

Many thanks to everyone who has helped to fund the running of the organisation over the year. These include:

- ◇ Charles and Elsie Sykes Trust
- ◇ Dulverton Trust
- ◇ Emmandjay Charitable Trust
- ◇ Findel Plc
- ◇ Garfield Weston Foundation
- ◇ Lankelly Chase Foundation
- ◇ Mayor of Otley Fund
- ◇ Nationwide Foundation
- ◇ Noel Buxton Trust
- ◇ North West Outer Area Committee
- ◇ Otley Town Council
- ◇ Safer Leeds
- ◇ Tudor Trust
- ◇ United Reformed Church, Otley
- ◇ Wm. Sinclair and Sons (Stationers) Ltd
- ◇ West Outer Area Committee
- ◇ Private Donations

Behind Closed Doors is grateful for the support received from funders, past, present and future. Without this support Behind Closed Doors would not be able to continue to provide this vital service for women.

FINDEL PLC



The Charles & Elsie Sykes Trust
(The Charles Sykes Trust)
Registered Charity No. 206926



The Steel Charitable Trust

Charity Registration Number: 272384

DULVERTON TRUST

Safer Leeds

08/09

Annual Review and Financial Statement



To volunteer is defined as *to freely choose, to offer or give without being asked or obliged.*

Why you may ask do I start my report with this information?

I have looked back over the last year as being chair of Behind Closed Doors and it is with wonderment I realise the number of volunteers who have given to our organisation. Their assistance has allowed BCD to continue to flourish and help victims of domestic abuse in the Leeds area. It would be foolish not to mention that times are difficult in the current economic climate and funds, as usual, are scarce for the voluntary sector but still my report is, in the words of Margaret Mead, based on the fact that you should, "Never doubt that a small group of committed people can change the world. Indeed, it is the only thing that ever has."

BCD has benefitted from the following types of volunteers over the last year:

Staff – The staff at BCD have continued to work longer hours than they are paid for, always willing to go that extra mile. They have accepted the uncertainty of the voluntary sector in their desire to help. To them in particular I would say "In order to motivate others, you must first become a source of motivation by yourself. It simply means that if you want to get anything done through others, you must first do it yourself." It is without doubt that they have the motivation that feeds everyone they meet.

Volunteer Outreach Worker – After going through BCD's volunteer programme these women excel at increasing the capacity of our organisation and providing the link to the women who need help. "I always wondered why somebody didn't do something about that. Then I realised I was somebody." Thank you for realising!

Management Committee – I see, on an almost daily basis, the struggle people make to be able to ensure that there is a BCD. The sacrifices made by committee members to attend the meeting or meet a deadline from the action plan are invaluable. "Those who can, do. Those who can do more, volunteer."

Our Funders – Whether it be a national company, a charitable trust, a local church/organisation or an individual- if you have given you have made a difference. "Discover why some of the richest people in the world are not millionaires, they are volunteers."

The year ahead sees us try to fully establish a "Friends of BCD" group. This gives you the chance to volunteer. This is a dedicated fund raising group who, with a member of our management committee, will act independently to run events to raise fund for us. Whether you can help once a year or once a month this group is for you. No experience is required. Please contact our office on Tel 0845 673 0008 for more details.

If time is not something you can volunteer at present then please visit our website at www.behind-closed-doors.org.uk and look at the number of ways you can help raise money for our organisation.

Tomorrow make sure this quote applies to you:

How far that little candle throws his beams!
So shines a good deed in a naughty world.

William Shakespeare, Merchant of Venice



Volunteer training is run regularly throughout the course of each year to recruit and train new volunteers to support the service. Volunteers are a vital part of the organisation.



Below is a statement from one of our current volunteers on her time so far with Behind Closed Doors.

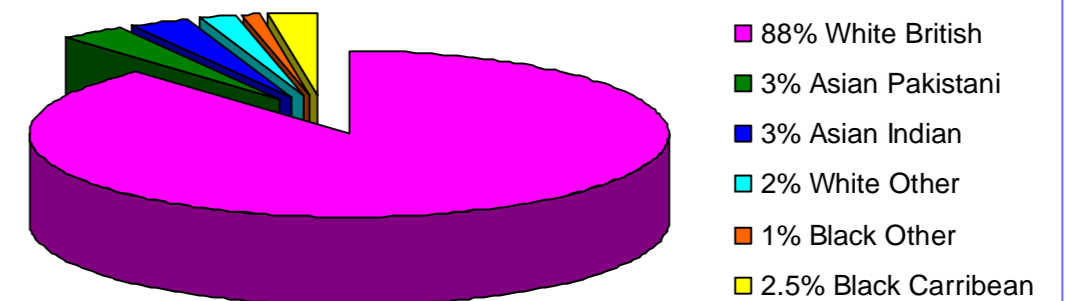
Volunteer Statement:

I came across Behind Closed Doors in the middle of my second year at university, and I was really pleased when I eventually started in January 2009. The initial formal training I received was supported by active learning experience and I soon found myself becoming more involved in the day to day work and aware of the high service demand. I was taken on under a very broad description to provide support in both administration/fundraising and outreach work. This has given me the opportunity to immerse myself fully in all aspects of the organisation and develop a greater understanding and knowledge of the work that Behind Closed Doors does. I feel that my skills set has increased and I enjoy the variety of work which I do.

I have learned a lot more about domestic abuse in the months that I have been at Behind Closed Doors and the difficulties in not only tackling the problem, but also just how hard it can be to make progress through the courts and welfare systems. The team are lovely, were and continue to be very welcoming and ever obliging to my questions, comments and ideas. I don't feel any different being as a volunteer to a paid member of staff; I am equally valued.

I am currently trying very hard to find creative fundraising opportunities for the organisation but the recession is not making this easy. I can but try. With the superb guidance and encouragement of the Manager, I feel that I am given a wide scope to explore all possible angles. Behind Closed Doors has become extremely special to me and when I hopefully find full-time work, I would love to stay involved with Behind Closed Doors in some capacity.

Ethnic Origin of women receiving support





After five years of drunken abuse from my ex-partner, I got to the point where I could not take anymore, but I felt trapped as we had a daughter together and she had a right to have her daddy around. It got to the point where my ex would be constantly drunk and give me grief. The police were taking him away on most weekends, leaving myself and my daughter as emotional wrecks, until the police referred me to Behind Closed Doors. From then on, they were my rock.

They helped me so much, from arranging appointments with the solicitor to picking me up and taking me to them. Without BCD I wouldn't be where I am today. I now have a non-molestation order and a prohibited steps order so my ex-partner cannot come to my house and cause problems, and he can't take my child away from me. BCD also helped in arranging for my daughter to see her dad in a local contact centre so I have no physical contact with him, which is great. I can now move on with my life and bring up my daughter in a safe, friendly environments. Without BCD, I think I would have crumbled and not been like I am today – a happy single mum raising my child. I am looking and hoping to get back into work again.

Thank you, Behind Closed Doors, you were my rock and helped get me out of the hell I was stuck in.

The identity of this client is kept anonymous to ensure their safety.



Client Feedback

"I will never forget what you have done for me. I could never have done it without your help. Thank you from the bottom of my heart and from my family."

'I now feel I can start life again and concentrate on the future for me and my little girl.'

"You give hope when needed most and hope has turned into a reality."

"Thanks to you all for all the help you gave me. Don't know what I would have done without all the help and support that I got from you. "

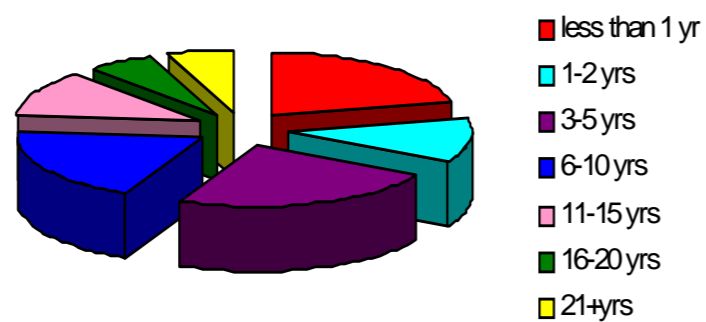


"I felt secure in the knowledge I could share everything I had gone through with you and that this in itself was so helpful to recover from the hell I had gone through "

"The on-going support is amazing"

"The person I spoke to on the phone was very kind and put me at ease so I felt the support was there and I was entitled to it "

The chart shows the number of years clients have been in an abusive relationship. It takes some women many years to recognise the abuse, and to seek support to end the relationship. Behind Closed Doors acknowledges the courage it takes for a woman to speak out about the abuse she has experienced



The financial year ended 31 March 2009 proved to be yet another challenging period. We secured Service Level Agreements to the value of £72,000 from Leeds Community Safety during the year and a grant of £30,000 from Tudor Trust. This income was then topped up with smaller grants and donations from Dulterton Trust, Steel Charitable Trust, Charles and Elsie Sykes Trust, Nationwide Foundation, Garfield Weston Foundation, Lankelly Chase Foundation, Noel Buxton Trust, Emmandjay Charitable Trust, Otley Town Council, Findel PLC and West Area Outer Committee. Income was also generated from various fundraising events and initiatives such as the Mayor of Otley Fund, United Reformed Church, Wm Sinclair Stationers . The hard work paid off and we managed to generate income to continue in operation for the year and have further secured enough funding to be provide our services until February 2010.

Unfortunately we have been unable to identify any further contracts but we constantly apply for further grants. There are very few new funders being identified so we find ourselves approaching the same organisations as we have done in the past for their continued support.

We are researching alternative methods of generating funds and are considering developing a social enterprise to support the future sustainability of the charity. We have ensured that we are tender ready to ensure that we do not miss any opportunities when appropriate contracts become available to apply for.

Once again we are grateful for the support of our volunteers. Without their valuable time our service would be reduced by 33%. The volunteers have enabled us to support an additional 139 women over the course of the year.

Summarised Financial Statements for year ended 31-03-2009	Unrestricted funds	Restricted Funds	2009	2008
	£	£	£	£
Incoming Resources				
Grants, donations and contracts	137,085	7,000	144,085	118,880
Fundraising	830	-	830	1,985
Training income	-	-	-	-
Bank interest	1,310	-	1,310	1,220
	139,225	7,000	146,225	122,085
Resources Expended				
Direct charitable expenditure	99,869	25,250	125,119	112,516
Governance costs	591	-	592	1,116
	100,460	25,250	125,711	113,632
Net incoming resources	38,764	-18,250	20,514	8,453
Funds at 31.3.08	45,008	26,278	71,286	62,833
Funds balanced at 31-03- 2009	83,772	8,028	91,800	71,286

This summarised financial information is derived from the full statutory accounts which have been independently examined, and were approved by the Management Committee on 24 August 2009. The full accounts, which have been submitted to the Charity Commission are available at the offices of Behind Closed doors (BCD).



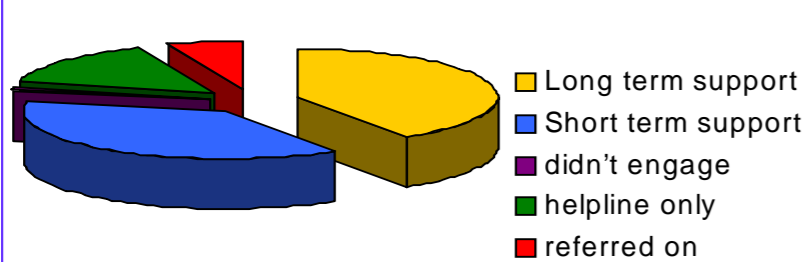
The Outreach Project

The organisation has felt the financial impact of the economic downturn over the past year and has at the same time seen a significant increase in service demand.

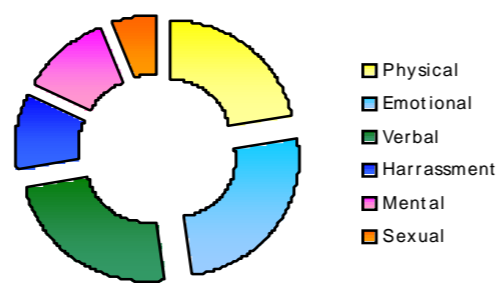
We have seen a substantial increase on the original projected numbers of referrals for outreach support. During the period April 1st 2008 until 31st March 2009, we received 417 referrals by comparison to the 226 referrals we took the previous year. This equates to an 84% increase. The average length of time for support was 66.2 days.

We work with a range of partnership agencies to ensure that the needs of women are fully met. Through partnership working, our reputation for providing a quality service has grown and we continue to see a steady increase in demand for the service. Indeed, in November 2008 we were awarded a level three Leeds Domestic Violence Quality mark. Our involvement with the Multi-Agency Risk Assessment Conferences, where high risk cases are brought forward for a multi-agency response, has required us to work on a range of complex cases responding to the presenting issue of domestic abuse and providing additional support with the range of symptomatic issues that occur as a result of the abuse. Such cases require intensive and often long-term support.

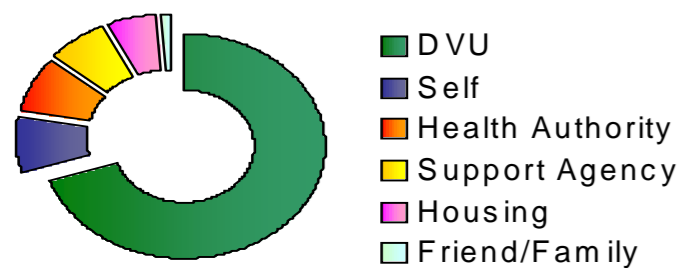
Support Type



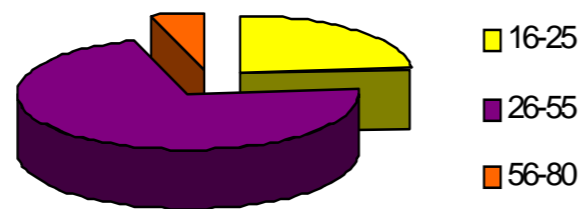
Types of abuse women experience



Referral Source



Ages of women using the service



Volunteer Programme

Over the year we have recruited and trained 7 volunteers from the local community to support the delivery of our service provision. The volunteers have been involved in all aspects of the service and the programme provides them with a real opportunity for personal development. We continue to train volunteers on a 1:1 basis, as this has allowed us flexibility around the needs of the organisation at any given time. We currently have four volunteers offering support to the organisation. We have also had 10 volunteer Management Committee members during the year.

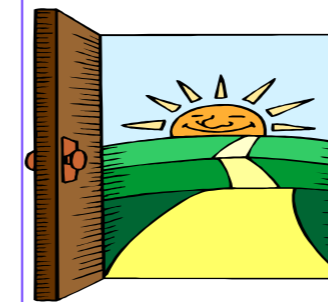
Events and Publicity:

We continued to raise awareness of the issues of domestic abuse through providing talks and presentations to statutory and voluntary agencies as well as community groups. We have delivered an increased amount of talks and have continued to receive more requests from agencies and community groups to deliver these talks. As well as increasing awareness around issues of domestic violence, this has had an impact on the number of agency and self referrals that we have received. This has also strengthened links with other agencies and developed more joint working.

The local community has shown a positive response to the organisation with local groups and churches offering support through donations and fundraising activities.

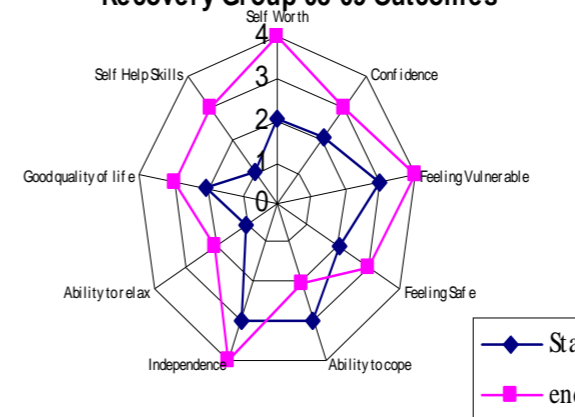
We have continued to attend networking events, conferences and community events and feed into the Leeds Domestic Violence Strategy Partnership and National Domestic Violence Strategy, meeting key performance targets.

Beyond Closed Doors - Recovery Programme



'Beyond Closed Doors' structured recovery programme has helped women to recover emotionally and psychologically. Offering outreach support alongside the programme has ensured that any issues that have arisen for individuals have been responded to immediately and sensitively so that women are continually supported in moving forward. The programme has enabled women to build their confidence and self esteem, implement coping strategies, build healthy relationships, forward plan and has provided an opportunity for socialisation enabling them to establish quality of life.

Recovery Group 08-09 Outcomes



This chart shows on average, on a scale of 1-8 how women were feeling about various areas in their life before starting the recovery programme (blue line), and how they were feeling upon completion of the recovery programme (pink line). The graph shows us that women felt improvements in all aspects that were monitored after completing the programme.

Feedback from Recovery Group:

"I found it very good as it made me look at things more positively. Its made me a lot stronger"

"The group helped me realise I am not alone, nor was any of the abuse my fault."

"The group helped me to think about the past and how to start afresh"



Looking Ahead:

The demand on the service continues to increase, and whilst we are currently maintaining a high standard of support, the increase places pressure on our limited resources. We are looking to increase capacity within the outreach team, so that we can continue to respond to increase in demand and maintain efficiency.

Whilst the present economic climate makes it difficult for us to secure funds it is clear that it has influenced an increase in service demand. We are actively trying to generate money through commissioning and procurement, although due to cutbacks in local government funding, there is less money available.

This year has seen the development of a new website. The website is an easy to use interface for women to contact us discretely. The website also provides an interface for business, providing alternative methods to generate income. We have a charity lottery, to which anyone can sign up, and methods of donations through cashback websites. There is also a direct donation option.