

## Aylesbury Women's Aid

## Annual Statistics April 2017 – March 2018

### KEY STATISTICS

74	Women stayed in the refuge	81	Children stayed at the refuge
263	Women used the Outreach Service	410	Dependent children of outreach clients
174	Women used the IDVA (Independent Domestic Violence Advocate) Service	246	Dependent children of IDVA service clients
5	Men used the Male IDVA Service	0	Dependent children of male IDVA service clients
97	Women attended Freedom Programmes (Aylesbury & Buckingham)	141	Dependent children of Freedom Programme clients (Aylesbury and Buckingham)
6	Mothers attended support group run alongside the Helping Hands Programme	8	Children attending the Helping Hands Programme in the community
20	Helping Hands Programmes facilitated in schools	127	Children attending programmes in schools
13	Young people attended 121 sessions (New service from November 2017)	37	Young people attending group work
31	Women attended counselling sessions (New service from November 2017)	32	Dependent children of counselling clients

## WHERE CLIENTS/RESIDENTS CAME FROM:

Location	Residents	Outreach	IDVA	Counselling	Total
Aylesbury Vale	4	263	132	30	429
Wycombe	3				3
Other parts of Buckinghamshire	1		42	1	44
Other Areas	66				66
<b>Total</b>	<b>74</b>	<b>263</b>	<b>174</b>	<b>31</b>	<b>542</b>

## CLIENTS / RESIDENTS REFERRED BY:

Referred by:	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
Adult Social Care	1	1%	5	2%					6	1%
Another Refuge or DV Service	18	24%	4	2%	1	1%			23	4%
Aylesbury Vale District Council	2	3%	1	0%					3	1%
Children's Centre	1	1%							1	0%
Council/Housing (Other Areas)	9	12%							9	2%
Family/Friend	1	1%	3	1%	1	1%			5	1%
Health	1	1%			1	1%			2	0%
Health Visitor			4	2%					4	1%
Homeless Charity	2	3%							2	0%
Housing Association			4	2%					4	1%
IDVA (Other Areas)	3	4%							3	1%
MARAC Board (Other Areas)					10	6%			10	2%
Mental Health Services	1	1%	2	1%					3	1%
Other Statutory Agency	2	3%	5	2%					7	1%
Other Voluntary Agency	2	3%	6	2%					8	1%
Outreach (AWA)	1	1%	5	2%	18	10%	27	87%	51	9%
Police	2	3%	1	0%	111	64%			114	21%
Probation					1	1%			1	0%
School			2	1%					2	0%
Self (inc. National Helpline)	21	28%	200	76%	2	1%	4	13%	227	42%
Social Care (Child & YP)	7	9%	20	8%	2	1%			29	5%
Victim Support			1	0%	27	16%			28	5%
<b>Total</b>	<b>74</b>		<b>263</b>		<b>174</b>		<b>31</b>		<b>542</b>	

## AGE OF CLIENTS/RESIDENTS USING THE SERVICE

Age Group	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
16 - 20	7	9%	4	2%	6	3%			17	3%
21 - 25	12	16%	33	13%	35	20%			80	15%
26 - 30	23	31%	41	16%	28	16%	5	16%	97	18%
31 - 35	17	23%	53	20%	25	14%	5	16%	100	18%
36 - 40	2	3%	45	17%	23	13%	5	16%	75	14%
41 - 45	5	7%	29	11%	22	13%	4	13%	60	11%
46 - 50	4	5%	24	9%	14	8%	7	23%	49	9%
51 - 55	2	3%	16	6%	8	5%	3	10%	29	5%
56 - 60	2	3%	8	3%	4	2%	1	3%	15	3%
61 - 65			6	2%	1	1%	1	3%	8	1%
66 - 70			2	1%	2	1%			4	1%
71 - 75			2	1%	4	2%			6	1%
76 - 80					2	1%			2	0%
<b>Total</b>	<b>74</b>		<b>262</b>		<b>174</b>		<b>31</b>		<b>542</b>	

## AGES OF DEPENDENT CHILDREN

Age Group	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
Under 5	54	67%	155	38%	97	39%	10	31%	316	41%
5 - 10 Years	16	20%	124	30%	72	29%	8	25%	220	29%
Over 10 Years	11	14%	121	30%	72	29%	12	38%	216	28%
Not Recorded			10	2%	5	2%	2	6%	17	2%
<b>Total</b>	<b>81</b>		<b>410</b>		<b>246</b>		<b>32</b>		<b>769</b>	

## CLIENT / RESIDENTS WITH DISABILITIES

Disability	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
Disability - Yes	10	13%	39	15%	26	15%	5	16%	80	15%

## CLIENT / RESIDENT ETHNICITY

Ethnic Groups	Residents		Outreach		IDVA		Counselling		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%
<b>All White Groups Total</b>	<b>51</b>	<b>69%</b>	<b>206</b>	<b>78%</b>	<b>109</b>	<b>63%</b>	<b>28</b>	<b>90%</b>	<b>394</b>	<b>73%</b>
British	40	54%	183	70%	104	60%	25	81%	352	65%
Irish	1	1%	2	1%		0%	1	3%	4	1%
Gypsy or Irish Traveller	2	3%		0%		0%		0%	2	0%
Eastern European	2	3%	13	5%	1	1%	1	3%	17	3%
White – Other	6	8%	8	3%	4	2%	1	3%	19	4%
<b>All Mixed Groups Total</b>	<b>6</b>	<b>8%</b>	<b>10</b>	<b>4%</b>	<b>7</b>	<b>4%</b>	<b>0</b>	<b>0%</b>	<b>23</b>	<b>4%</b>
White/Black Caribbean	3	4%	6	2%	2	1%		0%	11	2%
White and Asian		0%	1	0%	1	1%		0%	2	0%
White/Black African	2	3%		0%	1	1%		0%	3	1%
Mixed Race other	1	1%	3	1%	3	2%		0%	7	1%
<b>All Asian Groups Total</b>	<b>9</b>	<b>12%</b>	<b>21</b>	<b>8%</b>	<b>16</b>	<b>9%</b>	<b>1</b>	<b>3%</b>	<b>47</b>	<b>9%</b>
Pakistani	6	8%	15	6%	10	6%		0%	31	6%
Bangladeshi		0%	1	0%	1	1%		0%	2	0%
Indian	1	1%	2	1%	5	3%	1	3%	9	2%
Asian – Other	2	3%	3	1%		0%		0%	5	1%
<b>All Black Groups Total</b>	<b>2</b>	<b>3%</b>	<b>10</b>	<b>4%</b>	<b>5</b>	<b>3%</b>	<b>1</b>	<b>3%</b>	<b>18</b>	<b>3%</b>
Black British		0%	4	2%	1	1%		0%	5	1%
Caribbean	1	1%	4	2%	4	2%		0%	9	2%
African	1	1%	2	1%		0%	1	3%	4	1%
<b>Any Other Ethnic Groups</b>	<b>2</b>	<b>3%</b>	<b>3</b>	<b>1%</b>	<b>3</b>	<b>2%</b>		<b>0%</b>	<b>8</b>	<b>1%</b>
<b>Prefer Not To Say</b>	<b>4</b>	<b>5%</b>	<b>13</b>	<b>5%</b>	<b>23</b>	<b>13%</b>	<b>1</b>	<b>3%</b>	<b>41</b>	<b>8%</b>
<b>Total</b>	<b>74</b>		<b>263</b>		<b>174</b>		<b>31</b>		<b>542</b>	

## LIVING ARRANGEMENTS OF CLIENTS / RESIDENTS WHEN FIRST ENGAGING IN SERVICE

Living Arrangements	Residents		Outreach		IDVA		Total	
	Total	%	Total	%	Total	%	Total	%
Married / Living with Partner	19	26%	72	27%	43	25%	134	26%
With Partner - Living Separately	3	4%	18	7%	10	6%	31	6%
Separated / Divorced	28	38%	141	54%	94	54%	263	51%
Single	22	30%	30	11%	21	12%	73	14%
Living with Family	2	3%	2	1%	6	3%	10	2%
<b>Total</b>	<b>74</b>		<b>263</b>		<b>174</b>		<b>511</b>	

## TYPES OF ABUSE EXPERIENCED

Types of Abuse	Residents		Outreach		IDVA		Total	
	Total	%	Total	%	Total	%	Total	%
Emotional/Psychological	59	12%	188	26%	96	20%	343	20%
Financial	50	10%	91	12%	36	8%	177	10%
Physical	52	11%	101	14%	71	15%	224	13%
Sexual	28	6%	37	5%	28	6%	93	6%
Jealous/Controlling Behavior	56	12%	143	20%	82	17%	281	17%
Surveillance/Harassment/Stalking	44	9%	72	10%	51	11%	167	10%
Threats to kill	40	8%	34	5%	44	9%	118	7%
Attempted strangulation/suffocation	33	7%	28	4%	33	7%	94	6%
Physical injury requiring treatment by GP	13	3%	6	1%	6	1%	25	1%
Physical injury requiring treatment at A & E or hospital	14	3%	10	1%	9	2%	33	2%
Surveillance/harassment online or through social media	26	5%	18	2%	16	3%	60	4%
Harm or loss of unborn child	12	3%	5	1%	7	1%	24	1%
Abuse to pets	4	1%					4	0%
Threat to kill child	1	0%					1	0%
Abusive in front of children	45	9%					45	3%
<b>Total</b>	<b>477</b>		<b>733</b>		<b>479</b>		<b>1689</b>	

## CONTACT ISSUES & SOCIAL CARE INVOLVEMENT

Families with Contact Issues	Residents		Outreach		IDVA		Total	
	Total	%	Total	%	Total	%	Total	%
Number of Families	3	4%	64	24%	32	18%	99	18%
Number of Children Involved	7	-	102	-	47	-	156	-

Families with Social Care Involvement	Residents		Outreach		IDVA		Total	
	Total	%	Total	%	Total	%	Total	%
Social Services Involved	36	49%	175	67%	114	66%	325	60%
Children on a Child Protection Plan	21	-	43	-	38	-	102	-
Children in Need	10	-	56	-	20	-	86	-

## SERVICE ENGAGEMENT LENGTH

Engagement Length	Residents	Outreach	IDVA
Average Length of Stay in Refuge or client engagement (in Months)	3.17	3.43	3.20

## REFUGE SERVICES AND OUTCOMES

Where Residents Moved On To (62 Residents Exited the Service)	Residents	
	Total	%
Another Refuge	17	27%
AVDC – temporary accommodation	4	6%
Home – no protection	4	6%
Home – abuser left	3	5%
Private Rental	1	2%
Rehoused – Housing Association or council in another area	3	5%
Rehoused by VAHT/Housing Association in Aylesbury Vale	3	5%
Relatives/Friends	5	8%
Still Resident	13	21%
Temporary Accommodation – another area	4	6%
Unknown	5	8%
<b>Total</b>	<b>62</b>	<b>100%</b>

Aftercare Services for Ex-Residents	Number of Contacts	
	Total	%
Visits to the refuge	41	21%
Calls for support and information	86	44%
Advocacy phone calls/emails/letters	54	28%
Accompanied to courts/solicitors/case conferences etc.	9	5%
Resettlement visits to ex-resident's homes	4	2%
<b>Total Contacts</b>	<b>194</b>	<b>100%</b>

Provision of Refuge Spaces	Number
Space found for families from Aylesbury Vale (Out of Area)	131
Families refused refuge – no spaces available	152
Women Refused Space – complex or other needs (of which: )	23
Severe Mental Health Difficulties	9
Severe Drug and Alcohol Dependency	4
Not Current Domestic Abuse	6
Disabled Unit not available	1
No Recourse to Public Funds	3

## OUTREACH & IDVA SERVICES AND OUTCOMES

Helpline Calls & Information	Number
Information / Support Calls from Women	388
Information / Support Calls from Other Agencies	279

Services to Outreach / IDVA Clients	Number of Contacts	
	Total	%
Calls to and from clients for information and/or support	6209	74%
Clients visit to office:		
Support Meetings	415	5%
Solicitor's Appointment	242	3%
Counselling	217	3%
Support Meetings in another venue	93	1%
Advocacy phone calls/letters	998	12%
Accompanying to court, solicitors etc.	108	1%
Case Conferences attended	23	0%
CIN meetings attended	25	0%
Core Group meetings attended	26	0%
<b>Total Number of Contacts</b>	<b>8356</b>	<b>100%</b>

## OUT OF HOURS SUPPORT

Out of Hours Calls	Aylesbury		Chilterns		Wycombe		Total	
	Total	%	Total	%	Total	%	Total	%
Problems in the refuge – support	101	51%		0%	4	14%	105	46%
Problems in the refuge – maintenance	7	4%		0%	2	7%	9	4%
Outreach Clients	4	2%		0%		0%	4	2%
Ex Residents	16	8%		0%		0%	16	7%
Messages/Advocacy with police/social services/friends etc.	15	8%		0%	2	7%	17	7%
Women seeking information/support	22	11%	1	50%	17	61%	40	17%
Refuge space refused due to lack of space in Buckinghamshire	4	2%	1	50%	3	11%	8	3%
Calls from out of area	26	13%		0%		0%	26	11%
Pre-arranged Admittance	4	2%		0%		0%	4	2%
Emergency Admittance	1	1%		0%		0%	1	0%
<b>Total Contacts</b>	<b>200</b>		<b>2</b>		<b>28</b>		<b>230</b>	

## TRAINING, PRESENTATIONS AND AWARENESS RAISING

Training, Presentations & Awareness Raising Sessions	Number of Sessions	Number of Groups	Number of Attendees
Awareness Raising /Workshops– Statutory Agencies	2	N/A	32
Presentations – Voluntary Agencies	12	N/A	152
Training – Statutory Agencies	1	N/A	9
Relationship Empowerment Course for Teenage Girls	14 sessions	3	37
Helping Hands Programme for 4 -11 years	126 sessions	21	135
Freedom Programme Awareness	1	N/A	14
Freedom Programmes	108 sessions	9	97
Total	165	N/A	476

## CLIENT & STAKEHOLDER FEEDBACK

Client Feedback	Strongly Agree		Agree		Not Sure		Disagree		Strongly Disagree	
	Total	%	Total	%	Total	%	Total	%	Total	%
Coming to this service has made a positive difference in my life	70	67%	24	23%	10	10%	0	0%	0	0%
I was listened to and believed by staff here	84	83%	19	17%	0	0%	0	0%	0	0%
I was supported to make my own choices	83	80%	20	19%	1	1%	0	0%	0	0%
Staff here have been knowledgeable and competent	90	87%	14	13%	0	0%	0	0%	0	0%
The service I accessed was non-judgmental	89	86%	14	14%	0	0%	0	0%	0	0%
I'd recommend this service to family/ friends if they needed help	84	82%	18	17%	1	1%	0	0%	0	0%

Stakeholder Feedback	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied	
	Total	%	Total	%	Total	%	Total	%
How satisfied were you with the response and communication from the service?	21	91%	2	9%	0	0%	0	0%
How satisfied were you with the service?	16	73%	6	27%	0	0%	0	0%
How satisfied were your clients with the service?	9	43%	12	57%	0	0%	0	0%