waltham Forest and Newham MARACs for a period of nearly 5 months in order to safely manage our caseload. 6 people referred to the domestic violence service were not offered a service due to them either being out of the area we work in or not meeting our referral criteria. A further 3 people referred to us stated that they did not want a service from Stay Safe East at that time. Only four clients were repeat victims of abuse during this year. Our predominantly female client base reflects national referrals to domestic abuse support services. We work with a small number of LGBTQI clients. The profile of our clients is a broad representation of local communities, but we are aware that we are not reaching disabled women from some communities such as women whose origins lie in North or the Horn of Africa, or from Gypsy Roma Traveller communities.

Supporting survivors of domestic and sexual violence (gender-based abuse)

- Long term holistic advocacy working with women for an average of 18 months around multiple areas of support (Housing, social care, mental health, benefits, accessing equipment, transport, education and other services)
- Emotional support to help clients understand the abuse they have experienced
- Completing a risk assessment and helping the victim/survivor to understand the risks to her and her children. This includes our in-house disability and domestic violence risk assessment, which identifies risks which are not picked up by the national DASH assessment
- Safety planning
- Explaining the options available to the client and the likely outcome of each option
- Security measures (new locks, more secure doors or windows, panic alarm etc.)
- Obtaining a non-molestation order, occupation order or prohibited step order through the family court to offer the victim some protection from the abuser
- Supporting the client to make a statement to the police if she chooses to report the domestic violence, and support where the case went to court
- Referral to the MARAC domestic violence multi-agency panel and acting as 'voice of the victim' at the meeting, ensuring that other agencies understand and meet her needs as a disabled woman
- Putting together evidence for rehousing on safety and disability grounds. This includes collating medical evidence from the GP, client's specialist consultants, mental health, adult or children's social care and other agencies.
- Support for disabled mothers in dealing with Children's social care, including Child Protection and Care proceedings meetings, including in the Family Court.
- Phone checks from our volunteer who gets in touch weekly to see how they were doing
- Our women's group which offers peer support and where members can meet disabled women have been through the same experiences as them more
- Ongoing support to the client including weekly phone calls, regular home visits where it is safe for our advocate, or a meeting in the office.

Safety planning and civil protection orders

We provide safety planning for all clients who are risk of harm. This can be advising them to call the police, security measures or asking the police to put them on a 'special scheme' for a prompt response to an incident, or coming up with an individualised plan so for example we know it's safe to talk to them when we ring.

We made 6 referrals to MARAC multi agency risk assessment conference; outcomes included special schemes on the victim's address, which means the police will turn up as a priority if an incident is reported; letters supporting the victim's case for housing.

Civil orders can be a way for clients to be safer without the need to go to the police. Often clients are very hesitant about reporting to the police. Civil orders such as a Non-Molestation Order, Prohibited Steps Order or Forced Marriage Order can give a warning to the perpetrator but at the same time not involve the police unless a breach happens. We help clients find a solicitor that will meet their disability needs, help them put a timeline together, go with them to the solicitor's office to get the order, because understanding the legal process can be difficult. Our advocates find that clients are more likely to take out civil proceedings if they are being fully supported but that some will withdraw part way through the process.

Reporting to the police

We respect that many clients do not want to report domestic abuse to the police – either because they don't think it will make any difference or it will make them less safe, or for example because they are unwilling to report a family member to the police. We explain to them that if they do report, we will support them every step of the way. This helps disabled clients who know they will face barriers to make an informed choice. We will help the victim ring the police, meet with her and the police officer when they make an initial statement, and be there with the client if she is interviewed on video or if the case goes to court, make sure that the client's access needs are met at the court. Though some police officers welcome our involvement, we continue to face issues with officers who are not comfortable with having an advocate present when interviewing a victim, or do not understand our role.

Adult social care

We help clients to access care packages and occupational therapy assessments in order to make sure that they have the quality of life they deserve. Part of our role is to challenge care package decisions if they are not meeting the client's needs- an increasing issue as provision is reduced.

For example we supported a client with learning disabilities to use her direct payment to recruit the PA of her choice, rather than using agencies who did not meet her needs or listen to her. We supported a client with a physical impairment who was getting inadequate care, and helped raise the number of hours she was getting from 16 to 28. This meant her children could stop having to be her carers.

Disabled mothers

Stay Safe East support mothers involved in the child protection process. This includes supporting mothers who are getting support from Early Help, or whose children are on child in need plans, child protection plans, pre-proceedings, and currently in care proceedings where cases are with the Family Courts. This can be a lengthy, inaccessible and exhausting process involving multiple meetings and reports, meetings with a wide range of professionals, whilst a mother is still trying to look after her children and live her life. Stay Safe East's role is to help the woman deal with a disempowering and confusing process, help her cope with her grief at the possibility of losing her children, and to support her around the domestic violence she may still be experiencing. Whilst working within the parameters of child safeguarding policies, we aim to uphold the mother's rights as a disabled woman, and to help her have a fair chance of keeping her children.

In 2018-19, Stay Safe East supported 14 disabled mothers who are at risk losing their children to the care system. Of these, 6 were new cases, 8 were ongoing cases. Our advocates make sure those facing care proceedings have their access and communication needs met, that they understand the process and know what is expected of them, and do not have to go through what is a very difficult process alone. We accompany each mother to court proceedings, appointments and other relevant meetings to make sure her voice is heard. We continued to challenge discriminatory practices, for example around assumptions that mothers with learning disabilities cannot parent *because* they have a learning disability.

Two clients had a new baby during the year, and one client took on the care of her newborn grandchild.

Of the total of 42 mothers we worked with during the year, 50% are no longer living with their children – the children may have been adopted or be in longer term foster care; the children of 7 women (36% of the women whose children do not live with them) live with another family member under a Special Guardianship Order or other arrangement, which usually means the mother does not lose contact with her children and is able to exercise her role as a mother to some degree.

In 2018-19, we supported:

- 4 disabled mothers or grandmothers engaged in care proceedings; 2 of these are still in process. Both clients' children live with family, so the mother retains contact and is in their lives. The court process can be daunting, with one mother in court for 2 weeks. Our advocates were with them every day.
- 4 mothers whose children were on a Child Protection Plan and 3 on a Child in Need plan, and one in court proceedings where the abuser wants child contact.
- 2 mothers to write contact letters with their children who have been adopted. This is essential for the mother who keeps a sense of how her child is progressing, and of herself as a mother.

Supporting mothers through the family courts is intensive work requiring many hours of work; due to low staffing levels and several still ongoing cases, we were only able to work on a small handful of care proceedings cases. We are acutely aware of the need for the service and hope in the future to expand this support and develop a specialist service for disabled mothers.

Welfare benefits and entitlements

Stay Safe East advocates help women who are fleeing violence become financially stable. Some clients are in severe debt, left by the abuser, or because they have never received the right benefits. Our role is to make sure that all clients are getting the income that they are entitled to. This is generally done by making Employment and Support Allowance claims or Personal Independence Payment (PIP) claims. However at the end of the financial year we were also seeing more claims for Universal Credit, as new clients register with the DWP or existing clients are transferred- parts of Newham and Waltham Forest moved over to UC in 2018-19. We supported 9 clients with PIL applications. In late 2018 and early 2019, 8 of our long-standing clients (6 of whose cases had been closed) were notified their Disability Living Allowance was coming to an end and they would need to apply for PIP. Our staff helped each one of them complete the form, obtained medical evidence, and accompanied them to the assessment – we had to prepare Mandatory Reconsiderations for 4 clients and submit papers for 3 Tribunals, all of which were ultimately successful. However, some clients did not get the same level of benefit they had been getting on DLA, even though their condition may have worsened. Stay Safe East does this work with clients because we know our clients well and hold much of their paperwork and evidence of impairment, but mainly because commissioned agencies locally who deal with benefits will only do form filling and some appeals, but will not accompany disabled people to assessments, and not all offer full access. Through the year we supported 16 clients around their Employment and Support Allowance Claim and 11 clients around their Personal Independence Payment.

We also make sure that all clients are receiving additional entitlements that can help them live independently confidently. We help clients apply for transport assistance such as freedom passes, Dial-a-Ride, and blue badges as well as applications for small grants for household goods. Our clients recognise the financial benefits this service offers them.

We also provide support to those who are at risk of being exploited but are currently not experiencing any active abuse. This is because we recognise that making sure that they are financially stable aids their ability to leave any negative situation.

We applied and were successful in obtaining a grant from Trust for London for a benefits and Entitlements Advocate, who started in April 2019. This will significantly reduce the pressure on the advocates, and allow us to work with more clients.

Case study

Stay Safe East supported a disabled woman who had experienced domestic abuse and was claiming asylum, due to her being unable to return to her home country for fear of persecution. During the time her case was being considered, she had no recourse to public funds. This decision led to her living in destitution with her new baby. Stay Safe East helped her as much as we could, provided practical help and emotional support, and found her an excellent solicitor who helped her win her case. She is currently in receipt of benefits and is rebuilding her life with her child.

Case study

Stay Safe East worked with a woman who has a brain injury and substance misuse issues. She had a history of non-engagement with other services. Stay Safe East built up her trust in us by making repeated home visits so she could engage the service. Her brain injury means she struggles to remember what was covered in sessions with her advocate. The client is often quite unwell. Her advocate has worked with her to discuss safety, alcohol abuse; she has provided emotional support, and helped with her benefits – the client was unsure as to what she was entitled to and had not paid any rent on the supported accommodation she was living in. We helped her get her housing benefit backdated and to pay off her arrears. Although this client's journey with Stay Safe East is not over yet, it shows the positive impact of working with our service. This client now trusts her advocate and engages with us – this has also helped her relate better to statutory services.

Case study

Another client was being abused by four different men when she came to us from the local MARAC to whom she was regularly referred. There was physical, emotional, financial and disability related abuse. She too had a history of non-engagement, so her advocate slowly built up trust, initially by helping her with her benefits and just letting her talk about everyday matters. We also provided her with a safety valve by encouraging her to ring us (or when the office was closed, to leave a message on the ansaphone) to let off steam about the abusers. We have worked over time to build up her sense of self-worth and decrease her isolation, so she is less dependent on the men who abuse and control her. By the spring of 2019, this client had stopped contact with all but one of the abusers and had obtained a non-molestation order against him. She is slowly gaining in confidence. There have been no further incidents.

Safe outcomes for clients with complex histories and who face multiple barriers are slow to achieve; this is a process of holding the client in their current situation, supporting them if they want to make a change and not judging if they go back on the change. It takes on average two years for these situations to truly change; some clients may repeatedly let the abuser or abusers back into their lives, but the intensity of the abuse does decrease as a result of our involvement.

2 Challenges of domestic abuse casework

Challenging discrimination

The majority of the discrimination experience by clients was related to them being a disabled person, but often LAO a combination of discrimination because of their gender, disability and ethnicity.

Case study

A client attended a visit to possible temporary housing in a local authority run block. That same day she had already had to struggle with access to the Housing Office so was exhausted. The refusal by staff at the temporary housing block to provide her with a chair to sit on while she waited resulted in the client collapsing and needing hospital admission. Stay Safe East made a complaint on her behalf, but this was not upheld, in spite of this being a clear refusal to make a reasonable adjustment under the Equality Act. The client now has priority for rehousing but is waiting for an offer of accessible housing.

This singular lack of awareness of statutory services towards disabled people is not unique. It is these barriers, processes and policies which are a significant part of deter disabled women from escaping domestic abuse.

Housing

During this time, we supported several clients to access housing: accompanying clients to the housing office to request temporary accommodation, helping them to fill in the appropriate forms and to put together medical and social evidence of need, explained paperwork to clients, and challenging decisions regarding accommodation that was not suitable for her needs. We made 6 referrals to housing solicitors.

Dealing with housing is not without difficulty. Often local authorities do not understand what accessible accommodation is and as such provide inappropriate accommodation to clients. This can be particularly problematic if the client fled domestic abuse as lack of suitable housing can lead to someone returning to the perpetrator. Increasingly, and in spite of the new Homelessness Reduction Act, there is pressure on women fleeing domestic abuse to look for a refuge – if she turns this down, she is given information and a plan but no temporary accommodation.

There is a failure to recognize that refugees are rarely accessible to disabled women, not only because of the lack of physical access, but because they are an impossible environment for women with mental health issues (if the refuge will accept them), cognitive impairments or who are neuro-diverse. Some refuges also directly discriminate against disabled women. The only alternative offered is supported housing which many disabled women do not want, as they may have lived in an institutional setting with strict rules, prior to being in an abusive relationship.

We always offer the client the option of a refuge. If she chooses this option, finding a refuge that is appropriate for a disabled woman (or will accept her) is a challenge. We had three refusals during the year by refuges who would not take our clients. We challenged the refuge, but the client felt they were not welcome, so opted out of going to a refuge. One client went to a refuge but was overwhelmed and left, the other left after a day because she could not cope with leaving her dog, who has been her lifeline through years of abuse. We will continue to support her in her own home.

Adult safeguarding, forced marriage and multiple abuse

Where the client is in receipt of (or eligible for) social care support, and they struggle to keep themselves safe, we will raise a safeguarding alert. The safeguarding process can be disempowering for disabled survivors and it is often very hard to get a positive outcome.

Case study

Our most difficult case during the year involved a young disabled woman with learning disabilities. We initially took her on the summer of 2018 as a victim of abuse by a paid carer who was pushing her about and making negative remarks about her body. We succeeded in getting the care agency changed. The client then disclosed to her advocate that her family wanted to send her abroad to get married. She did not want to get married. The client did not consent to a Forced Marriage Order as she didn't think it would make any difference and didn't understand its powers. Stay Safe East firmly believes that disabled people have the right to make their own decisions and that everyone of us has some level of capacity. This client was able to make decisions about many aspects of her life, however we did not believe she had the capacity to understand marriage and what was involved. This was confirmed by the Official Solicitor. Only a local authority can obtain a Forced Marriage Order without consent. It took 10 safeguarding alerts and many months during which client was being abused – including repeated rapes which only stopped once the court process had begun- for Stay Safe East to persuade the local authority to go to court to obtain an interim order, and several more months for final Forced Marriage and Non-Molestation orders to be granted.

The client did not want to tell the police but the safeguarding process felt it necessary to contact police each time, re-traumatising her. Her safety was further compromised because Adult Safeguarding contacted her family, leading to further repercussions, which further reduced the client's confidence in the ability of professionals to keep her safe. Ultimately, the civil orders helped prevent some of the abuse which the client had been experiencing from her family and prevented her from being removed from the UK. But the long wait took its toll and her physical and mental health had started to deteriorate and she became very depressed. Our client was not believed and her power was taken away. Stay Safe East continued to support her, but our advocates felt immensely frustrated at a system that did not protect her. We continued to press for her to be moved to a safe location. Our support for this client continued into 2019-20.

Counselling service

Stay Safe East has always experienced difficulties referring clients to counselling services – barriers for disabled people needing counselling include poor physical access, lack of knowledge and confidence on how to work with someone with learning disabilities, cognitive issues or who is neuro-diverse, and most of all, ways of working which exclude disabled survivors – if clients miss two appointments, most services will close their case, all services require clients to attend face-to-face sessions with their counsellor, and most domestic violence related counselling is short term only (usually 12 to 14 sessions). Stay Safe East was privileged to receive help from a qualified Counsellor and Life Coach who volunteered to provide one day a week support to a small number of clients. The counsellor had professional supervision; she has a positive approach to disability and is experienced in dealing with trauma survivors, and supported 5 clients (two of who are LGBT) who benefited from weekly sessions over a period of a year.

Our aim in the long-term is to develop our own counselling services for disabled survivors, but in the meantime we are always looking for experienced counsellors with an understanding of the social model of disability and of trauma who would be willing to offer their time to our clients.

3 Stay Safe East Women's Group

The group, set up in 2014, provides a safe space for disabled women who use our services to meet, socialize and share food. The group is an essential source of social contact for women who are isolated and traumatised, and if they have contact with their family, find it hard to talk to them about how they feel. Women choose whether or not to speak out about the abuse they have experienced. It provides women with peer support - members who have been coming to the group for some time support

new arrivals. New friendships have formed and coming to the group encourages our clients to start doing other activities such as attending exercise, art, sewing or computer classes. In 2018-19 the Group met less often due to pressure of time on staff. When new staff started working for us from Spring 2019, we were able to revitalize the Group, which is now going from strength to strength.

Our Women's Group members and other clients took part in a focus group we organized for the Home Office in May. The Home Office were so impressed with our clients and our work they decided to offer us funding under the Disability and Domestic Abuse Fund!

4 Casework advice to other professionals

Our work continues to have a positive impact on other organisations delivering services to disabled victims and survivors. In addition to our advice to MARAC partners, as an expert organisation whose work is becoming more widely known, we receive regular requests for advice on casework from Deaf and Disabled People's Organisations, Independent Domestic Violence Advocates (including at Victim Support) and other VAWG workers, social workers, mental health workers and others – in London and across the UK. We received 14 request for advice about working with disabled survivors and provided advice about cuckooing cases to police officers, how to assess disability related risks, how to work with particular groups of victims, or how to obtain an emergency care package for a client.

This is an area of work we will be developing further in 2019-20 as the London wide victims service contract includes casework advice to our partners.

Stay Safe East's aim was always to ensure that we would influence policy and practice and help shape how services and the criminal justice system respond to disabled victims and survivors. We are slowly building up a reputation as national experts on abuse against disabled people, and in particular on hate crime and violence against disabled women.

In 2010, when the Stay Safe Project (which became an independent Stay Safe East in 2013) was set up in Waltham Forest, the voices of disabled survivors were not being heard – abuse against disabled people was seen as an issue for adult safeguarding only, and not part of national policy on violence against women and girls, or on hate crime. Along with other organisations for and by disabled people, we have helped shape the beginnings of a new approach. Whilst we still have a long way to go, not least with regards to adult safeguarding, police responses to disabled survivors, policy makers are at last beginning to recognise that they need to listen to organisations led by disabled people, and more specifically by disabled women, and at all times be informed by the experiences of disabled survivors.

Our approach has been to use our casework as evidence of the barriers and challenges faced by disabled survivors and as an illustration of what works. In 2018-19, this started to pay dividends and our policy role became more prominent.

Working with partner agencies such as Inclusion London, Merton Centre for Independent Living, the HEAR Network, Equality and Diversity Forum, Victim Support and major Violence against Women and Girls (VAWG) organisations is enabling us to increase our capacity to influence policy makers and put violence and abuse against disabled people 'on the agenda'.

Violence against disabled people

Worldwide, disabled people are three times more likely to experience violence in their lifetime than non-disabled people

<http://www.who.int/disabilities/violence/en/>.

UK data shows that disabled people are 3.5 times more likely to experience violence than non-disabled people and, whilst violent crime has decreased by nearly half (48%) for non-disabled individuals over the past 10 years, the proportion of disabled people experiencing violence increased by 3.7%.

Disabled people are more at risk because of the nature of our lives (e.g. lack of education on healthy relationships, institutionalisation, disbelief by authorities, dependency on agency care or family members) and the lack of control we have, not because of some innate 'vulnerability' as disabled people.

1 Policy and advisory work

The CEO is the lead for strategic policy and advisory work on hate crime and on violence against women and girls; advocates or the CEO attend local panels dealing with domestic violence and anti-social behaviour/hate crime. Other staff and Board members assist and advise on policy issues.

a. Hate crime against disabled people

As part of new funding for the London Deaf and Disabled People's (DDPO) Hate Crime Partnership in which we are a lead partner, Stay Safe East was commissioned to do policy and representation work. We represented the Partnership at key meetings on hate crime of the Equality and Diversity Forum, HEAR Network and the MOPAC Hate Crime Board, and attended the Victim's Summit. We also attended the Metropolitan Police Diamond Group and its Disability Working Group.

A key part of our work on hate crime continued to be pushing for a new Hate Crime Law, including parity in law between different strands and changes to the definition of hate crime to encompass the lived experience of disabled victims. In September 2018, the Government invited the Law Commission to conduct a review of hate crime with a view to making changes.

As in 2017-18, there was limited progress within the Metropolitan Police, who as mentioned previously were in the midst of a major restructuring into 12 Borough Command Units (BCUs) each covering several boroughs. Working alongside our partners at Inclusion London, Stay Safe East continued to help scrutinise performance and to push for hate crime against disabled people to be identified and flagged by the MPS, and for investigations to be thorough.

Hate crime law – the case for reform

Disabled people's organisations, including Stay Safe East have been calling for the law on hate crime to be significantly changed so that there is parity equality strands. The current inequality in the way that the law treats different types of hate crime is a key reason why there are so few reports and so few prosecutions for disability hate crime. Rather than the victim having to prove hostility, hate crime law should focus on crimes targeted at an individual or a group because of their identity. See

<http://www.sussex.ac.uk/broadcast/read/42146>

We are also arguing that a new 'on-line harm' law should include a duty (and heavy fines) on social media companies to deal promptly with hate or targeted abuse against all protected characteristics, including disabled people, and place a duty on a regular to ensure the online safety of these groups.

Stay Safe East wrote a response to the government consultation on a new law on On-Line Harm. We focused on social media hate crime, grooming of disabled people for financial and sexual abuse, and misogynist hate crime against disabled women. It is not clear at time of writing if a Bill will be brought before Parliament.

b. Violence against disabled women/domestic abuse

Stay Safe East's expertise as an expert organisation on violence against disabled women and girls is increasingly being recognised by policy makers and Violence Against Women and Girls (VAWG) organisations, and we have begun to take on a national role. This was reflected during the year in a number of invitations to speak at events during the 16 Days of Action against Violence against Women, an annual programme of events and actions held in November. We spoke about **'Inclusion or Complex Needs? A disabled women's social model approach to supporting disabled survivors'** at a Women's Resource Centre seminar and an Action against Violence and abuse (AVA) conference on **Tackling violence and abuse against Deaf and Disabled women and girls**. We were also invited to take part in a Home office scrutiny panel on domestic abuse and mental health. As members of the London VAWG and Housing Group, we contributed to a briefing on the crisis in housing for domestic abuse survivors, highlighting the specific issues for disabled survivors.

Domestic Abuse Bill

The government launched the initial stage of the consultation on a new Domestic Abuse Bill in March 2018 in a consultation document 'Transforming the Response to Domestic Abuse. In May, Stay Safe East produced a comprehensive response, detailing the extent of domestic abuse against disabled women and men, and highlighting the need for a comprehensive change in the law so that the specific forms of abuse and the institutional barriers faced by disabled victims are addressed, and abuse by non-family' carers' is recognised as domestic abuse. Stay Safe East, along with Sisters of Frida and Disabled Survivors Unite urged the government to abrogate a clause in the previous domestic abuse legislation which gave abusers a 'get-out clause' if they believed that they were acting in the best interests of a partner or family member. Whilst we understood that genuine family carers should not be accused of abuse if they are protecting a person with fluctuating or limited capacity, we were concerned that this clause gives a licence to abuse.

In January 2019, the government produced a draft Domestic Abuse Bill alongside its response to the Draft Domestic Abuse consultation, with an action plan that included a small fund specifically for work with disabled survivors – which Stay Safe East benefited from. The draft Domestic Abuse Bill widens and clarifies the definition of domestic abuse and strengthens the focus on coercive control as well as including economic abuse, which will benefit disabled survivors.

The Bill allows for a Domestic Abuse commissioner and an Advisory Group, and strengthens protection for victims by introducing Domestic Abuse Protection Notices and Orders. The Bill itself did not explicitly address the concerns and issues for disabled survivors.

From February we began to focus on influencing the MPs and organisations who would be working on the Bill. Stay Safe East, Disabled Survivors Unite, Deaf Plus and two organisations for disabled people, with the support of Women's Aid met with Minister for Disabled People Sarah Newton. One of the issues we raised was the discrimination against disabled survivors by the DWP – non-disabled survivors on Job Seekers Allowance are exempt for three months from work related activities if they report domestic abuse. Disabled people on Employment Support Allowance are not exempt from having to attend regular interviews at the Job Centre if they disclose domestic abuse. The political uncertainty at the time over Brexit led to the Minister resigning a week after we met with her, and we subsequently briefed her successor. Whilst these meetings did not ultimately produce any concrete outcome, they were part of a slow process of change and enabled Stay Safe East to establish its policy role.

The membership of the Joint Parliamentary Committee on the Domestic Abuse Bill was announced in February- we were able to give evidence to the Committee later in April. This kick-started a process of more intensive involvement in influencing the Bill in 2020-21. Thanks to the Home office funding, by April one of our existing staff was able to assist the CEO with the work on the Domestic Abuse Bill.

Home Office Disability and Domestic Abuse Fund

The Home Office had approached Stay Safe East to run a focus group of disabled survivors as part of the consultation on the Bill – in May 2018, two officers from the Domestic Abuse Team listened as a group of our clients talked about their experiences, identified the barriers they had face and what needed to change. As a direct result in July, we were invited by the Home Office to apply for funding for domestic violence policy work. Our initial application was delayed due to Home office procedures, we re-submitted it in December 2019 as a larger project in partnership with Victim Support (to whom we are very grateful) and were successful. The grant paid for a large part of the CEO's policy work, a part-time domestic violence advocate post and other work for 2018-19, and gave us the funds to employ a full-time policy officer the following year, provide training and capacity building and casework advice to Victim Support staff across England, set up an Advisory Group on disabled people and domestic violence, organise two major events and produce some accessible resources. We ended the year with the prospect of being able to develop our role as a leading organisation on tackling domestic violence against disabled people, and the wider issues of violence against disabled women and girls.

The grant came at critical time, with the first reading for the new Domestic Abuse Bill taking place in July 2019.

2 Capacity building and training

As an expert organisation on abuse against disabled people, Stay Safe East's training aims to increase understanding of disability equality and intersectionality amongst Deaf and Disabled People's Organisations, and amongst organisations working to support victims of domestic violence, hate crime and crime generally.

Stay Safe East will continue to 'speak truth to power' and to broadcast the views and voices of disabled survivors until we have equal access to support and to justice.

a. London Deaf and Disabled People's Organisations Hate Crime Partnerships: building the capacity of DDPOs to work on hate crime

Secondment to Deaf and Disabled People's Organisations (DDPO)

From April 2018, with help from funding from Trust for London, our hate crime advocate was seconded for 2 days per week to other Deaf and Disabled People's Organisations to help them develop a hate crime service. During the year, he worked first at Harrow Action on Disability, training their generic advocate to take on hate crime cases. His second secondment was at Deaf Plus, who provide advocacy and information to the Deaf community across several boroughs. The secondments were successful and helped both DDPOs understand the work, gave them tools for hate crime casework (risk assessment, referral form, revised policies on safeguarding and risk management for staff, etc) which reflect the specific nature of hate crime advocacy. The project was managed by Merton Centre for Independent Living, who also evaluated the work. The learnings from the first two secondments will help shape the second year of the project. The project has also helped our advocate to develop excellent training and mentoring skills.

By April 2018, there were 7 DDPOs providing advocacy to disabled victims of hate crime, and 19 overall in the DDPO partnership. Stay Safe East has a pivotal role in passing on our expertise to DDPOs. We were commissioned by the partnership to provide the following:

Hate Crime Advocates Forum

The Hate Crime Advocates Forum: this is open to specialist hate crime advocates in DDPOs, but also to generic advocates who may pick up occasional hate crime cases. Stay Safe East drew up terms of reference and other protocols for the group, organised and facilitated two meetings during the year - the group discussed topics such as the challenges we face as hate crime advocates, boundaries with clients and how to deal with the police. At each meeting, advocates shared cases with their colleagues. The Forum will help hate crime advocates develop their expertise and get support- being a specialist hate crime advocate within a mainstream DDPO can be quite isolated, due to the sometimes traumatic nature of the work.

Training for DDPOs on hate crime

We continued the programme of training for DDPOs on hate crime. All sessions were accessible and were facilitated by the Stay Safe East CEO. Stay Safe East received excellent feedback from participants who felt they were better informed about hate crime against disabled people, and enabled DDPO advocates to better support their clients.

Topics covered were:

- Understanding Hate Crime/What does the law say?
- Advocating for Deaf and disabled victims of hate crime (co-facilitated by our long-term Hate Crime Advocate)
- What can DDPOs and their clients expect from the police and the criminal justice system? (with speakers from the Metropolitan Police and the Crown Prosecution Service)

b. Other training

Merton Centre for Independent Living invited us to run three training sessions on Hate Crime against Disabled People during the year- one for housing officers, one for voluntary sector partners and a mentoring/training session for the new hate crime advocate.

3 Projects

Refuge for All

In early 2018, we were approached by Shaping our Lives, a national user voice organisation, who had received funding for a project they called 'a Refuge for All' to produce good practice guidance for domestic violence organisations on providing a service to disabled women, using two refuges as testing grounds. Our Domestic Violence Casework Manager joined the project advisory group as the only domestic abuse professional involved. The project ended in March 2019 with the launch of 'A Refuge for All', a Toolkit for refuges to help them become more inclusive of disabled survivors. We are proud to have been part of this project, which provides useful practical guidance to practitioners.

<https://www.shapingourlives.org.uk/resources/our-resources/all-publications/local-violence-and-abuse-services-work-with-shaping-our-lives-to-improve-access-for-disabled-women>

Ask me: domestic abuse ambassadors in Waltham Forest

Stay Safe East had been a partner in 'ask me', an initiative of Women's Aid initiative which has raised awareness by training local community domestic violence ambassadors in Waltham Forest. The project worker was based in our office. The project ended in June 2018.

We helped Women's Aid to change the content of the training pack so that it included domestic abuse against disabled women and the experiences of disabled survivors, and was more accessible to and inclusive of a diverse audience. This pack is used for the 'ask me' programme nationally.

4 Partnerships

Our intersectional perspective makes Stay Safe East a pivotal organisation in linking Deaf and Disabled People's Organisations (DDPOs) to other third sector organisations working on hate crime, such as GALOP, Tell Mama, The Community Security Trust, and organisations working in the Gypsy, Roma and Traveller communities. Joining the CATCH partnership helped us consolidate those relationships, as well as more local one with the East London Community Against Hate, a partnership of five Race Equality Councils.

<https://redbridgeequalities.org/new-blog/2017/8/31/reporting-centre>

We continued to work closely with Sisters of Frida, a national collective of disabled women, for whom violence against disabled women and girls is a priority and with Disabled Survivors Unite, a group of survivors of domestic abuse. As members of the London Domestic Abuse and Disability Network coordinated by the HEAR Network, we have shared expertise and network with representatives from other Deaf and Disabled People's Organisations, , including Deaf Hope, several London DDPOs, Respond, an organisation for survivors with learning disabilities and mainstream groups such as Solace and the Huggett Centre.

D. STAY SAFE EAST'S FUTURE PLANS

In line with the priorities agreed by the Board, staff and our members representatives in March 2018, and revised during the year, our aims for 2019-20 is:

- To consolidate management structures and operational systems to enable Stay Safe East to grow sustainably, including succession planning for the CEO's post and developing staff management skills.
- To manage our caseload so that clients get the best possible service from their advocates, and increase our capacity to provide advocacy to more disabled survivors of hate crime, domestic violence and wider abuse
- To develop a London wide service as part of the London Victims and Witnesses Service, CATCH and other partnerships but not to encroach on the remit of other borough based Deaf and Disabled People's organisations
- To further develop our capacity to provide casework advice to professionals
- To develop Stay Safe East's national role as a lead on policy and strategy on Violence Against Disabled Women and Girls
- To share our skills and expertise with Deaf and Disabled People's Organisations and to organisations working with victims and survivors:
- To continue to play an active part within the London DDPO Hate Crime Partnership, and provide capacity building, policy and other support to London DDPOs
- To develop our website and on-line presence

Our longer term goals remain to:

- To develop a specialist project support disabled mothers at risk of losing their children after domestic violence, and to develop a programme of parenting training that is suitable and accessible for disabled parents
- To explore options for an in-house counselling service that is fully accessible to disabled survivors

- To develop engagement with and involvement of young disabled people through social media and group activities
- To increase user involvement and peer support by working in partnership with our users to develop a befriending scheme for clients and a training programme for disabled domestic violence survivors
- To further develop volunteering opportunities within Stay Safe East

The additional resources we have attracted for 2019-20 will help Stay Safe East work towards these goals.

This Trustees' Annual Report was approved on 28th May 2020 and signed on behalf of the Board of Trustees by:



Savi Hensman
Chair of the Trustee's Board

Independent Examiner's Report to the Trustees of Stay Safe East

Year ended 31 March 2019

I report to the trustees on my examination of the financial statements of Stay Safe East ('the charity') for the year ended 31 March 2019.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

John Assie FCCA, Independent Examiner
Jackson Nicholas Assie Limited
Chartered Certified Accountants
Suite 7, Meridian House
62 Station Road
Chingford London E4 7BA

29 May 2020

Stay Safe East
Statement of Financial Activities
Year ended 31 March 2019

	Note	Unrestricted funds £	2019 Restricted funds £	Total funds £	2018 Total funds £
Income and endowments					
<u>Donations and legacies</u>					
Grants		–	155,879	155,879	62,231
Other donations		1,480	–	1,480	4,046
	4	<u>1,480</u>	<u>155,879</u>	<u>157,359</u>	<u>66,277</u>
<u>Charitable activities</u>					
Contracts		39,512	–	39,512	40,928
Other charitable activities		6,915	–	6,915	15,351
	5	<u>46,427</u>	<u>–</u>	<u>46,427</u>	<u>56,279</u>
Other income	6	–	–	–	3,936
		<u>–</u>	<u>–</u>	<u>–</u>	<u>–</u>
Total income		<u>47,907</u>	<u>155,879</u>	<u>203,786</u>	<u>126,492</u>
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	7	216	–	216	480
Expenditure on charitable activities	8,9	32,485	105,178	137,663	112,862
		<u>32,701</u>	<u>105,178</u>	<u>137,879</u>	<u>113,342</u>
Total expenditure		<u>32,701</u>	<u>105,178</u>	<u>137,879</u>	<u>113,342</u>
		<u>–</u>	<u>–</u>	<u>–</u>	<u>–</u>
Net income		<u>15,206</u>	<u>50,701</u>	<u>65,907</u>	<u>13,150</u>
Transfers between funds		(844)	844	–	–
		<u>–</u>	<u>–</u>	<u>–</u>	<u>–</u>
Net movement in funds		14,362	51,545	65,907	13,150
Reconciliation of funds					
Total funds brought forward		21,685	3,907	25,592	12,442
		<u>–</u>	<u>–</u>	<u>–</u>	<u>–</u>
Total funds carried forward		<u>36,047</u>	<u>55,452</u>	<u>91,499</u>	<u>25,592</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 51 to 60 form part of these financial statements.

Stay Safe East

Statement of Financial Position

31 March 2019

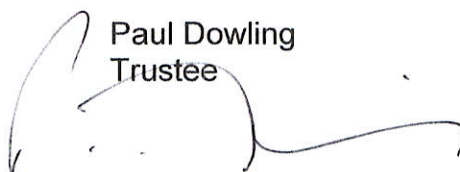
	Note	2019 £	2018 £
Current assets			
Debtors	15	77,079	19,270
Cash at bank and in hand		43,214	32,492
		<u>120,293</u>	<u>51,762</u>
Creditors: amounts falling due within one year	16	(28,794)	(26,170)
		<u>91,499</u>	<u>25,592</u>
Net current assets			
		<u>91,499</u>	<u>25,592</u>
Total assets less current liabilities		<u>91,499</u>	<u>25,592</u>
Net assets		<u>91,499</u>	<u>25,592</u>
Funds of the charity			
Restricted funds		55,452	3,907
Unrestricted funds		36,047	21,685
		<u>91,499</u>	<u>25,592</u>
Total charity funds	19	<u>91,499</u>	<u>25,592</u>

These financial statements were approved by the board of trustees and authorised for issue on 28th May 2020, and are signed on behalf of the board by:

Savitri Hensman
Trustee



Paul Dowling
Trustee



The notes on pages 51 to 60 form part of these financial statements.

Stay Safe East
Statement of Cash Flows
Year ended 31 March 2019

	2019	2018
	£	£
Cash flows from operating activities		
Net income	65,907	13,150
<i>Adjustments for:</i>		
Accrued expenses/(income)	14,527	(11,420)
<i>Changes in:</i>		
Trade and other debtors	(70,653)	(6,426)
Trade and other creditors	941	7,491
Cash generated from operations	<u>10,722</u>	<u>2,795</u>
Net cash from operating activities	<u>10,722</u>	<u>2,795</u>
Net increase in cash and cash equivalents	10,722	2,795
Cash and cash equivalents at beginning of year	<u>32,492</u>	<u>28,190</u>
Cash and cash equivalents at end of year	<u>43,214</u>	<u>32,492</u>

Stay Safe East

Notes to the Financial Statements

Year ended 31 March 2019

1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is a Charitable Incorporated Organisation. The address of the principal office is 90 Crownfield Road, London, E15 2BG.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Significant judgements

There have not been any judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Stay Safe East

Notes to the Financial Statements (*continued*)

Year ended 31 March 2019

3. Accounting policies (*continued*)

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

Stay Safe East

Notes to the Financial Statements (*continued*)

Year ended 31 March 2019

- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

3. Accounting policies (*continued*)

Resources expended (*continued*)

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution pension plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

Stay Safe East

Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

4. Donations and legacies - 2019

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Grants			
Awards for All	–	–	–
City Bridge trust (CBT)	–	34,934	34,934
Lloyds Bank Foundation	–	14,222	14,222
MOPAC (London Community Foundation)	–	30,837	30,837
Community Alliance To Combat Hate (CATCH)	–	8,010	8,010
MOPAC (DV Training)	–	9,284	9,284
Home Office	–	58,592	58,592
	–	<u>155,879</u>	<u>155,879</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Donations			
Donations	<u>1,480</u>	–	<u>1,480</u>

4. Donations and legacies - 2018

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Grants			
Awards for All	–	8,320	8,320
City Bridge trust (CBT)	–	11,833	11,833
Lloyds Bank Foundation	–	17,066	17,066
MOPAC (London Community Foundation)	–	25,012	25,012
Community Alliance to Combat Hate (CATCH)	–	–	–
MOPAC (DV Training)	–	–	–
Home Office	–	–	–
	–	<u>62,231</u>	<u>62,231</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Donations			
Donations	<u>4,046</u>	–	<u>4,046</u>

Stay Safe East

Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

5. Charitable activities

	Unrestricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Total Funds 2018 £
<u>Contracts</u>				
Merton CIL	20,702	20,702	–	–
Inclusion London	12,160	12,160	–	–
“ask me” (Women’s Aid)	6,650	6,650	2,600	2,600
	<u>39,512</u>	<u>39,512</u>	<u>2,600</u>	<u>2,600</u>
<u>Other charitable activities</u>				
LB Southwark	–	–	4,508	4,508
Training and consultancy	3,625	3,625	1,650	1,650
Advocacy	3,290	3,290	–	–
Staff secondment recharge	–	–	9,193	9,193
	<u>6,915</u>	<u>6,915</u>	<u>15,351</u>	<u>15,351</u>

6. Other Income

	Unrestricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Total Funds 2018 £
Access to work claim	–	–	3,936	3,936
	<u>–</u>	<u>–</u>	<u>3,936</u>	<u>3,936</u>

7. Costs of raising donations and legacies

	Unrestricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Total Funds 2018 £
Donations - legal and professional fees	–	–	480	480
Subscriptions	216	216	–	–
	<u>216</u>	<u>216</u>	<u>480</u>	<u>480</u>

Stay Safe East

Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Promote the human rights of disabled people	26,033	88,549	114,582
Support costs	6,452	16,629	23,081
	<u>32,485</u>	<u>105,178</u>	<u>137,663</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Promote the human rights of disabled people	40,597	48,343	88,940
Support costs	13,941	9,981	23,922
	<u>54,538</u>	<u>58,324</u>	<u>112,862</u>

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2019 £	Total fund 2018 £
Promote the human rights of disabled people	114,582	20,872	135,454	112,362
Governance costs	–	2,209	2,209	500
	<u>114,582</u>	<u>23,081</u>	<u>137,663</u>	<u>112,862</u>

10. Analysis of support costs

	Promote the human rights of disabled people £	Total 2019 £	Total 2018 £
Rent	8,670	8,670	8,670
Telephone	4,897	4,897	3,001
Post, Print & Stat.	1,379	1,379	1,311
Payroll admin fee	670	670	610
Bookkeeping	1,732	1,732	1,366
Insurance	826	826	906
Recruitment	445	445	–
Legal and Professional	90	90	–
I.T costs	1,544	1,544	4,010
Equipment	–	–	65
Bad debt provision	–	–	2,981
Miscellaneous	619	619	502
	<u>20,872</u>	<u>20,872</u>	<u>23,422</u>

Stay Safe East

Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

11. Independent examination fees

	2019	2018
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>2,100</u>	<u>500</u>

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2019	2018
	£	£
Wages and salaries	99,260	79,442
Social security costs	5,075	–
Employer contributions to pension plans	986	–
	<u>105,321</u>	<u>79,442</u>

The average head count of employees during the year was 5 (2018: 5).

No employee received employee benefits of more than £60,000 during the year (2018: Nil).

13. Trustee remuneration and expenses

- No remuneration or other benefits from employment with the charity or a related entity were received by the trustees; or
- None of the trustees has been paid remuneration or received other benefits from employment with the charity or a related entity.
- No trustee expenses have been incurred.

14. Transfers between funds

Transfers from unrestricted funds to restricted funds are to make good funding shortfalls and eliminate negative fund balances.

Stay Safe East

Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

15. Debtors

	2019	2018
	£	£
Trade debtors	74,377	5,182
Prepayments and accrued income	2,702	13,670
Other debtors	–	418
	<u>77,079</u>	<u>19,270</u>

16. Creditors: amounts falling due within one year

	2019	2018
	£	£
Trade creditors	2,717	1,000
Accruals and deferred income	16,240	18,679
Social security and other taxes	7,661	2,567
Other creditors	2,176	3,924
	<u>28,794</u>	<u>26,170</u>

17. Deferred income

	2019	2018
	£	£
Amount deferred in year	<u>13,333</u>	<u>17,255</u>

18. Pensions and other post-retirement benefits

Defined contribution pension plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £986 (2018: £Nil).

Stay Safe East

Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

19. Analysis of charitable funds

Unrestricted funds

	At 1 April 2018	Income	Expenditure	Transfers	At 31 March 2019
	£	£	£	£	£
General funds	<u>21,685</u>	<u>47,907</u>	<u>(32,701)</u>	<u>(844)</u>	<u>36,047</u>

	At 1 April 2017	Income	Expenditure	Transfers	At 31 March 2018
	£	£	£	£	£
General funds	<u>12,442</u>	<u>64,261</u>	<u>(55,018)</u>	<u>—</u>	<u>21,685</u>

Restricted funds

	At 1 April 2018	Income	Expenditure	Transfers	At 31 March 2019
	£	£	£	£	£
City Bridge Trust	—	34,934	(34,174)	—	760
Lloyds Bank	—	14,222	(15,066)	844	—
MOPAC	3,907	30,837	(26,273)	—	8,471
CATCH HC	—	8,010	(6,638)	—	1,372
MOPAC (DV Training)	—	9,284	—	—	9,284
Home Office	—	58,592	(23,027)	—	35,565
	<u>3,907</u>	<u>155,879</u>	<u>(105,178)</u>	<u>844</u>	<u>55,452</u>

	At 1 April 2017	Income	Expenditure	Transfers	At 31 March 2018
	£	£	£	£	£
Awards for All	—	8,320	(8,320)	—	—
City Bridge Trust	—	11,833	(11,833)	—	—
Lloyds Bank	—	17,066	(17,066)	—	—
MOPAC	—	25,012	(21,105)	—	3,907
CATCH HC	—	—	—	—	—
MOPAC (DV Training)	—	—	—	—	—
Home Office	—	—	—	—	—
	<u>—</u>	<u>62,231</u>	<u>(58,324)</u>	<u>—</u>	<u>3,907</u>

Stay Safe East

Notes to the Financial Statements *(continued)*

Year ended 31 March 2019

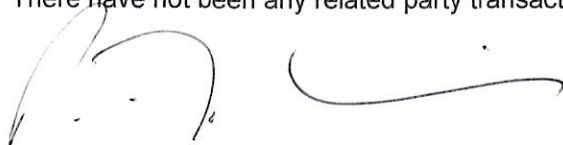
20. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £
Current assets	64,841	55,452	120,293
Creditors less than 1 year	(28,794)	–	(28,794)
Net assets	<u>36,047</u>	<u>55,452</u>	<u>91,499</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
Current assets	26,649	25,113	51,762
Creditors less than 1 year	(4,964)	(21,206)	(26,170)
Net assets	<u>21,685</u>	<u>3,907</u>	<u>25,592</u>

21. Related parties

There have not been any related party transactions during this or the previous year.



S. Hensman 28/05/20