

Nottinghamshire Sexual Violence Support Services

Business Plan 2019 -24 (Abridged)

**NOTTS
SVS
SERVICES**

**LISTEN
BELIEVE
SUPPORT**

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1: Executive Summary

Nottinghamshire Sexual Violence Support Services (Notts SVSS) has over 40 years' experience of providing a unique and specialised counselling and support service to women and girls who have survived rape, childhood sexual abuse and sexual violence. Since 2007 we have provided support to male survivors of sexual violence.

Notts SVS is unique in that no other statutory or voluntary organisation provides both telephone and face-to-face support and counselling to survivors of rape in the Nottinghamshire area. The Centre is staffed by paid staff and trained volunteers and is supervised by a Board of Trustees with a diverse range of skills. We are a member of the British Association of Counsellors & Psychotherapy (BACP) and are a company limited by guarantee.

Notts SVS is committed to raising public awareness and encouraging proactive preventative measures with regards to sexual violence. We work closely and share best practice with a range of voluntary, statutory and private organisations; domestic violence groups, police, medical practitioners, Victim Support groups, to provide the best service for our users.

Home Office figures show that the City of Nottingham has a higher than national average level of reported sexual offences. This rise in demand has put our resources under increased pressure and we have instigated a three-year action plan for the expansion and improvement of our services.

The majority of our funding is provided by the Nottinghamshire Police & Crime Commissioner, Nottingham City Council and Nottinghamshire County Council. We hope to secure further funding to achieve the aims we have set out in our action plan.

2: Organisation Details

2.1 Charity name

Nottinghamshire Sexual Violence Support Services

2.2 Address

Nottingham Women's Centre, Chaucer St,
Nottingham NG1 5LP

2.3 Telephone number

0115 9470064

2.4 e-mail

admin@nottssvss.org.uk

2.5 website

www.nottssvss.org.uk

2.6 Legal status

Registered Charity no 1103071

Company limited by guarantee no 4823994

3: What the organisation does

3.1 Aims & Objectives

Aims

- To offer a range of free, confidential, client-focused counselling, support and advocacy services to survivors, aged 13+, of sexual abuse, sexual violence and rape, whether this has occurred recently or in the past.
- To raise awareness through the media and education and training of issues around rape and sexual abuse.

Objectives

- To operate a telephone helpline staffed by trained Volunteer Support Workers.
- To provide a face-to-face support and counselling services to all survivors of sexual violence, with women being supported in our women-only space.
- To offer support that meets survivors' additional needs, including where they experience multiple, intersecting oppressions. This may include, but is not limited to; support for women in a women-only space, access to translated information and interpreting services, an option of a male counsellor/support worker where this is preferred, services at outreach venues, support over the phone and via online counselling rooms, access to ground floor and accessible rooms.
- To accompany and support a survivor through the criminal justice process
- To assist a survivor in understanding their rights and services they can access and provide assistance with practical matters
- To act as a resource and information centre for statutory and voluntary organisations and the general public.
- To provide talks, training sessions, and workshops in a variety of settings, e.g. hospitals, schools and the police.
- To raise awareness of the multiple issues around sexual violence and survivors needs by; instigating positive change through active campaigning, working with local and national government, statutory and charitable organisations, maintaining an active and reliable online presence.

3.2 Mission Statement

Our mission is to provide a range of free, confidential and non-judgemental services to people aged 13 and over who have experienced any form of sexual abuse, sexual violence or rape at any time in their lives. 'We Listen, We Believe, We Support' summarises this aim and ensures that all survivors are listened to and supported within a culture of belief.

We aim to empower survivors to access our services which are most needed by them and in a way that is most suitable to their needs, including via telephone, face-to-face and online. We offer a range of counselling, advocacy and support services and can also support those who are also going through police and court procedures or who are survivors of institutional child sexual abuse.

We are a survivor-centred organisation and recognise that, as the majority of survivors are female, a gender-aware provision of services is also needed. Whilst we support survivors of all genders, a key feature of our service is that the support we offer to women is available in a women-only space.

We believe all survivors of sexual violence should be able to access support. We are aware of the additional needs that can impact those with multiple, intersecting oppressions. Our workers are aware of the additional issues that can affect people from BME, refugee and asylum seeker backgrounds and/or from LGBT communities. We have access to interpreters and translated materials where required and have ground floor and accessible rooms where needed.

We recognise that rape and other forms of sexual violence are crimes of violence and abuses of power. We actively challenge the myths stereotypes that surround gender and sexual violence and are committed to raising public awareness of the issues around sexual violence as a whole.

3.3 Statement of Values

Notts SVSS acknowledges and opposes all forms of sexual violence and abuse. This can be any act of physical, psychological and emotional violation inflicted on a person without consent and includes rape and rape in marriage, sexual violence and childhood abuse, abuse which took place in institutions, forced marriage, honour based violence including female genital mutilation, trafficking and sexual exploitation, ritual abuse and sexual harassment, and forcing or manipulating someone to witness or participate in any sexual acts without their consent.

The purpose of Notts SVSS is to provide a free, confidential and non-judgemental support service run for survivors (aged 13+) who have experienced any form of sexual violence at any time in their lives. Our full statement of values outlines how we will do this.

3.4 Our activities

Notts SVSS is aware of the varying needs of survivors and offers a holistic approach to recovery and meet those varying needs. All of our services are clearly defined in terms of what they offer, where and to whom. Clear service descriptions are also outlined in our leaflets, posters and promotional material.

We offer:

- Initial Clinical Assessments
- Short term counselling/crisis intervention
- Medium term counselling
- Long term counselling
- Support for Parents, Carers, Family, Partners
- Telephone Helpline
- ISVA (Independent Sexual Violence Advocacy) Service ("ISVA")
- Email Support
- Outreach
- Group Therapy
- Service Users Forum Group
- Mindfulness Course
- "Creating Safety" – Online Self-Help Programme
- Creative Therapies & Groups
- Training and Talks
- Campaigns & Events
- Social Media

For a number of years we have witnessed the increase in demand for our services. We are a key partner involved in a range of multi-agency meetings which provide a co-ordinated, inter-agency approach supporting the development and implementation of Nottingham's Sexual Violence Strategy.

4: Background and Achievements to date

Notts SVSS is one of the oldest Rape Crisis Centres in the UK. The organisation has grown from a self-help group to a Registered Charity and a Company limited by guarantee status.

We offer a holistic, equal and survivor-centred range of services to female, male and transgender survivors (age 13+). Our main base is within Nottingham Women's Centre and we are able to meet best practice guidelines of providing females with a female-only space. We have an understanding of gender issues, including sexual orientation which forms part of our in-house training and induction programme.

Notts SVSS is a member of Rape Crisis England and Wales (RCEW) and is accredited with the RCEW National Service Standards. These are a benchmark for excellence in all areas of clinical governance, strategic governance and provision of specialist services.

We work in accordance with BACP's Ethical Framework for Good Practice. All paid counselling staff are qualified and accredited by BACP (or working towards accreditation) or UKCP accredited and undertake the mandatory CPD hours required annually.

Our volunteer training course is accredited and attendees are awarded a Level 3 in Working with Survivors of Sexual Violence upon completion.

Underpinning all of the above Notts SVSS successfully works in partnership with other agencies and statutory bodies on both a strategic level and a grass roots level to ensure a joined up and holistic approach to working with survivors is provided across the city. This promotes the sharing, improving and adopting of best practice in the support of survivors of sexual violence.

5: Our goals

5.1 In the next year

- To meet and exceed all expectations of the new Crime & Drugs Partnership Nottingham City Sexual Violence Counselling Service contract, Police & Crime Commissioner Counselling and ISVA Contracts, INSIGHT contracts and other existing and new contracts
- To Reduce the client waiting time for all our service
- PSARC (Paediatric SARC) to enhance delivery and resources of all services
- Continue investing in our new branding
- Investing in Marketing
- Continue investing in our new Website
- Improve access: by promoting all services
- Increase and develop new Social Media platforms
- Create the Nottinghamshire Sexual Violence Strategy in conjunction with the statutory and third sector agencies and partner agencies
- To retain staff by motivating, developing their skills & knowledge and keeping the wage rates competitive
- Digital Transformation of our organisation and services
- Achieving the ISVA Service quality standards

5.2 In the next 2-5 years

The changing landscape, such as national and local commissioner's requirements, political agendas, funding cuts, etc. mean that it is currently difficult to set plans in place. However, we plan to keep to our Vision, whilst adapting to changes and opportunities for the best interests of the organisation.

We will continue to focus and develop on our specialism of Counselling services, developing IAPT services, Independent Sexual Violence Service, working with acute cases such as PSARC. We will continue to bid for the tenders in our area of expertise to complement our existing services.

6: The service users need

6.1 What do the service users need?

Clients have commented that they feel very confident using an organisation that is specialist in understanding the issues of sexual violence. Many other organisations do not know how to deal with the complexities of such a horrendous and misunderstood crime.

Counselling Service

"I am overwhelmed by the positive impact the counselling sessions have given me" [male client]

"My difficulties have melted away – I can cope with anything now. I am no longer over-powered, just empowered"

"It has truly changed my life ... I have felt nothing but love, kindness and respect from the service"

Helpline Service

"It's good to know you're there when I need you."

"It's been great just to talk to someone about something I didn't think I could talk about."

"Thank you for just listening, the kindness and patience shown by the helpline workers helped me open up."

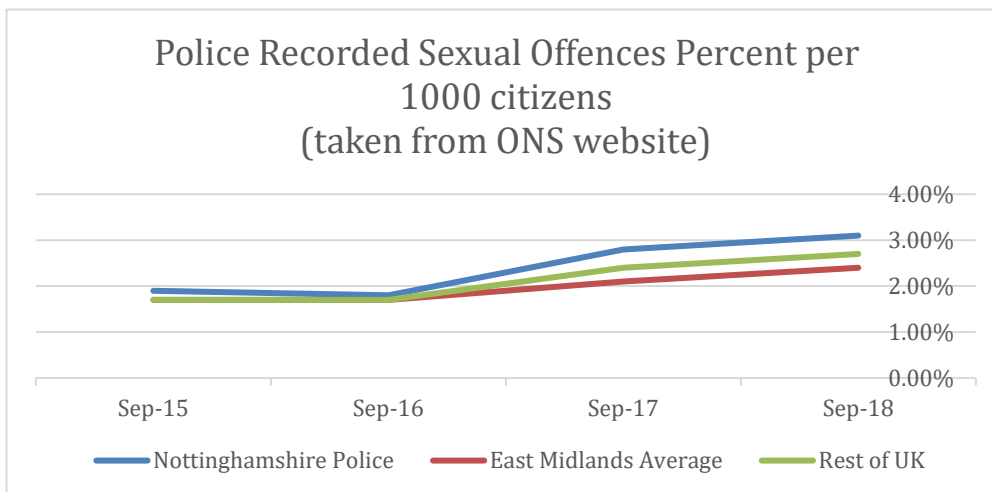
Beyond Survival Support Group

"This course has made a dramatic change to my life"

"It has helped me to share my experience of sexual abuse in a positive way"

"I wish there were more funding for this type of service. The work is so important in rebuilding people's lives"

It is estimated that 20% of women and 4% of men have experienced some type of sexual assault since the age of 16 and that 3.1% of women (510,000) and 0.8% of men (138,000) aged 16-59 experienced sexual assault in the last year alone (ONS). It is thought that only 7% of survivors will report their assault to the Police (Crime Survey for England and Wales). Whilst there has been a general increase in the number of incidents reported to the Police across England and Wales, Nottingham/shire has seen above average increases.



Figures from the Domestic Violence and Sexual Abuse Joint Strategic Needs Assessment for Nottingham City show that, from 15/16 to 16/17, there was a 60% increase in reporting in each category of sexual offence (Sexual Violence, Sexual Assault, Rape) to Nottinghamshire Police. Of these around 80% were classed as current offences (reported in the 12 months following the incident).

Between 16/17 and 17/18 we saw around a 22% increase in referrals to our counselling service alone. Around 51% of referrals were for incidents which happened over two years prior to seeking support.

With the large number of historic child sexual abuse cases and the current high rate of sexual offending across our area, we anticipate that the need for our services will continue to rise.

Survivors of rape and sexual violence report a need for support in myriad areas. These include, grief, shame, shock, eating disorders, sexual dysfunction, feeling dirty, hysteria, depression and many more conditions.

We are aware that clients have had their power and control taken away. Clients are afforded choice and control throughout their service engagement with flexible support including

- Ability to choose the type and length of service tailored to suit their needs,
- Flexible opening hours
- Encouragement to voice thoughts and opinions as to various aspects of their support and service delivery

6.2 Who will benefit from the organisation's activities?

Any person who has suffered recent or historical rape or sexual abuse.

6.3 How will they benefit?

We offer the following services to anyone aged 13+ in the Nottinghamshire area:

Initial Clinical Assessments

All clients undergo an Initial Clinical Assessment prior to the commencement of therapy. This process assesses a client's suitability for the service, identifies & manages risks and needs, obtains a detailed medical and psychological history, identifies other agencies/professionals involved or who need to be involved. It is a collaborative process with the client and a Recovery Focused Support Plan is completed at the Assessment.

Short term counselling/Crisis Intervention

Eight sessions for clients who are identified as being more acute or at risk and/or where immediate short term crisis intervention would help prevent the exacerbation of PTSD symptoms.

Long term counselling

20 sessions of counselling, with an extension of sessions negotiable for more complex cases. Whilst we work from the person-centred theoretical approach, our counsellors can introduce art therapy and play therapy into sessions where this may be appropriate and/or beneficial for the client.

Support for Parents/Carers, Partners and Family Members

Information and support over the helpline and/or eight sessions of face-to-face counselling.

Telephone Helpline

Support to anyone who has experienced any type of sexual violence or who are concerned about a friend, partner or family member. The Helpline provides support to new and regular callers, provides signposting and information, and works as the point of referral for all other services.

Beyond Survival Group Support

The aims of the group are to promote healing and recovery, gain self-acceptance, build trust in self and in others, to experience more fulfilling lives and to share experiences with fellow survivors.

Email Support

Email support for anyone who may find using the phone or seeing someone face-to-face difficult.

Independent Sexual Violence Advocacy Service (ISVA Service)

Service supporting the safety and well-being of anyone aged 18+. An ISVA can assist someone in understanding their rights and the services they can access. They can act as an advocate, accompanying a survivor through reporting to the police and the court process.

Survivor Support Service

Support for anyone aged 18+ who has experienced recent or non-recent institutional childhood sexual abuse. The support provided can assist with developing coping strategies and emotional stability, gaining access to health and other services, working within a multi-agency setting to provide a tailored approach to individual needs and options available.

Sexual Assault Referral Centre (“Topaz Centre”) Cross-Referral Pathways

Notts SVSS managed The Topaz Centre from 2007-2018, but now we continued to work together through a partnership a cross referral pathway of services to ensure that all clients have access to services they need.

Paediatric SARC (East Midlands Children & Young Persons Sexual Assault Service “EMCYPSAS”)

The Paediatric SARC or EMCYPSAS supports children and young people under the age of 18 who have experienced rape or sexual assault in the East Midlands We manage the Crisis Workers and Therapeutic Support Service at the Paediatric SARC.

Creating Safety – Online Self-Help Programme

This is a six week self-help programme of information, exercises and worksheets accessed via our website. It aims to build on client’s strengths using a combination of empowering information, cognitive behavioural techniques and creative writing.

Training and Talks

We offer a popular programme of training to other professionals and organisations including GPs, Police, Probation Officers, Crown Prosecutors, other voluntary sector agencies etc.

Campaigns & Events

We are part of the Domestic & Sexual Violence City Campaigns Group and are actively involved in local and national events on an ongoing basis.

Website and Social Media

Notts SVSS has an active Facebook and Twitter account professionally managed on a daily basis. We also have a website to promote the services we offer and assist with ease of access into the service.

6.4 How will the organisation integrate with other activities and providers?

Notts SVSS is a part of the Nottingham City and County statutory and voluntary referral pathway of organisations providing specialist services. We have developed effective multi-agency working at both an operational and strategic level.

We have a strategic involvement with Nottingham City Domestic Violence & Sexual Violence Strategy Group. Operationally Notts SVSS is working in inter agency partnerships with Multi Agency Risk Assessment Conference (MARAC), Multi Agency Public Protection Arrangements (MAPPA) and local Safeguarding Children’s Boards (LSCB’S)

We work with a range of specialists in the fields of domestic violence, drugs & alcohol misuse, homelessness and sexual health. Strengthening working relationships is critical to effective inter-agency working. Gaining agreement to joint aims and objectives and setting boundaries are effective methods for developing relationships; alongside a desire to ensure the best possible use of scarce resources and to prevent unnecessary duplication or overlap.

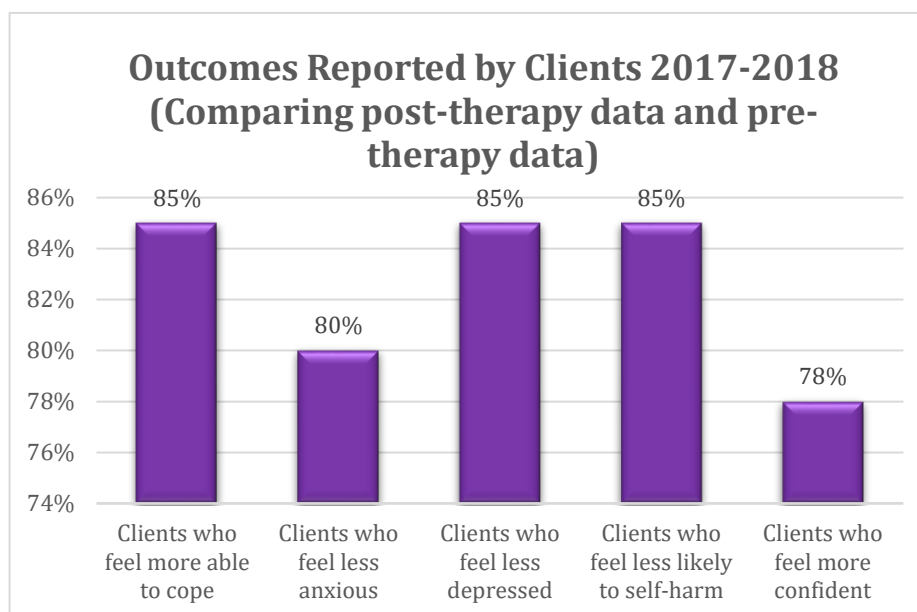
Some of the organisations, boards and work we are involved with include:

- Nottingham Domestic and Sexual Violence 24-hour Helpline – we have an active partnership training helpline staff to handle sexual violence clients and are part of the referral pathway
- EMCYPSAS (paediatric SARC)
- Lime Culture - the leading provider for all Independent Sexual Violence (ISVA) training
- The Survivors Trust – some members from the Survivors Trust are also members of the RCEW and accredited by the RCEW National Service Standards.
- Other victim support and special interest providers such as the local Victim Support, WAIS, Changes and the Terence Higgins Trust.
- Domestic and Sexual Violence Action Delivery Board
- Sexual Violence Action Network (SVAN)
- Local Criminal Justice Board
- Domestic and Sexual Violence Campaign Group
- Court User Group

7: Performance monitoring

7.1 Key Performance

Our regular service reviews consistently demonstrate Notts SVSS' success in delivering sustainable recovery within an outcomes framework.



7.2 Measurement of performance

The outcomes we measure are based on the 2013 Ministry of Justice Victim's Services Commissioning Framework guidance, Rape Crisis England and Wales Toolkit, National Institute for Clinical Excellence (NICE) guidelines and informed by the Crime and Drugs Partnership outcomes framework.

7.3 Reporting of outcomes & measures

Monitoring of outcomes is undertaken via client feedback forms on a 'before, during and after' basis in order to measure post-traumatic growth. We typically undertake outcome reporting on a quarterly basis in line with the requirements of funding bodies such as Nottingham City Council, Nottingham County Council, Nottinghamshire PCC, Home Office and Ministry of Justice.

8: Managing risks

The Trustees regularly review and assess the risks faced by Notts SVSS in all areas of its work and plan for the management of those risks. Risk is an everyday part of any organisation activity and managing it effectively is essential if the trustees are to achieve their key objectives and safeguard Notts SVSS funds and assets.

Financial Risks

The Third Sector/Voluntary Sector always carries a high risk as we are dependent on grants and donations. Whilst for several years we have not had funding cuts, there have been no increases. We mitigate this risk by maintaining strong financial controls of budgets, appropriate delegation of authority for approval of spend, maintaining healthy levels of financial reserves and providing financial monitoring for contracts and services to funders and our board.

Accommodation

Currently this is our biggest risk as there are plans to sell the two buildings that we deliver our services from. All the major tenants in the both buildings are working together with a view to look at our options of renting another building or whether to be tenants of the new Landlord.

Staff Retention

Retention of staff, volunteers and trustees is a continuous risk due to uncertainty of funding and short-term contracts and relatively low wages. Despite the above pressures we are committed to retain our staff by providing training and development, reviewing pay scales, redeploying skills across contracts and services and maintaining staff and volunteers' motivation.

9. Running the organisation

9.1 Board of Trustees

Anne Sylvester - **Chairperson**

Veronika Hernzer - **Secretary**

Kate O'Neil - **Treasurer**

Cheril Bascombe

Susanna Antassi-Wagner

Notts SVSS has policies in place to govern the lawful and relevant use and control of its fund. Trustees are aware of the responsibility to act carefully and diligently to ensure the safe control of funds, assets, property and general financial affairs.

The Board of Trustees meet bi-monthly to discuss, update and implement policies and procedures, to develop the service and provide support, management and governance.

9.2 Policies and procedures

Notts SVSS has a comprehensive list of operational and service delivery policies, protocols and procedures embedded in the organisation to ensure an effective, professional and high quality delivery of the service.

10: Funding

The Local and National environment that we deliver activities within has seen major changes in the last five years. We anticipate that the following will influence our work and funding streams for the life of this business plan.

- 1) **Crisis Funding** - We anticipate that the austerity drive will continue with statutory funding streams reducing and/or additional activity being required for the same amount of funding. Whilst Nott's SVS Services wishes to respond to the needs of the population, we realise that to enable this we will develop longer term funding strategies that release us from short-term crisis funding streams.
- 2) **Risk and Uncertainty** - Statutory funding has changed from grants to large scale contracting for services; often with payment per case rather than block contracts. This has created a degree of risk and uncertainty in relation to our long-term funding streams. We will maintain and increase our focus on securing core long-term funding and will be a strong competitor for providing new contracts; either as the contract lead or as a sub-contractor working with our existing strong partnerships and by developing new contracting partnerships.
- 3) **Political Uncertainty** – The political landscape across the UK is currently very unpredictable. Traditional sexual violence funding streams are being devolved to Police and Crime Commissioners, Local Authorities and Clinical Commissioning Groups. We will ensure that we build upon and expand opportunities for collaborative, multi-stakeholder ways of working; engaging much more broadly with our partners and potential new partners. We will enhance our management skills to enable us to rapidly assess and manage risk and performance within the unsteady political landscape.
- 4) **Impact and Effectiveness** - We will review the evidence base alongside the Local, National and our own service data to ensure that the funding invested in our services delivers the outcomes and activities as intended. Ensuring that our performance is high will ensure that commissioners and funders are assured of our ability to deliver effective, high-quality services.
- 5) **Innovation and Change** - We aim to be a progressive provider and will focus our energies on innovative and entrepreneurial solutions to secure existing and new funding. Equally important we will ensure that we are as cost efficient with our future funding streams by reviewing and refining our models of working and negotiating with our suppliers to ensure that our costs are as low as possible. Our management team will be supported to develop enhanced business and tendering skills and we will achieve the highest quality standard of service delivery to ensure that we are the preferred provider for existing and new contracts and their associated funding streams.

11: Conclusion

Notts SVSS provide specialist support to survivors of sexual violence in Nottingham/shire. Our service is quality assured, with excellent feedback and a proven track record. With a dedicated and highly skilled team of staff lead by competent and responsive management team, we are confident in saying to those who want to make a difference 'join us' and to survivors 'while you need us, we are here.'