

TFN Impact Report

Name of your Organisation:	Dacorum Community Trust
Name of the project TFN funded:	Supply of carpets and curtains for domestic abuse families
Date Funded by TFN:	8th October 2019
Were you able to undertake your project as planned?	No
If no, please outline how the project has changed.	The project started well but due to the pandemic, we have been unable to arrange for the supply and fitting of carpets during lockdowns. Also, client priorities changed and there have been fewer requests for these items.
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	<p>Initially, DCT undertook with TFN to support 27 families with basic carpet and curtains for one room. However, due to the pandemic our progress has been slower, client priorities have changed and there have been fewer requests for carpets and curtains. To-date, we have supported 7 families and 4 applications are pending.</p> <p>When Dacorum returns to normal services, we expect to reach our target of 27 completed cases within twelve months.</p> <p>Since the pandemic, DCT has experienced a 90% increase in demand for our services.</p> <p>We have been working remotely and have had to find alternative ways to ensure are clients are supported during lockdowns. Fortunately, we have recruited an additional volunteer to assist with the additional workload.</p> <p>DCT was able measure the impact of our work by the immediate physical improvement in a family's living conditions. We could not visit properties personally to view the carpet and curtains. We requested before and after photographs but these were not forthcoming. However, we had early verbal or written feedback from the families and our regular carpet fitter. Families commented about their dwellings feeling safer, cosier and much more like home.</p> <p>A minimum of one month after case completion, DCT undertook follow-up telephone calls and/or emails to obtain further feedback from our clients. We were very pleased that 5 out of the 7 clients above responded. In our experience, responses are usually about one in ten because people often not want to revisit a time when they were struggling.</p> <p>We have noted that families have put a great emphasis on having curtains for security reasons as they fear that their ex-partners may be</p>

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	stalking them. Others are desperate for privacy. As one client said, 'living without curtains is like living in a fish bowl'.
What portion of the project did TFN fund?	85%
How many direct beneficiaries did the TFN funded project reach?	7
How many indirect beneficiaries did the TFN funded project reach?	15 children
Were you able to leverage further funding as a result of TFN support?	No
If yes, how much were you able to raise?	
Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	Yes
If yes, please can you provide details of the support you received?	Paul Thomas, Digital Services, is leading our social media and website. He has recently become a DCT trustee.
Has the training you received from TFN better prepared you in pitching your organisation to potential funders?	Yes
Has TFN increased your capacity to raise further funds?	Yes
How important was TFN funding in helping you achieve your objectives?	We would have found it difficult to achieve our objectives without TFN funding
Since presenting at TFN, has your organisation undergone any other significant changes?	Yes. As a result of the TFN presentation, DCT has allocated a member of staff to focus on generating income.
Do you have any other comments or feedback on the experience of the TFN process?	<p>Yes, the training was very useful and helped us to understand the importance of telling the story of our clients and the work that we do to help people in a crisis.</p> <p>The evening was very well organised and the TFN team were very welcoming.</p>

	Altogether, it was a very enjoyable experience.
Can you tell us any personal stories to highlight the value of the project?	<p>Behind each of our 7 families supported, these are the personal stories and 5 follow up responses:</p> <p>1 A male client with 3 young children who had just moved into local authority accommodation. The father had sole custody of his children and was struggling financially, dealing with a house move and resettling his three children. We provided carpet for the family's lounge and a child's bedroom. We also provided curtains for a child's bedroom. No feedback.</p> <p>2 A mother with 2 children living in permanent accommodation. She was in debt and was extremely stressed and anxious about her poor living conditions. We provided a basic laminate flooring for her lounge because the children had allergies and carpet was not suitable.</p> <p>Feedback: "the flooring has made a massive, massive difference to me and my kids. I am feeling a bit better but still struggling with my mental health".</p> <p>3 An expectant woman in her early twenties with a serious mental health illness. She was allocated a local authority flat just before the birth of her baby. We provided curtains for her lounge and a bedroom. No feedback.</p> <p>4 A mother with 2 young children under 5 years who fled from another borough to Dacorum and was put into temporary accommodation. We provided a large carpet square for the lounge.</p> <p>Feedback: "the baby was just starting to crawl and it was absolutely a Godsend to receive this polar rug. She loves the rug and has fallen asleep on it since we got it. And, it keeps the place warmer too. It feels so much more homely."</p> <p>5 DCT liaised with the brother-in-law of a young mother and her 4 children. The mother was very traumatised because of the abuse she had suffered and was hospitalised during the time we worked with the family. Two of the children were taken by the father briefly without permission but were returned home unharmed. On police recommendation for security purposes, we provided good quality, heavy curtains for the lounge and bedroom.</p> <p>Feedback from the client's brother-in-law: "having the curtains up was a lifeline for xx and the children. It has made them safer and more secure. xx is in good health and the family are doing well now. Thank you very much for all your support it made such a difference."</p>

	<p>6 A local domestic violence charity advocated on behalf of a young teenage mother and toddler. The charity was concerned about the poor state of the family's living conditions and the bare concrete floors. The mother was very lacking in confidence and found it very difficult to talk on the phone. We provided a carpet for the lounge and child's bedroom.</p> <p>Feedback via text: 'thank you so much for the carpet, it's really made such a big, big difference for me and xx. It's kept us a little more warmer and xx can play without slipping on the floor'.</p> <p>7 A mother with two children who fled domestic abuse from another country. The family were moved into temporary accommodation so we were unable to buy a fitted carpet. We supplied carpet squares for the lounge and curtains for the youngest child's bedroom. This family has since moved into permanent accommodation.</p> <p>Feedback: "you acted so quickly, getting me rugs and curtains when I had nothing and I am extremely grateful. It helped us all to settle."</p>
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