



Contento Social Homes
supported accommodation

ANNUAL
IMPACT REPORT

FEB 2023 - JAN 2024



Contento Social Homes

supported accommodation

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Foreword

Dear Friends, Supporters, and Community,

As we unveil the Consolidated Impact Report for February 2023 to January 2024, I am filled with a profound sense of pride and gratitude for the journey we have embarked upon at Contento Social Homes. This report is not merely a collection of statistics and achievements; it is a testament to the resilience of the human spirit, the power of community, and our shared commitment to making a meaningful difference in the lives of survivors of domestic abuse and their children.

Over the past year, our dedicated team across various departments has worked tirelessly to uphold our mission and to provide a beacon of hope and a pathway to empowerment for those we serve. Each department, be it Management, Operations, HR IT, Fundraising, Marketing, Housing Management and Quality Assurance, or Accounts, has played a crucial role in weaving the fabric of support and care that defines Contento Social Homes.

Our journey has been marked by significant milestones - expanding our refuges, enhancing our services, and deepening our impact. Yet, at the heart of our endeavours are the stories of the individuals we serve. Their courage to seek a new beginning, their resilience in the face of adversity, and their steps towards rebuilding their lives are what truly define our success.

We have witnessed remarkable transformations-women and children finding safety and solace within our homes, acquiring new skills, regaining their confidence, and embarking on paths to independence and well-being. These stories are the driving force behind our unwavering commitment to our mission.

I extend my heartfelt gratitude to our team for their dedication and hard work. I also wish to thank our supporters, partners, and the broader community for your ongoing trust and collaboration. Together, we have created a sanctuary of hope and a foundation for new beginnings.

As we move forward let us continue to stand united in our mission, inspired by the strength of those we serve and motivated by the belief that together, we can forge a future where everyone has the opportunity to live free from fear and full of potential.

With warm regards,

Caroline Phansi
Executive Director
Contento Social Homes



Report



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Index

	2	<i>Foreword from the Director</i> Executive director Caroline Phansi reflects on the year's successes and challenges
<i>About Us</i> Our Vision Our Mission	4	
	5	<i>Report Overview</i>
<i>Reports</i> Management Housing and quality Assurance Human Resources Operations	8	
	14	<i>Reports</i> ICT Fundraising Marketing Finance & Accounts
<i>Contact</i>	25	

About Us

At **Contento Social Homes**, we are deeply committed to transforming the lives of survivors of domestic abuse and their children throughout the United Kingdom.

Our unwavering dedication is to offer more than just a shelter; it's about providing a sanctuary where healing begins and futures are rebuilt.

Founded on the pillars of compassion, empowerment, and renewal, **Contento Social Homes** stands as a beacon of hope for those who have endured the shadows of domestic abuse. We understand the intricate challenges faced by survivors and the profound impact on their children. Therefore, our core mission is to provide not only safe accommodation but also a nurturing environment where individuals can acquire essential skills to thrive beyond their circumstances.

OUR VISION

We envision a future where the wellbeing of survivors of domestic abuse and their children in the United Kingdom is not just improved but wholly transformed. A future where every individual has the strength, support, and resources to rise above their past and embrace a life filled with possibilities. At Contento Social Homes, we are not just building safe spaces; we are fostering resilient communities where every survivor can find their voice, regain their confidence, and step into a brighter, self-sustained future.

OUR MISSION

Our mission at Contento Social Homes is clear and focused: to provide safe accommodation and essential skills for survivors of domestic abuse and their children across the UK. We are committed to creating a supportive ecosystem that encompasses physical safety, emotional support, and personal development. By equipping survivors with the skills they need to rebuild their lives, we empower them to become architects of their own destinies.



A close-up photograph of four women of different ethnicities and ages, looking directly at the camera with neutral expressions. The woman on the far left is wearing a light pink hijab. The woman next to her is Black. The woman next to her is wearing a white headband. The woman on the far right is wearing a dark turtleneck.

Report Overview

Throughout the period from February 2023 to January 2024, Contento Social Homes has steadfastly pursued its mission to empower and support survivors of domestic abuse and their children across the UK. This consolidated impact report highlights the synergistic achievements of our departments, illustrating a united front in providing safety, empowerment, and a beacon of hope for those we serve.

Our Housing Management and Quality Assurance division has been instrumental in providing a sanctuary for over 95 domestic violence victims, maintaining impeccable safety standards and fostering a sustainable environment. Through diligent inspections and an unwavering commitment to environmental consciousness, we've ensured zero harm within our premises and uninterrupted residency for our residents, thus upholding the promise of a safe haven for those in need.

At the core of our mission, Contento Social Homes has expanded its reach, now boasting 21 refuges, and directly supporting 98 women and 52 children, transcending geographical boundaries to offer solace and support to those from diverse regions. Our team's dedication has facilitated not just accommodation but a pathway to independence and empowerment, with notable successes in securing council housing, employment, and essential legal and educational support for our residents.

The Operations Department has exemplified seamless coordination and efficiency, ensuring the optimal functioning of our services and facilities.

By joining forces with various departments, we've bolstered our infrastructure, enhanced our outreach, and secured essential resources, thereby magnifying our impact on the lives of those we serve.

Our financial landscape has seen remarkable growth, with an increase in properties and bed spaces, reflecting our expanding capacity to shelter and support more individuals. The collaboration with numerous councils has fortified our community ties, amplifying our ability to reach and assist a broader spectrum of survivors.

Our HR department has been pivotal in cultivating a workforce that is not just skilled but empathetic and committed to our cause. Through strategic recruitment, comprehensive training, and a focus on well-being, we've fostered a culture where every employee is empowered to contribute meaningfully to our mission, thereby enhancing our collective impact on the lives of survivors.

The dedication of our Fundraising Department has been a cornerstone of our achievements, securing crucial funds and partnerships that have enabled us to enhance our support services, facilitate essential training, and provide for the immediate and long-term needs of survivors and their children.



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Management Impact

Contento Social Homes has significantly impacted many lives positively, enabling women to escape their abusive households and providing safe accommodations, including for those with children. We have established 21 refuges, the largest offering 15-bed accommodation, currently supporting 98 women and 52 children.

Our dedicated team consists of one support manager, five support workers, and a referral officer, all committed to aiding these homes and managing the referral and housing processes. We've provided housing support to women across the UK, collaborating with various councils including Birmingham City Council, Sandwell Council, Dudley Council, and others.

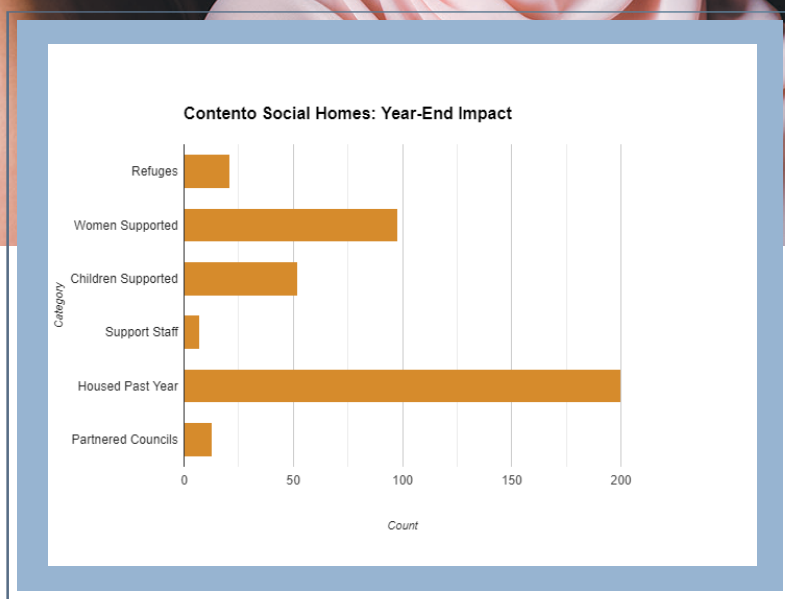


In the last year, we housed approximately 200 women. However, challenges like visa statuses, lack of access to public resources, and specific accommodation needs prevented us from housing about 60 women. Despite these challenges, we've aided clients with council housing applications, job searches, and securing private renting properties.

We've extensively supported clients in applying for the destitution domestic violence concession (DDVC) and Universal Credit, enabling them to live independently. We've also assisted with immigration legal support, particularly during challenging months when legal aid was scarce, by collaborating with the Refugee and Migrant Centre in Birmingham. Our clients and providing a platform for shared experiences and support. Our efforts extend to supporting children in accessing education, thereby restoring normality to their lives.

Through fundraising efforts, we've hosted bi-weekly peer events including empowerment sessions and motivational speaking, positively impacting our clients and providing a platform for shared experiences and support.

Feedback from these events highlights their transformative effect on our clients, offering hope, self-esteem, and motivation. Additionally, we've facilitated English learning for clients, enhancing their confidence and employment prospects. Overall, Contento Social Homes has profoundly impacted numerous lives, fostering independence, offering hope, and empowering women and their children towards a brighter future. Our collective efforts across all departments underscore our commitment to making a meaningful difference in the lives of those we serve.



Councils we worked with in the last year:

- ◆ Birmingham City Council
- ◆ Birmingham Children's Trust
- ◆ Leicester City Council
- ◆ Leicester County Council
- ◆ Charnwood Council
- ◆ Oadby & Winston Council
- ◆ Blaby District Council
- ◆ Dudley Metropolitan Business Council
- ◆ Bradford MBC
- ◆ Sandwell MBC & Apprenticeship Team
- ◆ Buckinghamshire Council
- ◆ Walsall MBC
- ◆ North Summeset District Council
- ◆ Rochdale BC
- ◆ Stoke City Council
- ◆ Solihull MBC

Our Supporters/Grant Makers/ Donations

- ◆ Women's Aid Federation
- ◆ National Lottery- Community Living Grant
- ◆ Buttle UK
- ◆ People's Health Trust
- ◆ South hall Black Sisters
- ◆ Safety 4 Sisters
- ◆ Main Grants
- ◆ Affordable Food Grant - Infrastructure Fund
- ◆ Affordable Food Fund- Nutritious Food
- ◆ The Active Wellbeing Society
- ◆ Alpkit Foundation
- ◆ Avon via Women's Aid
- ◆ Baby Aid
- ◆ BBC Children in Need
- ◆ Birmingham City Mission
- ◆ Inclusive Communities
- ◆ West Midlands Combined Authority
- ◆ Laptops 4 Learning Sustainable Tech 4 Good
- ◆ Oasis with on Track - women's aid

Housing Management and Quality Assurance

Throughout the year, we devoted ourselves to maintaining safety standards, ensuring compliance, and improving security measures for over 100 domestic violence victims residing in our accommodations. Additionally, we remained environmentally conscious and committed to preserving the investments of our stakeholders. In the sections below, we delve into the significant milestones and achievements attained, highlighting their profound impact on our residents and stakeholders.

Zero Harm Under Our Roof. We are pleased to report that over the past year, none of our residents or support staff have suffered harm within our premises due to safety concerns.

As part of our commitment to ensuring the well-being of our residents, we addressed issues that compromise safety, such as the presence of mould, slippery surfaces, congested emergency exit passages, and lack of window childproofing, just to mention a few. Throughout the year, we conducted regular property inspections across all residences.

These inspections served as a critical component of our commitment to maintaining compliance with health and safety regulations while providing our residents with a safe living environment. Through meticulous attention to detail and proactive identification of potential hazards, we ensured the safety and well-being of our residents.

Uninterrupted Residency: We have ensured that our houses maintain compliance with the regulatory standards set forth by the Birmingham City Council, both in terms of their physical condition and documentation. This commitment to regulatory adherence ensured the uninterrupted residency of our residents. We have placed a strong emphasis on ensuring compliance with regulatory standards and fostering accountability within our organisation.

Our meticulous management of house documentation, including certificates and reports, for example, gas safety certificates, Portable Appliance Testing (PAT), Fire Risk Assessment reports, and so on, facilitated regulatory adherence. We were able to submit all the documentation as and when requested by Birmingham City Council while also passing their physical house inspection.

Enhanced Security Measures We've effectively implemented robust CCTV systems in all residences, underscoring our unwavering commitment to prioritising resident safety and security throughout the year. Emphasising this commitment, we placed significant focus on bolstering security measures across all properties. By coordinating the installation of CCTV systems, we strengthened our security protocols, minimised system downtime, and ensured uninterrupted surveillance and monitoring.

Environmentally Sensitive and Sustainability For a clean environment, we actively pursued behavioural changes in energy usage by educating all our residents about energy-saving habits. We emphasised turning off lights when the room is not in use, unplugging electronics, air-drying clothes when feasible, and ensuring doors and windows are closed during heating periods. Additionally, we emphasised efficient cooking practices, such as using lids and appropriate burner sizes to maximise energy efficiency. Furthermore, we provided education and training to our staff on the recycling programme established by the Birmingham City Council. This programme emphasises the importance of sorting waste and collecting recyclable materials together effectively.



Preserving the Investments of Our Stakeholders Finally, we recognised the importance of maintaining property value and preserving the investments of our stakeholders. Through close collaboration with our maintenance team and third-party contractors, we ensured the timely completion of all housing remedial work, safeguarding the value and integrity of our properties.

Our proactive approach to maintenance not only enhanced the quality of living for our residents but also contributed to the overall stability and attractiveness of our properties. By prioritising efficient resource management and effective project coordination, we demonstrated our commitment to maximising the long-term value of our investments and enhancing the well-being of our residents.

In conclusion, the past year has been marked by significant achievements and milestones in housing management and quality assurance at Contento Social Homes.

From upholding safety standards and promoting compliance to enhancing security measures and maintaining property value in a clean environment, our efforts have been guided by our unwavering commitment to creating a safe, supportive, and empowering environment for all our residents.

We extend our heartfelt gratitude to each member of the team for their dedication, hard work, and commitment to our shared mission. Together, we have made a positive impact on the lives of those we serve, and we look forward to continuing our efforts in the year ahead.

Human Resources

Contento Social Homes has successfully enhanced its support for Survivors of Domestic Abuse and their Children in the UK by providing Safe Accommodation and skills to improve their well-being.

The HR Department, in alignment with Contento Social Homes CIC's mission statement, has effectively focused on hiring personnel who are compassionate, empathetic, and dedicated to supporting survivors of domestic abuse.

We have developed and identified training programmes that have equipped staff with the necessary skills to create a safe and supportive environment, fostering a culture that prioritises the well-being of the survivors and their children, and promoting a collaborative and understanding workplace.

Regular assessments of HR Policies have been conducted to ensure they align with the organisation's commitment to providing safe accommodation and empowering survivors through skill development.

The HR department's impact at Contento Social Homes has been pivotal in ensuring the effective management and development of its most valuable asset: its employees. Throughout the reporting period, the department has been instrumental in facilitating the recruitment, retention, and professional growth of staff members, thus directly contributing to the organisation's mission and goals.

Contento's HR department has implemented robust recruitment processes and strategies, successfully attracting top talent to the organisation and ensuring the right people are in the right roles to drive the mission forward.

Employee engagement initiatives, training programmes, and opportunities for professional development have been effectively implemented, playing a crucial role in fostering a positive work environment where employees feel valued, motivated, and committed to the organisation.

The organisation's employee engagement initiatives have been crucial in ensuring a motivated and productive workforce. Strategies implemented include:

Clear Communications: Staff meetings, team meetings, staff supervisions, and spot checks were conducted, ensuring transparent communication from leadership about organisational goals, changes, and expectations, which helps employees feel connected and engaged.

Recognition and Rewards: Employees' hard work and achievements were acknowledged and rewarded, significantly boosting morale and motivation. Employees of the week and month were announced in meetings, and certificates of recognition have been awarded.

Employee Development: Opportunities for training, upskilling, and career growth were provided, showing employees that the organisation is invested in their success.

Employee Feedback: Channels for two-way feedback were established, allowing employees to voice their opinions, ideas, and concerns, making them feel heard and valued.

Inclusive Culture: An inclusive and diverse workplace has been created where all employees feel respected and included, significantly impacting engagement levels.

Training and development: at Contento Social Homes has significantly enhanced the skills and capabilities of staff, improving their efficiency and effectiveness in fulfilling the organisation's mission.

This has led to increased productivity, better service delivery, and heightened overall organisational performance. Investing in employee development has fostered a positive work environment, boosted morale, and contributed to staff retention.



Employee Recognition Awards and Employees of the Month Awards at the End of Year Celebrations

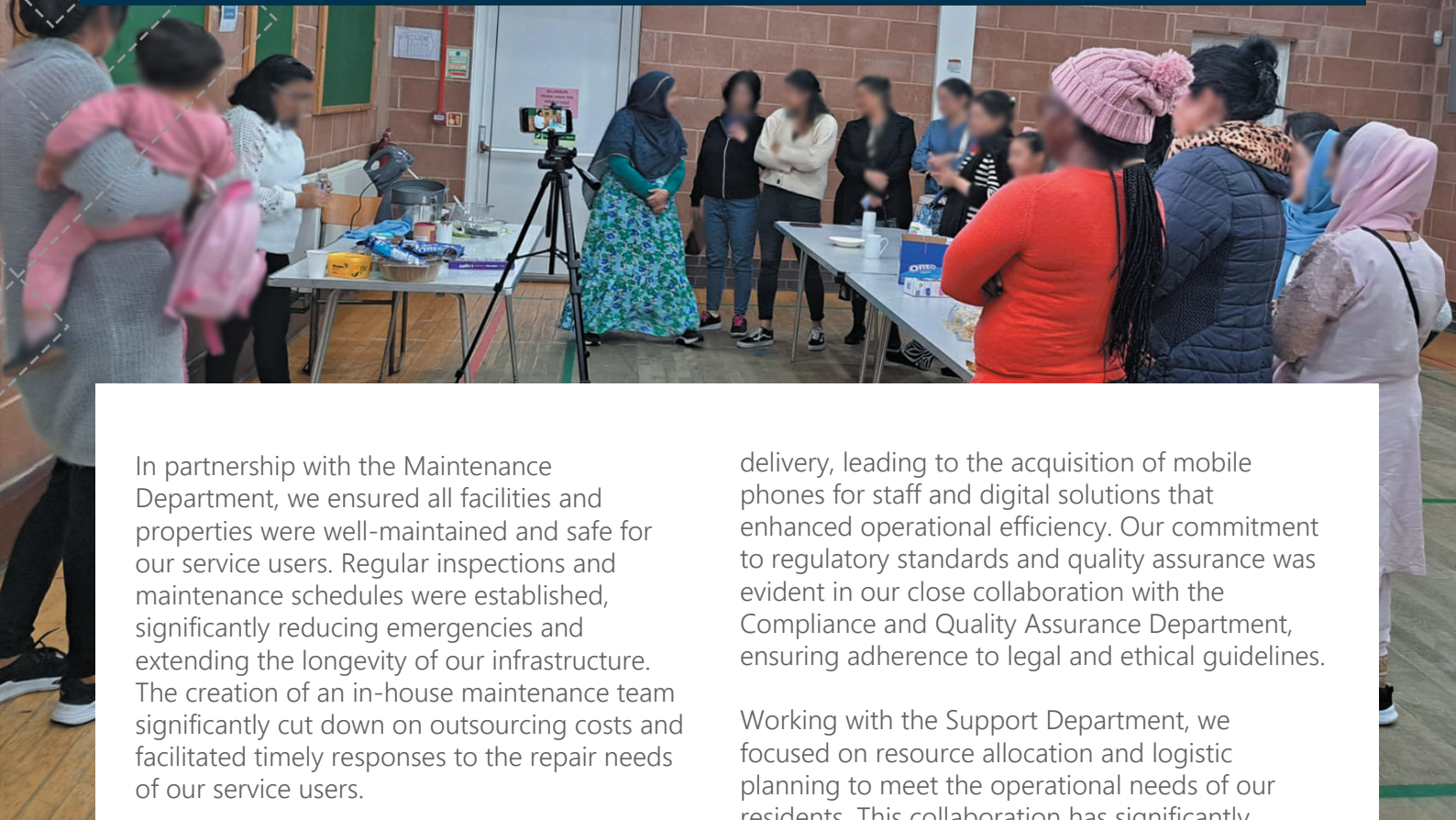
Core trainings essential for providing high-quality care to individuals in need were delivered to all staff members, especially Support Workers. These include safeguarding, health and safety, communication skills, diversity and equality, person-centred care, mental health awareness, and equality and diversity training, enhancing the overall quality of service and care provided to service users.

Support workers were enrolled in NVQ training in Health and Social Care Levels 2 and 3 with the South and City College in Birmingham, enhancing their qualifications and readiness to provide exceptional care.

Through these comprehensive efforts, Contento Social Homes' HR department has made a significant impact on the organisation, empowering employees and ensuring a supportive and effective service for survivors of domestic abuse and their children.

Operations & Collaboration

The Operations Department at Contento Social Homes CIC has played a pivotal role in ensuring the smooth operation of the organisation's core activities over the past year, effectively collaborating with various departments to achieve our collective goals.



In partnership with the Maintenance Department, we ensured all facilities and properties were well-maintained and safe for our service users. Regular inspections and maintenance schedules were established, significantly reducing emergencies and extending the longevity of our infrastructure. The creation of an in-house maintenance team significantly cut down on outsourcing costs and facilitated timely responses to the repair needs of our service users.

Our collaboration with the Marketing Department was instrumental in developing targeted outreach campaigns, raising awareness of our services, and increasing our visibility in the market. Working with the Fundraising Department, we provided insights and support that demonstrated the tangible impact of our programmes, securing essential resources to sustain and expand our activities. The partnership with the Human Resource Department was key to fostering a supportive work environment, as evidenced by positive feedback from external inspectors.

The ICT Department played a crucial role in leveraging technology to improve communication, data management, and service

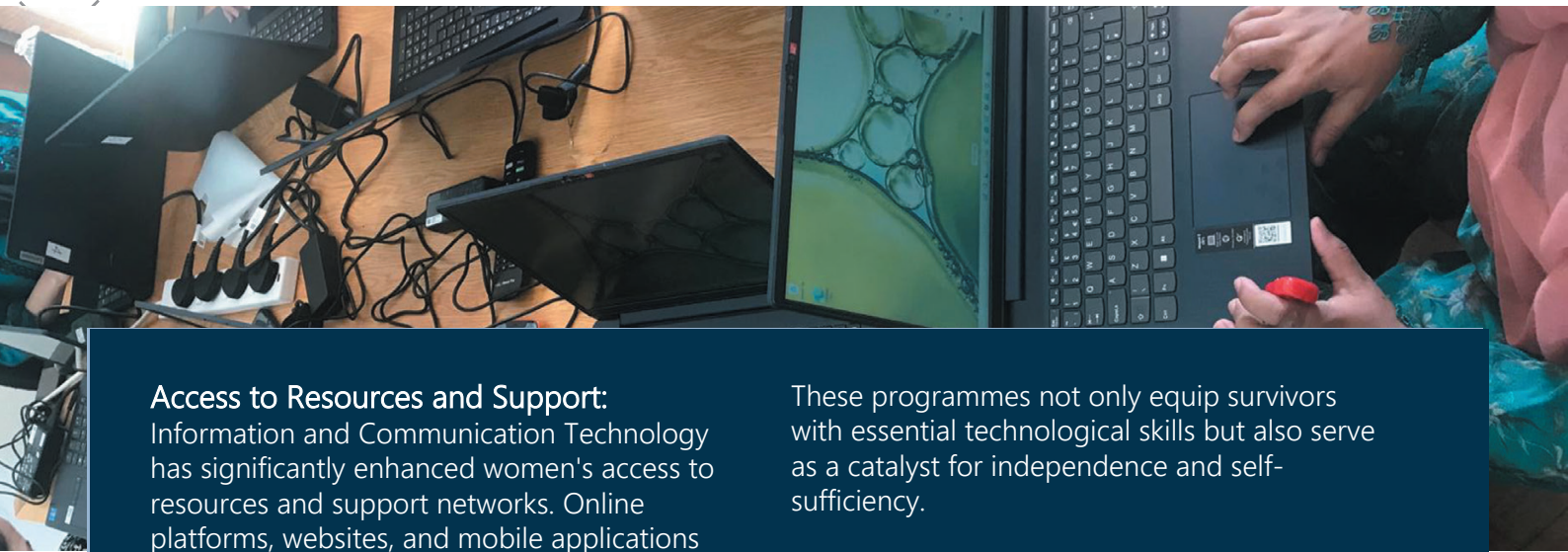
delivery, leading to the acquisition of mobile phones for staff and digital solutions that enhanced operational efficiency. Our commitment to regulatory standards and quality assurance was evident in our close collaboration with the Compliance and Quality Assurance Department, ensuring adherence to legal and ethical guidelines.

Working with the Support Department, we focused on resource allocation and logistic planning to meet the operational needs of our residents. This collaboration has significantly impacted the lives of the women and children we assist, providing them with essential supplies and transportation for various activities, which has positively influenced their perspective on life.

The Operations Department's collaborative efforts with other departments have been instrumental in providing safe and supported accommodation for women and children fleeing domestic violence and abuse. Our team's dedication and professionalism have contributed to the positive reputation and growth of Contento Social Homes CIC. Looking forward, we remain committed to excellence and innovation in our operations, striving to make a meaningful difference in the lives of those we serve.

Information Technology

Domestic abuse against women remains a pervasive issue globally, affecting millions of lives and perpetuating cycles of violence and trauma. In the context of combating domestic abuse, Information Technology (IT) has emerged as a powerful tool with the potential to offer support, empowerment, and avenues for intervention for women facing such challenges. This impact report examines the multifaceted ways in which ICT has influenced the landscape of addressing domestic abuse against women, focusing on its impact, challenges, and opportunities.



Access to Resources and Support:

Information and Communication Technology has significantly enhanced women's access to resources and support networks. Online platforms, websites, and mobile applications dedicated to domestic abuse prevention and support provide women with vital information, guidance, and access to helplines and shelters. These resources empower women to seek assistance discreetly, regardless of their geographical location or time constraints.

Safety and Security Measures:

The ICT department has played a crucial role in enhancing the safety and security of women experiencing domestic abuse. Technology-enabled safety measures, such as mobile panic buttons, location tracking apps, and wearable devices, provide women with immediate access to emergency assistance and enable real-time monitoring of their safety status.

IT Training and Digital Literacy:

In response to the pressing need for empowerment and support for survivors of domestic abuse, ICT initiatives have emerged as a beacon of hope, offering tailored training programmes aimed at enhancing digital literacy among women affected by domestic violence.

These programmes not only equip survivors with essential technological skills but also serve as a catalyst for independence and self-sufficiency.

Through ICT-provided training, women gain proficiency in fundamental digital tools, from basic computer operations to internet navigation and online communication platforms. By bridging the digital divide, these initiatives enable survivors to access vital resources, seek employment opportunities, and connect with support networks, fostering a sense of autonomy and resilience.

Beyond imparting technical knowledge, ICT training instils confidence and fosters a newfound sense of agency, empowering women to reclaim control over their lives and chart a path toward a brighter, more promising future.

As a result, these endeavours not only mitigate the isolation and vulnerability often associated with domestic abuse but also pave the way for meaningful societal integration and long-term empowerment.

Paperless Management System

The implementation of ICT-driven paperless systems within staff operations represents a transformative leap towards efficiency, standardisation, and clarity in data management. By digitising workflows and documentation processes, organisations not only save valuable time but also establish a standardised central data system that mitigates the risk of duplicate entries and ambiguity.

Through streamlined digital platforms, staff members can access, update, and share information seamlessly, fostering collaboration and enhancing productivity across departments. The transition to paperless operations not only reduces the burden of manual paperwork but also ensures the integrity and consistency of data, thereby minimising errors and promoting accuracy in decision-making processes. Embracing ICT solutions not only modernises administrative practices but also underscores a commitment to innovation and optimisation in the digital age, ultimately driving organisational effectiveness and promoting a culture of efficiency and excellence.



Implemented Graphic Pads

The adoption of ICT, particularly through the implementation of graphic pads for document signing, offers a critical avenue for safeguarding the privacy and security of our clients of domestic abuse. By leveraging graphic pads, our organisation ensures the confidentiality of sensitive information while providing survivors with a secure means to sign documents digitally, thereby reducing the risk of exposure to further harm or exploitation.

This approach not only enhances data privacy and protection but also establishes a framework for maintaining secure digital copies of all documents, empowering survivors with greater control over their information. Moreover, the transition to digital signatures not only streamlines processes and improves efficiency but also yields significant cost savings by minimising the need for physical paperwork and printing. Furthermore, by reducing paper consumption, ICT-driven solutions contribute to environmental sustainability, aligning with broader efforts to minimise waste and conserve resources.

In essence, the integration of graphic pads represents a holistic approach to enhancing client safety, operational efficiency, and environmental responsibility within the context of supporting survivors of domestic abuse.

Standardisation of Service Providers of Tech

ICT plays a transformative role in organising internet and mobile providers into standard providers that prioritise quick speed, efficient customer support during maintenance issues, and a centralised billing system. Through advanced ICT infrastructure, providers can optimise network performance to ensure fast and reliable internet and mobile services for users. Additionally, ICT facilitates streamlined communication channels, enabling prompt and effective customer support responses during maintenance or technical difficulties. By centralising billing systems, ICT enhances transparency and convenience for customers, simplifying payment processes and reducing administrative overhead for providers. The integration of ICT not only elevates the quality of service but also enhances operational efficiency, enabling providers to deliver a seamless and satisfying experience to their clientele while fostering trust and loyalty in the ever-evolving digital landscape.



Fundraising & Partnerships

The Fundraising Department has remained committed to advancing the provision of safe accommodations and comprehensive support to women fleeing domestic abuse. In this report, we have outlined the impact of our contributions, showcasing how the team has enabled us to make meaningful strides in supporting survivors of domestic abuse.

1. People's Health Trust

6 Peer support sessions and 2 celebrations were conducted, bringing people together, in a community that shares similar interests and life experiences. We had numbers coming out to support each other. People shared different experiences and encouraged each other about how to navigate when they face different domestic abuse in their lives. Friendships were created, reducing isolation because survivors of domestic abuse spend most of their time confined in their houses, they are afraid of coming across their perpetrators and they feel shame about their situation. These events have managed to bridge the gap, making everyone understand that they are not alone in their journey.

Digital Inclusion

Through funding, we procured 4 laptops and conducted over 8 training sessions for survivors. Our training focused on bridging the digital divide, significantly impacting survivors by providing them with essential IT skills and opportunities for empowerment. 35 attendees successfully created their CVs, improving their prospects for employment. Notably, one survivor secured a permanent job, through the support of the Introduction to Computers module which was an advantage.

The comprehensive training equipped survivors with digital literacy skills, enabling safe internet navigation, online communication, and protection against cyber threats. This knowledge not only bridged the digital gap but also fostered independence and confidence among survivors, empowering them to pursue their goals with resilience. The digital inclusion initiative catalysed empowerment, enabling survivors to overcome obstacles, seize opportunities, and regain control of their lives. Through investments in education and skills development, we are dedicated to nurturing resilience and fostering a more equitable society where every individual can thrive.

The End-of-Year Party,

Attended by 95 participants, marked a significant milestone in celebrating the journey of survivors and our company. With diverse attendees, including service users, staff, stakeholders, and the board of directors, the event fostered community cohesion and cross-cultural understanding. Generous donations from Giving World, Birmingham City Mission, and Avon ensured that all service users received presents, enhancing the festive atmosphere and demonstrating external support. The party served as a testament to our collective impact, promoting inclusivity, empowerment, and collaboration.

2. National Lottery

We secured a grant from the National Lottery which was utilised to enhance support services for victims of domestic abuse within the organisation. The allocation was specifically dedicated to facilitating document translation, language translation services, clinical supervision for support workers, and professional counselling for survivors.

Document Translation:

4 crucial documents, namely the Authorisation Form, Consent Form, Support Agreement, and Confidentiality Form, were successfully translated into Urdu, Tigrinya, and Tamil. The translation effort empowered survivors by providing them access to essential documents in their native languages, fostering a more inclusive and supportive environment.

Language Translation Services:

A total of 6917 minutes was dedicated to language translation services, covering a diverse range of 21 languages including Urdu, Arabic, Tigrinya, Punjabi, Bengali, Tamil, Sorani, Sylheti, Dari, Latvian, Farsi, Mandarin, Nepali, Polish, Turkish, Malayalam, Mirpuri, Romanian, Portuguese, Portuguese Brazilian and Spanish. This comprehensive translation effort ensured effective communication and accessibility to services for individuals from diverse linguistic backgrounds, thereby breaking down barriers to seeking support and assistance.



Clinical Supervision:

4 support workers received essential clinical supervision sessions to address the emotional strain often associated with assisting victims of domestic abuse.

These sessions played a crucial role in supporting the well-being of our support workers, enabling them to continue providing comprehensive services while ensuring their own mental and emotional health.

Professional Counselling:

34 survivors of domestic abuse benefitted from professional counselling sessions, totalling 174 sessions conducted. Positive outcomes were observed, with 16 survivors completing their sessions, demonstrating improved self-esteem and increased confidence, indicative of progress towards healing and recovery.

3. Birmingham City Council: Affordable Food Infrastructure Fund

Secured through a grant from Birmingham City Council, which enabled the acquisition and distribution of 8 fridge freezers across 7 safe accommodations in our community. This initiative resolved conflicts over limited food storage space, improved living conditions, and enhanced food security, particularly for survivors with no recourse to Public Funds.

4. Birmingham City Council: Winter Aid Fund

The Winter Aid Food Funding project, supported by Birmingham City Council awarded Contento with £5000, aimed to provide essential groceries to survivors of domestic abuse, with a focus on those with No Recourse to Public Funds (NRPF). The initiative sought to address immediate needs, promote healthy eating, and support low-income households affected by domestic abuse.

- **Procurement of Nutritious Food:** Various nutritious food items were purchased, including rice, pasta, vegetables, oils, beans, oats, milk, juices, and other essentials.
- **Distribution to Beneficiaries:** Groceries were distributed to survivors, prioritizing those facing financial constraints and NRPF restrictions.
- **Inclusivity:** Support was extended to survivors from all backgrounds, irrespective of immigration status or income level.

5. Buttle UK

Buttle is a charitable organization that provides prepaid cards for disadvantaged children. Through Buttle's efforts, 6 disadvantaged children from 4 families have seen remarkable improvements in their lives with grants per family awarded to address various needs.

These needs include:

- Educational support, including laptops and uniforms, enhanced academic engagement.
- Emotional well-being was fostered with toys and bedding,
- While housing needs were met with essentials like fridge freezers, beds & mattresses, bedroom storage etc. These interventions have positively impacted the children's academic performance, emotional resilience, and physical health.

6. BBC Children in Need (Emergency essentials)

BBC Children in Need is a funder that provides white goods to vulnerable children below the age of 17.

A total of 11 appliances were awarded to children.

- 5x fridge freezers
- 3x Washing machine
- 2x gas stove
- 1x pushchair

- The provision of fridge-freezers and washing machines has significantly improved the living conditions of the beneficiaries. Access to these appliances ensures proper storage of perishable items and facilitates regular laundry routines, contributing to a healthier and more comfortable home environment.

- With the provision of fridge freezers, service users store food items safely, reducing the risk of food spoilage and ensuring a more stable supply of nutritious meals for children. This contributes to better nutrition and overall well-being.

- The availability of washing machines enables families to maintain better hygiene standards by regularly washing clothes and bedding. This is particularly crucial for children's health and reduces the risk of illness associated with unclean clothing.

- Gas stoves provided through the fund ensure families have access to safe cooking facilities, allowing them to prepare hot meals efficiently. This not only promotes better nutrition but also reduces the reliance on alternative, potentially hazardous cooking methods.

- The provision of a pushchair has improved mobility for families with young children, enabling parents to transport their children more easily and participate in daily activities without restrictions. This contributes to the overall well-being and inclusion of children in various community settings.

7. Alpit Foundation

Awarded 1 trampoline to assist children with their physical health and well-being. The implementation of a single trampoline aimed at improving children's physical health and well-being has shown significant positive outcomes. Seven children benefited from regular trampoline sessions, resulting in notable enhancements in various areas.

- **Physical Health:** Trampoline sessions improved cardiovascular fitness, muscular strength, and coordination among participants, positively impacting overall health.
- **Emotional Well-being:** Trampoline sessions provided stress relief, promoted happiness, and boosted self-esteem and confidence among children.
- **Social Interaction:** Participation in trampoline activities encouraged social interaction, teamwork, and communication skills development, fostering friendships and a sense of community.
- The trampoline has proven effective in promoting holistic child development, highlighting the importance of physical activity and social engagement in nurturing healthier and happier communities.

8. Women's Aid Federation

The Women's Aid Federation has secured a £2 million Flexible Fund grant aimed at supporting survivors of domestic abuse. The fund is divided into two categories: Flee Funding and Future Funding, and focuses on the tangible benefits provided to survivors.

Flee Funding Success:

- Through the Flee Funding category, Contento successfully applied for and received five grants. These grants have significantly aided survivors in settling in refuge services, particularly those facing challenges due to their lack of access to public funds.
- The grants have directly benefited survivors by alleviating financial burdens by providing immediate financial assistance, and survivors have been empowered to focus on rebuilding their lives free from abuse.

- The Flee Fund has effectively addressed the critical needs of survivors by providing tailored financial support and ensuring inclusivity for those with No Recourse to Public Funds.

- Beyond immediate assistance, the fund has empowered survivors by enabling them to make decisions conducive to their safety and well-being, fostering resilience and autonomy.

9. Women's Aid: Oasis with On Track

Women's Aid's commitment to supporting and empowering women affected by domestic abuse continued. Contento secured a technology bursary to implement Oasis with On Track, a case management system. The agreement for this implementation was signed on the 28th of September 2023. Additionally, we received an impact bursary to attend workshops aimed at enhancing our staff's skills and capabilities.

- Following the receipt of the technology bursary, the management staff were promptly enrolled in training sessions to familiarise themselves with the Oasis with On Track system. The training aimed to equip them with the necessary knowledge and skills to effectively utilize the system for case management purposes. Furthermore, support workers were trained on a structured approach to training their peers, ensuring comprehensive understanding and adoption of the system across the organisation.
- Utilising the impact bursary, we enrolled four staff members in various courses tailored to their roles and responsibilities. These courses included "Reporting from On Track," "Show off Your Data," and "Outcomes Measurements with On Track." By investing in these workshops, we aimed to enhance our staff's proficiency in utilizing the Oasis with On Track system to its fullest potential.
- The implementation of Oasis with On Track and the participation in targeted training workshops are expected to yield several significant outcomes:
- The Oasis with On Track system will streamline case management processes, enabling more efficient and effective support for women affected by domestic abuse.

10. Women's Aid: Avon

Avon supported survivors of domestic abuse through the donation of clothing and accessories which has had a profound impact on affected survivors by targeting key areas such as empowerment, independence, and inclusivity. Avon has demonstrated its commitment to social responsibility and making a tangible difference in the lives of those in need.



11. West Midlands Combined Authority

In response to the pressing need for digital inclusion, West Midlands Combined Authority awarded Contento Social Homes CIC 10 laptops which were distributed to service users within safe accommodation. The initiative aimed to empower individuals by providing access to essential services, facilitating IT and ESOL training, and enabling educational opportunities.

12. Laptops for Learning

Contento Social Homes CIC has been awarded the Sue Foundation to receive 10 tablets, scheduled for delivery in early 2024. This donation aims to address the digital divide and enhance the digital inclusion of survivors within our safe accommodation. By providing access to digital devices and IT skills training, we will empower survivors, boost their confidence, and increase their employability. Ultimately, this initiative will promote digital inclusion within our community, ensuring that all survivors have equal opportunities to thrive in the digital age.

13. Community Organisations:

Cost of Living

Contento Social Homes is pleased to present the impact report detailing the utilisation and outcomes of the grant received from the National Lottery. The funding is specifically aimed at addressing the cost-of-living crisis within the West Midlands region, with a primary focus on tackling the demand for the provision of support and safe accommodation for domestic abuse survivors.

- With the assistance of the grant, Contento Social Homes will successfully source 3x five-bedroomed houses equipped with essential furnishings including double and single beds, wardrobes, chest of drawers, refrigerators, televisions, sofas, tables, microwaves, utensils, emergency heaters. This initiative will facilitate the creation of a warm and nurturing environment where survivors of domestic abuse can access safe accommodation and comprehensive support services.

- The grant has also enabled Contento Social Homes to invest in technology by acquiring 16 laptops and 1 tablet, which are instrumental in providing training opportunities for survivors. Through tailored programs, survivors are equipped with essential skills aimed at improving their economic and physical well-being, enhancing their employability prospects, and promoting independent living post-refuge. Additionally, access to ESOL lessons, GP appointments, and counselling services further enriches the support provided to survivors.

- Contento Social Homes utilised a portion of the grant to reimburse rentals and rates incurred due to inflationary pressures. These unforeseen expenses strained the organization's budget, impacting the provision of essential services to survivors. The funding alleviated financial burdens, ensuring uninterrupted support for individuals seeking refuge from domestic abuse

- The grant will facilitate skills development initiatives for support workers, underscoring Contento Social Homes' commitment to delivering person-centred support of the highest calibre. Support workers will be enrolled in courses related to domestic abuse, enhancing their knowledge and expertise in providing tailored assistance to survivors. Additionally, a team-building event will be organised to foster teamwork amongst employees, promoting a cohesive work environment conducive to effective service delivery.

14. Birmingham City Mission

Birmingham City Mission donated 56 Christmas gifts to children of survivors of domestic abuse which brought immense joy and positive change to vulnerable children in our community. The carefully selected gifts, including educational books, toys, and games, have not only provided immediate happiness but also fostered long-term benefits such as academic development and social skills enhancement. This gesture of kindness has empowered and supported the children and their families on their journey towards healing and recovery.

15. Baby Aid Birmingham

Approved 4 applications for clothing including nappies, toys, and games to children who were in immediate need of assistance. The assistance provided addressed critical requirements, promoting comfort, dignity, and well-being among children. Through the provision of essential items, including clothing and hygiene products, children experienced improved quality of life and psychological well-being. Engagement with toys and games not only offered recreational opportunities but also fostered cognitive development and strengthened social bonds.

16. Giving World

In response to the urgent needs of survivors of domestic abuse, Giving World donated Christmas items, including clothes, accessories, stationery, and kitchen utensils. Through generosity, we were able to distribute essential items to those affected by domestic violence, making a tangible difference in their lives.

The provision of clothing and accessories not only met basic needs but also boosted confidence and self-esteem among survivors. Stationery sets enabled recipients to engage in education, while kitchen utensils facilitated meal preparation and promoted independence. Beyond immediate relief, this initiative has long-term implications, including empowerment, community support, and breaking the cycle of abuse. By providing resources and support, survivors are empowered to rebuild their lives and create a brighter future for themselves and their families.



Survivors enjoy a baking session funded through The Health Lottery and The People's Health Trust

Conclusion

The collective efforts of various initiatives, including Funders and Donors, have demonstrated a tangible commitment to supporting survivors of domestic abuse and fostering a safer, more inclusive society for all. These initiatives have played a crucial role in addressing the pressing needs of individuals affected by domestic violence, providing essential support services, safe accommodation, and professional development opportunities. These initiatives have made a significant impact in empowering survivors as they rebuild their lives and work towards a future free from violence. As we move forward, it is imperative to sustain and expand upon these efforts, ensuring continued investment in initiatives that support survivors and combat domestic violence. By prioritizing the safety, well-being, and empowerment of individuals affected by domestic abuse, we can collectively work towards building a society where everyone can thrive without the threat of violence.

Promotion & Marketing



Caroline Phansi (Contento Social Homes) wins Duty to the Community Award 2023

This past year has been remarkable not only for the strides we've made in supporting women survivors of domestic abuse and their children but also for the notable accolades that have underscored the leadership and dedication at the heart of our organisation.

Awards and Recognitions

The leadership of Caroline Phansi, our Executive Director and CEO, has been a beacon of inspiration and excellence within the community and beyond. Caroline's unwavering commitment to our mission and her exceptional leadership qualities have been recognised through prestigious awards, including:

1. Community Inspiration: Duty to the Community Award
2. Excellence in Executive Inclusive Leadership of the Year

These awards are a testament to Caroline's innovative leadership, her inclusive approach to organisational management, and her tireless efforts to make a tangible difference in the lives of those we serve.

Impact on the Organisation's Reputation and Visibility

The accolades have significantly enhanced the visibility of Contento Social Homes, drawing attention to our vital work and the impact we have on the community. The awards also rightly positioned Contento Social Homes as a leader in both the non-profit sector and the wider movement against domestic abuse.



Impact Stories and Testimonials

Contento Social Homes has made a significant impact on the lives of women survivors of domestic abuse, as illustrated by the profound story of a survivor who benefited from the organisation's support. Over a period of three years, this survivor transitioned from a state of vulnerability to independence, highlighting the effectiveness of the support provided by Contento Social Homes.

Key Points of Impact:

Personal Empowerment:

The survivor arrived at Contento Social Homes with low self-confidence and a sense of despair. Through tailored support and empowerment initiatives, she regained her self-esteem and achieved personal independence.

Practical Assistance:

Contento Social Homes played a crucial role in resolving critical issues for the survivor, such as retrieving her son's lost passport, which was instrumental in stabilising her life circumstances.

Overcoming Language Barriers:

Initially facing significant language barriers, the survivor received support to improve her English and maths skills. This not only facilitated her integration into the community but also enabled her to pursue further education.

Educational Advancement:

With the support of Contento Social Homes, the survivor made remarkable progress in her education, moving from requiring an interpreter to improving her English skills in college, demonstrating a significant leap in her ability to communicate and continue her studies.

Transition to Independence:

The visit by CEO Caroline Phansi marked a milestone in the survivor's journey, as she was preparing to move out of the refuge into independent living, showcasing the holistic and effective support provided by Contento Social Homes in facilitating this transition.

This story exemplifies the tangible outcomes of the work carried out by Contento Social Homes, emphasising not only the provision of refuge but also the comprehensive support towards rebuilding lives, empowering survivors, and facilitating their journey towards independence and self-sufficiency. The organisation's commitment to supporting survivors of domestic abuse through practical assistance, educational support, and personal empowerment is evident in the significant transformations experienced by those it serves.

Finance and Accounts

Properties

YEAR START: 14 HOUSES

YEAR END: 20 HOUSES

YEAR START:
68 BED SPACES

YEAR END:
99 BED SPACES

Client Summary

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Ladies accommodated	37	31	55	69	192
Children accommodated	17	18	36	43	114
Moved into new home	3	4	10	13	30
Moved to another refuge	12	19	22	10	63
Moved back home	6	8	4	20	38
Moved due to medical reason	1	4	2	1	8
BAME victims	20	21	44	48	133
British victims	16	9	8	14	47
European victims	1	1	3	7	12
Support to apply for DDV	0	4	11	17	32
DDV concession granted	0	6	11	18	35
Support to apply for Indefinite leave	6	6	18	23	53
Indefinite leave granted	6	6	19	21	52



Accommodation

Women

Quarter 1 - 37
Quarter 2 - 31
Quarter 3 - 55
Quarter 4 - 69

Children

Quarter 1 - 17
Quarter 2 - 18
Quarter 3 - 36
Quarter 4 - 43

Ethnicity

British

- Quarter 1 - 16
- Quarter 2 - 9
- Quarter 3 - 8
- Quarter 4 - 14

BAME

- Quarter 1 - 20
- Quarter 2 - 21
- Quarter 3 - 44
- Quarter 4 - 48

European

- Quarter 1 - 1
- Quarter 2 - 1
- Quarter 3 - 3
- Quarter 4 - 7

Move on Support

Quarter	Moved to a New Home	Moved to Another Refuge	Moved to a Hospital	Moved Back Home
1st Quarter	3	12	1	1
2nd Quarter	4	19	4	8
3rd Quarter	10	22	2	2
4th Quarter	13	10	1	1

Contento Support

We supported
13 clients
 with NRPF status
 totalling
£5,892.39

MOVE IN DATE	DDV APPROVED	NO. OF DAYS	RENT	AMOUNT
05/04/2023	15/04/2023	11	218.65	£343.59
13/04/2023	25/04/2023	13	218.65	£406.06
15/05/2023	26/05/2023	12	292.47	£501.38
27/06/2023	10/07/2023	14	308.06	£616.12
04/07/2023	17/07/2023	14	282.85	£565.70
18/07/2023	27/07/2023	10	308.06	£440.09
04/08/2023	06/08/2023	3	281.28	£120.55
04/09/2023	12/09/2023	9	281.28	£361.65
20/09/2023	28/09/2023	9	285.28	£366.79
06/10/2023	19/10/2023	14	285.28	£570.56
09/11/2023	11/11/2023	3	288.87	£123.80
13/11/2023	21/11/2023	9	354.61	£455.93
12/12/2023	03/01/2024	23	310.49	£1,020.18
				£5,892.39



Contento Social Homes

supported accommodation

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