“supporting women and their children, especially women vulnerable to exploitation”
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mission statement

Anawim exists to support women and their children, especially women vulnerable to exploitation including prostitution. It seeks to provide wider positive choices to help them achieve their goals and reach their full potential as part of the wider community.

To this end Anawim treats everyone with dignity and respect, recognising that every woman and child matters as an individual. Anawim seeks to work with partners and other agencies to challenge that which degrades and diminishes.

Aims
- To help and support women over 18 who are involved in and around prostitution, offending behaviour, drug abuse and sexual exploitation to move their lives forward
- To provide a viable alternative to custody
- To increase self-worth, recognise potential and offer hope
- To keep families together where appropriate
- To empower each woman and child towards independence, regular employment and dignity
- To raise each woman’s self-awareness, trust and responsibility towards herself, her children and the wider community
- To ensure the wider community are better informed about issues affecting the client group

Objectives
- By providing a full timetable of courses and activities that raise self-esteem, confidence, skills, awareness and social responsibility.
- By providing good quality, professional counselling and group work addressing trauma and managing emotions.
- By providing support with parenting, child protection, safeguarding, assistance through pregnancy and educational/fun outings.
- By providing advocacy for the women and their children with social care and health, education, work providers, the criminal justice system and the wider community.
- By forming and maintaining partnerships with other statutory and voluntary sector agencies in order to provide a holistic package to the women.
- By providing assistance and support to women on the street at night, in prison, at court and in hostels in a flexible way, responding where and when it is needed.
foreword from the chair of the charity

It is very difficult to go to an Anawim annual Awards ceremony and not come out a better human being. It is impossible to listen to the women speaking about how being involved in Anawim has changed their lives without being convinced that hope does not deceive.

I find it hard to believe, after listening to the Anawim staff and external facilitators (psychologists, trainers, advisers) of the groups and services, that the therapeutic environment they create has not contributed to the women’s ability to make decisions that they are happy with, that open up the possibilities of a full life that is waiting to be lived.

There are those who are not convinced that it is possible to begin again, to be resilient, and to overcome damaging personal histories. As Chair of the Board I meet regularly with the Fairlight Sisters (formerly the Sisters of our Lady of Charity), a magistrate, a former senior manager from Probation, and a member of the Soroptimists, who together form an unbreakable chain of belief that the women who use Anawim have an inalienable dignity, deserve respect, and are worthy of the support of all the benefactors, donors, staff and volunteers who with them form this community.

It would be easy for me to highlight some of the incredible activities and services that you will read about in this review (and I do urge you to read on). I do think it is incredible that, with the help of the JABBS Foundation and other Trust funders, during much of this year the new Anawim Dawn House was being built and taking shape. I think it is even more incredible that Joy Dool and her team managed to oversee this new project whilst at the same time sustaining and developing existing services.

Nevertheless it is not these wonderful services that I wish to focus on in this foreword (because you can read about them in detail) it is to draw our attention to the importance of unshakeable hope, love that seeks no reward except the other person’s good, and pure one hundred percent faith that underpins all that happens within.

Andy Quinn | August 2017
The trustee Board of Anawim has developed since becoming our own charity and still includes representatives of the two foundation partners.
**Andy Quinn** who was the Community Development Officer for the last 10 years and line managed Joy Doal, took over as Chief Executive of Father Hudson’s Society (now Father Hudson’s Care) 1 April 2015 when Tim Bradford retired. Andy’s background was in youth work for the Catholic Diocese, Acorn Charity and as a manager for Sure Start.

**Sr. Josephine Collier** is a Sister of Our Lady of Charity of the Good Shepherd and a Trustee of The Fairlight Charitable Company. The Fairlight Charitable Company is the successor charity to OLCS. Her background is in education and had begun teaching some literacy at the centre prior to becoming leader.

**Sr. Jenny Coyne** was Co-ordinator of Anawim for 5 years and has served on the board and the finance committee for a number of years. She ran residential homes for teenagers.

**Susan Hanley** comes with 20 years’ experience of Probation as a senior probation officer with many years’ experience of working with offenders - she retired in 2007. Throughout her career she has had a particular interest in women offenders. Susan has taken an interest in the work of Anawim since its inception, helping to forge partnerships at the time in the Probation Offices at Lower Essex Street where Anawim had a presence.

**Ruth Drapkin** has been a supporter and friend of Anawim for many years having been the Chair of the first Advisory Committee - she was a Magistrate until this year and worked with Relate.

**Marie McDermott** was a qualified as a Registered General Nurse & Midwife, then went into teaching. For over 20 years, she has been a Director of McDermotts, a building and civil engineering company, focusing on diversification, strategy, human resources and brand management. This building experience proved very useful with the plans for our new residential building for the time she served. She stood down 16.09.2015

**Jan Hemlin** is a Soroptimist and member of SOLSolihull & District. When she was Chair of UKPAC she set up a partnership with Prison Reform Trust, together they wrote the published report Transforming Lives - Reducing women’s imprisonment.

She is also Assistant Programme Director for Violence and Conflict Resolution for SIGBI, her Soroptimists Federation. Her career was in Education and she was Head of Design & Technology in Chelmsley Wood, a very deprived ward in Birmingham for over 20 years.

**Sister Julia Crowley** joined in 18.6.2015 she is a Sister and a Trustee of Our Lady of Charity of the Good Shepherd and a member of the Leadership Team. Her background was in education and social work. She stepped down in May 2017.

**IN ATTENDANCE**

**Lindsay Rolls** is the Company Secretary and Business Administrator of The Fairlight Charitable Company and Anawim’s finance director, she attends the meetings, takes the minutes, presents the budgets and works with the auditors to prepare the accounts.

**Donna Lewis** is the HR manager at FHC and acts as a consultant for Anawim for all personnel matters.

We have two subcommittees of the trustee management board, one for HR and staffing consisting of Sue Hanley, Donna Lewis, Lindsay Rolls and Ruth Drapkin. The other is finance and fundraising with Jan Hemlin, Debbie Dalton, Lindsay Rolls & Andy Quinn as members.

Both meet prior to full board meetings. We are seeking to recruit new trustees, especially any from more ethnically diverse backgrounds and in a younger age bracket to better represent our beneficiaries.
The two years since our last review have been pretty momentous in many ways. It has seen us establish ourselves as an independent charity.

Dawn House, our purpose built accommodation for women released from prison has been built and is occupied, so we now have 24/7 staffing in place which opens up other possibilities.

However there have been difficult times. We no longer provide the alternatives to custody due to the decision to pull out of the contract with the Community Rehabilitation Company after Transforming Rehabilitation, our mental health team has disbanded due to lack of funding (although it is possible it will be reinstated) and we have lost our independent Domestic Violence Advisor.

This is a time when we are seeing a huge increase in women suffering domestic abuse and mental health problems. We are in a climate where we are still seeing around 9000 women sent to prison, most of these unnecessarily as they pose no risks to the public. In the last few months the number has topped 4000 for the first time in four and half years. 10 years after Baroness Corston’s seminal report things are sadly getting worse after a period of improvement. We are eagerly awaiting the strategy for women offenders from the Ministry of Justice. So, a time of sadness as well as excitement.

Our prison in-reach work has moved on and developed well, we are still offering regular in-reach to HMP Foston Hall & HMP Drake Hall and as needed HMP Eastwood Park.

We have written two major reports, one for Reunite on the experience of children with mothers in prison and an evaluation of our mental health and early interventions work funded by Lankelly Chase and Barrow Cadbury. http://www.anawim.co.uk/resources.html

We have run a successful transition programme at Ardenleigh forensic unit with 7 women. 6 women have now managed to move out of the high secure environment into move on accommodation in the community. This number of releases was unprecedented but has meant that the available places were filled with women with acute problems, hence there were very few who are ready to move out. We are therefore, running a pre-transition programme presently with 4 women, 3 have completed and we will start the transition programme again in September 2017.
This year we established a true early intervention programme called New Chance. It is for women aged 18-40 who have never been convicted of a crime and arrested less than 5 times. It has been funded by the Police & Crime Commissioner as part of his aim to divert women away from involvement in the criminal justice system.

3%
Overall, the number of women in prison serving a custodial sentence increased by 3% in the 12 months to March 2017. The greatest increase was seen in women serving sentences of greater than 6 months to less than 12 months (a 34% rise) and women serving sentences of 4 years to less than 5 years (a 14% rise).

27%
The number of women recalled to custody has increased by 27% in the two years since the year-long mandatory supervision of short sentenced prisoners was introduced in February 2015.

Our other service, which was originally designed as an early intervention - Liaison and Diversion, has expanded and now includes the courts and women seen at the custody suite who are identified as suffering mental health distress. Some are truly caught in and accustomed to the criminal justice system and this is a chance to divert them into more appropriate support to deal with their deeper needs which are often at the root of their offending.

This along with our mental health team’s support has led to an expansion of the therapeutic interventions. We now boast 5 group programmes which deal with trauma, personality disorders and substance abuse. We are becoming more trauma informed and are taking the centre through the Enabling Environments (EE) Accreditation. Thanks to Lady Edwina Grosvenor’s One Small Thing initiative various staff have attended training as well as the EE input. We have just been successful in an application to extend the therapeutic programmes into what we hope will become a type of CAMEO in the community. This is so needed as presently there is very little available within mental health services which address the trauma and underlying causes of the situations women find themselves in.

12
Twelve women took their own lives in 2016, a level last seen just before Corston’s review.

The Lord Mayor’s Award
We were honoured to be awarded The Lord Mayor’s Award. The award, ‘In recognition of outstanding achievement and exceptional Service to the City of Birmingham and its people through inspirational and dedicated work with women and children vulnerable to exploitation, providing positive choices to help them to achieve their full potential as part of the wider community’ was presented on 23rd May 2017 by Councillor Carl Rice, Lord Mayor of Birmingham.

www.anawim.co.uk/documents/short-but-not-sweet-report.pdf
Commonweal have produced their own evaluation of the whole 10 years entitled 10 year review - testing a housing solution https://www.commonwealhousing.org.uk/news/commonweal-housing-publish-ten-year-review-on-flagship-re-unite-project

This complements the report Lucy Baldwin has written, Short but not sweet: A study of the impact of short custodial sentences on mothers & their children. http://
With Capacity Building funding from the BIG Lottery we undertook an organisational strengths review which was completed April 2016. As a management team, HR department and trustee board we have worked through it over the last 12 months and implemented most of the recommendations.

This is a short overview of the findings and the changes made.

The methods of analysis used included interviews, audits, systems walkthrough, research, observations and shadowing. This Analysis showed us that, although Anawim WWT has been very successful in supporting women who have complex needs and are vulnerable, we were lacking in policies and procedures, documenting our future direction and in some day to day practices including communication.

High priority recommendations included forming a strategic plan, sourcing a database to centralise data collected, and looking to develop income generation. In order to improve daily practices, carrying out a quality standard was considered beneficial, i.e. Enabling Environments (EE), as this will build on communication, policies, procedures, leadership, processes and structure.

These have all been achieved or are being worked towards in the case of EE. Inductions for new staff have been much improved; for new roles especially the service user involvement, pairing was encouraged with other organisations who also had a lone worker in this role and now a second role has been created offering support and a wider range of skills and experience.

Exit interviews are now routinely offered to any staff as they leave the organisation.

Most of the points raised by the review are common across many organisations and especially so in the charity sector where funding is erratic, short term and insecure. This results in redundancies, unsettled working environments,
inability to offer progression away from front line work and constant change.

Volunteering was managed by a part time member of staff which had caused issues. This year we managed to secure extra funding to make the role full time and this has resulted in a much more motivated, better supported and trained team of volunteers with increased opportunities to become involved.

Part of this is due to making the receptionist role redundant when the Receptionist retired and reception now being staffed by volunteers under guidance of the co-ordinator. Mentors have been trained and are able to offer support to women with lower level needs so they can attend the centre to undertake courses without the need of a fully qualified caseworker.

This became necessary as once we took the difficult decision to stop offering the mandatory court orders women started attending less regularly which had a negative effect on the numbers on the courses. Opening out to other women in the community will hopefully save us from losing some of our varied timetable.

The review demonstrated that the operations team are the ‘backbone’ of Anawim, hence we have worked hard to secure unrestricted funds to fund this team for the next 2 years. We are extremely grateful to the Coutts Foundation, Joseph Rank Foundation, Arch Bishop Bernard Longley and the Day for Life initiative in the Catholic churches.

This year saw us as the proud owners of our very own bespoke database, it is making running reports and monitoring attendance so much easier.

Thanks go out to Andy Clarke who volunteered his time & Musarat Bahadur who carried out the strengths review and has trained staff in using the database.
staff changes
Since our last review many wonderful women have joined the staff team - contributed, learned new skills, changed women’s lives and moved on, leaving legacies behind. The management team have remained constant consisting of:

**Joy Doal** - Chief Executive has responsibility for direction, strategy, fundraising, governance, leadership, company secretary for charity, reporting to trustees, ensuring targets are met with all the different funders, writing reports. This year she has started to develop more work to influence policy, nationally and locally.

**Sarah Gallagher** – Service Manager for the Independent Domestic Violence Advisor (IDVA) Netty Miles, 2 floating support workers - Iesha Louis & Janet Summers & Family Support worker, unfortunately we had to make our IDVA redundant at end March 2017, the Family support worker has now moved over to Gina Stokes. Sarah manages the staff and co-ordinates the work of the 2 early interventions teams - New Chance which consisted of Rowanne McLean, Jaspreet Dhadley and Eliza Stachowska, now Ellie Ashcroft & Sarah Sameresinghe plus the Liaison & Diversion team which was Caron Runham and Claire Mulgrue, now Caron and Hannah Jell, these were both previously coordinated by Amanda Higgins, as well as the Ardenleigh pathway. She managed the mental health team up until they were also made redundant at the yearend 2017 Issha Barr, Mandy Taylor, Hollie Page & Rachael Harris were on this team. Rachael moved across to Money advice working alongside Sarah Golding after Sue Duffy & Jane Hawkins left and Hollie got a job with Probation. She also supervises the service user involvement headed up by our inspirational Adeliah Snape. Sarah is also the safeguarding lead.

**Gina Stokes** - Service Manager to prison & outreach team, CAMEO & Dawn House. She oversees the prison in reach and street outreach work, supervision of Sarah Tancred & the family work and Debbie Hickman who has now been promoted to personality disorder lead on top of her prison/outreach worker role. Our enrichment workers based at CAMEO within HMP Foston Hall are Shelly Davis, Lynn Jenkinson, Frankie (Lisa) Esposito. Gina is moving towards retirement, so is succession planning, supporting Gina Graham who has taken over direct management of Dawn House.

**Claire Potter** – Operations Manager Claire has the delightful role of overseeing health & safety, building, maintenance & general administration. She line manages the now full time volunteer co-ordinator, Hannah Johnson, Rubana, Siyqa Shabir admin & Sister Enda Gorman who heads up the counselling service.
Rubana Mukhtar was the Curriculum co-ordinator but has now been made assistant operations manager alongside Claire. She manages the timetable, supports the tutors, oversees the course delivery, produces leaflets & posters etc. together they organise the awards ceremonies and other events.

Gina Graham was the co-ordinator for prison in-reach and street outreach with some line management, she is now the assistant service manager working alongside Gina Stokes. She heads up Dawn House, helping it become established, overseeing such joys as rotas.

Her team consists of Sharon Tulloch & Geraldine Want, Ava Moore who is caseworker dedicated to the Dawn House residents, Dawn Green who is developing the drop in and Bernadette Sweeney prison & outreach.

Gina Graham was the co-ordinator for prison in-reach and street outreach with some line management, she is now the assistant service manager working alongside Gina Stokes. She heads up Dawn House, helping it become established, overseeing such joys as rotas.

Hannah Johnson is now the fulltime volunteer co-ordinator, responsible for recruiting, training and managing the volunteers.

Debbie Hickman is still a prison and outreach support worker but has also taken on the co-ordination of the personality disorder pathway.

Sharon Tulloch is Co-ordinator for Dawn house supporting and line managing the out of hour’s staff, managing rotas, Health & Safety, claiming HB & service charges and supervising women on Community Payback Orders.

Gerry Want is senior residential support worker alongside Sharon also supporting the residential staff, rotas, policies, claiming HB. Their team consists of Monica Herbert, Rosemary Richards, Aaminah Shakeel, Samantha Jones, Alida Bloomfield & Farheen Hussain Bi, Claire Belloir & Bryony Merriman have moved on.

Musarat Bahadur – Development analyst assists Joy with fundraising, securing income from trusts, contracts, lottery and local authority. She manages monitoring and evaluation, created our new database alongside an amazing volunteer, Andy Clark.

She oversees systems for the case management, data collection and donations. Helps write reports, annual reviews and impact including cost benefit analysis. She carried out the strengths review for BIG Lottery. She has a talent for sourcing all sorts of donations in kind.

Oana Burcu researcher worked for 7 months continuing and finishing the evaluation of the mental health report.

Sue Payne has been a long term volunteer, she has kindly filled in for months at a time as a caseworker when we have had gaps in roles when staff have left, notably our IDVA, she has extensive experience in child safeguarding.

Samantha Fessal has recently taken on the counselling co-ordination helping Enda, she is setting up the IAPT service and helps organise rotas for the 6 counsellors we have currently.

Sister Enda Gorman (pictured below) heads up the counselling service and night outreach. She has just celebrated an amazing milestone – 25 years at Anawim and 50 years as a sister (not concurrently, she’s not that old!)

Claire Mulgrue, Issha Barr, Mandy Taylor, Netty Miles & Amanda Higgins all took voluntary redundancy at end March 2017, they are all going on to do great things & are sadly missed. Probation officers - Janine Roberts, Shirley Panton, Claire Smith & Sam Booth plus case admin Linda Medford & Jamilla Philips, all sadly left us after we made the decision to not
continue with the contract with Probation. They have left a huge hole in our office and we miss them terribly.

An addition, since our last review has been the arrival of HR manager Donna Lewis. She has helped us beyond measure with all our needs around recruitment, appraisals, supervision, processing DBS applications, payroll, disciplinary’s and all the other stresses and strains that occur whenever you employ staff. She has an amazing team consisting of Alison Cooper who is our main help, Alison Evans, Sue Smith, Heather Brookes. The lovely Debbie Dalton works with Lindsay paying all our bills, chasing invoices, internet banking and now paying all the staff their wages and expenses. Sister Julian Burrows is our treasurer paying in cash and cheques and writing acknowledgments to donors.
Between April 2015 and March end 2016, 653 women were referred to/supported by Anawim. Along with these new clients, Anawim continued to support 203 existing clients. The 653 new clients that have been referred to Anawim have 782+ children.

age of new clients

referral source of new clients

ethnic groups of women attending centre

Of the new clients that were referred to the centre:

Clients with drugs and alcohol issues: 57%
Clients with mental health issues: 59%
Victims of domestic and/or sexual violence: 73%
Clients that have attempted/contemplated suicide: 26%
Clients that reside in Birmingham’s most deprived wards, in the 10% most deprived SOAs in England (Government Index of Deprivation 2015): 75%
Referral source:

- 6% Homeless Housing
- 4% Drugs & Alcohol
- 35% Police
- 17% Other Voluntary Organisations
- 5% NHS
- 20% Self
- 1% Statutory
- 2% Prison
- 7% Social/Family Services

Ethnic groups of women attending centre:
- 58% White British
- 23% (25-34)
- 39% (35-44)
- 13% (45-54)
- 18% (55-64)
- 61% Chinese
- 25% Victims of domestic and/or sexual violence (loss of IDVA meant these clients had to be referred on to another organisation)
- 39% Clients with drugs and alcohol issues
- 55% Clients with mental health issues
- 61% Clients that have attempted/contemplated suicide
- 58% White British

Age of clients:
- 17% (18-24)
- 23% (25-34)
- 39% (35-44)
- 61% (45-54)
- 13% (55-64)
- 6% Homeless Housing

Anawim include clients in the shaping of their service. In February 2016 they recruited a Service User Involvement Worker in order to give users a greater say in the running of services. We use feedback forms, focus groups, suggestion boxes and feedback to Caseworkers as a means of clients giving input in what needs developing and what is working well. A further 77 ladies were supported at night outreach.
grand opening

A project which has been over 4 years in the making finally came to fruition on Tuesday 13th December 2016 with the Grand Opening of Dawn House, brand new 6 bed supported accommodation at Anawim – Women Working Together.

A generous donation from a private foundation has made this project possible; a purpose built facility offers office space for Anawim’s Prison & Outreach Team; Family Support & Crèche and 24 hour supported accommodation for women leaving prison.

Anawim – Women Working Together was honored to welcome The Rt Hon. Baroness Jean Corston & Rev. Bernard Longley, Archbishop of Birmingham, to officially open the building alongside The Lord Mayor of Birmingham Cllr Carl Rice and representatives from the Charitable (JABBS) Foundation; the event was extremely well attended.

The feedback on social media was overwhelming. Attendees at the event were genuinely amazed by the exceptionally high standard of the accommodation and the attention to detail & care taken to ensure this is an enabling, empowering, safe space for the women who come here. We want it to be a home – albeit temporary – a space that the women can rest, feel safe, find peace of mind and then begin to rebuild their lives with the support of the staff, mentors & volunteers before they move on to, hopefully, their own accommodation and a brighter, more positive future.

For many years we have witnessed the difficulties facing women who are released from prison with nowhere to go. The
The women are identified by the Prison and Outreach Team that visit two prisons in the Midlands and supported before being referred. Once the referral is completed their case is presented to a Panel at Anawim to assess the women’s suitability. Whilst living at Dawn House the women have to participate in Courses, Activities and a work programme while receiving support from their caseworker.

The aim of Dawn House is to give the women skills and confidence to prepare for employment, training and education so that they can reintegrate into the community.

“WOW! What an absolutely fantastic, superbly designed and kitted out, beautiful new build. This was my very first impression of the new accommodation that Anawim now have to offer women upon release from custody, as a stepping stone back to full independence. Not only is it fantastic accommodation, there are also enthusiastic support workers and staff who are there to help, support and guide us back to our full independence. Every single room is furnished beautifully, with an en-suite shower room. Personally, I could live just in that room! There are no traces of walking into a prison cell, not even one of the nicer ones! Home: that is how it felt walking into that room, like I was..."
walking into a home, and phew, how I wished it was mine. The communal area is very well set out. Just like watching Big Brother, picture that and that’s what I thought. Spacious cooking area with own locked food storage cupboard; cosy seating in the TV area; dining area where many meals may be shared around conversation; and even a little for those who prefer to sit and chill, maybe even have a game of cards, dominoes, whatever your choice.” Resident

“I found out about Dawn House through Probation, I was on home leave and spoke to my probation worker, she gave me the number and I referred myself. Debbie who is a case worker came to see me at Drake Hall and started working with me.

The first time I seen this place I felt WOW! I was excited at the thought of being in here because it’s a nice space, it felt like a calm space. The first time I saw the bedroom I felt so excited – I love being here, the space, the cleanliness, the support. I like my house mate a lot, were both on the same page, she’s considerate and easy going.

My case worker Debbie – if she’s not on the premises she’s always at the end of the phone. Sharon the manager – is a rock Star. Always willing to help, good at listening and when you’re ready good for a laugh.

The rest of the staff are supportive, warm and always trying to do the right thing and even help - extended family. Everyone has gone the extra mile for me, they have helped me and my husband. If you’re going to follow in my shoes you’ll have a bright future (job, car, husband, place of my own and a positive outlook).” Resident

Alongside Anawim Dawn House are working with the University of Birmingham’s Pro-Vice Chancellor and Head of College of Social Sciences Professor Saul Becker is working on a 4 year research project which will investigate if providing on-site accommodation, together with other service provision offered by Anawim will significantly benefits women who have recently left prison.

The project will produce several academic and practitioner outputs, and involve policy-makers throughout to demonstrate engagement for impact and an influence on government strategy.
Anawim employs a full time volunteer coordinator to run and strengthen the already committed volunteer team. Due to limited funding we rely on volunteers to support the day to day running of the centre and supporting the women who access our services. Without the volunteers we would struggle to give women the time we do.

We have recently set up a fully functioning reception area, now positioned at the front of the building run entirely by our dedicated volunteers, providing a welcoming and supportive entrance.

There have been many changes within Anawim since our last annual review and the mentoring programme has changed. The volunteers will now be holding a small caseload of women with low level risk and will be supporting them in 1:1’s, groups and external appointments. They can meet clients for a coffee to help with social isolation and confidence building; advocate for them or attend classes and groups with them to support them to move forward. The aim of mentoring is to ultimately support women into independent living.

“...and give something back to the community.”

The possibilities, I think, are endless! The work that Anawim does is so varied, diverse and interesting.”

Anawim is an approved provider with the Mentoring and Befriending Foundation, this quality standard assures the training and delivery of the mentoring. Mentors have undergone extensive training along with follow up training in Cognitive Behavioural Therapy, Solution focused therapy, anger management and active listening.

We are now working on various training opportunities for volunteers to add to their CV and experience. We encourage volunteers to apply for paid roles here and have employed 7 as staff since the last annual review.

Currently volunteers work 79 hours per week which equates to more than two full time staff. The current volunteer roles include:

- Counselling
- Mentoring
- Administration
- Receptionist work
- General centre work – sorting donations, making lunches
- Chaplaincy
- Supporting the street and community outreach
- Delivering groups and courses
- Writing research reports
- Supporting caseworkers with home visits
- Supporting caseworkers with other work with the clients i.e. bidding for properties, attending a mental health appointment.

“I am thankful to Anawim for giving me a chance to volunteer here and fulfil my ambition and give something back to the community.”
Issha Barr, mental health support worker writes, ‘Since the last review in 2015, referrals have significantly changed as we no longer receive them directly from Probation as part of a Specified Activity Requirement (SAR) anymore. I have seen more referrals coming from Community Psychiatric Nurses (CPN’s) and Community Mental Health Teams (CMHTs).

I think this is because Anawim is becoming more recognised within the NHS for its successful Trauma Recovery and Empowerment Model (TREM) and Stop and Think courses, hence links have improved.

Success stories range from having a woman attend her very first course who has been terrified to leave the house for years. This was made possible through extensive emotional support, home visits, encouragement, empowerment, using the Ring and Ride Service so that she would not have to navigate her way to the centre by using buses and further terrifying her. Other stories include a client who experienced a mental breakdown following traumatic events that left her unable to continue working, severely depressed and vulnerable to exploitation from a private landlord. At one point this client was left without heating or hot water throughout some of the most difficult winter months this country has seen for years. Through joint working with Anawim and Shelter she was supported in challenging her private landlord, successfully rehoused and is now looking at the impact her physical health has been having on her emotional wellbeing.

I have worked with one client ‘Tanya’ who is caught up in a vicious circle. She is in her mid-fifties and has been diagnosed with schizophrenia since her early twenties. She experienced childhood trauma, she used crack cocaine and alcohol to try to numb the pain she felt on a daily basis. This compounded her mental health issues even further and she was caught up in the revolving door of becoming so unwell she needed to be hospitalised within a psychiatric unit for her own safety. There she would receive intense support, become well again, return to the community where she could not cope again. Everything in the community was a trigger for her following her childhood trauma, from leaving her front door and catching a bus, to walking down her local high street. The smell of a certain aftershave, a particular song playing from a car passing by or a raised voice could send her in to a state of sheer and utter terror. Therefore she would stop taking her medication, misuse substances and become emotionally/ psychologically unwell again. Ultimately resulting in her returning to hospital once again.

Tanya, had been hospitalised up to 20 times in a single year. Now in her mid-fifties Tanya had been in hospital more times than she can even remember and was beginning to lose the very few
skills she had managed to retain in the community. She had been able to shop independently and cook a few basic meals, but the more time she spent in hospital meant the more institutionalised she became.

Our work with Tanya was very much about empowering her to regain and build on the skills she had lost through numerous hospital admissions. Simple skills, such as maintaining her own bank account and not falling victim to financial exploitation. Ensuring she had services to support her mental health and substance misuse and providing a link for joint up working between the two.

At Anawim, we had the flexibility to do simple things, like going out for a walk, showing her how to practice mindfulness on her walk; taking in the sound of birdsong and listening to the wind rustle the leaves on the trees. Being with her in a coffee shop, attempting to manage and sit with her anxiety of being in a social setting. Supporting Tanya’s wish to join the local gym as she recognises the positive impact physical exercise has on her emotional wellbeing and mental health.

Sometimes our clients are unable to access psychological groups for a number of reasons and our work was to make this therapeutic work accessible wherever this may be, even if that’s in their living room, with the aim of eventually encouraging clients to access the excellent work on offer at the centre.

Tanya, to this date has not returned to a psychiatric unit and hopefully in time she will feel ready to work on the trauma she has experienced throughout her life.

My own journey supporting women with their needs

This work can be emotionally and psychologically draining. The atrocities that these women have experienced and continue to battle with on a daily basis is heart wrenching. I have found that I have really needed to strike a balance between my home life and work life using all my therapeutic skills to ensure that I take care of myself emotionally and physically. This has led me to leave Anawim. Having worked with vulnerable client groups for over 12 years and I realise I needed to take a step back. Whilst I am sad to leave Anawim, I feel privileged and proud to have had the pleasure to have met some amazingly inspirational women who despite everything are thriving and doing their utmost to make significant changes in their lives.

The only difficulty I see is sustainability which is something I know Anawim is working tirelessly on improving. The links we’ve now forged with Ardenleigh and Callum Lodge have been exceptional. The Psychological Pathways we now have in place at Anawim are streamlined and aimed at supporting women heal from traumatic childhoods and experiences in their lives. This is a huge strength for Anawim and something I wish we could see paralleled up and down the country.
Margot was transferred to me, Rachael in August 2016 when her support worker left the service. She had an offending background and had served a prison sentence, her crime was arson which had been an attempt at her own life and she had not hurt or intended to hurt others.

Margot had a trauma background, history of substance misuse and was a victim to sexual abuse; she also had mental health issues. She was attending well and engaging on courses. Unfortunately in December 2016 her mental health deteriorated after she was the victim of a sexual assault. She was admitted to the Oleaster mental health unit and was very unwell.

Over several weeks Margot's health improved and she was visited by both myself and Floating support worker Janet Summers. Her confidence improved and she felt supported sufficiently to give a partial statement to the police regarding the assault.

Due to her complex vulnerability’s the Oleaster felt that it would not be safe for her to ever return to live in her property. Over the course of several weeks I approached many housing associations and providers asking for help, only for them to say no, due to the arson conviction. It got to the point that I had even started to look as far afield as Wales.

A MARAC was called to share information between the professionals involved. From this she accessed both Birmingham Women’s Aid and the police in securing suitable safe housing. I took Margot to Newtown Neighbourhood office to present as homeless. She was placed in temporary accommodation.

Margot immediately felt safer, more settled and her confidence was building with each day. She attended Anawim frequently and engaged well on courses. Once the council provided her with a pin number she began bidding on properties. Within 4 weeks she was offered a viewing at position 1. The property was owned by Midland Heart but we were concerned that they would refuse her tenancy because of her arson offence. However, the lettings officer that dealt with the case was fantastic, very sympathetic and demonstrated a deeper understanding about her circumstances.

We provided evidence and attended meetings to demonstrate Margot no longer posed a risk and had worked hard on her personal development at Anawim to get her to a better place. We are able to evidence that Margot had robust support measures in place both in the week and at weekends should she feel she required help.

Midland Heart are happy that she would be a suitable tenant and she moved in and is continuing to thrive making fantastic progress in building a new life for herself.

“I feel privileged and proud to have had the pleasure to have met some amazingly inspirational women”
Our Counselling is developing and we are fortunate to be able to provide a therapeutic environment that allows for change to occur. With the development of Dawn House, we have more space for additional counsellors to be able to provide short or long term therapy to meet the client’s needs.

Our counselling rooms have so often become a safe haven for many women, helping them to work through restrictive life patterns. The work is client-led, the women are encouraged to explore, grow and develop self-esteem, self-confidence and self-awareness. As a result women have changed the way they communicate and the way they deal with interpersonal relationships, not just transforming their own lives, but enhancing relations within the family unit.

The counselling service is a beneficial addition to the Anawim holistic offering. Our ultimate goal is to help the women understand themselves and understand their situations.

We are very proud of the fact that for those who engage, their goal is achieved time and time again. We have joined the Living Well consortium and are now offering IAPT (Independent Access to Psychological Therapies) interventions. We hope this will enable us to extend the service.
The mental health liaison and diversion team at Anawim are the women’s pathway from the custody block. Women who are detained are seen by the Liaison and Diversion practitioners who carry out a mental health assessment. The practitioners decide whether the women are in need of support from Anawim, if they are assessed as appropriate they are referred.

Following on from the initial assessment, the woman receives one to one sessions where various psychosocial methods are used to help her understand the cause of her behaviour and work towards the overcoming trauma, abuse, DV and or substance misuse she has suffered. All the women are offered a referral onto the therapeutic programmes that are run here delivered by a clinical psychologist and member of staff with wrap around support.

85 new clients were supported by Liaison and Diversion along with the existing clients they continued to support.

Many outcomes have been achieved during the year. The most common are around ceasing or reducing criminal behaviour, accessing benefits and an improvement in attitudes. With women reporting feeling more positive, more trustful of people, with confidence increasing and making meaningful use of their time.

Josie came to Anawim Spring 2016, after many years of abuse and domestic violence. Initially, Josie presented with acute anxiety and was reluctant to disclose anything personal. We began to work on self-esteem but through consistent positive reinforcement Josie slowly began to believe in...
herself. A few months into the psychosocial sessions Caron managed to persuade Josie to attend a group, sitting in with her until she felt comfortable. Twelve months on, Josie has attended a few therapeutic groups and has been able to disclose serious crimes that were committed against her in childhood.

“No one had listened to me or heard anything that I had to say before coming to Anawim, I have been locked in a silent world of self-loathing and fear. Everyone that I had ever spoken to before just dismissed me, my words and my feelings. I can’t begin to think where I would be now without the support that I have received from my worker and the groups, I don’t think I would still be here! I had lost all hope but when I walked in to Anawim for the first time in my life I felt listened to and believed and somehow after my first appointment there was hope and that I was in the right place.” Josie

Kim was referred summer 2016, her child had just been adopted, because of this Kim began drinking heavily, and her lifestyle became chaotic. Kim lost several tenancies as a result of her drinking. She was waiting for some medical test results and had become estranged from her family due to the adoption. Kim had previously been in a relationship in which she nearly lost her life through domestic violence.

Although it looked hopeless, we worked together building her self-esteem. During this time one of the most important tasks was to ensure that Kim had a safe place to live. A tenancy was secured and we supported her with essential items for her flat. She now has a home and can see that there is hope. Kim has gone on to volunteer for another organisation and has sat on interview panels.

“I don’t know where I would have been without Anawim, at that time in my life it was the only place where I felt safe. When I came to Anawim I had an appointment with Caron, it was the first time in my life that anyone has listened to me, through support my confidence is growing and I am beginning to believe that I do have some self-worth.” Kim

New clients were supported by Liaison and Diversion
The New Chance project delivers effective support for female offenders at the earliest point of entry in the Criminal Justice System. Funded by the WM Office and Crime Commissioner (OPCC) we work closely with West Midlands Police.

Our team consists of two caseworkers and a co-ordinator, offering a whole system approach and a holistic support network for women referred through the custody block in Birmingham. We offer short term support averaging 3 months depending on the client’s needs. We utilise the other services within Anawim’s infrastructure, the courses, family support and money advice.

98 women have been supported this year, these 3 offer examples of the diversity of need.

Jo was referred by the police after damaging a police car whilst drunk. She completed the initial assessment which highlighted historical abuse, current problem drinking and severe mental health problems.

Jo was resisting engaging and just appeared to be going through the motions. Following that she was not contactable and I had to get in touch with the police. She was eventually found in a local hospital, having tried to take her own life. When I visited her she was very chaotic and didn’t recognise me at first and then I found out she had been sectioned.

A few days later I got a call from Jo to tell me which ward she was on, totally coherent this time. I took her some toiletries and she was overjoyed. She told me she was concerned about her housing so I phoned them to let them know the situation. I also phoned about her benefits as she was sure she had missed a medical assessment.

Over the following weeks I attended a housing appointment with her, visited her flat with her to arrange a deep clean, and continuously chased her benefits to get them back in payment, applied for Local Welfare Provision which was agreed and delivered, and sorted out some clothing for her.

Jo is just preparing to move back into her flat, then the real work with Anawim will begin.

Maz was referred following an arrest for fighting. After attending
and completing an initial assessment it was evident that Maz was misusing substances. She was very closed explaining that she “did not like talking about her emotions and problems” following a number of one to ones Maz opened up about her toxic relationship with her parents who are the primary carers of her son and how she was currently unable to see him due to her chaotic lifestyle and cocaine use.

She agreed to be referred to a drug treatment programme and Maz is now attending group workshops, every Wednesday to deal with her substance misuse.

Maz disclosed that she was struggling with washing her clothes so we completed a referral for white goods from the Local Welfare Provision (LWP) she had tried previously but was declined. This time she was awarded a washing machine, this has impacted positively on her mental health.

After seeing Maz on a few occasions, I advised her to write a letter to her parents expressing how she felt. She did this and is now in contact and working to restore a healthy relationship with her parents, who now allow her to see her son on a regular basis. She completed her Conditional Caution but agreed with the arresting officer that support would continue.

Maz has decided that she wants to start working, so I am helping her update her CV and she is using the computers at the centre to look for jobs.

‘I’m writing this letter regarding the support at Anawim. I have been using the services since July 2016. At this time I was in a terrible place mentally and had no hope. After years of trauma and endless support workers from various place I can honestly say I have never experienced such warmth and support that I have here at Anawim. It helped me so much, having the support when I needed it the most is the reason I am where I am today. I had the support through the hardest part in my life.

From support throughout my court case down to support with my health. Jas and Rowanne believed in me even when I couldn’t believe in myself. They understood my emotions and guided me on the right path. My whole outlook on life and who I was changed. I addressed my...
emotions and now I can handle situations a lot better.

My confidence has grown and I now value and respect myself a lot more. I can manage my anxiety better that what I could; thanks to Anawim I now have faith that I can lead a life made of good choices and be where I want to be. I wouldn’t have got through court without the support. I’m forever grateful. I now want to help women who have survived domestic violence and tell my story to help people.

Thanks to Anawim I now have the opportunity to get this path and I’m meeting with someone from BVSC to discuss and opportunity to do this. I’ve turned my life around and the life skills as well as all the support and positive feedback I have had from my support workers I will hold with me forever.’

She has now gone on to volunteer at another project.

Tracey first presented to Anawim April 2016. She needed support with Housing, Alcohol issues, sexual abuse and historic sexual abuse. Tracey was living in a bedsit where she was being sexually exploited by 3 men. She was giving sexual favours in return for cannabis, use of a shower and to watch the television. When we first met Tracey we collected her from her property and took her to the centre.

During the journey Tracey could not stop crying she stated that they were happy tears as she could not believe we were collecting her. Upon her arrival Tracey was made feel welcome by all the staff and stated that she felt safe. Tracey started the therapeutic art group and for the first few weeks she was collected and brought home as she had not travelled on a bus on her own for a very long time and was very anxious.

Eventually she overcame her fear and her confidence grew. Tracey then started a therapeutic group called Seeking Safety which is co-delivered with a psychologist. This group works with women who have experienced trauma and use substances. Tracey has found this group extremely helpful and for the first time she is using the boundaries learnt to keep herself safe from the men.

She has recently been offered accommodation and is very excited to move away and have a fresh start. Tracey stated that until she had worked with Anawim she did not know what a safe place was. She realises that she still has a lot of work to do on herself but is aware of her issues now.

“I have worked with various organisations throughout my life. However, Anawim is the first place that has listened and actually supported me.”

“I would not be here today if it was not for Anawim and the support they have given me over the past two months”

“Getting arrested was a blessing in disguise”

“I honestly owe my life to Anawim, without you I wouldn’t have coped”

‘With Intervention and Prevention being a priority for West Midlands Police, Anawim is one of our strongest allies in reducing our demand and tackling the root cause of offending. The Police’s Prisoner Intervention and Prevention Team (PIPT) have excellent working relationship with Anawim.

We regularly refer women, knowing that there is a strong and structured support network in place. Many of the women that we have referred have built a new life for themselves and not reoffended.

The close relationship that Anawim have supporting the PIPT team and effective communication channels, means that we continue to rehabilitate women and reduce offending as a partnership.’

David Sanders | West Midlands Police
cameo... personality disorder treatment service

The CAMEO service is a partnership between HMP Foston Hall, the National Offender Management Service (NOMS), Birmingham Solihull Mental Health Foundation Trust (BSMHFT), and Anawim.

It is designed for female offenders who have complex needs arising from pervasive psychological difficulties (which may meet the criteria for personality disorder), who have a high risk of re-offending, have at least two years remaining on their sentence and whose progression and safe release into the community is complicated by their personality difficulties.

The name for the service was developed by one of the women residing at HMP & YOI Foston Hall:

- Coping with complex needs
- Aiming for better understanding of self through
- Motivation to change
- Engaging with others and
- Optimism for the future

to complete in order to have a successful and rewarding recovery.

It is a day service with 20 women who take part in psychological therapies and enrichment activities delivered by Anawim staff over a 2 year period, and has been operational for nearly 3 years.

The CAMEO service uses the SCALE model as a way of capturing the essence of the journey that each woman needs

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the SCALE model

- **Stage 1**: Stabilisation
- **Stage 2**: Collaborative Responsibility
- **Stage 3**: Active Intervention
- **Stage 4**: Learning & Consolidation
- **Stage 5**: Exit Planning
Over the past year, they have contributed to numerous charities by making & donating knitted blankets for rescue animals, knitted bonnets for premature babies, making place mats, coasters and cards for sale from recycled resources as well as clocks, notebooks and photo albums.

Money raised has contributed to cancer relief, an Alzheimer’s charity and Stoke hospital that treated one of our women’s babies who sadly passed away.

At the moment it is running at full capacity and has a waiting list. 6 women have completed, with 2 released into the community, another 4 women are looking to move to open conditions, with another looking to be released into the community later this year.

Over the past year, Lynn, Shelly & Frankie have been conducting enrichment sessions 7 days a week. 5 days within the CAMEO unit and evenings and weekends on A wing, supporting all 40 women on the wing. Since enrichment has rolled out onto the wing at weekends there has been a noticeable decline in self-harm incidences.

"When I first started coming to CAMEO Enrichment, I didn’t really want to take part, but now I give every activity a go and it has made me grow as a person. I thoroughly enjoy the experience and it’s made me realise that I can do things well" Joanne

They plan to develop the CAMEO service by:
- Creating mentor roles for those who have experienced CAMEO to explain and promote it within the prison
- Clinicians to support their women in relationships with all roles within CAMEO, such as in Enrichment activity sessions, therapies, interventions, also to signpost and offer direction within the wider prison environment with issues on the wings and attending reviews etc.
- Improving management of positive endings
- Post CAMEO strengthening the follow up procedure into the community by supporting in Crowley House or Dawn House.

"I would like to thank all officers and staff for supporting Zoe. She has always had a pure heart of gold, I’m so honoured to be her mum. She is my whole life and once Zoe has been with you in Foston Hall, she has progressed positively in the past two years. I saw Zoe yesterday and was astonished and amazed of how far she has come. You have truly given her the hand of proper support she deserved and needed. I am sorry to say Newhall didn’t – they kept her down, but thanks to Foston Hall, Zoe has grown and bloomed. Thank you – I now have tears of joy and happiness rather than tears of worry and sadness. The only thing I wouldn’t change is her cheeky sense of humour, she is proper cool.” Zoe’s mum
Resilience is more than just getting through something. It’s bouncing back from a setback, stronger, wiser and more courageous.
Anawim continues with our one and only dedicated family support worker, Sarah Tancred. She has worked here longer than all of us, bar Sister Enda.

She takes the referrals of women for whom child protection or parenting needs are their priority, many come from Social workers. Often these are very prescriptive stating the woman must undertake parenting courses and assessments, however we have never received any funding from Childrens Services for this work.

Sarah also oversees all child care required by women in order to attend the centre and advises the other workers on support available in the community, including holiday activities. The crèche is available for contact, stay & play and other activities but remains very underused presently as the majority of our women have lost their children to adoption with the fast adoption legislation coming in. This year Sarah has worked with 45 new referrals plus 15 who she continued working with from the previous year and a further 8 from other staff.

The needs that the majority of women are referred for are their mental health problems (50), accommodation needs (41), financial problems (36). Many clients referred to Family Support have domestic violence needs.

Of the 60 clients that have been referred 53 have presented with domestic violence needs.

Children in Care (14), Substance misuse (4).

Through Sarah’s support -
- 100% feel they are more motivated and taking responsibility
- 100% feel they are making meaningful use of their time
- 86% feel they are taking better self-care and have improved their living skills
- 86% feel they now have better physical health
- 86% feel better emotionally and believe their mental health has improved.
The work the Family Support Worker does with clients includes:
- Emotional support including referrals to mental health providers
- Working with client to identify goals
- Make a plan with client for goals set
- Focus on personal and professional development
- Provide support with employment and legal issues
- Apply for housing for the women and their children
- Help the women address their finances and debts
- Refer appropriate women to Floating Support and mentoring
- Completing Home Visits
- Accessing clothing for children
- Applying for grants for furniture
- Support around immigration

On top of this Family support role also includes:
- Risk assess clients that may be vulnerable to DV and produce action plans to keep them safe including liaising with other professionals
- Supporting Social Workers complete assessments
- Providing court reports for Child protection cases
- Being a point of call to other staff dealing with families in need
- Organising days out and events
- Supporting the DSL on all safeguarding issues and leading in-house safeguarding to all staff & volunteers
- Liaising with Family Services / Social Services to gain access to children
- Supervising Volunteers in the family Support team
- Designated First aid for Children
- Health & Safety to crèche area and responsible for all risk assessments
- Managing crèche area and organising a timetable of events
- Attending a variety of training sessions

Our new building is now open the building is a lovely bright space and offers a separate space for the women to access parenting courses and small group work. Sarah is currently looking into
expanding what the crèche space has to offer.

This will include
- Contact Sessions
- Hiring room to other groups to provide income
- Sensory groups
- Specific play sessions such as messy play groups & rhythm time

Stay and Play
Stay and Play continues to run successfully but this year we have found that we are especially attracting women who are extremely isolated. The women attending have small and newborn babies. We are finding the women in question have very little self-esteem and may be battling with underlying mental health issues. This means we need to ensure we have a good number of staff and volunteers available to provide the one to one interaction the women need and giving the correct supervision to the children. We have had 14 women and children attend during the last 12 months.

Each week we offer activities for both the women and the children and try to include events that they can do on their own in a budget. This allows them to find things that they can do at home and in their community to reduce them being isolated.

At present the Stay & Play is the only session at Anawim that women can attend with children. We are looking to start offering crèche sessions so the women will have childcare available whilst they access courses that promote their positive emotional being and look at issues such as substance misuse and Domestic Violence.

“Excellent, very supportive, not one bad thing to say. Gained lots of emotional support... groups have helped me build up my self-esteem.... Now have a better relationship with my daughter”

“My confidence has increased and I am returning to work as a teaching assistant next week”

“The session today was very informative. I fully understand what was being explained, it helped me to look at areas that I did find confusing but no longer do” woman who attended Session on What happens in a Child Protection Conference

“Before I had even attended my first meeting at Anawim I had been told nothing but positive things about what they do. However, due to my personal circumstances I was naturally apprehensive about going and having dealt with various other agencies I was nervous and unsure what to expect.

When I first came to Anawim it really struck me just how friendly every member of staff is. I was unsure where to go or what to do but all of the ladies I spoke to were so friendly, one even made me a hot drink. This made it all seem a little less daunting.

I had an overwhelming feeling of shame and embarrassment about being referred to a “women’s service” and I was petrified about talking about my past and current issues but when I met my support worker Sarah Tancred I instantly felt at ease. Sarah is a warm, friendly person and from our very first meeting I knew I could comfortably talk about my personal issues and situation without any judgment. In fact, I feel that I can speak to Sarah about pretty much anything. I know that together we can find realistic solutions to any dilemmas or problems I have and her extensive knowledge is a great help especially concerning family matters.

There have been occasions when I have been unable to attend appointments with Sarah, who has been nothing but understanding and patient. Sarah allows me to move at my own pace and moves with me. I know I can call or email her at any time and she will get back to me asap. I also know I have Sarah’s support without any expectation or pressure on my behalf.

Unlike other services I’ve come across Anawim is sympathetic without being patronising to the areas I need the most support with and meetings and classes fit around what’s genuinely best for me, not the other way around.

Sarah and I looked together at the opportunities available to me at Anawim, and together we chose what we felt I would best benefit from. One of which was Therapeutic Art which I attend every Wednesday morning.

At first I was almost fighting against what Therapeutic Art aimed to do but after getting myself to attend a few sessions I really, really enjoy it. I get to see some familiar faces each week, talk to so many different people from different backgrounds with us all sharing the same experience and most of all for that two hours I get to take a break and just focus on what I am physically doing without any stress or worry. Anawim provides a relaxed, safe
“When I first came to Anawim it really struck me just how friendly every member of staff is.”

Katie

Jemma was referred to Anawim in March 2016. She was so overwhelmed with the challenges she was facing that she could not see any way out. She had lived a chaotic lifestyle for some time and was physically and mentally exhausted, she wanted change but she had not got a clue where to start. She was not managing her mental health, professionals were finding it hard to make contact with her, her home was not deemed as safe as she had suffered previous DV and the partner knew her address, she had many unpaid debts and her 3 children had been removed. Jemma had needs in nearly all aspects of the Outcomes Star.

We decided to prioritise Jemma’s finances, Mental Health & housing. We also looked at the Anawim timetable and worked out a programme of courses and Workshops for Jemma to attend. Shortly after Jemma was referred to Anawim she found out she was pregnant.

Outcomes Stars were completed.

Jemma attended regular one to one appointments with her keyworker to ensure she was following her support plan. She was very emotional at times but would use her sessions to discuss any concerns or problems that she had. Jemma was starting to prioritise her issues and was exploring problem solving techniques.

Jemma met with our money adviser and changed the benefit she was on. She was supported with PIP and was granted a higher payment, payment plans were put in place for her debts and
we supported her to budget her money and ensure she could live within her means and manage her finances appropriately.

Jemma attended the following courses
- Parenting
- REDD (Regulating Emotion and Dealing with Distress)
- Domestic Violence Awareness

Jemma completed a referral for housing and would use the computers at Anawim to bid on properties. She was accepted for a 2 bed flat and was supported by our Floating Support Worker to gain furniture for the property. Jemma gave birth back in December. Although a referral was made to Children’s Services, an assessment was completed and although there were some risk factors it was felt that Joanna had made significant progress to protect her unborn child. The baby was placed on a Child in Need plan.

Jemma is now a lot more confident and calm in her approach. She attends Stay & Play at Anawim and is building up friendships with other moms. She does still have low days but she will contact her workers and ask for support where needed be or even to just have a chat. She can be isolated at times so is also working without Floating Support team to find activities and groups in her own area.

"On paper I sound like the worst mum ever, I was an alcoholic for a long time which escalated when I separated from my husband, childcare arrangements weren’t working out and he ended up with my 2 youngest children, then my oldest was put in long term fostering. Then I ended up in a relationship which was violent from the start which only got worse and worse.

I was constantly black and blue with broken bones but then I ended up pregnant, I was in a difficult situation and my mental health had deteriorated badly. My solicitor put me in touch with Anawim who allocated Sarah Tancred as my support worker. Sarah has helped me turn my life around, she made me realise I could change and still had time to turn my life around, she gave me the confidence I needed to do it. I’d already stopped drinking and now I’m a mum to my baby.

I worked so hard with Sarah, my social worker was happy for me to keep her and only on a child in need plan, I don’t believe I could have achieved everything I have in the space of time I did without Anawim’s services and Sarah’s support. I plan to sustain the changes I have made to my life and know with Anawim’s support available I’m more than capable to do it. Thankyou Anawim” Jemma

‘Anawim have played a vital role in J’s progression. Due to the timing of the intervention by Anawim J was able to turn her life around quickly to ensure she could safeguard her baby and make positive changes. Because of this the risks to the baby at time of birth had been significantly reduced meaning the baby could be discharged from hospital on a CIN plan and into J’s care. I am confident that if Anawim had not supported J in the manner they did the baby would have gone in to Local authority care’.

Ann Pountney Jemma’s Social Worker
floating support

The Floating Support service was set up to provide flexible out of hours support for women who experience isolation and loneliness, particularly on the evenings and weekends. Support is provided through one to one support, group work or telephone support depending on the individual needs.

As part of the service, we have supported the women with community based activities such as therapeutic gardening, parenting classes as well creative opportunities like musical and theatrical performances, creative writing and art galleries.

We also provide emotional support through home visits, community visits (meeting up in local cafes) or via the telephone. We support women with appointments at job centres, community mental health team meetings, multi-agency meetings, child protection/child in need meetings as well as benefit assessments and court proceedings.

Clients have been referred to floating support with a range of support needs – low self-esteem/confidence issues, poor mental health, housing issues, family issues etc.

Some of the outcomes that the women have achieved through our service are;
- Effectively sustaining a tenancy
- Facilitating moves from hostel accommodation to tenancies
- Attending external college courses with successful completions
- Attending work placements/volunteer work
- Full time employment
- Registered and effectively engaging with health professionals
- Attending psychological courses to help improve/maintain their mental health
- Received regular counselling with plans to reduce as need lessens
- Abstinence from drug and alcohol
- Greater sense of wellbeing and connection to the community.

"Thank you so much for all your help and support. Seriously without you I would not be able to cope" Jackie

"I don’t know what I would have done without your kindness and support. I didn’t have anyone else” Joyti

“Thank you for your lovely support - you were brilliant!” Hasna

"For years I had lost myself and was on a destructive path. All my life I have been put down and told I can’t do this or can’t do that and won’t amount to anything but with your help I have gained so much confidence and now I believe in myself. Thank you.” Sarah

“Cannot actually put into words to say how grateful I am to thank you enough for your help” Jayne

Sue Payne has been a mentor to one of Iesha’s clients so could provide a volunteer quote.

“Support is provided through one to one support, group work or telephone support depending on the individual needs.”
Rosemarie had been referred needing support after being a victim of domestic abuse. She was struggling with her confidence and self-esteem along with trying to proceed with a divorce.

Rosemarie was very tearful consistently during the first 6 months of her engaging with the floating support service. With regular one to one’s, support with contact appointments and court hearings, she has now increased her confidence and self-esteem to be able to attend these appointments on her own. Rosemarie now has phone contact, despite the ongoing divorce proceedings, she is looking into employment and training due to her needs decreasing.

To start with Ranjit was referred and assigned to the Criminal Justice team due to being put on a Rehabilitation Activity Requirement (RAR) where she was required to complete 30 days.

Once Ranjit had completed this Order, she was referred to the Floating Support team, and to counselling for anxiety and depression.

She struggled with communicating with authorities due to low self-esteem, and needed somebody to advocate on her behalf. With the help of floating support through regular face to face and telephone, Ranjit is now able to communicate effectively with authorities and is now able to live a more independent life without returning to offending behaviour.

Ranjit also needed financial
support with ongoing debt and support with her benefits, so was referred to money advice. After engaging, she was awarded with £2,800 plus £439 and received £1,530 off a water bill and a new cooker. This outcome alleviated her anxiety and depression as she is more financially stable and has the freedom to do things she enjoys.

Olga was referred to the Floating Support team from the Prison and Outreach team due to her level of need decreasing. She needed support integrating into the community, after she was released from prison she was struggling with anxiety and depression to the point where she could no longer leave the house without fear of an anxiety attack.

Olga was close to being evicted from her property with her baby. She had debt and Social Services were involved. She regularly engaged with the Stay and Play group, gained access to counselling, kept up with appointments, court hearings, and abstained from substance misuse.

Olga has reported feeling less anxious since engaging with floating support, and is able to freely leave the house now. The Floating support service is funded by the Big Lottery but finishes Dec 2017.

The plan is to build up a system for volunteer mentors to take over by then. By recruiting the full time volunteer co-ordinator to will recruit & train mentors and putting an on call system in place we hope to continue this vital work.
We noticed an increase in prevalence and seriousness of domestic abuse presentation within our women. One of our caseworkers expressed a desire to train as an Independent Domestic Violence Advisor (IDVA) so we put her through the CAADA2 qualification.

This work soon became extremely intensive, with referrals of women who were at risk of homicide and suicide.

The work she completed included:
- Finding suitable housing away from the offender
- Help on how to disclose
- Supporting women to report to the police and follow through
- Continuing to support through the court cases
- Running courses that empower women who are subjected to horrific abuse
- Attending MARACS

Outcomes from the Outcome Star:
- 83% are now making meaningful use of time
- 79% are motivated and taking responsibility
- 75% have built social networks and relationships

“The lessons are clearly outlined with structures. The teacher is friendly and helpful, willing to answer questions. Explanations and examples are clear and simple to understand. Teacher is very supportive” Sharon, DV Awareness Course

Amra was very nervous, vulnerable and afraid. She was very emotional and cried through most of the first assessment. Originally from Bangladesh, she had been the victim of abuse from the age of 4-5 years old she was forced to cook meals at this age and was regularly beaten. So, throughout her life she was subjected to sexual, physical, mental and emotional abuse by family members.

In later life (late teens) she met a man in Bangladesh who said he would take her to the UK and despite her family being in disagreement, they married and came to the UK. Due to marrying out of love rather than having an arranged marriage, her life was in danger from her family, so they did not know her whereabouts.

Within a short space of time of coming to the UK, where her husband promised she could study, he started being very abusive towards her. He threatened to kill her and beat her often. She was kept locked in their property - isolated. I have seen photographs of some of her injuries when he tried to strangle her. She fled to Birmingham and sought help.
She came into contact with one of the Anawim tutors who teaches English as a second language. The tutor introduced the client to me and I started working with her. Since November I have been working on empowering her. I have attended immigration with her and submitted reports to support her request for asylum.

I have spent a great deal of time listening to her story of her life’s journey. It has been very difficult for her to talk about it however at the same time very cathartic. She has felt much supported for the first time, she states, in her life since coming to Anawim.

I am glad to say that since working with her, she has been granted 5 years asylum, meaning she can now move positively forward with her life and I will continue to support her. In the New Year we will be looking at housing as she is currently in a Home Office property that she has to move out of at the beginning of January. In addition I am supporting her to set up benefits and do further courses in the new year at Anawim to assist her in getting employment – which is something she is really looking forward to.

It has been and continues to be a privilege working with this very vulnerable but very pleasant young lady. She has learnt to trust someone again – which is quite remarkable given the experiences she has endured. She really deserves to have a chance in her life.

Amra feels that Anawim has not only saved her life but shown her that there is a chance for her when she thought that she would have to return to Bangladesh and undoubtedly be killed by her family. I am certain she would have taken her own life first rather than return there. She has been through more than most of us could even imagine.

It is a pleasure to see her looking so much happier in such a short space of time. One of my colleagues managed to get a Christmas tree and baubles for my client and she was so very grateful for such a small thing. It bought it home to us just how much we can take simple things like this for granted. Netty Miles

Funding for this vital role was unfortunately very difficult to come by, we maintained it for 2 years by using various small streams such as the Victims Fund, but these were not sustainable. Netty took voluntary redundancy at end March 2017 and as yet we have not been able to replace her. Birmingham’s domestic abuse strategy has shifted to prevention which is admirable yet sadly many women still require crisis interventions.
We work with women in custody in both HMP Drake Hall & Foston Hall covering any support needs the women may have. This often consists of emotional support which the majority of the women need. We also offer practical support with housing issues, money/debt problems, family issues, mental health, drug/alcohol misuse, issues within prison, court/parole hearings.

As a team we work to support the women in custody.

Martina was being held on remand and was at risk of losing her property due to her incarceration. Prior to her arrest she was working full time and was not in receipt of benefits, therefore she paid all of her own rent. After getting arrested and placed in custody she was not aware, and nobody informed her that she could claim housing benefit whilst she was on remand.

When we started working with her she had been getting letters from her Landlord who was taking her to court for non-payment of rent and they were seeking an eviction order.

We worked closely with her, the Landlord and DWP to get housing benefit put in place. As things had progressed so far it still went to court where we were able to challenge the eviction on her behalf. The court suspended the eviction, a payment plan was put in place for the arrears, full housing benefit was awarded and she was able to keep her property. She has now been released having been found not guilty, has gone back to work and is paying her full rent plus some extra to cover the arrears, she is now able to live in her accommodation without worry or fear of being evicted.

The overuse of remand for women who pose no risk to the public is an on-going problem for which we have many examples. We currently go into HMP Foston Hall on a weekly basis, and HMP Drake Hall 3 out of 4 weeks. During the time from April 2016 to March 2017 we have supported around 65 women.

Karen was recalled to custody charged with committing a further offence whilst on licence. She denied this charge and when she appeared in court she was found not guilty. However, due to complications with the system she was not automatically released, so we worked with her within the prison to take it to an Oral Hearing where the Parole Board ordered her release.

Rachel was referred following a three month prison sentence. Rachel received a 21 Day Supervision Order to attend Anawim and enrol on an appropriate course, she was allocated to a caseworker. After several failed attempts were made for Rachel to attend Anawim a home visit was arranged.

During our initial meeting I observed very unusual behaviour, Rachel would quickly skip around the room and often appear to be absorbed in her own thoughts, her concentration was very limited and she informed me she experienced visions and voices. Although, Rachel had the ability to communicate well and is an articulate, creative person. Her behaviour was childlike and she presents as very vulnerable. Following our home visit I arranged to collect Rachel and accompany her to Anawim for her needs assessment and to

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familiarise herself with the centre. Rachel attended and joined the art class which she enjoyed, but she again exhibited unusual behaviour during the class. She was very disruptive, yet creative and successfully made jewellery and completed art projects and managed to complete her conditional days.

She began to open up and we discovered that from the age of 6 Rachel lived in L/A care in London until she had to live independently at the age of 16yrs. Rachel was then involved in a violent relationship which resulted in her giving birth to a baby boy. She lived with the baby and was placed with the foster carers for a short time but was eventually asked to leave, while the child remained in care.

Rachel experienced effects from severe emotional childhood trauma and had failed to attend previous appointments with mental health professionals therefore her condition was not diagnosed and she had no prescribed medication.

Rachel’s was living in house share accommodation which was very inappropriate, she was extremely vulnerable to exploitation and inadequately supported.

After a lengthy process of mental health assessments, Rachel was finally diagnosed with Episode Psychosis Schizophrenia and was prescribed medication. The Community Mental Health Team now visit Rachel weekly and she attends at the Zinnia Mental Health Centre. Rachel’s mental health has significantly improved and she is more able to adequately cope and organise her life. Rachel now receives PIP payments which supported her application for her own small flat. Dawn Green

Whilst working with the women in custody we identify those ready to engage fully with support to change their lives and stop the cycle of re-offending. These women can be given the opportunity to come to Dawn House where we can offer residential support, with full access to all the groups and courses on offer along with caseworker support.

We have worked with 4 females in custody who have come to Dawn House after release, one of these clients has now moved on to independent accommodation. The other 3 women are working towards this.

Personality Disorder Pathway – Debbie Hickman

I work closely with the CAMEO unit in HMP Foston Hall where I work on supporting the Offender Personality Disorder pathway. I start working with some of the women who are on the CAMEO program, usually starting about 6 months before their release so that I can build up a therapeutic relationship with them and develop a sense of trust between us. Many of these women will be released to Crowley House as this is one of the few women’s bail hostels in the country. When the women are released I carry on supporting them through their time at Crowley House and if they are staying in the Birmingham area the support can continue for as long as they need it. If a woman is moving out of Birmingham after Crowley House I will look for other women’s centres in the area they are going to so that they can access ongoing support.

I have recently worked with a young female who was on CAMEO, supported her through her time at Crowley and found details of an organisation in Wales where she was returning to after her time in prison. She wanted to access somewhere she could do a parenting course, a domestic violence awareness course, Paediatric 1st Aid and Self Esteem. I have managed to find her services in her local area for all of her support needs. I have also helped her complete an application for essential items needed for her to live independently, such as washing machine, cooker, fridge, bed and sofa, so she is able to move straight into her flat and start on her new life with everything she needs put in place.

This is just one example of the work I do through the OPD pathway, there are many other similar stories of women I have supported, and continue to support, to help them abstain from further offending behaviour.

"we can offer residential support, with full access to all the groups and courses on offer along with caseworker support."
We work with women after release from custody moving to Crowley House Approved Premises. I support these women with a variety of needs, emotional support, housing support, benefit claims, registering with a G.P., mental health support, access to drug/alcohol services, working with Probation, accessing groups/courses and any other support they may need.

I have been working with a woman, initially in custody and then on release to Crowley House. Due to her conviction she was subject to immigration proceedings. I supported her with this, went with her to court in Stoke on Trent when the hearing was heard, gave evidence on her behalf and have continued to support her until her recent move out of the area.

Another client we were working with in custody. On her release to Crowley House, we have supported her to access benefits, emotional support, attending groups/courses identified for her needs, and working with her, Probation and Crowley House Key Worker to move into Dawn House where she is accessing ongoing support. This is working really well for this client and she is progressing well with the support she is receiving.
dawn house drop-in
The Drop-In was established in March within Dawn House. It is an open access facility for women to visit and is open daily and Tuesday evenings. Women are able to receive help immediately following a short assessment.

Clients present in crisis or may just need someone to listen. Recent clients have commented that they are pleased they have somewhere to visit with their concerns one particular client felt, ‘the Drop-in was a comfort’. We have created a warm and inviting atmosphere to ensure the women feel truly relaxed and cared for. Feedback from clients who have come in with no prior referral have informed me they had seen posters in Care Grow Live (substance misuse service) the Library, Rape and Sexual Violence Project, Cafes & Word of Mouth.

“We have created a warm and inviting atmosphere to ensure the women feel truly relaxed and cared for.”

Clients present with a diverse range of issues:
- Safeguarding
- Substance Misuse Treatment
- Debt & Arrears Finance Management
- Housing/Homelessness
- Training/Courses
- Family Issues
- Asylum/Migrant Status
- Registering at Medical Practice
- Hospital Appointments
- Counselling and Therapeutic Courses

Some of the activities provided for Drop-In and residential clients include:
- Reiki
- Mindfulness
- Meditation
- Poetry
- Employability
- Caribbean Evening
- Food & Film Evening
- Nail Manicure
- Self Confidence
- C.B.T.

35 Clients have attended the Drop-In so far

25 Clients have returned for on-going support which is case managed.

“I just want to say thank you for all the help and support, you gave me when I was referred to the Trust September 2016. Words could never explain the Gratitude I have for this Trust and the staff who works within the organisation.

I will mention names Sarah Golding on the money advice who got me back to normal with dealing with my bills. This was a massive thing for me has i just came out of Prison Foston Hall, and was totally lost with coping with everyday life in general.

This Trust needs to be able to access funds and keep doing the great service they put out to ex-prisoners like me who needs the support and direction to move on with their life. It really would be so sad to hear that funding is not granted to this great trust Anawim, Dawn my support worker, she worked endlessly, fighting my corner to get me the way I am today, anyone I speak to about what I went through from September till now.

I always called Dawn she was a special Angel from this great trust Anawim, which needs to keep going with the good work they give out.” Diane
Anawim offers a vibrant and wide ranging timetable offering courses within a safe women only environment, Tuesday to Friday between 10.00am and 2.00pm.

The courses we offer relate to the needs of the women; whether it is to improve mental health issues, help clients acquire practical skills for employment and family life or as a way for them to socialise and relax. The caseworker decides with the women which courses will benefit her and help her move towards self-reliance. Our clients believe that due to the courses they have been helped by using the skills learnt to bond better with their children, spend more time with them, and have been enabled to give support with homework, some have started volunteering, attending classes, seeking employment and much more.

Two tutors from Recom attend the Anawim centre once a week to deliver tailored classes to the clients.

As the tutors engage with the group they establish the areas that each client wants to focus on and prepare classes to suit their individual need. They start with the real basics of turning on a computer to searching the internet for information, bidding on properties, to using Word and Excel.

From April 2016 to end March
2017 - 55 IT classes were run and 36 women benefitted. We cannot offer more women the opportunity per term as we only have 6 laptops to use at each session.

“It made it very easy for me to relax and learn and not be afraid or embarrassed to ask for help. ’I like the patience of the tutor and the reassurance to go at your own pace.’

“In such a complete happy environment it made it extremely easy for me to learn and want to excel.”

“I was completely embarrassed for not being able to use my laptop. Now I can proudly say I am growing in confidence.”

Therapeutic Art
The art class is run by an external tutor who is familiar and experienced around mental health disorders. This group is a great first step for the women to relax and feel more motivated to attend other courses. Some of the art that the ladies participate in includes: Card making, Pottery, Jewellery making etc.

From April 2016 to March end 2017 47 art classes were run and 45 women benefitted.

“The variation of tasks and new skills I developed were fantastic. The tutors are very knowledgeable and helpful”
‘I enjoyed making things such as bracelets in different designs, learning and problem solving’
‘I do not think the course needs improving; it’s a nice course to be on.”

In partnership with BSMHFT we have run a very beneficial therapeutic programme which is facilitated by both psychologists and Anawim staff, there is one referral process the ladies go through an in-depth assessment to determine which of the four courses would best suit them.

**Regulating Emotions and Dealing with Distress (REDD)**
a 12 week step by step skills based group to help women deal with painful and sometimes overwhelming emotions. This is achieved through emotional regulation skills, distress tolerance skills and mindfulness.

“When I attended Anawim my case worker referred me to attend REDD and I have found this course invaluable. Brilliant, stimulating it has taught me excellent life skills and coping skills.” Kyn

**Seeking Safety** is a recovery group for women who have experienced any form of trauma and who manage their distress through misusing substances.

**Trauma Recovery and Empowerment Model (TREM)**
a 20 week step by step recovery group for women who have experienced childhood trauma.

**Stop and Think** is a 16 week problem solving course designed for women with personality disorders.

‘Now I think first whereas I used to dive in.” Sandy

“No one has the right to control another person.”

We are opening up our timetable to other women not case managed by an Anawim worker providing their current external worker continues to offer the wrap around support needed.

We will have volunteers and mentors who can offer limited support alongside the courses and our tutors are well equipped with managing diverse needs.

We work closely with other organisations and supporting agencies that offer one to one support & courses here at Anawim:
A poem written during a creative writing session:

"I sit at home all alone
I’m not allowed to have a phone
I’m really scared of you and everything that you can do.
Another slap, another hit to the back.
Just another one of your brutal attacks
All you do is shout and scream at me
Will I ever be able to be free
A black eye and bruises on my face
I am always trapped in this awful place”

"Back in 2014 I started at Anawim
I had no idea where my life was going. I was stuck in temporary accommodation and had depression. The only thing I had was Anawim where I did weekly courses and had my weekly counselling.

The courses at Anawim helped me find the person I had once lost. I was finally gaining my confidence back. I had lost count how many times the Local Authority told me I was never going to get my daughter back.

Every time I was told no I just fought harder and harder. Each and every court date, I proved them wrong. When, in 2015, my daughter came back to live with me after the Judge said it was an honour to re-unite me with my daughter. I will never forget that day – I cried with Joy.

Back in September I went to enrol in a college course, but I was told I couldn’t do it. That didn’t stop me because I turned that negative into a positive – I did a level 2 diploma in Travel and Tourism.

This was my biggest achievement – I passed both my exams. I also got three distinctions, 2 merits and 6 passes. I was even more proud because I was awarded student of the year.

Throughout all my struggles and the obstacles thrown in my way, I have never let the depression or people bring me down. I have made something of my life and fought so hard for myself I am so glad I came to Anawim when I did."
There have been a lot of changes in relation to Health and safety and maintenance requirements during the last 18 months. From supporting with the setting up of all the health and safety requirements for Dawn House, to liaising with builders with a limited budget, to create the new reception area in the main day centre.

With the new beautifully presented Dawn House, we wanted the approach into the day centre to feel just as impressive and welcoming. Probation had recently left but Anawim clients were still mainly using the back door as the entrance which was not ideal, we really needed one welcoming entrance at the front of the build. Once the reception area had been created and the new doors fitted, Hannah our Volunteer Coordinator liaised with Business in the Community and a work group came and painted it. Hannah also recruited several new volunteers to woman the new reception as we no longer had funding for a receptionist. This then in turn required us to change fire doors and check we were still complying with fire safety.

We have had a lot of new staff over the last 2 years requiring training in, First Aid, food safety, health and safety, fire safety and work station assessments to name a few.
money advice

Three years ago with funding from the Oak Foundation and Comic Relief we employed our own dedicated specialist money advisor and then trainee. They did some amazing work but it has proved difficult to manage this area of work with little specialist knowledge ourselves.

Here are some examples of the excellent work undertaken.

Samira was having tariff income deductions from 2011 of £31 per week as DWP stated she had capital in a property, we disputed this and asked for evidence, this was not provided eventually we obtained evidence from the Land Registry website, it was not her house but her brother and sisters, we sent this evidence to the DWP. Approximate Calculation of £9000 was reimbursed.

Samira was claiming Income Support, as her child was 4 years old. At our first appointment I advised her that she may be better off claiming ESA, as Jobcentre staff would soon start advising her to make a claim for JSA and actively seek work. A few weeks later this did happen which resulted in her feeling extremely anxious, intimidated and harassed.

Her mental health dipped dramatically and due to challenging the DWP over the tariff income deductions, Tax Credit sent a letter to check her tax credit claim which scared her and she felt threatened that she may lose her Child Tax Credit award.

She also had gas & electricity debt and was struggling to repay the supplier due to being on a very low income, applied to Eon Trust Fund but due to clients health deteriorating she failed to complete the further information form with her meter readings etc. She also had water arrears, an application to the Severn Trent Trust was successful and she was awarded a grant to pay these off, also we applied to the Local Welfare Provision for a fridge freezer as her old one was broken – this was awarded.

We provided housing advice as she is living in a Social Landlord property with excessive damp which was making her sons’ asthma worsen – damp proofing has now been completed in the property.

Nadira suffered a dramatic DV attack and was held in custody overnight due to the perpetrator stating that she had attacked him. She suffered a panic attack and the attack caused nerve damage
to her wrist, no medical advice was provided by the police. The perpetrator was not arrested and no statement was taken from him.

Nadira was previously employed but due to the attack, she could not return to work as within a fortnight she had a breakdown and suffered from Post-Traumatic Stress Disorder, on top of her Bi Polar, stress, anxiety, depression, arthritis and back problems. The incident had caused the client’s health conditions to worsen dramatically.

Due to the trauma and impact that the attack she was incapable of pursuing her Money Advice appointment; she had no income but due to the impact of the attack & the actions of the Police it was impossible to complete the ESA 50 form with her. After 2 appointments and attending the assessment with her due to the risk to herself and others, the claim was successful and she was put in a support group.

However, she also had rent and council tax arrears of over £1500 and was not able to complete a housing benefit claim online. I completed the claim online on her behalf, contacted the landlord, advising of her vulnerability and current circumstances and negotiated repayments. However, enforcement action was taken but the Landlord for rent arrears stopping and backdated payment of £1161.05. However, as her son suffers from Asperger’s and ADHD and fails to deal with his financial matters, she is now claiming Carers Allowance.

Her caseworker, Sue Payne referred her internally to Irwin Mitchell Solicitors who have stated she has a case and are pursuing a claim for wrongful arrest.

She was referred to internal counselling which is helping her deal with the trauma and her health conditions.

Due to the change of income her HB stopped which caused rent arrears, I spoke to the rent officer & negotiated repayment advising of her vulnerability, completed online HB claim and supported her to get her income proofs to the Neighbourhood office. There are only 2 places now to verify housing benefit proofs and the nearest for my client is Erdington library.

Due to my client’s health conditions and that she lives several miles away, she would not have been able to travel that far with her health conditions. I applied for DHP for financial assistance towards her rent, non-dependant deductions and outstanding council tax.
Night outreach initially started 31 years ago with the Sisters of Our Lady of Charity in Balsall Heath where it was identified that there were a lot of sex workers in the area. The Sisters bought a small terraced house on Mary Street and would go out in the evening with flasks offering the ladies a hot drink and a friendly chat.

From these conversations it was recognised that the majority of the women were suffering from domestic violence and substance misuse issues. This developed over the years as the Sisters responded to the needs, they put on computer classes and a crèche with parenting support in the house until they moved into the old school at the back of the church where we still are today, albeit expanded.

The night outreach still continues today with staff and volunteers going to the most identified areas in Birmingham - Edgbaston, Handsworth and Washwood Heath every fortnight. The women that we meet are mostly Eastern European and ladies that have been working the streets for a long time and are known to us.

This year 2016 to 2017 we have met 74 women and have signposted them to supporting agencies as well as details of Anawim. We also offer emotional support and still offer a hot drink and a friendly chat.
The Transitions Programme is a ‘Community and Life Skills’ Intervention. The programme has been developed as an integrative, comprehensive and holistic course for transition from Ardenleigh a medium secure hospital, involving elements of community living and risk management.

It was delivered by a multi-disciplinary team over a six month period, from 04 January to 27 June 2016, including 20 sessions. The aim of the programme was to meet the diverse needs of women preparing for discharge into the community or moving onto settings outside of Ardenleigh.

As part of ‘Through the Hospital Door’ Project with partner service Anawim, programme content has been developed to encompass areas suggestive by research to impact individuals with mental health difficulties and risk behaviours on transition into the community. Anderson, S. (2011), COT (2012), Doyle, Lewis, & Brisbane, (2008).

Facilities at Anawim were used for four sessions of the programme, with the premise of accessing community services and assisting in the referral process. Following this programme five service users expressed an interest in attending further sessions at Anawim.

Aims & Objectives of the Programme:
1. To deliver a comprehensive, holistic transition programme to women patients who are identified as being at the Learning and Consolidation and Exit Planning stages of the SCALE Model.
2. To support the women to be resilient and ready for the transition of moving back into the community, utilising a blend of psychological and practical approaches.
3. To empower and equip them with personal and practical approaches and solutions to obstacles and personal challenges they may face in the community.

Outcomes for women who complete the programme are:
1. Psychologically and practically prepared and enabled to transition back into the community.
2. Equipped with the relevant skills, knowledge and confidence to live well in the community.
3. Have adequate protective factors in place which enable them to identify and manage risks.

Topics covered detailed below:
1. Introduction
2. Orientation
3. Being with others/new people
4. Planning and Goal Setting
5. Problem solving
6. Setting up a support network
7. Occupation and Recreation
8. Self-Care & Medication
9. Substance use and impulse control
10. Sexual Health
11. Personal Safety
12. Living responsibly and Coping with your new lifestyle
13. External Triggers and Stress Management
14. Orientation in the community
15. Managing your money
16. Healthy living and Nutrition
17. Using new technology
18. Personal and professional development
19. Creating and managing your new home
20. Managing endings and moving forwards
What we enjoyed
- Diversity of context
- Company
- Learning about new things
- Food
- Relaxing at Anawim

“Being allowed to take part”
“No pressure’s, it’s a laid back group”
“The social meeting and it was really supportive”
“Good atmosphere in the group”

Strengths developed
- Money management at Anawim
- Being able to identify strengths and weaknesses

“The steps I will need to take when moving back into the community”
“Using ‘stress bucket’ to look at how stress builds up and how to problem solve in a positive way”
“How to live in the community, looking after medication yourself, women’s health and sexual health”
“Knowledge on living independently”
“Helped me to think of the important things in life”
“Helped me to socialise and work in a group, teamwork”
“How to cope in new accommodation with emergency numbers”
“Enjoyed listening to other people and what we have learned from them”

Facilitation style
- Content was fun
- Serious topics made fun
- Enough content covered in each session
- More information available
- Good heated debates
- Good to have themed and open discussions

‘Acceptable and appropriate’
“Content and facilitation was laid back, a good group”
“Good content, helpful in moving on”

Anawim
- Would have liked more sessions at Anawim
- It is a structured use of community leave
- Would like access to the facilities at Anawim such as the kitchen

“I got to meet new people and visit a future centre to go to and access sessions”
“I would like a support network at Anawim”
“I would like to try the gardening”
“It was good to be in a different environment”
“Did constructive things like budgeting and computers”

Endings/future aspirations
- Continue attending Anawim monthly
- Look up gardening or walking group
- Growing vegetables
- Accessing other day centres
- Graduates from this programme could facilitate the next programme

“I don’t want to do anymore groups”
“I feel more reassured about returning to the community”
“My next step is low secure”
“I feel ready to start out the future”
“The programme has helped me think a lot clearer about how to live my life of independence in the community”
“I want to do courses in skills for life such as plastering, wallpapering, building so I will visit a life skills centre or get a volunteering job”

“The aim of the programme was to meet the diverse needs of women preparing for discharge into the community…”
A hand is coloring a detailed tree drawing with various flowers and leaves. The coloring is done with a green pencil crayon, and the paper is placed on a wooden surface. The background features a combination of leaves and branches in a doodle style.
service user involvement

We have developed this area over the last 2 years with the employment of Adellah, a previous beneficiary of Anawim. She has worked hard to involve the women in decision making and shaping the service.

We have approached Worcester University in order to commission a piece of research that will examine the impact of the service user involvement worker within Anawim, from the perspectives of service managers, the service user involvement workers themselves, and the perspectives of clients served by the service.

This collation of accounts over time will allow an understanding of how the individuals employed in the role of service user involvement worker have adapted and shaped their role over time; what challenges were faced by the organisation in implementing and supporting the role, and how these were, or were not overcome over time; and how the workers engaged with and shaped the experiences of service users.

The service user involvement worker position is currently held by a single member of staff who has been in post for 12 months, and whose post will run for a further 18 months. Funding has recently been secured from the Barrow Cadbury Trust to employ another worker for a period of 36 months, and the funding for the current evaluation project has been provided by Barrow Cadbury for the sole purpose of evaluating the implementation of this role. The role of service user involvement worker is unique and challenging given the life history and lived experience required of the worker, and their role to engage others who are currently living through similar or associated experiences. This context may provide many opportunities to trigger negative emotions, workplace stress, and potential trauma reactions.

Professor Erica Bowen is a Chartered Psychologist and registered Forensic Psychologist with 17 years’ experience will head the team.

‘My name is Adellah Snape, I am a previous beneficiary of Anawim who has utilised the service and have evolved into an employee, so I have the amazing opportunity to now assist, motivate and
empower my sister women in developing their ambition for a fulfilled lifestyle for themselves and our community.

I have run various forums over my time in the role. Flip the Script was one of many motivational workshops developed to assist the women in reprogramming their internal negative chatter into a more positive and loving affirmation of self.

We constructed vision boards which depicted all their wants and desires as a centre piece for their wall to focus on. We explored a variety of meditation practices and had discussions around spirituality and what it means to them. Our groups are open and informal, the continuity helped the women to feel relaxed, we have laughed and cried together but most importantly we all developed a sister type relationship which continues today.

Here is what one of the lovely ladies wrote,

“Adellah to me is a real positive woman with a lot of positive, loving energy which helps a lot of women. She really does know what she is talking about and knows what she is doing. She lifts a lot of people up when they are down, many of the women have really positive things to say about Adellah. I am honoured to have met her.”

My role has enabled women to move on and develop themselves so that they may partake in voluntary roles outside of Anawim and attend other focus groups and forums which feed into such things as reports for NHS England. Many of the women are becoming proactive in their own lives and becoming positive active citizens in their communities.

Before the election, we held a forum around the importance of voting where we discussed how to break down stigma and widened their perspectives about the voting system.

This has enabled the women to become more aware of who the local MPs are in the community and what their roles are, we then had the opportunity to visit the Council house where the women had the opportunity to speak with and pose questions about their concerns to various councillors.
Schools
Anawim for the first time took on a project that focused solely around children and young people.

We ran workshops around -
- Teenage Domestic Violence
- Child sexual exploitation
- Mental Health in young people

These are issues that affected our ladies when they were young and for many was the start of the long term trauma in their lives.

A growing need in the local community meant that we could use our expertise and knowledge to address young people, professionals and locals.

The series of workshops exposed young people to the realities of life and what signs to look out for as well as hear about life experiences.

The workshops were delivered in schools, colleges, religious institutes, and other environments covered;

Signs to look out for:
What to do if you know someone who is going through the trauma. How organisations should deal with the issue.

But more than anything we wanted to let people know that teenage abuse needs tackling and let the young people know that they are not alone in this and to empower them.

Facilitator:
We connected with the younger generation of our community as fresh real faces outside of the place of study and usual social settings. We created the workshops to be as interactive as possible using the Stop and Think techniques used in our centre to create a more real life feel where the young people were presented with hypothetical scenarios and discussed what they would do if presented with them. This had a greater impact than if we were to stand at the front of the class teaching.

Feedback from a mother of a young person who attended a workshop:

‘My daughter came back from school having heard Adellah Snape (Service User Involvement) give a talk as part of a series of enrichment lessons. She said the talk was amazing. In particular she said it is very rare for someone
to speak from their own heart without notes to teenagers in such an open and truthful way.

Josie came back very inspired with lots of messages and practical things she could apply to her own life. She was touched by Adellah’s story and how it was clear that she really cared about helping others to learn from her own painful life experiences.

The messages she took away included the importance knowing she has inherent self-worth. That she is enough. That she’s beautiful inside and out. She learnt how essential it is to take personal responsibility for her life and her choices. To work hard at school, not to sell herself short, to choose her friends carefully and to believe in herself.

She wrote some messages on her mirror afterwards to remind herself. I’ve taken some photos so you can see. The talk was a real blessing and lifted her at a time when teenage life can be very difficult. It offered lots of hope for the future.'
Anawim marked International Women’s Day by holding activities for our ladies.

Some of these activities included:
- Theatre Workshop.
- Inspiring Women Group Discussion Workshop
- Pampering - Nail Bar
- Art Group

“International women’s day is a day to recognise women’s accomplishments, achievements and how we have an impact on society.

My hand print is a small print of my imagination on this massive space (world)”.

“There are many women that have inspired me. I have fought, risked and survived. I have come a long way. Positively does help.

Women come in many forms: sisters, mothers, daughters and grandmothers. Just remember everything in life is possible!”
Over 150 people attended our third Awards Ceremony. The hall was decorated in black and purple with a red carpet and lights around the stage. Very Hollywood! 40 clients received certificates for completing courses offered on the Anawim Curriculum timetable. Anawim clients each have their own story and judging by the tissue boxes used on each table, it was emotional.

The ceremony was opened by the Operations Manager and Curriculum Coordinator who welcomed everyone and thanked staff and volunteers for making the day possible.

Joy spoke about Anawim’s latest projects; the most exciting of all being the construction of a new building on site to replace the portacabins that housed the Prison and Outreach Team and Crèche. Upstairs there will be six flats housing women newly released from prison for up to 3-6 months whilst suitable accommodation is found and benefits arranged.

‘Anawim will be the only Women’s Centre in the country with its own accommodation on site.’

Following this update the Self Esteem and Leadership SEL programmes tutor and her students took the stage. Four SEL programmes have been delivered over the year benefiting 45 women. Salma, who through the programme became a mentor said “I am enjoying sharing the different aspects of my life and hopefully some of the women will benefit”.

Next up we have Hector, Anawim’s ‘only male tutor’ who works for ReCom. The IT course is very much tailored to the needs of the Students, areas covered including CV’s, letters writing, creating posters, internet searching and even spreadsheets! Many of the women in Hectors class had never used a computer before and told us they were “frightened” of the prospect but now they are able to do so much. A client from Hectors group who has attended other courses too shared her story.

Angela suffered physical and mental abuse by her partner for over 20 years. Two years ago she collapsed and had severe depression. She made the decision to change her life and it was then she discovered Anawim.

‘Staff, course tutors and everyone are so amazing, so welcoming … Hector is so amazing and patient.”
Through SEL I discovered the correct meaning of boundaries. I have blossomed... learned to strive... And have so many blessings bestowed upon me.

Her friend and fellow service user on stage hugged and supported her as she got emotional through her story before coming forward to speak herself.

“I am taking back control ..... suffered with trauma after trauma .... I want to look forward.”

Tissues were definitely needed as these stories have pulled at peoples heart strings. It seems that many of the service users in the hall are looking forward and not backwards. Doors have been opened for them and they want to walk through to get to the other side, not look back at the pain and anguish they have suffered.

The Early Interventions Co-ordinator and Service Manager start the process of telling the audience about the services offered at Anawim.

Early Interventions has opened a ‘New Chance’ service with funding from the Police and Crime Commissioner to provide support to women in police custody with no previous convictions.

The Mental Health team support those clients with severe mental health issues including dissociative identity disorder, anxiety disorder, bi polar etc. as numbers have increased over the year they recruited another caseworker before Christmas.

The Operations Manager and CEO handed out certificates for women who completed courses. Very proudly the women come up one by one although some shy clients needed encouragement to go up and some are too nervous to go up in front of so many people.

**This year we did it all again**

There was scarcely a dry eye at Anawim on 18 July 2017, as the charity held its fourth award ceremony. The hall was full as Lei took to the stage to perform a dance interpretation of the hymn, Amazing Grace. Anawim’s Chief Executive, Joy Doal, then introduced the ceremony. The day, she said, was all about the women and recognition of their inspirational achievements and resilience. Like a butterfly unfurling its wings, the women’s talents have been brought out by an exceptional team of staff and volunteers.

The clinical psychology team talked about their successful programmes. One woman talked about her journey from being, in her words, broken, to finding she had hidden strengths and talents. Another spoke eloquently to the packed hall, admitting that a year ago she could not have got up on stage. A third had wanted to give up, such was her anxiety, but the group sessions had given her courage and strength. And a fourth, who had suffered from post-traumatic stress disorder, said the programme had got her back into work after seven years on benefits.

Solihull College works with Anawim to deliver functional skills training in English and mathematics. College lecturers talked of successes, such as a woman now able to write to her landlord and MP about her living conditions, and a 100% pass rate in maths. The course, the women said, was as much about getting together to improve confidence and as the core subjects of literacy and numeracy.

Bournville College delivers the parenting course for
Anawim. These can be traumatic for some women, who may have been separated from their children. As well as learning from the teacher, students share tips with each other. Some women have been reunited with their sons and daughters thanks to the course.

After a musical interlude from the newly formed Anawim choir, singing ‘I believe I can fly’, the prison and outreach team talked about Dawn House. The volunteers were praised for their contribution.

Some volunteers were previously supported by Anawim, and are now ready to move on to work or university courses. Several volunteers work on reception, which has recently been improved thanks to funding provided by Fr Dominic at SS John and Monica’s Catholic Church.

The women at Anawim have been key to its development and have worked together to create Flip the Script. This programme helps women speak and think more positively about themselves. One example given of Flipping the Script is the way we think about the future: it can be dangerous and unknown; alternatively it can be an endless source of positive possibilities. The women involved have shared their life experiences as a way to educate one other; they have become engaged politically, with some voting for the first time this year; and they have been volunteering at other organisations and charities.

Perhaps most moving, however, were the awards themselves. Certificates were presented to women completing between one and seven courses. One woman said this was the first certificate she had ever received. Volunteers Michaela, Fareeda and Angela received a joint award for being volunteer of the year, while the staff member of the year award went to Sarah Golding, with Caron and Janet joint runners up. A special award went to Sister Enda, for an amazing 25 years of service at Anawim and 50 years with the Sisters of Our Lady of Charity.
“I just wanted to say a huge thank you to you and all the team for letting me come along today even though I’ve not got started yet. I found it truly inspirational and really emotional and humbling. It was also great to be able to see so many of the team and find out about everything that is going on and being delivered. Absolutely fantastic stuff all round!” Hannah Giles, new volunteer

“Thank you for inviting us, it was lovely to see some of the success stories. You genuinely all do a wonderful job and it’s a great pathway for us to be able to utilise.” PC Cahill

Being a part of the annual Anawim awards 2017 was an honour, receiving a certificate and flowers in recognition for my voluntary work was an added bonus. I feel privileged to have witnessed and contributed slightly to some amazing work, outstanding triumph of woman who at one point may have described themselves as broken and to have listened to unarguable strength in the face of the most horrendous of situations.

The day was amazing. It gives a platform for women who use services within Anawim to share their stories, their battles, emotions and ultimately their journey of success and achievement. It also recognises the staff who go above and beyond their ‘job’ to support the women, with compassion, resilience and simply because they care. Not because their job pays the bills.

After the award ceremony, I returned to the reception office to do the afternoon shift. It was there that I really paid attention to the poster right in front of my face, that I have seen numerous times. It says, ‘Anawim – Hebrew term meaning The Forgotten and The Poor’. Knowing that and listening to the stories of the women who benefit from Anawim, I started to think about the irony of the term. Anawim can be used to refer to those who are downtrodden because of their poverty. Voiceless people with no influence, no help or no power. The forgotten, poor, outcast and abandoned.

Today, through shaking hands, trembling voices and tears, I heard such powerful voices tell stories with inspiring content. Women who have undisputable strength and power to overcome such adverse circumstance. Their voices and stories help influence the services that Anawim provide to enable women to bring back their own power. A sentence that was used by several women in today’s event was ‘I now feel empowered’.

In any case, Anawim, a term used to refer to the downtrodden, the voiceless, the forgotten, the outcast and the abandoned was not what I witnessed today at the Anawim awards. The Anawim team treat everybody with respect, compassion and kindness.

Nobody is an outcast at Anawim, every single person is valued. Anawim offer the tools needed for women to find their voice, regain their power and overcome feelings and situations of isolation.

I will end this blog, how I ended my speech....

‘Anawim brings hope in a hopeless world’ Michaela Booth, volunteer

‘Just to say a huge thanks for inviting me today. Even though I couldn’t stay for all of it....I always find the women and staff inspiring, not least as it reflects all that is good about relationship based practice. I particularly liked the woman who began proceedings with a dance and the woman who read out a poem by her child. well done to you all and as my Grace would say ’carry on the good work!’ I better go and practice my pirouette!’ Eddie O’Hara’s safeguarding consultant
Anawim celebrated 30 years with a birthday reception held at the prestigious 14th floor offices of Gowling WLG Solicitors along with a silent auction to raise funds.

Many local businesses donated prizes including spa days, massages, hairdressing, and a tour of the House of Lords.

It is with thanks to Lorna Gavin Head of Diversity, Inclusion & Corporate Responsibility that Anawim’s birthday event took place at offices who also provided the catering and waitress service.

The silent auction raised around one thousand seven hundred pounds.
donors/fundraising

Thanks go out to:

Miss A R Dickers
1st Dickens Health Scouts Group
JABBS Foundation
Aruba Beauty
Cathy Bishops, UCM
Chris Barwell
The Grimmitt Trust
Birmingham Central Food Bank
Janice Rouge
Jill Lampart
James Bushell Salon
Homebase
Jane Ferguson
CHK Charities Ltd
Mrs T Knott
Oxizz
One Love Foundation
Highfield Beauty Ltd
Olton Friary RC Church
Orchid Transport Services Ltd
Kings Norton Women’s Institute
Shafaqat Ahmed
St Augustine of England Catholic Church
University of Birmingham
Women’s Club
Wayne Platt
Henry Smith Charity
Mary Williamson
Mrs Janet Jenkins
Baron Davenport Charity
Brian Kenny
Knowle & Dorridge Lions Club
Soroptimists
St Anne’s Church Moseley
Douglas Turner Trust
Sister Magdalen Matthews
J P Getty Charity
Andrew Horner
Quaker Housing Trust
Newman Trust Homes
Josephine Butler Society
Thomas Bromwich Charity
Wragg Charitable Trust
29th May 1961 Charitable Trust
Clothworkers Foundation
Jean Halliday
Shirley Late Knights Club
Bernard Piggott Trust
Jessica Mayhew Memorial
The Priory Community
Louise Sage
Sister Brigid’s Northfield
Dorothy Brooks
All Saint’s Kings Heath
Brian & Irene Mayhew
Weoley Hill Reformed Church
Jan & Jackie Edmonds
Father John Reid
DCR Thomas
G E Butler
Lord Beecham
Garfield Weston Family Trust
Gowling WLG
Kelly Family Trust
Cole Charitable Trust
Faith Enrichment Group
Dorridge U3A
Bewley Charitable Trust
Alfred Haines Trust
Sue Scott
The Cotton Trust
Sisters of Charity
Robin Daniels
Poor Clares
Sandra Byrne
The League of Helping Hands
Fr. Ray Collier
Mary Feardon Memorial
Janet Kitching
St Andrews Church
George Gallagher
Jaguar Land Rover
Mary Rose
Dr Cross Kings Heath Parish
West Midlands Police
Emmanuel Church
Bernadette Heron & AA Call Centre
Susie Bradwell
CB & HH Taylor Trust
J E Cook
M Browne Northfield
Birmingham Diocese Trust
J Butler Trust
Michael Bartlett Knowle Lodge
Alfred Hughes
Redcote Community
This year we have enjoyed an increase in corporate support.

Gowling WLG have continued their relationship with us, blessing us with use of their beautiful board room for an evening reception we held to celebrate our 30th birthday as well as for a roundtable jointly organised with Prison Reform Trust. They have provided food on top of the facilities, so a really wonderful gift in kind.

They regularly collect toiletries for the women and have involved work parties in painting & decorating. The Phoenix Group came and painted our operations office and worked hard in the garden, the women have now formed a small gardening group to keep on top of it.

Loco Lounge Kings Heath have held various fundraising events including a bingo night

“We chose Anawim as our charity of the year because we too believe in making a difference to both individuals within our local community. To help fundraise we have facilitated an open mike session, a cake bake sale and a bingo evening. To date we have now raised £241.

We also act as a donation hub. Our customers have generously supported this by donating some lovely items such as, adults and baby clothing, toiletries, toys and books. Last month we worked with Anawim’s family support worker to provide a room along with lunch and refreshments for the projects parent and toddler group to meet and socialise.

Well done Anawim on your continued success, we love working with you all, we are committed in supporting your service delivery.”

Bryoni (Supervisor), on behalf of Loco Lounge

Sainsbury’s Acocks Green provide us with food.
We have become the charity of the year for the Gorilla Coffee Café thanks to the owners Stacey Jarvis and James Connolly & Nominations from customers.

They have been raising our profile within their café raising money for specific items we have needed such as a radio for our new drop in as well as donating 3 bicycles so far with up to 17 on the way for women to use to get around to appointments as well as for leisure. They held a street party on their road which was really well attended.

We raised over £500 just on the BBQ serving chicken donated by Faisal, we purchased burgers and the rolls were donated by Sainsbury.

As well as raising much needed funds they are offering upskilling opportunities (including work experience and training sessions).
A group from Jaguar Land Rover Limited got very muddy last year to raise funds by doing the Wolf Run this year an even bigger group ran.

‘One of our team had experienced domestic abuse, and as a group we decided to look for a cause which supported women and families who had undergone similar problems.

When we approached Anawim, we were invited to their Birthday celebrations, and we were all stunned by the breadth of services and support provided, which was far greater than just domestic abuse.

The way the system can turn a women in distress into a criminal, and the lack of support offered to women and families in crisis became apparent. The work that ANAWIM do was a revelation to us’. Mick and the Offroaders.

Birmingham Big Yellow have given us free storage, so we have space available to source donations ready for when clients need them.
future plans

We are exploring the development of a Social Enterprise where we can use the women’s skills to generate income, also giving them the opportunity to gain employability skills including communication, team working etc. This is consisting of managing the donations we receive into a hub where women can easily find what they need and can open it up occasionally to sell items.

Now that we have staff on site 24/7 we can offer our rooms for use for training and events when it is not in use. Presently one of the residents of Dawn House is developing this; we hope it will grow into a paid role for her.

Work with courts to try and increase the use of alternatives to custody especially with our Liaison & Diversion scheme.

Succession planning for prison and outreach and CAMEO PD Pathway service manager as she is moving towards retirement.

Build upon successes with New Chance and develop other early intervention services with wider remits with other police teams.

Develop our expertise and practice around tackling domestic abuse with the appointment of a new IDVA as well as broadening with the addition of an ISVA. Start to look at creating a 24/7 response to DA by way of a helpline.

Launch our evaluation report on the mental health support and psychological interventions delivered in conjunction with Ardenliegh secure unit.

Develop the crèche to provide more services for children, look for partners in the community who may wish to utilise the facility. Approach Childrens Services to use the space for contact sessions, provide support for the mothers. Develop holiday schemes and activities for the older children, trips, outings, activities in centre.

Continue to look for partners who can deliver services within the centre to continue the ‘One Stop Shop’/hub approach.

Work towards delivering community alternatives to custody again, challenge why WMs is highest area after London in use of custody for women and why is prison seen as a default option.

Work in partnership with Women in Prison, Prison Reform Trust to target sentencing decisions, possibly bring individual cases to criminal appeals, and develop briefings for stakeholders with local profiling of women.

Deliver a joint piece of work over the next 3 years with Women in Prison to actively build women up and give a voice through the magazine.

Work to move from reliance upon grants from charitable trusts to contracts for services.

Clients were asked to describe anawim…
Maintain the street outreach work continuing to look for opportunities to develop and work with partners.

Build up the Drop in at Dawn House to be a front door into the centre for women who are not stable enough or ready to take full advantage of the courses in the main centre. Include sexual health services.

Extend women’s involvement work.

Bring together service user involvement workers from various disciplines to share learning, cross fertilise ideas and create opportunities for users to get involved in civic society.

Undertake a 3 year evaluation of service user involvement.

Develop a more joined up, stronger voice for women’s specific services by helping to co-ordinate the messages.

Build a more diverse supporters base extending links with private companies corporate social responsibility.

Develop more volunteering opportunities mentors to take over floating support and provide activities in Dawn House residential and drop in as well as a range of other activities. Achieve an active well trained, reliable team of volunteers who feel appreciated and included.

Professionalise the counselling service to be included into IAPT arrangements, opening opportunities for growth.

Build on safeguards already in place to prevent staff burnout such as clinical supervision, occupational health and individual counselling.

Obtain Enabling Environments accreditation for Dawn house and the main centre.

Increase our media contacts and utilise them for our advantage and to raise awareness of issues faced by women.

Build up the social media presence.

Explore sustainable funding options for Dawn House.

Develop ROTL opportunities for women to work with us from prison.

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Anawim continues to develop new ways to support women who need them. They are always looking for volunteers and donations to help them in their mission. If you would like to get involved by volunteering, donating items for the crisis accommodation, offering prizes for their auction or through financial support, please contact admin@anawim.co.uk. Or visit the website, www.anawim.co.uk to learn more.

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