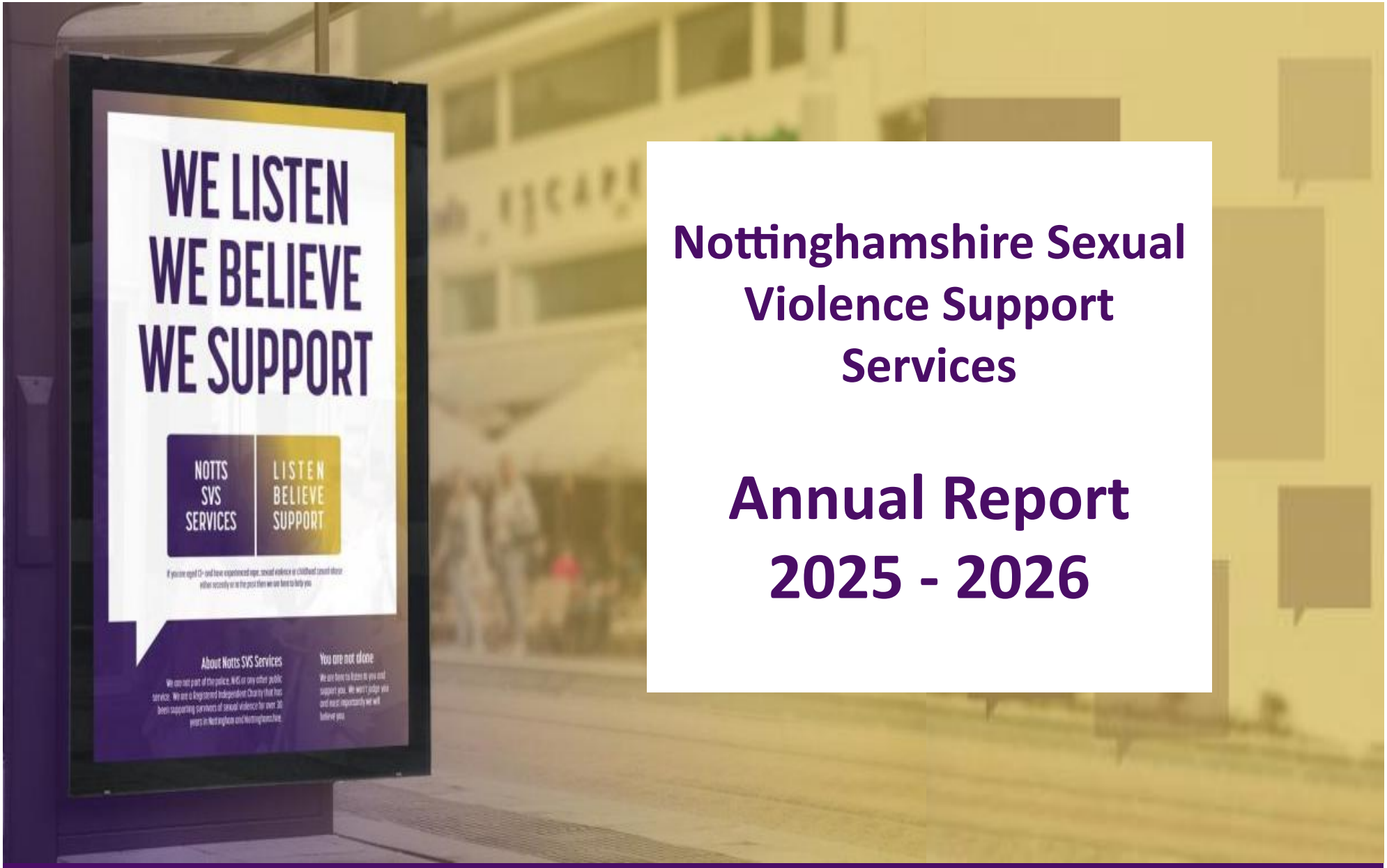


Nottinghamshire Sexual Violence Support Services

Annual Report 2025 - 2026

CONTENTS

Message from the Co-Chair	3	Engagement	27
Message from the CEO	4	Campaigns	28
Key Achievements	6	Consent Coalition	29
Who We Are and What We Do	7	Other Developments 2025-2026	30
Helpline/Hub	8	Looking Forward 2026-2027	32
Counselling and Therapy	12	Finances	33
Beyond Survival	16	Statistics	34
Email Support	16	Aims and Objectives	36
Therapeutic Support	18	Vision, Mission and Values	37
ISVA Service	19	How You Can Support Us	41
Survivors' Support Service	23	Acknowledgements	41
Peer Support	24	Staffing Structure	42
Coral Cove (EMCYPSAS)	25	Other Information	43

MESSAGE FROM THE CO-CHAIR

As Co-Chairs of the Board of Trustees, we are responsible for ensuring that Nottinghamshire Sexual Violence Support Services remains a well-governed, financially sustainable and values-led organisation. Whilst responsibility for the day-to-day running of the charity rests with our Chief Executive Officer, supported by the Senior Management Team and our dedicated staff, the Board provides strategic oversight, support and challenge to help the organisation achieve its mission.

The past year has presented some significant challenges. Alongside the continuing pressures facing the voluntary sector, the organisation experienced a cyber incident that disrupted normal operations. Throughout this period, we have been immensely proud of the professionalism, resilience and commitment shown by our staff and Senior Management Team, who worked tirelessly to ensure survivors continued to receive the support they needed.

The Board worked closely with the Senior Management Team throughout the response to the cyber incident, providing oversight and ensuring that lessons learned have strengthened our approach to cyber security, business continuity and organisational resilience.

Despite these challenges, the charity has continued to make important progress. During the year the board have reviewed our collective skills and experience to help identify future board recruitment priorities, particularly around fundraising expertise. We also established a temporary working group to consider the implications of the Supreme Court judgment relating to single-sex spaces, ensuring the charity has carefully considered its legal responsibilities while remaining true to its values and commitment to providing safe, trauma-informed services.

Supporting our workforce and maintaining the charity's financial stability have remained key priorities. We were pleased to approve an affordable cost of living pay award for staff while maintaining a healthy financial position. Trustees have also continued to support the Senior Management Team as plans progress for the organisation's relocation to new premises, an important milestone that will strengthen the charity's future.

We would like to thank our Chief Executive Officer, Senior Management Team and staff for their exceptional dedication throughout a demanding year. We are equally grateful to our fellow Trustees, funders and partners for their continued support, and most importantly to the survivors who place their trust in our services.

As we look ahead, our priorities remain clear: continuing to strengthen governance, developing the Board's skills, supporting the move to our new premises and ensuring the charity remains financially resilient. While this year has presented significant challenges, it has also demonstrated the strength, resilience and shared commitment of everyone involved with Nottinghamshire Sexual Violence Support Services. We look to the future with confidence and a continued determination to provide the highest quality support to survivors.

Angie Piesold

Co-Chair

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER 4

Violence Against Women and Girls continues to be recognised as a national emergency. Sexual violence has a devastating and lasting impact on individuals, families and communities, affecting mental health, relationships, education, employment and wellbeing. This reinforces the importance of accessible, specialist and sustainable support.

Throughout 2025–2026, Nottinghamshire Sexual Violence Support Services (Notts SVSS) has continued to provide vital support to adult survivors across Nottingham and Nottinghamshire, ensuring they are listened to, believed and supported to make decisions about their recovery.

Our ASA Sexual Violence and Abuse Hub and specialist counselling and therapy services continued to be commissioned by the Police and Crime Commissioner. We maintained our commitment to timely contact, safeguarding and assessment, attempting contact with 100% of counselling and therapy self-referrals. Our Waiting List Initiative also provided regular check-ins, mindfulness sessions and Creating Safety groups to support survivors while awaiting therapy.

Additional NHS England funding, through the Office of the Police and Crime Commissioner, enabled us to introduce a Clinical Psychologist service, strengthening our response to more complex needs. We also continued to benefit from a full-time Mental Health Nurse Practitioner seconded from Nottinghamshire Healthcare NHS Foundation Trust, supporting safeguarding and mental health stabilisation.

Our LimeCulture-accredited Independent Sexual Violence Adviser (ISVA) Service and Survivors Support Service continued to support adult survivors, including those affected by institutional child sexual abuse, through the criminal justice process and wider challenges such as housing, employment and wellbeing.

We were also pleased to receive National Lottery Community Fund funding for Peer Support Services, helping survivors who have completed their journey with the charity to reduce isolation, maintain recovery and build supportive connections.

Our partnership with Nottingham University Hospitals NHS Trust continued, with Notts SVSS providing 24/7 hub and crisis support at the East Midlands Children and Young People's Sexual Assault Service (EMCYPSAS). The Crisis Support Worker team achieved 100% compliance with forensic regulator cleaning standards.

Quality remains central to our work. We successfully renewed our Rape Crisis England & Wales National Service Standards accreditation for a further three years and maintained LimeCulture Male Quality Standards accreditation for our ASA Hub and counselling and therapy services, alongside our accredited ISVA provision. These accreditations demonstrate our commitment to safe, effective and high-quality support.

We continued to improve equality, diversity and inclusion, strengthening access for diverse communities, maintaining the Recite Me website accessibility tool and meeting commissioner targets. Following the Supreme Court ruling relating to the Equality Act 2010, we worked with sector partners, including Rape Crisis England & Wales, to consider the implications for our services. Our Trans Inclusion Policy and Statement on Women-Only Spaces are available on our website, providing clarity and reassurance to survivors.

Staff development remained important, with training in Privilege, Bias and Anti-Racism and accredited neurodiversity training helping colleagues better understand individual needs and improve accessibility.

Survivor involvement continues to shape our work. Our monthly Service User Groups contribute to service improvements and organisational decisions, including plans for our new premises. Through the Consent Coalition, we also contributed to the launch of the Safe Space Pledge website, recognised as part of Nottingham's successful Purple Flag reaccreditation.

I would like to thank all our staff across frontline services, clinical teams, management and back-office functions. Every role is valued and essential to our work. My sincere thanks also go to our Board of Trustees for their continued commitment and guidance, and to our commissioners, funders, partners, stakeholders, fundraisers and donors. Their support enables us to respond to survivors' needs. Sustainable funding remains essential to maintaining and developing these vital services.

Looking Ahead: 2026–2027

A key priority will be the anticipated recommissioning of our ASA Hub/Helpline and counselling and therapy services. Following a contract extension, we expect re-tendering during 2026–2027. We will work closely with commissioners to demonstrate the value and impact of our services and secure future stability for survivors.

We are also preparing to move into our new premises, an important investment in the future of Notts SVSS and an opportunity to provide an improved environment for survivors and staff.

Developing independent fundraising will be increasingly important. Our Fundraising Subgroup has progressed improvements to online donations, engagement with Easy Fundraising and applications to community funding opportunities. Working with our Service User Group, we are also developing an online shop featuring positive messages around wellbeing, body empowerment and consent. Further plans include a fundraising brochure, corporate sponsorship of counselling rooms and opportunities to raise funds through sponsored challenges.

At the heart of everything we do are the survivors who place their trust in us. We recognise the courage it takes to seek support and the determination shown throughout recovery. Their experiences and needs must continue to shape our work. Our commitment remains to provide compassionate, specialist and inclusive support, empowering survivors to make their own choices and regain power and control of their lives.

Novlet Holness

Chief Executive Officer

KEY ACHIEVEMENTS 2025 - 2026

- Notts SVSS continued to be commissioned by the Police and Crime Commissioner for Nottinghamshire to deliver the ASA Sexual Violence and Abuse Hub and specialist therapy services for adults in Nottinghamshire.
- The ASA Hub and counselling/therapy services continued to hold LimeCulture Male Quality Standards accreditation. This accreditation provides assurance to male survivors that the service meets recognised standards for high-quality, sensitive and effective support, particularly in relation to trauma, safeguarding and sexual abuse.
- Notts SVSS continued to support survivors waiting for counselling and therapy through the Waiting List Initiative. This included regular check-ins, mindfulness sessions and Creating Safety groups.
- Notts SVSS received additional funding by NHS England, via the Office of the Police and Crime Commissioner, to provide a Clinical Psychologist service. This strengthened the charity's clinical offer and supported the organisation's ability to respond to more complex survivor need.
- Notts SVSS continued to be subcontracted by Nottingham University Hospitals NHS Trust to provide 24/7 hub and crisis support services at the East Midlands Children and Young People's Sexual Assault Service, known as EMCYPSAS. The Crisis Support Worker team achieved 100% compliance with forensic regulator cleaning standards.
- Notts SVSS was funded by the National Lottery Community Fund to deliver Peer Support Services for survivors who had completed their journey with the charity. This work supports survivors to reduce isolation, build confidence, maintain recover and develop supportive connections beyond formal therapy or advocacy.
- Notts SVSS continued to deliver Lime Culture accredited Independent Sexual Violence Adviser Service and the Survivors Support Service for adult survivors of institutional child sexual abuse, both commissioned by the Police and Crime Commissioner for Nottinghamshire.
- Notts SVSS continued to work with a full-time Specialist Mental Health Nurse Practitioner seconded to the charity through Nottinghamshire Healthcare NHS Foundation Trust.
- The charity continued to prioritise timely contact, safeguarding and assessment for all referrals into the service, with contact attempted with 100% of self-referrals for counselling and therapy services.
- The charity continued to focus on removing barriers to support and improving access to services. This included work to engage with diverse communities, strengthen trans inclusion, and maintain the Recite Me accessibility tool on the charity's website. The charity also met commissioner targets relating to reaching survivors from diverse communities.
- Notts SVSS continues to work with survivors and interested parties across all levels of the organisation. Monthly Service User Groups feed into many aspects of the service including designs for proposed new premises.
- The charity also continued to work as part of the Consent Coalition core group. This saw the launch of the Safe Space Pledge Website, recognised in the successful reaccreditation bid for Nottingham's Purple Flag.

WHO WE ARE AND WHAT WE DO

Notts SVS Services originally started as a self-help group run by women who were angry at the incidents of rape within the county, the way female victims were treated and the images and myths that were attached to rape. The group ran on insecure funding and the determination of women involved, later becoming the charity Nottinghamshire Rape Crisis Centre.

Today, Notts SVSS is a specialist service providing support to all survivors (aged 18+) of sexual violence and abuse living in Nottingham/shire. We can support people whether the abuse occurred recently or in the past. We are open 6 days a week, including weekday evenings, and our services are free-of-charge. This means that we can support survivors in the way they need and at a time that is right for them. Our services include:

- Helpline/Hub
- Drop-in
- Counselling
- Therapeutic Support (including Cognitive Behavioural Therapy and Eye Movement Desensitisation Reprocessing)
- ISVA Service (Support through the criminal justice system)
- Support for Survivors of Institutional Child Sexual Abuse
- Peer Support

We can offer survivors their choice of a male or female counsellor and we are unique in that we offer support to women in our women-only space.

Our counsellors, ISVAs and support workers are highly trained professionals from varied backgrounds in terms of gender, ethnicity, age and personal experience. Our services are available to survivors of all genders, and we are aware of the additional challenges faced by those who are LGBTQ+ or who are from black, Asian or minoritised ethnic groups, asylum seekers or Refugees.

We are a member of Rape Crisis England and Wales and have completed the National Service Standards a 'benchmark for excellence' for organisations working in this area. Our ISVA Service is Lime Culture accredited and our Asa Support Services hold the Lime Culture Male Quality Standards.

> Our vision is for a world free from sexual violence and the systems and beliefs that enable sexual violence to happen.

HELPLINE / HUB

Most survivors coming into our service do so via our helpline-hub. Our experienced, team of dedicated and caring staff answer referrals via telephone, email and our online referral forms. They also book in appointments for drop-in sessions, clinical assessments, provide regular caller support and refer to safeguarding where needed. Working closely with other aspects of our service, they ensure client safety and continuity of support.

Helpline Support

We know that talking about sexual violence or asking questions about a relationship you are in, can be a daunting prospect. Nobody wants to have their worst fears confirmed or to admit that they have been the victim of sexual violence. It is not surprising then that around 50% of survivors wait more than two years after an incident to seek support. Callers can often have complex and multiple needs, including symptoms of PTSD and several mental health difficulties.

It is vital that people asking for support are listened to, believed and supported to make the decisions that are right for them. Where survivors often question what happened, or feel they might be to blame, they need to be reassured that the blame always sits with the perpetrator. Support should be non-judgemental and safe.

Safeguarding

Safety is of paramount importance to our service, and we continue to update forms and processes to ensure the highest levels are met. In response to client and staff feedback, more structured criteria were introduced for risk assessments. This enabled staff to complete assessments more efficiently, ensuring that clients with higher levels of risk received appropriate assessment and support.



4461
contacts made with the hub



7
members of staff



1034
referrals



9%
increase in hub contacts on previous year



100%
self-referrals attempted contact within one working day

Challenges

This year an external server outage resulted in a temporary backlog of referrals. The team worked incredibly hard to minimise impact on clients, with staff adapting quickly to new systems and processes, within a short timeframe.

Staffing shortages impacted the delivery of Waiting List initiatives. While check-ins were maintained, group support was not always possible. During this time, staff supported each other to ensure core aspects of the hub (including evening and weekend opening times), remained in place. It is testament to staff tenacity that we attempted contact with 100% within one working day of receiving online self-referrals, exceeding requirements of commissioners.

Group support is now being fully offered again, and feedback about the service has remained positive throughout.

Nuisance calls

This year we have experienced a higher proportion of inappropriate and nuisance calls. Staff have managed these situations calmly and professionally, explaining the purposes of the helpline and ending calls where needed. Any concerns were escalated to the Senior Management Team, while the helpline demonstrated excellent peer support, working together to manage these challenging situations.

Service Development

We have responded to client feedback by enabling Hub Assessment appointments outside of normal helpline hours. This has been a positive development, as the assessment can take around an hour, and our extra flexibility enable clients time to prepare, reducing anxiety. This approach also helped the team manage demand alongside helpline responsibilities. Since this change, 81% of booked Hub Assessments were completed.

The ASA Hub has continued to provide a consistent and responsive service throughout the year despite staffing pressures, operational challenges, and external disruptions, while continuing to meet survivors needs and strengthening safeguarding. We will continue to build on these developments through the next reporting period.

> “Working within the Hub and supporting clients at the start of their journey in the service can be challenging, but it is also incredibly rewarding. The support the Hub team provides for each other is invaluable and makes a real difference to the difficult days.”
>
> (member of staff)

Case study – client using the helpline

Karina is a 35-year-old black British woman, who initially came to our service in 2019 after being referred by Citizens Advice Witness Service to ISVA. She received ISVA support for her trial. After her trial, Karina was referred to the Helpline and had her first assessment. Throughout 2021 and 2022 Karina received person-centred counselling. Her case was closed once the counselling came to an end.

In September 2025, Karina made a self-referral to the Helpline. In her referral, she requested further information about peer support groups. Needing more information as to whether Karina was interested in returning to counselling as well as receiving peer support, attempts were made to contact her over the coming days. Email contact was initiated, as the Helpline were unable to leave voice messages and there were issues connecting our calls.

When we spoke to Karina, she explained that she would be interested in accessing peer support as she had not seen this offered by our services until recently. A Hub Support Worker explained that this was a new service that Notts SVSS were offering, and that to access this support, a Hub Assessment would need to be completed before we sent over the peer support self-referral form. We booked Karina in for a Hub Assessment scheduled for a week later.

During Karina's assessment, she said that we were able to use the information already in our systems, from her past contact with our service. This meant that she did not need to repeat the details of what had happened to her. She did share that she had recently received unwanted contact from the perpetrator, including Christmas and Birthday cards. Karina also said that her mental health had improved since accessing our services and receiving person-centred counselling. While she didn't need our services for her mental health, she wanted to access peer support so that she could connect with people that had gone through something similar to what she had experienced.

Once the Hub Assessment was completed, Karina thanked the Hub Support Worker. Due to Karina's working patterns, she requested that the Helpline contact her via email about the next steps to accessing peer support. The peer support self-referral form was then emailed for her to sign and send back. Karina is now waiting for peer support. She is aware that she can access the helpline, email support, and drop-in are open to her if these are needed.

Names and other personal details have been changed to maintain confidentiality

I would like to say thank you to the two Nottingham helpline support workers and the drop-in counsellor who spoke to me during last week. I have been triggered by recent news and too many overwhelming details of the sexual abuse crimes happening in our country.

I called your helpline and received very helpful and understanding conversations with your support workers. This was followed up with a 50-minute session with a counsellor. I have received counselling over the years for early childhood sexual assault/rape but the help I received from your services was deeply understanding and compassionate and more helpful than any previous counselling.

Thank you to your counselling services, for being there for me and for the training, understanding and compassion from the people who answered my call.

(helpline client)

COUNSELLING AND THERAPY SERVICES 12

The ASA Counselling and Therapy Team provide a range of services throughout the week, from 9am – 7:30pm Monday to Friday and 10am – 1pm on Saturdays. Services include assessment and referral into therapy, drop-in support, counselling, email support, CBT and EMDR therapies. Support is available for survivors, with short-term therapy also available to partners, carers and family members supporting survivors in their lives. Support is available face-to-face, in person and remotely, online and by telephone.

The team generally comprises of one Clinical Lead, two Lead Therapists and 11 Counsellors. A Peer Support Counsellor and two Therapeutic Support Workers are also part of the team; their work is detailed separately in the report. There have been some changes to the team over the year, with staff going on maternity leave, internal recruitment to their roles and employment of new counsellors in temporary and permanent positions.

Due to the nature of sexual violence and trauma, many survivors present with additional issues such as Complex PTSD, dissociation, overwhelm, suicidal ideation and suicide attempts. Our experienced therapists work closely with the Mental Health Nurse Specialist seconded to our service, ensuring survivors remain safe and able to Access support. A new offer to people on referral has been the opportunity to be referred to Mind for initial support and stabilisation, which can be helpful to those waiting for support.

While many survivors come to us with the expectation of counselling, or think this is the only support we offer, it is sometimes the case that other support might be more beneficial and have a bigger impact. Our team works with survivors to direct them to the most effective support to meet their needs, including onward referral if necessary.

Service Transformation

This year, the counselling and therapy service has undergone a period of service transformation. This work included changes to the length of support offered and ability to refer into other services more easily. This means that, if a survivor needs support with other issues, such as drug and alcohol, they can get support with those first, ensuring that they are in a better space to receive therapeutic support provided.

The service transformation has required additional work and problem solving by the management team. Staff have also undergone additional



17
members of staff



335
clinical assessments



7
months' reduction in waiting list



3312
counselling sessions delivered



80%
clients reported improvement in CORE 10 outcomes

training and fed into the creation and implementation of new policies and procedures.

Throughout the financial year the waiting list figures greatly improved. By the end of March, the number of clients waiting for Assessment Panel had reduced from 420 to 104 and the waiting times reduced by 7 months for Person Centred Therapy and by 3 months for Pre-Trial Therapy.

Looking Forward

The main goal for 2026-2027 will be to continue with the service transformation, ahead of service commissioning expected later in the year. As new staff pass their 6-month probation, the hope is they will be able to take on more complex client work. The expected return of our Lead Therapists from maternity leave will help create more stability within the team, ensuring additional cover and support for staff.



> Joining the service has been a warm and welcoming experience for me. The team have generously provided a quality of training and support that mirrors the quality of therapeutic support offered to the individuals that engage with the service.
>
> The work itself is rewarding and whilst at times challenging provides a great opportunity for professional and personal development and to make a meaningful contribution to the wellbeing and safety of those that we support.
>
> (member of staff)

Case Study – client using the counselling service

Sarah is a female in her 50s who referred into our service in 2021 following her report of a sexual assault by a male family member from when she was a child. Client was allocated 20 sessions of pretrial therapy with a counsellor and support from our Independent sexual violence advisor (ISVA)

I began sessions with Sarah in November 2024, and she had a trial date set for December 2024. This date had already been delayed since June 2023. She was initially unsure if therapy would be for her but acknowledged she needed some support to get her through her trial.

Sarah was describing symptoms in line with PTSD and was experiencing low mood. Aside from the sexual assault Sarah also described several other very traumatizing road accidents that has left her with diminished physical abilities and in constant pain. As a result, Sarah rarely left the house and has been unable to work.

In December 2024, her trial was, again, delayed to August 2025. Sarah described feeling angry and let down by the legal system, and this impacted her mood and pain management. Following that, Sarah started processing the traumas she had been through and her anger. She was able to make connections between what happened to her growing up to how she feels and behaves now. She described being brought up in a 'multi-generational abusive home.'

Sarah then became able to recognize her triggers, in her case these were particularly around smells. She was able to link that back to her childhood. Sarah felt angry that she could not live the life she wanted due to this ongoing trial and her physical capabilities. The trial being delayed so much left her feeling that she could not move on from it. She felt in a constant state of trauma. Through her therapy, things slowly started to improve for her, and she was able to start gardening, and this was helping her mental health.

Her trial took place in August 2025 and although she felt it difficult and anxiety provoking, she did it and he was found guilty. He was later sentenced to 18 months in custody and put on the sex offender registry.

In her remaining sessions Sarah described feeling 'empowered and liberated.' So much so she decided to share her story on her social media platforms, to hopefully encourage other survivors to come forward.

In the future Sarah would like to work with other survivors and to help them feel empowered. For now, she wants to concentrate on spending time with her family.

Names and other personal details have been changed to maintain confidentiality

“I felt like I mattered. I now have a more positive outlook on my life, I’m not a victim I'm a survivor and that's thanks to my Councillor. She was very patient with me as I'm not one for talking about my feelings. Thanks to her patience I was able to remember the good about myself as opposed to the bad I’d let overtake my life”

(counselling client)

BEYOND SURVIVAL SUPPORT GROUP

Our Beyond Survival Group is an eight-week follow-on course offered to clients who are coming to the end of their individual therapy. The group aims to instill hope for group members, giving them strategies, techniques and a positive outlook for their future moving forward.

Group work supports survivors to connect and feel part of a group that is united by a commonality. Members are able to move from surviving their experience of trauma into a different phase of their recovery where thriving is possible.

Although the group is planned and structured by the facilitators it is modelled on a person-centered approach led mostly by the group's members. This gives space to share, explore and connect.

The group topics are as follows;

- Week 1 – Course introduction, Grounding and Meditation
- Week 2 – Trauma and Self-Care
- Week 3 – Healthy Relationships
- Week 4 – Boundaries
- Week 5 – Anger and Creativity
- Week 6 – Positive Thoughts and Affirmations
- Week 7 – Trust and Self-belief
- Week 8 – Group Ending and Moving Forward

Groups are delivered in-person or online dependent on the expressed wishes of group members.

EMAIL SUPPORT

Our email support service is available for people who prefer to communicate in writing or who would struggle with face-to-face or telephone support for whatever reason. We maintain both GDPR and confidentiality processes, ensuring our clients details are treated confidentially and with the same protection we offer to all our clients.

Email support can ensure privacy for the client as they can engage whilst at home, for example. Additionally, individuals may be more comfortable in writing / typing their emotions rather than talking about these face-to-face.

The email service is client driven, so they can choose when to engage and the information they wish to share and the pace of their therapy. This allows time for reflection and for the client to feel more in control.

The number of incoming and outgoing emails demonstrates the usefulness of this service, including from clients seeking ongoing contact and reassurance between sessions.

MENTAL HEALTH SUPPORT

Our Mental Health Nurse Specialist is a valuable member of our team. Seconded in post via Nottinghamshire Healthcare NHS Trust, she has helped to embed ethical and holistic mental healthcare within the structure of our service. With one foot in the NHS mental health services and one in Notts SVSS and access across dual data systems, she is able to bring cohesion between services. This means that we have a strong, risk managed referral pathway into and between services where this is needed.

Our mental health nurse specialist has built strong relationships with staff, enabling them to feel more confident when working with people who have complex mental health presentations. She has a key role assisting with risk management and safeguarding, identifying extra needs and vulnerability, and helping survivors to manage their mental health. This means that when survivors are at the top of the waiting list, they are in the best place they can be to receive support.

As well as working with counselling and support staff with their roles, our mental health nurse specialist works with other agencies, such as the NHS and GP practices to raise awareness on how trauma and sexual violence link to poor mental health. She continues to build links with agencies who provide services to marginalised people, including those experiencing severe and multiple disadvantages.

This year, Additional NHS England funding through the Office of the Police and Crime Commissioner, enabled us to introduce a Clinical Psychologist service, further strengthening our response to more complex needs.

We are extremely grateful for our partnership with Nottinghamshire Healthcare NHS Trust, enabling us to support clients whose mental health is particularly vulnerable in a way that is client-centred and safe.

> “Counselling has been life changing for me, I have learnt how to think differently, how to respond differently. To remember what to do when I need to feel safe, learnt about messaging to my brain that will help me to understand what is going on and how to deal with it in a more positive way”

THERAPEUTIC SUPPORT SERVICE

The Therapeutic Support Service offers therapy and information to young people between the ages of 13 and 17 who live within the Nottingham area. Referrals come to us directly from the East Midlands Children and Young People Sexual Assault Service (EMCYPSAS).

Our two Therapeutic Support Workers operate the service, taking referrals, assessing need, delivering up to 10 sessions of support and referring into other services if needed.

Our workers often provide support in community settings, such as schools, colleges, libraries and community centres. This ensures young people have a safe space for their sessions while minimizing impact on their studies. This year, our workers supported 45 clients, offering 271 sessions.

We know that childhood sexual abuse can be devastating for the whole family, especially in cases of intrafamilial abuse. Our support workers often work alongside other agencies involved with the young person. They also offer support/psychoeducation for parents and carers, making onward referrals, either to other agencies or for family therapy within the Notts SVSS adult service.

> I liked learning about the brain and what happens when I become anxious – I have learnt how to ground myself better too and keep calmer when stuff gets too much
>
> (therapeutic support client)

INDEPENDENT SEXUAL VIOLENCE ADVISER (ISVA) SERVICE 19

With one foot in the criminal justice system and the other based in holistic support, our ISVA Team support survivors who are accessing the criminal justice system.

The ISVA team consists of a part-time ISVA/Survivors Support Service Contract Lead, ISVA and SSS Manager, Senior ISVA, six full-time ISVAs, one part-time ISVA, one ISVA Support Worker and two part-time administrators. All ISVAs are fully trained, with the service accredited with the Lime Culture Quality Standards.

Our ISVAs are based in Nottingham and out in the community, meeting survivors at venues suitable to them. Each ISVA has a special area of expertise, for example; neurodiversity, people of colour, disability, and being on benefits.

What an ISVA does

The role of an ISVA is very dynamic. The support we offer helps to keep service users well while supporting them with practical issues as they move through the Criminal Justice System (CJS). On the day of the trial, ISVAs motivate, support and re-assure survivors, and where possible we sit in the witness stand with them. We offer support post-trial, which can be especially important where a not-guilty verdict has been returned. We also support those service users whose cases have not progressed to court.

Our ISVAs provide assistance and advocacy around safeguarding, housing, employment and education, finance, health, mental health and emotional wellbeing, ensuring survivors are receiving support that meet their individual needs.

Overview of the year

The past year has continued to present significant challenges for the ISVA Service. Demand has increased considerably, resulting in ongoing pressure on service capacity and waiting lists. This has been driven by a rise in referrals associated with Operation Soteria, alongside continued



1013
referrals for ISVA support



2296
support and advocacy sessions



186
survivors supported at court



86
court cases adjourned



consistently receives good and excellent feedback



delays and adjournments within the criminal justice system. Throughout this period, the service has remained committed to providing high-quality, survivor-centred support while maintaining a strong focus on staff wellbeing.

A key development during the year has been the continued success of the dedicated ISVA role responsible for coordinating the waiting list and providing immediate support to survivors not engaged with the criminal justice process. As a result, the service there has been no waiting list for non-criminal justice survivors, ensuring timely access to support for this group.

Supporting survivors with complex mental health needs continues to be a significant area of work. These cases often require intensive intervention, including ongoing safeguarding and risk management. Close partnership working with our Mental Health Nurse Practitioner, has ensured that survivors receive coordinated support, while robust supervision and wellbeing measures have helped support staff managing these complex cases.

The service maintains a strong commitment to effective case management. Weekly ISVA case management meetings provide opportunities to review complex cases, assess risks, and develop comprehensive support plans. In addition, the ISVA Manager and Senior ISVA meet regularly with ASA Hub Leads to jointly review survivors accessing multiple services, ensuring a coordinated and consistent approach to support delivery.

Court delays and adjournments remain one of the most significant challenges facing survivors and support services. Extended criminal justice proceedings frequently result in survivors requiring support over much longer periods than anticipated, increasing both the intensity and duration of ISVA involvement. To address these challenges, the service continues to work collaboratively with partner agencies to explore local solutions and mitigate the impact of delays. The ISVA Service benefits from strong and well-established relationships with Nottinghamshire Police, His Majesty's Courts and Tribunals Service, and the Crown Prosecution Service, enabling effective partnership working and shared problem-solving.

Looking Ahead

We anticipate that Operation Beaconport, the large-scale national review of group-based child sexual abuse and exploitation cases previously marked ‘no further action’, may lead to a further increase in referrals and demand for the ISVA service. In anticipation of this, we have secured additional funding, enabling us to recruit a specialist ISVA.

The recent recruitment of two Trainee ISVAs and two ISVA Support Workers, will enhance service capacity, alleviate operational pressures on the existing team, and enable survivors to access support more quickly.

> “For clients to be able to allow us into their lives at such a difficult and overwhelming emotional time and feel able to put trust in us is a real privilege.”
>
> (member of staff)

Case study – service user accessing the ISVA Service

Alex is a young woman who has been in the care system since the age of five. She is a survivor of childhood sexual abuse, which has not been reported to the police, as well as rape at the age of 19, which was reported. The reported case is due to proceed to trial in 2027.

Alex has diagnoses of Complex PTSD, Emotionally Unstable Personality Disorder and dyslexia, the latter significantly affecting her ability to read, write and process written information. She also has a hearing impairment.

Having experienced multiple Adverse Childhood Experiences, Alex has complex support needs that affect her cognitive, emotional and social development, including her ability to process, understand and communicate information. As a result, she requires significant advocacy and support when communicating and engaging with a range of agencies.

The ISVA provided ongoing advocacy supporting Alex to navigate several complex issues and services. This included advocating for housing repairs and liaising with the Leaving Care Team to support the allocation of a new Personal Assistant. The ISVA also liaised with the police regarding concerns relating to other possible incidents, taking into consideration our service user's level of vulnerability.

As the case progressed towards trial, the ISVA identified significant concerns regarding the Alex's ability to understand, process and respond to questioning within the court environment. These concerns were discussed with the Notts SVSS Mental Health Nurse, particularly in relation to the potential impact on the client's ability to participate effectively in the trial process.

Following this discussion, the ISVA contacted the Officer in the Case (OIC), clearly outlining the concerns and requesting consideration of an application to the Crown Prosecution Service (CPS) for an Intermediary Assessment. The OIC acknowledged and agreed with the concerns raised by the ISVA and subsequently submitted a request to the CPS for an Intermediary Assessment. This request has been granted, and arrangements for the assessment are now in progress.

Although Alex had previously completed a Video Recorded Interview with the police, the need for an Intermediary Assessment had not been identified at that stage. Through ongoing ISVA support and the development of a trusted professional relationship, this enabled us to question whether an Intermediary Assessment had been considered and to clearly articulate the specific challenges experienced by our service user.

This case highlights the vital role of ISVA advocacy, particularly for survivors with complex needs and who may need support to ensure their individual needs were brought to the attention of the relevant professionals.

Names and other personal details have been changed to maintain confidentiality

“Without the ISVA service
I would have been lost”

SURVIVORS' SUPPORT SERVICE

Our Survivors' Support Service offers specialist support to anyone aged 18 and above, living in Nottingham/shire, who is a survivor of recent or non–recent institutional child sexual abuse.

The service was set up to support the number of people coming forward as adults disclosing that an institutional organisation had failed to protect them from child sexual abuse. We also support those people who have been sexually abused as a child and told a person in authority, for example a police officer, social worker or a teacher, who then ignored the report or did not act upon it properly.

There were a total of 43 survivors supported by this service from April 2025 – March 2026. Survivors in this service tend to require support for longer periods of time, predominantly due to the impact on mental health.

What we do

We support our service users to exercise greater choice and control in all aspects of their lives. We help survivors experience improved health and wellbeing by gaining appropriate access to health and other services. This helps them develop coping strategies to better manage their mental health, emotional wellbeing and any substance misuse. This support can be

especially helpful where there has previously been a distrust of services due to the abuse experienced.

Our support workers work within a multiagency setting, providing a tailored response to meet the survivor's needs. This can include

information provision, support with options exploration and accessing other partner agencies, such as housing, immigration, welfare benefits, education and emotional and physical wellbeing.

The service continues to hold strong working links with the Police, Crown Prosecution Service, Department of Work and Pensions and the Nottingham CSA Group. We work closely with the local Clinical Commissioning Group to enable survivors to access a Personal Health Budget.

The service continues to receive excellent feedback.



43
people supported



works closely with other services



consistently receives good and excellent feedback



PEER SUPPORT

Newly launched this year, is our Peer Support Service. Funded by the National Lottery Community Fund, the aim is to help survivors develop connections with others who have experienced similar experiences, building connection and reducing isolation as they move away from structured support.

The power of peer support lies in connecting people with shared experiences. Peers can often relate to each other in a way that friends and family might struggle to. We can encourage each other, share knowledge, and offer emotional support.

Peer support groups can lessen feelings of isolation. We can take part in activities, share experiences, and develop skills in a safe and supportive space. Together we can take control of our on-going recovery and wellbeing. This helps us feel stronger and more confident in ourselves.

Newly in post, our Peer Support Coordinator has been working hard to get this new service off the ground. This has included designing the service, ensuring it is robust and ethical and running a pilot group of peer support.

The pilot sessions was a huge success, with survivors helping to shape what they needed and how this could be met.

As a result, several survivors applied to become Peer Support Volunteers with Notts SVSS. At the time of going to press, survivors have attended our in-house training programme, looking at areas such as confidentiality, safeguarding, supportive listening.

Several have been successfully recruited to help support the next cohort of survivors accessing this service. Peer support not only helps with growth away from the service, it also empowers survivors to help bring extra meaning to their experiences in ways that are personally rewarding and provide hope to others.

COMMUNITY FUND

CORAL COVE (EMCYPSAS)

Notts SVS Services is sub-contracted by Nottingham University Hospitals Trust (NUH) to work collaboratively with a broad range of health and voluntary sector organisations across the East Midlands to deliver the East Midlands Children and Young Peoples Sexual Assault Services. Notts SVSS manage the crisis support workers working in the centre.

Overview of Service

East Midlands Children and Young Peoples Sexual Assault Services (EMCYPSAS) is a paediatric sexual assault referral centre that supports children and young people aged 17 and under or until 24 if the young person has severe learning difficulties.

EMCYPSAS covers the whole of the East Midlands, including Lincolnshire, Derbyshire, Nottinghamshire, Leicestershire, and Northamptonshire. There is also a hub in Northamptonshire called Serenity. EMCYPSAS offers forensic examinations, acute-non-forensic examinations, non-recent examinations, and sexual health screening.

The EMCYPSAS team is made up of clinically trained staff and a team of Crisis Support Workers. The Crisis Support Workers are employed by Notts SVSS and overseen by our Operations Manger and Contracts Lead. Our Senior Crisis Support Worker works 40hrs a week, while six Crisis Support Workers cover a total of 220hrs between them. NUH Staff are made up of one Clinical Lead, seven doctors, one Service Manager and one Specialist Nurse.

The main point of contact for our service is the 24/7 helpline that is managed by our Crisis Support Worker team. For every child or young person that comes through our service, we are able to refer them on for therapeutic support and CHISVA (Children's ISVA) Support. We are also able to take referrals from professionals and young people aged 16 years and over for support referrals only.

Crisis Support Workers

The Crisis Support Workers manage the 24hr telephone helpline and work alongside the safeguarding nurses and clinicians to provide expert information and advice to those accessing the centre. Crisis support workers provide support calls for children and young people, their families and carers, who may be extremely traumatised, in crisis or suicidal. Crisis support workers will arrange the necessary appointments to facilitate forensic medical examinations and will help to arrange ongoing support for the children and young people after attending the centre, making safeguarding referrals where needed.

EMCYPSAS becomes Coral Cove

This year EMCYPSAS was renamed as Coral Cove. This was done in consultation with service users and included redecoration of the suite. This makes the service feel less formal and more inviting to the young people coming through its doors. Jess Phillips MP, Parliamentary Under Secretary of State for Safeguarding and Violence Against Women and Girls.

“

We did some work on red flags and relationships and I feel this has helped me in relationships as I know what to look out for more now. We also talked about my core belief and values and this has helped me understand who I am better

(therapeutic support client)

”

ENGAGEMENT

Engaging with others, including survivors, organisations and the general public is key to ensuring that people know about our services and feel able to contact us if they need support. Internal engagement also helps to maintain a connected, happy, and motivated team where staff feel cared about and seen as a valued part of the organisation

Engagement this year has included community outreach, survivor consultation, professional presentations, education, radio talks, podcast appearances and partnership development. A key focus for us is survivor involvement and removing barriers to those people less likely to know about or use our service.

Service User Forum and survivor involvement

Our monthly Service User Forum continued to provide a space for survivors to share their perspectives and contribute to service development. This year we focussed on areas such as designs for the new building, support and how it can be adapted for people with disabilities, including neurodivergence.

Together we looked beyond the actual support offered, to how to make things deliberately inclusive, for example by providing sensory toys, greater choice and opportunities for feedback.

We also provided regular feedback to the forum, showing how their feedback had directly impacted service delivery and design, highlighted by changes in architectural designs for our new premises.

Engagement with Men's Health Representatives

Our ongoing relationship with Friends and Bredrins (FAB) saw us host our second men's health event. FAB provides peer support to men living with prostate cancer, which affects 1 in 4 black men and 1 in 8 white.

We have also invited FAB to our event held during Sexual Abuse and Sexual Violence Awareness Week and spoke about issues related to men's health on Kemet FM, a station with a predominantly black audience.

Lunchtime talks and professional presentations

Lunchtime talks have been a monthly feature at Notts SVSS, where we invite other organisations to talk to us online, around lunchtime. This helps to bring about greater awareness of different organisations beneficial to survivors, building ongoing connections and partnerships. Talks are usually recorded, so that they can be viewed afterwards by staff unable to make the session. We also reciprocate by talking to other organisations about our work and partnership opportunities.

Future Plans

Priorities moving forward include maintaining meaningful survivor involvement, developing county partnerships, strengthening accessible outreach and building relationships with community groups who are less likely to know about or refer into our service.

Sexual Assault and Sexual Violence Awareness Week (SASVAW)

This SASVAW we hosted our third 'Week of Action.' This week we focussed on different areas such as new and proposed laws relevant to sexual violence, Safe Space Notts and support and information about cancer in intimate areas. We also held an event for service users, enabling them to find out about other services relevant to them and take part in wellbeing activities.

Write to End Violence Against Women Awards (WEVAW)

We have continued to be on the Steering Group for the WEVAW Awards. Our involvement includes shortlisting articles for a national award recognising responsible reporting on violence against women and girls in the press. We also help to choose the 'wooden spoon' which highlights poor trends in press coverage. This year, it was awarded to a pervasive issue: the weaponisations of violence against women to promote racist, anti-migrant agendas.

It's A Smear Campaign

Towards the end of the reporting year, Notts SVSS joined forces with Nottingham Women's Centre to help deliver their 'It's A Smear' campaign. This will involve listening to women's different experiences of cervical screening to identify good practices and poor experiences. The aim is to set an agreed standard around screening with health bosses to ensure screening is trauma informed and culturally sensitive for residents in Nottingham/shire. With being a survivor of sexual violence already highlighted as a reason for missed appointments, removing barriers to crucial gynaecological healthcare is a priority.

CONSENT COALITION

Notts SVSS are active members of Nottingham's Sexual Violence Action Network (SVAN). This is a group of 20 organisations (including Nottingham city Council, local universities and Nottinghamshire Police) who work together to reduce sexual violence and to improve the outcomes of those who have experienced an assault, whether or not they choose to report.

The SVAN sits behind the Consent Coalition the public-facing arm of the network. Notts SVSS have been at the core of much of the work undertaken by this group and hosts the website where many of the resources are housed.

This year saw us working within a core team to help develop a new website where the Safe Space Pledge (now Safe Space Notts) would be housed. The new website includes an interactive map, directing people to their nearest safe space in Nottingham. This feature, when saved to a phone screen acts like an app, meaning that anyone who becomes vulnerable in Nottingham can quickly find a place of safety and support.

This project is now managed by It's In Nottingham, in partnership with the Consent Coalition. We are proud of the part we have played in this scheme, from initial planning, creation of the central pledge and ongoing administration of the new website.





OTHER DEVELOPMENTS IN 2025-2026 30

Reaccreditation

This year Notts SVSS renewed our accreditation with the Rape Crisis England and Wales National Service Standards. This accreditation involves an in-depth review of policies, procedures and the way we work with supporters. Additional areas include how we work with survivors to help them shape existing services and develop new projects or support.

The RCEW National Service Standards have been described as a 'benchmark for excellence' for sexual violence support services. Accreditation lasts for three years and we are proud to have met this standard and renewed our accreditation.

Equality Act

The Supreme Court ruling and how this impacts gender-aware services such as ours, has continued to be high on our list of priorities. As a service that supports all adult survivors, regardless of gender, our approach has been two-fold; to reassure trans people that our service remains open and inclusive of them, while also reassuring women of our women-only services and spaces.

We have also fed into different consultations on the draft EHRC guidance and worked closely with sector partners, including Rape Crisis England and Wales to ensure that the provision to women, men, trans and non-binary survivors are not diminished as a result. At the time of going to press, the EHRC Guidance has been adopted and our Trans Inclusion Policy and Statement on Women-Only Spaces are available on our website, helping to inform and reassure survivors coming to our service.

Embracing Diversity and Inclusion

This year staff attended Privilege, Bias and Anti-Racism training, delivered by colleagues at In2People. This excellent training helped staff recognise privilege and how that can affect different people, including the options open to them and the messages they are given. We were also challenged to recognise bias and how to be anti-racist, knowing both how to identify how to respond.

Staff also attended accredited training in neurodiversity awareness. This training gave us an in-depth experience and knowledge of neurodiversity and neurodivergence, the challenges faced by individuals with different neurodivergences and how we can make easy accommodations to support people where they are. The majority of staff were trained and accredited at Champion level, with managers also able to attend Neurodiversity for Managers training.

“

She took things at my pace and never made me feel like she didn't believe in my story or in me myself. She asked questions that made me really delve deep into myself and retrieve the answer I clearly needed. I feel more positive about things and will very much miss our weekly sessions.

(counselling client)

”

LOOKING FORWARD TO 2026-2027

Recommissioning of Services

This year, we were given an extension to the contract for ASA Hub/Helpline and Counselling/Therapy provision. We expect the re-tendering of this provision to occur during the 2026-2027 financial year. We have been fortunate to receive long-term commissioning for our services and work closely with commissioners, to ensure that service provision meets developing commissioning needs. We will be working to ensure that future commissioning remains with us, ensuring stability for our survivors.

Fundraising

Throughout 2025-2026 our Fundraising Subgroup has been looking at innovative ways of independent fundraising opportunities, to help both support and broaden our offer to survivors. This is of particular importance, as we prepare to move into our new building.

So far, we have made updates to donation/fundraising page on our website, made our presence known about on Easy Fundraising and applied to community-directed funding pots.

We have been working closely with our Service User Group, include the development of an online shop, where supporters can buy mugs, T-Shirts, bags and other items, with positive messaging about wellbeing, body empowerment and consent. We expect this to be launched ahead of Christmas, to make use of the festive period.

Other projects being carried into the 2026-2027 include details on how corporate organisations can support our new building, including things like sponsoring a counselling room, a Fundraising Brochure giving more information to supporters on how they can help us to make meaningful change, and the possibility of supporting runners and adventure seekers to raise money through different challenges.

FINANCES

The financial environment during 2025-26 remained uncertain and challenging for the voluntary sector.

Our income during 2025-26 remained broadly stable at slightly over £2.37m. Our main sources of income are grants, and we continue to be funded by The Office of the Police and Crime Commissioner (OPCC) for Nottinghamshire, Nottingham University Hospitals NHS Trust and the Big Lottery.

Our total expenditure during 2025-26 was slightly under £2.3m, reflecting rising staff-related costs, including the rise in employers' national insurance contributions. We continued to prioritise recognition of the cost-of-living challenges facing our staff and awarded a 2.2% increase in staff salaries during the year.

At the end of the year, we had a surplus of £72,931 largely due to recruitment delays which were expected to be resolved early in the new financial year. Our reserves remained in line with our reserves policy and risk assessments.

Looking forward, we anticipate significant expenditure from reserves to cover the cost of our expected move to new premises, designed and refurbished to meet our long-term needs. Delays to the process of signing the new lease have resulted from factors outside our control, but we are optimistic that the move will be completed during 2026-27.

One of the principal risks identified by the charity trustees remains the future of our largest contract, which is scheduled to end in March 2027. The Nottinghamshire Office of the Police and Crime Commissioner has indicated that the re-tendering process will be completed before the end of financial year 2026-27. Our Senior Management Team is continuing to implement a programme of service transformation and improvement across the services funded by the contract, to support a strong and competitive tender submission and long-term sustainability.

We are also actively seeking to diversify our income by identifying and preparing applications for alternative grants, fundraising, contracts, and tender opportunities that align with our charitable objectives and operational capabilities.

Ruth Tarlo

Treasurer

More detailed information about our finances can be provided upon request or viewed on the Charity Commission website

STATISTICS FOR 2025-2026

88% female clients

9% male clients

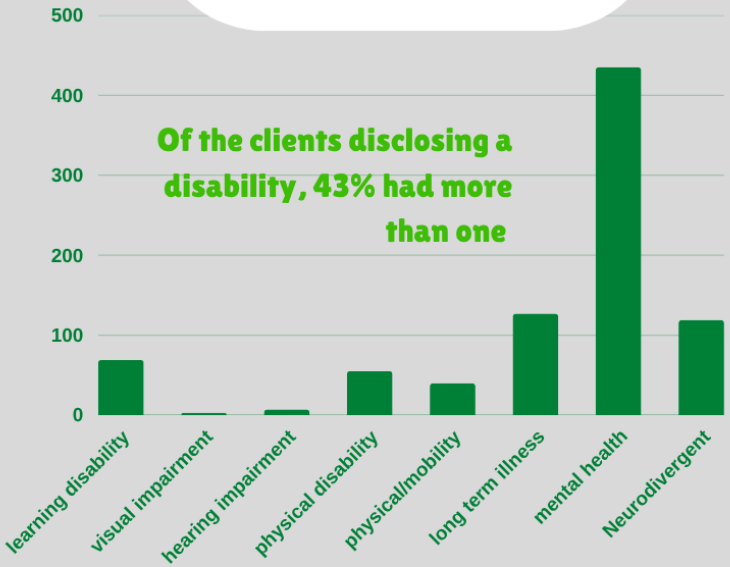
3% trans or non-binary clients

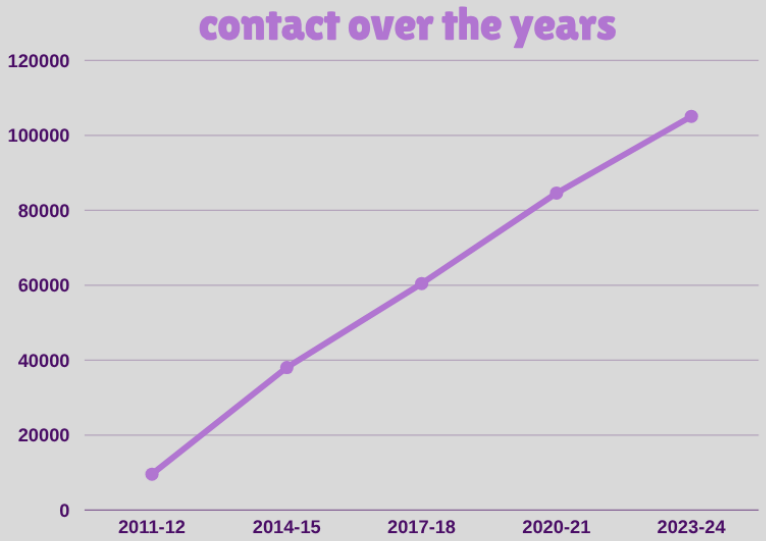
27% of clients are from minoritised ethnic groups

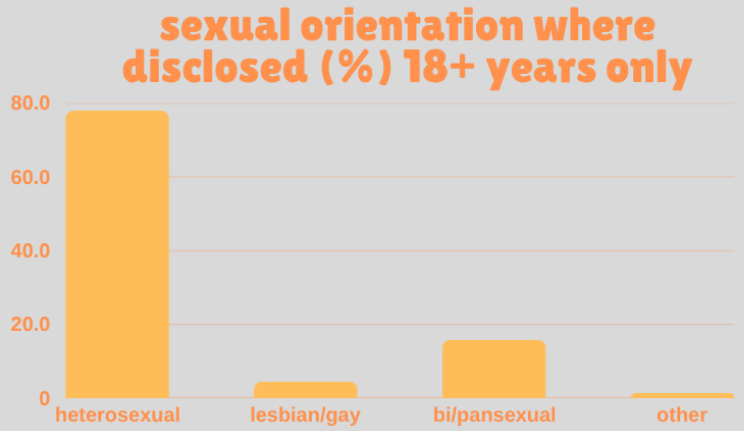


50% of clients disclosed they had a disability

(13% said they had no disability)







presenting incidents

271 child sexual abuse

446 rape

319 sexual violence

9 sexual exploitation

1 stalking & harassment

time elapsed before seeking support (where disclosed)



incident impact – 10 most reported incidents

88 misused drugs and/or alcohol as a result

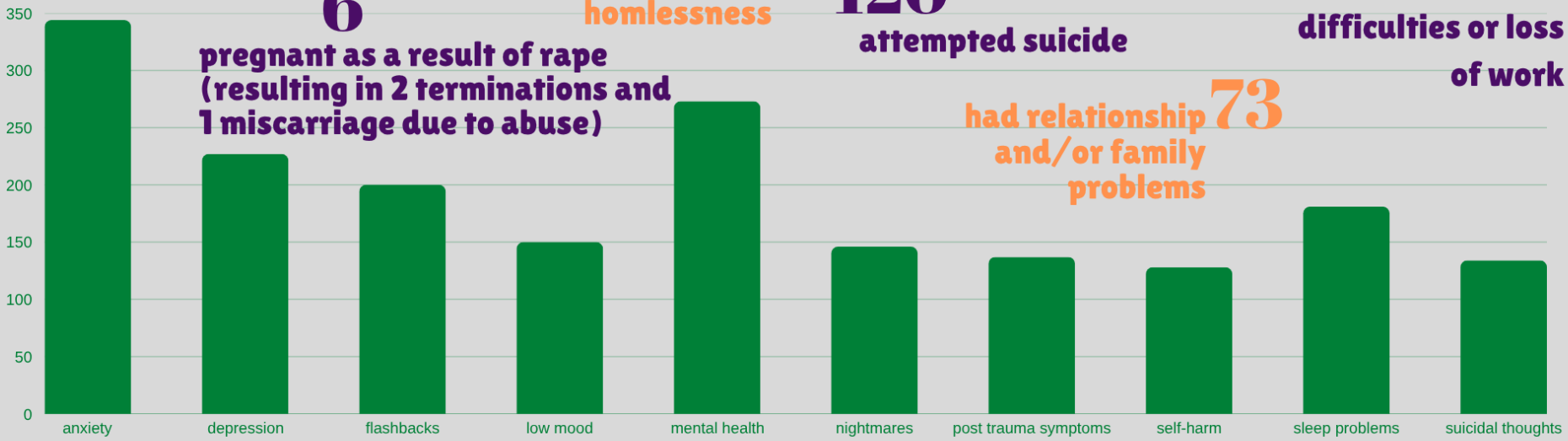
6 pregnant as a result of rape (resulting in 2 terminations and 1 miscarriage due to abuse)

12 experienced homlessness

120 attempted suicide

68 had employement difficulties or loss of work

73 had relationship and/or family problems



AIMS AND OBJECTIVES 36

Aims

- To offer a range of free, confidential, client-focused counselling, support and advocacy services to survivors, aged 18+, 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 on issues around rape, sexual violence and abuse.

Objectives

- To operate a telephone helpline staffed by trained support workers.
- To provide, telephone, online and face-to-face support and counselling services to all survivors of sexual violence, aged 18+, regardless of their gender or other protected characteristic.
- To offer support that meets survivors' needs, including where they experience multiple, intersecting oppressions. This includes but is not limited to; support for women in a women-only space, access to translated information and interpreting services, choice around gender of counsellor/support worker, 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.
- To recognise the gendered aspect of sexual violence and violence against women and girls (VAWG), as demonstrated through statistics, and use this knowledge to consider and challenge the wider social setting that allows this to happen.
- To work in partnership with statutory organisations and the voluntary and support sector to challenge and reduce violence against women and girls in our communities.

Our Commitment to Supporting Survivors

All our policies, procedures and guidelines have been implemented with the intention of providing an ethical and supportive environment to our service users. As part of that commitment we are a member of the British Association of Counselling and Psychotherapy (BACP).

Customer Care and Complaints

We take all complaints seriously and are committed to enabling survivors to be to be empowered to do so. All staff must adhere to our Code of Ethics. The organisation is recognised by the British Association of Counselling and Psychotherapy (BACP) and we work to BACP criteria. If you are not happy about the standard of service received or about the way in which you have been treated, by a paid or unpaid worker(s), you have the right to make a complaint. A copy of the complaints procedure can be found on our website or obtained on request.

VISION, MISSION AND VALUES 37

Vision Statement

Our vision is for a world free from sexual violence and the systems and beliefs that enable sexual violence to happen.

Mission Statement

We Listen. We Believe. We Support. We listen to survivors of sexual violence and we believe the things they tell us. We offer specialist support without judgement and empower survivors to make decisions and take control of their lives.

We actively challenge attitudes around sexual violence, victim-blaming and consent through education, campaigns and collaboration, as we work towards a society free from abuse.

We do this by:

- Providing a range of free, confidential and non-judgemental therapeutic, support and advocacy services to people aged 18 and above, in Nottingham/Nottinghamshire, who have experienced any form of sexual abuse, sexual violence or rape at any time in their lives.
- Offering support, whether or not a person has reported to the police.
- Empowering survivors to make their own decisions on the support they receive, including sexual health, reproductive rights and healthcare choices.
- Being gender-aware and offering support to women in women-only spaces.
- Promoting an accessible, equitable and inclusive service, while adapting support to meet a survivor's individual needs.
- Being specialists in our field. Our empathetic staff are trained and experienced in supporting survivors of sexual violence and the affect it can have on people with multiple and intersecting oppressions.
- Listening to and collaborating with survivors when developing our services.
- Being accountable and adhering to national quality standards and BACP ethical guidelines.
- Challenging the myths and stereotypes that surround gender and sexual violence.
- Working in collaboration with statutory bodies, charities and other organisations to promote survivor voices, professional experiences and knowledge to bring about wider social change.

Statement of Values

Survivor-centred

Our services are survivor-centred and designed to respond to the expressed needs of individual service users. We listen to survivors and believe what they say; empowering them to make choices about the support they receive. All people in contact with our service are treated with dignity and respect, within a culture of belief.

Accessible and Inclusive

Our services are open to anyone aged 18+ living in Nottingham or Nottinghamshire. We are proactive in our inclusivity, through the images we use, accessibility tools we have in place and options in how support can be accessed and offered. Our diverse staff team work hard to engage with people who are less likely to access support, identifying and removing barriers to our service. We have an anti-racist approach and oppose discrimination in everything we do.

Empowering Choice

Trauma can impact survivors in many ways. We believe in listening and empowering survivors to make the choices that are right for them. We work in partnership with other agencies to offer survivors choice in the services they receive and how they can access them.

Gender Informed

Our services are gender informed. We offer services to women in a women-only space, and empower women to take back their autonomy and make decisions that are right for them.

Our counselling and therapeutic services are also Male Quality Standards accredited and staff are trained in the specific needs of male survivors. Our Trans Inclusion Policy details the specialist support available to trans and non-binary survivors accessing our service.

Feminist

We work with all genders and we are a feminist organisation.

Sexual offences are classed as VAWG* and are predominantly perpetrated against women. An intersectional feminist perspective helps us to consider the wider social setting, including gender and other inequalities, that enable this to happen and what can be done to challenge this.

We understand that terms like VAWG can impact male survivors who may feel unseen and unheard. Feminism is about equality and equity. Our counselling, therapy and helpline services are Male Quality Standards assured and we recognise and campaign for the needs of male survivors in their own right.

**VAWG – Violence Against Women and Girls is a term denoting forms of violence predominately used by men against women. The term is widely used by government, commissioners, policing and domestic and sexual violence organisations.*

Trauma Informed

Sexual violence can impact a survivor's life in many ways. We recognise the signs, symptoms and impact of widespread trauma and how this can affect all aspects of a person's life. We prioritise the safety of survivors and work holistically to identify areas where they need support, referring into other services where needed.

We know that survivors of sexual violence can feel powerless. Through listening, collaboration and offering choice we empower survivors to take back control, minimising impact and reducing re-traumatisation

Accountable

We welcome and encourage feedback from survivors, commissioners, staff, professionals and the public. Service Users are invited to provide feedback at regular intervals with us and we have a feedback facility and complaints policy on our website. We meet regularly with commissioners to discuss our work and meet with survivor groups to listen to their ideas and feedback.

Our You Said – We Did webpage features changes we have made to our service as a result of feedback.

Quality Assured

Our services are quality-assured by national bodies and organisations and we work to the BACP ethical framework. This reassures survivors and commissioners of the safety, quality and efficacy of the services we provide.

Believe in Change

We believe that a world free from sexual violence is possible. We campaign to raise awareness of sexual violence; we challenge decision makers and we work collaboratively with other organisations. Until a world free from sexual violence is possible, we will ensure that sexual violence and support for survivors is high on the local and national agenda.

“My [ISVA] was the most supportive, she listened to everything I said, when I cried, she comforted me. She chased things up that I didn’t have the power to do. I cannot express how grateful I am for her. She is honestly the most amazing person I had in my life in the period of time I didn’t have anyone else to speak to about everything that was going on. […]

I will always remember that she was the one who listened to me when no one else was listening”

(ISVA client)

HOW YOU CAN SUPPORT US

There are lots of ways to support our work. We are signed up to Easy Fundraising, which means that you can raise money for free while doing your online shop. People often take part in challenges, or arrange one-off or regular giving, all of which can be done via our page on Just Giving. We are also open to people selecting us as their Charity of the Year or Month. You can find out more on our website: https://nottssvss.org.uk/donate

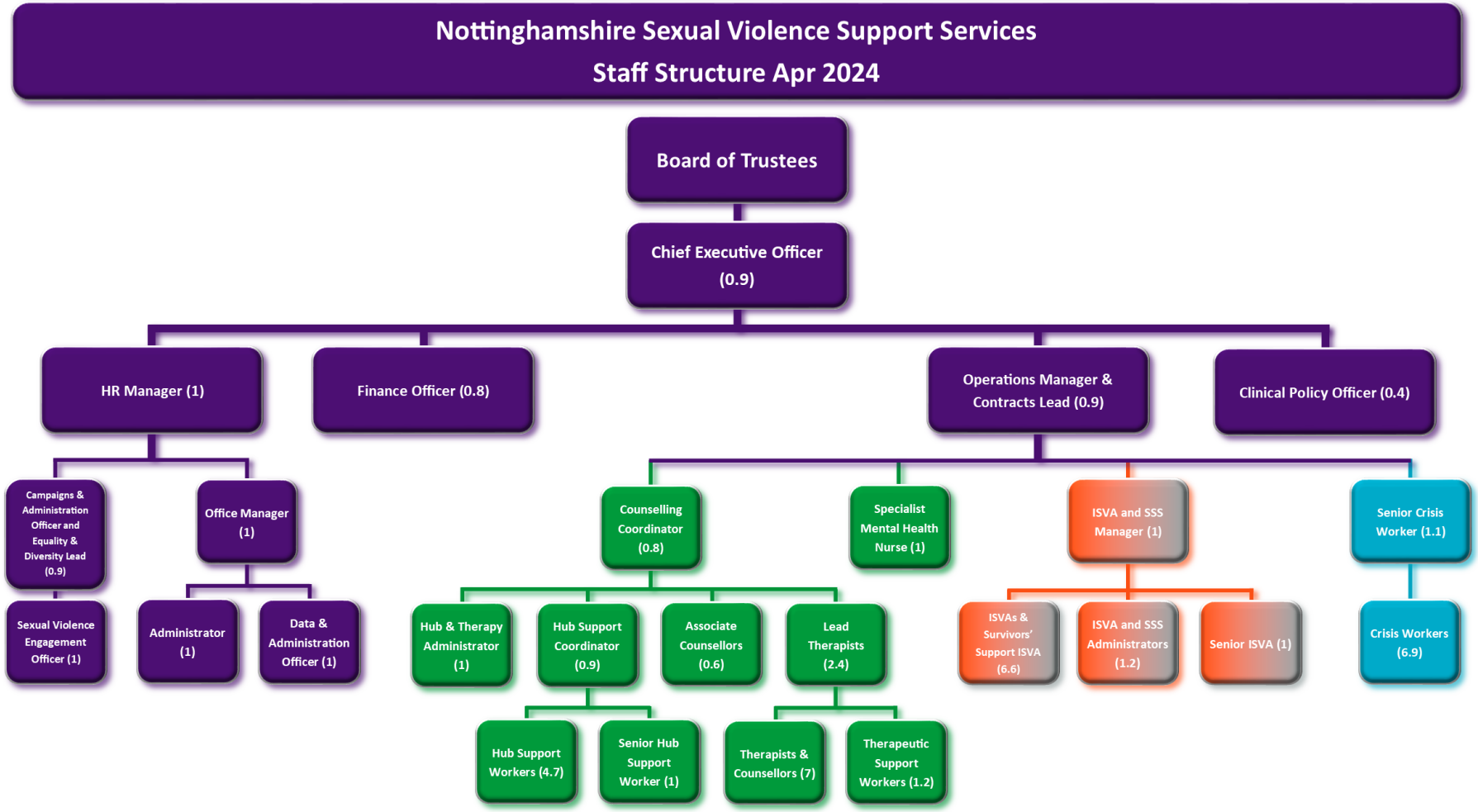
We are a registered charity, number 1103071. If you are a UK taxpayer you can complete a Gift Aid declaration, which enables us to claim back tax.

Alternatively, if you would like to join the Board of Trustees, contact us on 0115 947 0064 and we will be pleased to discuss how to become involved.

ACKNOWLEDGEMENTS

All Friends of Notts SVS Services
Barclays Bank
Community Accounting Plus Ltd
Consent Coalition
East Midlands Children's and Young People's Sexual Assault Service
Equation
EVAW Coalition
Friends and Bredrins (FAB)
It's In Nottingham
Lime Culture
Ministry of Justice
Nottingham City Council Communities of Identity Fund
NHS Bassetlaw Clinical Commissioning Group
NHS Nottingham City and Nottinghamshire Clinical Commissioning Groups
Nottingham Community Safety Partnership
Nottingham Council for Voluntary Service
Nottingham University Hospital's NHS Trust
Nottingham Women's Centre
Nottinghamshire County Council
Nottinghamshire County Council Social Services Grant Aid
Notts SVSS Service User Forum
Office of the Nottinghamshire Police and Crime Commissioner
Rape Crisis England and Wales
Rushcliffe Council for Voluntary Service
Shake Social
Smellie Savage
The National Lottery Community Fund
38 Degrees
Zero Tolerance

STAFFING STRUCTURE



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Kate O'Neil
Kristan Hopkins*
Shane Morgan

*Denotes resignation

Chief Executive Officer

Novlet Holness

We employ a team of dedicated and experienced staff, have received various awards and been recognised for our work with survivors of sexual violence.

NOTTINGHAMSHIRE SEXUAL VIOLENCE SUPPORT SERVICES
30 CHAUCER STREET, NOTTINGHAM, NG1 5LP
Office: 0115 947 0064 Helpline: 0115 941 0440
Email: admin@nottssvss.org.uk Website: www.nottssvss.org.uk

Registered Charity: 1103071 Company Limited by Guarantee: 4823994

“I have never ever encountered such a place of safety and care in my life.”

(counselling client)