

CIC 34

Community Interest Company Report

For official use
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*Please
complete in
typescript, or
in bold black
capitals.*

**Company Name in
full**

DOMESTIC VIOLENCE UK CIC

Company Number

07992480

Year Ending

31/03/2016

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

Our activities are classed into four main areas namely; Direct Support, Awareness Campaigns, Signposting to specialist support organisations using our Online/Mobile directories and attracting External Support/Fundraising

Direct Support Activities

We conducted a few training sessions, seminars and workshops aimed at raising awareness of the issues of domestic and emotional abuse.

We focused a lot on young people, youth groups, schools, youth workers, mentors and support workers.

We also provided 186 telephone counselling sessions. These sessions consisted of basic counselling sessions (volunteers) which signposted individuals to specialist support helplines and professional counselling offered by Open Counselling Ltd.

The provision of this service is free and Open Counselling Ltd offers eight sessions to each individual and they are structured around the individual's physical, emotional, mental and general wellbeing.

See Continuation Sheet.

(If applicable, please just state "A social audit report covering these points is attached").

(Please continue on separate continuation sheet if necessary.)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company’s stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

Our stakeholders are our service users, ambassadors, representatives, members of the Hope Network, donors and Professional Providers/Organisations.

To ensure we fulfil our objectives and the continual improvement of the organisation, we maintain essential lines of communication with all of the individuals or organisations who have contributed to or used our services.

For example; a feedback form is sent to individuals who have received our telephone counselling sessions and a monthly email is sent out to members of the Hope Network summarising all the activities done each month.

SERVICE USERS

As mentioned above, we request feedback on our counselling provision using feedback forms and we have also developed and used other avenues of communication to monitor and manage the effectiveness of our service provisions.

For example; our online directory is constantly updated to reflect the correct address, website or helpline of specialist support organisations. These updates are provided by organisations and it ensures individuals are provided with the correct information when they are looking for help or some form of help, support or assistance.

We also work along with professionals to ensure our campaigns highlight the importance of raising awareness on the issues of domestic and emotional abuse.

Where feedback has been positive, we’ve maintained that element and where it’s been negative, we have varied /improved in that area.

See Continuation Sheet.

(If applicable, please just state “A social audit report covering these points is attached”).

PART 3 – DIRECTORS’ REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, “There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director’s loss of office, which require to be disclosed” (See example with full notes). If no remuneration was received you must state that “no remuneration was received” below.

No remuneration was received

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that “no transfer of assets other than for full consideration has been made” below.

No transfer of assets other than for full consideration has been made.

(Please continue on separate continuation sheet if necessary.)

PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company

Signed

Date

Office held (delete as appropriate) Director/Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

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| Tel | |
| DX Number | DX Exchange |

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 cannot be filed online

(N.B. Please enclose a cheque for £15 payable to Companies House)

CONTINUATION SHEETS

PART 1 – GENERAL DESCRIPTION OF THE COMPANY’S ACTIVITIES AND IMPACT

DIRECT SUPPORT ACTIVITY (continued)

We also increased the number of local refuges we support through our Vouchers For Refuge Initiative from one to two this year. We support these refuges with vouchers, toiletries, provisions and small items every quarter. Whilst we would like to offer this level of support throughout the UK, the logistics and funding are currently considerably above the level of the organisation. This initiative is extremely beneficial to the local refuges and we are developing a model for future further roll-out

ONLINE/MOBILE SUPPORT ACTIVITIES

We constantly update our mobile and online directory with the correct addresses, websites, helplines and contact emails of specialist support organisations. The information is normally provided by the organisations themselves and our servers are updated to ensure that individuals automatically find and dial (where necessary) national helplines, contact support organisations and gain access to helpful content syndicated from NHS Choices.

We have continued to develop and expand our website, forums, online and mobile directories through investment in design applications and visibility. We have also improved on the level of information available through this medium by the addition of relevant information, articles, links and tools. We have also been able to implement a language translator which allows content on the website be translated into over ninety different languages.

We have also created a video page which showcases campaigns, talks, lectures and seminars from individuals, specialist support organisations and professionals. These videos focus on raising awareness on the issues of domestic and emotional abuse.

As well as our specific activities above we have developed an online radio station ‘The Wellbeing Station’ which focuses on talk shows, seminars, music and personal development podcasts. Our love doesn’t hurt campaign is mentioned at intervals and there are short breaks which contain signposting messages to specialist support organisations.

AWARENESS CAMPAIGNS (Love Doesn’t Hurt Campaign)

We have held several campaigns in the last year and the objective of the ‘love doesn’t hurt campaign’ is to raise awareness on the issues of domestic and emotional abuse as well as signpost individuals to specialist support organisations.

We had a ‘vouchers for refuge’ campaign at during the Christmas period and we were able to get vouchers, toys, small items and wrap them up as well as have them delivered to the refuge just in time before Christmas. We also organised another one during the Easter period and the attendants decorated and signed Easter cards for the local refuges

Our annual 'love doesn't hurt' campaign in February saw us launch our wristband campaign, conduct seminars, enlist radio djs as well as launch our online station 'The Wellbeing Station'. The event was held in Central London and we had quite a large number of people in attendance.

We also donated over 100 tshirts, flyers, stickers, pens and wristbands to youth workers, support workers, bloggers, teachers and professionals who were interested in raising awareness about the campaign using our materials.

Our Ambassadors Andrew Lindsay MBE(Chief Executive Of Telecom Plus PLC), Jenni Steele(Broadcast Journalist) and Janette Manrara (Professional Dancer On BBC Strictly Come Dancing) also supported the organisation considerably by helping us raise awareness through social media, at our events, in the newspapers and on television.

In addition to our campaigns, we also continued to build our online store www.dvuk.org and developed merchandise to promote our core values to the wider public. The items are sold at cost in the aim of raising awareness rather than in the interests of making a surplus or profit.

ATTRACTING EXTERNAL SUPPORT & FUNDRAISING

The organisation continues to be funded in the main by a few regular donors. Once again we also obtained a considerable gift within the year of £10,000 which has enabled the organisation carry out some of its one-off and regular activities.

We added two more members to the Hope Network which is a group of individuals and organisations supporting the work we do. This is in the form of both financial support and through offering other services. We hope to increase the network by a considerable amount in the future.

Finally we intend to continue raising awareness in the hope that we can offer our service provision to the ever increasing wider community. In so doing, we also hope to increase our donor base (regular, one-off or grants) to fund such an increase in activity.

PART 2 – CONSULTATION WITH STAKEHOLDERS

SERVICE USERS (continued)

Our love doesn't hurt and vouchers for refuge campaigns were held in Central London. The event attracted a number of our service users proving to be an enjoyable day out, raising awareness, supporting local refuges, getting involved in live radio shows and attracting interest.

The events provided us with the unique opportunity to meet face-to-face with some of our service users and receive direct feedback on our progress so far. As a direct result and given the fantastic opportunity to hear some valuable feedback, we are looking to hold similar events annually.

We have listened to feedback and i) created a mobile/online video page which showcases videos from professionals and specialist organisations, ii) implemented an online language translator which translates the content on the website into over 90 different languages, iii) updated our mobile and online directory and iv) placed a download link for individuals or organisations to download our love doesn't hurt campaign materials from the website free of charge.

We listen to our stakeholders and as a result continually look to improve and increase our offering with resulting and considerable positive feedback.

In addition to our UK-wide support framework, we have started supporting two local refuges every quarter through our vouchers for refuge initiative. This has been hugely beneficial to the refuges. As a CIC, it is important that, whilst we offer support, advice and counselling to the wider UK audience, we consider our locality and provide a specialist level of support to local causes.

AMBASSADORS & REPRESENTATIVES

As part of our actions to raise awareness, our Ambassadors have supported the organisation considerably by helping it raise awareness through social media, at our events, in the newspapers and on television.

Our ambassador Janette Manrara was pictured on three occasions in the Daily Mail and Mirror wearing our Love Doesn't Hurt T-shirts. She also appeared on The Strictly Come Dancing Rehearsals shown on BBC One sporting our campaign vests and t-shirts. She created two videos for the organisation to launch the love doesn't hurt wristband campaign and highlight the activities of the organisation with a view to raising funds for our work.

Jenni Steele also gave an interview on London Live and the clips were featured on The Independent Newspapers website. She appeared on a Talk Show on ABNTV to share her experience and talk about her activities for the organisation.

She's also been actively involved in going to schools and creating projects for young people centred on raising awareness on the issues of domestic and emotional abuse.

Andrew Lindsay has also contributed to raising awareness by recording videos for the love doesn't hurt wristband campaign. He's also featured in the Daily Mail

We will continue to use the talents and profiles of our ambassadors and representatives in the coming financial year to reach out further, promote improved awareness and assist with the rehabilitation of all users of our services.

DONORS & MEMBERS

The donors are the lifeblood of the organisation and assist hugely in financing and carrying out our activities.

In addition to the regular donors, we were extremely thankful in the year to receive a £10,000 unrestricted donation in the year which allowed us to; pay for our online radio licences/syndication, finance the wristband campaign and wellbeing station launch, finance our vouchers for refuge campaign at Easter, finance the initial purchase of our merchandise stock and partly finance our ongoing support and advice activities.

THE HOPE NETWORK

As has been mentioned previously, our Hope Network was developed to bring together individuals and organisations who wish to support the work we do. We seek to integrate all members of the network as closely as possible to pursue the same overall goals. Clearly, such a network does not exist without clear and regular communication and hence we send monthly emails and have equally regular telephone/ face-to-face conversations.

We believe that the Hope Network is one of the most positive resources we have and that by enlisting the support of the network (both financially and otherwise), we stand a higher chance of success than were we to take a more singular approach.

PROFESSIONAL PROVIDERS

We receive a lot of feedback from our professional counsellors. They deal with the day-to-day service provision and they advise whether the service is of benefit to the users or whether there are situations in which talking therapies need to be combined with other approaches.

We can coordinate and streamline the provision effectively and efficiently by working closely with the service providers. One of our objectives in the future is to several sessions to more individuals but our funds are limited. We hope to look at other forms of funding to maintain and expand this beneficial service.
