



Trust House Lincolnshire

Annual Report: 2015 – 2016

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THE
SURVIVORS
TRUST



Ministry of
JUSTICE

MISSION STATEMENT

We believe that every individual has the right to be free from all forms of sexual violence and abuse. Trust House Lincolnshire's confidential services to men, women and children place survivors at the heart of what we do, and seek to empower individuals to work through and beyond their experience of abuse.

EXECUTIVE SUMMARY

Trust House Lincolnshire has been established in Grantham to provide a range of sexual violence support services to men, women and children in Grantham and the surrounding area.

The project aimed to establish a dedicated support centre for victims / survivors of sexual crimes in and around Grantham, including Boston, Lincolnshire. It will require strategic support from statutory services, and also the development of appropriate care pathways for those not only wishing to report their experience of such crimes to the police/other authorities but also for those wishing to maintain confidentiality.

In a carefully managed pathway, it is envisaged that the Centre will offer services for victims/survivors as follows:

- Protected female only space for provision of a range of sexual violence support services
- Children, young people and adults
- Victims with special needs, such as disabilities
- Victims who are from hard to reach communities/groups, including migrant worker communities

Services will be delivered through the initial use of volunteer counsellors and support workers, who will be centrally recruited and trained by the Centre staff. Paid sessional staff will be recruited as service development and funding permits.

It is intended that the Centre will be accessible to victims of sexual crimes who wish to explore painful issues associated with their experience of such crimes.

With that in mind, the Centre will deliver a range of services including a 24 hour answering service providing access to all services offered, individual support, and counselling.

The objective of the Centre will be to provide emotional support for victims in the aftermath of their experience of sexual crimes; either at the time of the event or subsequently. It will be based on a proven empowerment model thus providing those seeking help with not only therapeutic services, but also the ability to make choices about what they wish to do next.

Focus will be on improving the health and well-being of such victims/survivors; including their ability to regain self-esteem/confidence and let go (where it exists) of dysfunctional negative coping strategies such as drug and alcohol misuse and self-harming behaviours.

Support will also be provided for those who are, or who are considering taking a case through the criminal justice system. This will be facilitated through a dedicated Independent Sexual Violence Advisor (ISVA) support service.

I feel more empowered since meeting my counsellor

TRUST HOUSE LINCOLNSHIRE SERVICE GROWTH OVERVIEW

Trust House Lincolnshire held its official launch day in June 2015 and received wide ranging support from organisations including the local police and crime commissioner, local support agencies (statutory and third sector) and South Kesteven District Council. We were also named as one of the Lord Mayor of Grantham's charities, during her tenure 2015 / 2016.

The premises are ideal for being able to deliver an extensive service due to its location near to the centre of town, close to both public transport links and car parking. The layout of the building itself allows multiple counselling sessions to be conducted at once whilst still leaving a room free for training or clinical supervision. The building is also accessible to those with mobility issues, ensuring that services can be offered to a wide range of client demographics.

The building is lovely and everyone is very friendly

The focus on establishing relationships with local agencies has continued throughout 2015 and 2016, with links solidified within the local police force, County Council and numerous public and third sector agencies. The efforts of building these relationships can be seen today with effective working relationships still in place. Trust House Lincolnshire has an open and productive relationship with Lincolnshire police ensuring that survivors of rape and sexual abuse within Lincolnshire can be referred to our service if it is appropriate.

The Independent Sexual Violence Advisor (ISVA) service has grown throughout this period, with referrals steadily increasing. The caseload is made up from a combination of those requiring support with reporting to the police, support throughout the court procedure and support with options if a case receives a No Further Action result.

The number of volunteers who dedicate their time to us has also increased, with the fourth induction programme being held presently. A combination of volunteer counsellors and support volunteers enables the service to deliver across a wide range of opening times and to also expand our fundraising efforts.

During 2015/16 we have engaged with local colleges and schools providing `Consent` training to year 11 school age group. We ask for a voluntary donation for the 2 hour training based on the `is this rape` DVD. We have received excellent feedback and have a further 10 bookings planned for late 2016, early 2017.

Through the creation of a website and the use of social media Trust House Lincolnshire has ensured that it is able to offer an extensive range of options for those who want to reach out to services and also to find information to support either themselves or someone known to them. Though emotional support is not offered through this means at the moment it does allow people to make that all important first contact in a way which might be more comfortable for them. A digital presence is important in this day and age.

Though it is still early days for service growth and delivery for Trust House Lincolnshire it can be shown that we are already meeting the needs of the local community and reaching our objectives. We currently support both counselling and ISVA clients, as well as paid staff and a number of volunteers. There is very clearly room to increase our service both in terms of the support that is offered and the number of survivors we can reach within Lincolnshire.

Service Delivery 2015 /2016

During this reporting period we have had 95 adult counselling referrals and 20 Adult ISVA referrals. For counselling, referrals have been a mixture of referrals from the police, GP's, mental health teams,

universities and also self-referrals. ISVA referrals have predominately come from either the police or via the counselling assessment process.

Whilst length of service delivery for each client varies (ranging between 7 weeks and one year) the average number of sessions is 15 for counselling clients. Once a client has been discharged they have reported a sense of feeling able to move on, increased self-esteem and also confidence.

Those that have been through the ISVA service have reported feeling empowered and supported through the criminal justice process.

EVALUATION

From July 2015 Trust House Lincolnshire has begun the implementation of The Survivors Trust Radar Monitoring Tool to enable us to measure progress across 'cope and recover' categories. Data captured so far is relatively limited but demonstrates significant positive impact. In addition, clients are encouraged to feed-back anonymously in relation to their experience of service with Trust House

MENTAL AND PHYSICAL HEALTH:

- Improved mental health and safer behaviours
- Increased self-confidence and hope in a future options
- Improved self-understanding – in areas such as anger management, strategies to manage anxiety, flash backs or sleep problems.
- Increased self-esteem and self confidence
- Reduction of, and better management of, anxiety and stress
- Improved coping mechanisms and strategies
- Improved sleep patterns
- Less thought of self-harm/suicide
- Attendance at health and Gum clinic appointments – improved physical and sexual health

SHELTER AND ACCOMMODATION:

- Through advocacy and growing self-esteem - feel supported to have their voice heard.

FAMILY, FRIENDS AND CHILDREN:

- Increased engagement and achievement with education and other services – more able to enjoy and achieve
- Improved relationships with family and significant others

EDUCATION, SKILLS AND EMPLOYMENT:

- Increased engagement and achievement with education and other services – more able to enjoy and achieve
- YP feeling empowered to state opinions and be involved in the processes that are happening around them
- Advocacy and information gathering for service users empowers them to have voice heard and opinions taken into consideration

DRUG AND ALCOHOL:

- Improved coping mechanisms and strategies
- Better management of anxiety and stress

FINANCE AND BENEFITS:

- Referrals and signposting into other services - including counselling mean that previous unmet needs are addresses.
- CICA applications completed & financial remunerations for victims

OUTLOOK AND ATTITUDES:

- Increased understanding of police and court proceedings
- Allowing YP to feel able to challenge CPS or request review of cases.
- Increased understanding of police and court proceedings
- Increased self-confidence and hope in a future options

SOCIAL INTERACTIONS:

- Improved relationships with family and significant others
- Increased self-esteem and self confidence
- Improvement in management of feelings

All of the clients who have been receiving counselling at trust House where radar scores have so far been submitted demonstrate an increase in wellbeing across 18 cope and recover categories

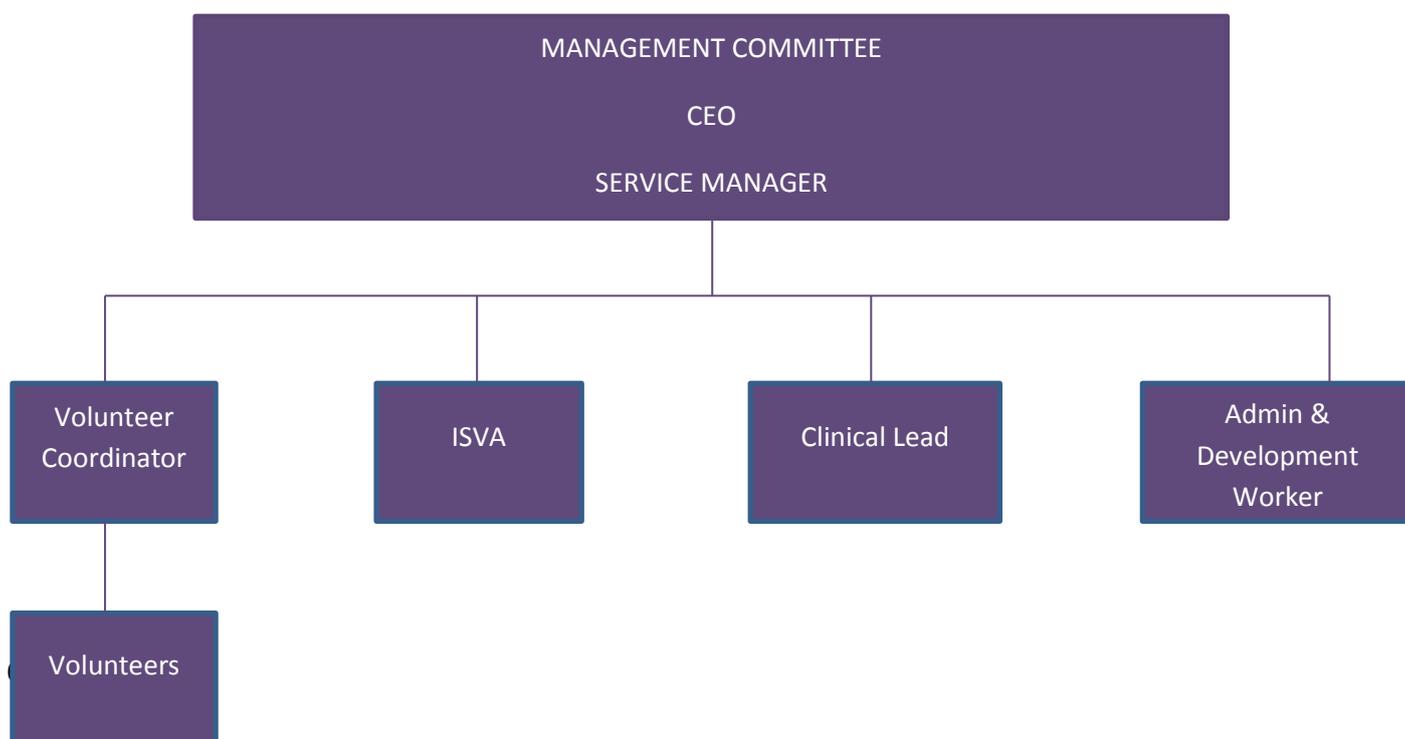
The minimum score being 0 and the maximum score being 90; the following increases in well-being have been self-reported.

As information gathered increases over time, we'll be able to effectively evaluate effectiveness for individuals as well as for the service as a whole.

Below are examples of evidence of the impact of the services on the individual using the following 'cope and recover' categories as set out in the Victims' Services Commissioning Framework (for example, how support has improved aspects of their physical and mental well-being

	Improved (%)	
Mental and physical health	25	Based on only a small number of discussions, clients have indicated a 25% improvement
Shelter and accommodation	0	N/A
Family, friends and children	30	Through various consultations with clients, 30% have demonstrated an improvement of 30% within their home life etc
Education, skills and employment	10	A number of service users have joined local college courses to improve their chances of gaining employment in a field that interests them.
Drugs and alcohol abuse	5	Some clients have shown a reduction in the use of drugs and alcohol abuse
Finance and benefits	15	We have a volunteer who recently retired from CAB, we have clinics whereby the volunteer works through Finance and benefits.
Outlook and attitude	15	Clients have shown an increase improvement with their outlook and attitude
Social interactions	25	Clients have started to interact more within their local community, feeling able to cope more.

TRUST HOUSE LINCOLNSHIRE ORGANISATIONAL STRUCTURE



FUNDING

2015-2016 was Trust House Lincolnshire's third year of delivery and third year of a three year grant from the Ministry of Justice.

A donation from a fundraising event held by the local Rotary Club provided a further £500 towards general maintenance of the outside area of the service property.

Trust House Lincolnshire was named as one of the yearly charities of the Lord Mayor of Grantham during 2015/16. Funds from her fundraising events provided just over £3,500.

OUR SERVICES

Trust House Lincolnshire will work with any client in any geographic area of the county, mindful of existing provision in particular districts of the county, and will signpost appropriately to ensure clients get the most accessible service available to them.

All clients have a thorough needs and risk assessment completed by either the Clinical Leads or ISVA dependent on referral route to ensure they're allocated to the most appropriate service.

At assessment clients are provided with the most appropriate service according to complexity of presentation, support needs, personal and criminal justice needs and risks, and according to their preference for working with a female or male counsellor or advisor.

OPERATING HOURS

Monday - Friday 9.00am – 5pm.

In addition to normal working hours we currently open Monday, Tuesday and Thursday evenings until 8pm.

ADULT COUNSELLING SERVICE

Sexual assault counselling at Trust House Lincolnshire is based on a person-centred practice and empowerment model, and is offered on a short, medium or long-term basis dependent on identified need and complexity. Short term is 12 weeks, medium term 20 weeks and long term 50+ weeks. At each stage, the needs of the client are paramount. In clinical supervision agreement is reached about whether the therapeutic goals have been achieved and the counselling can reach a planned ending.

Counselling is delivered one to one on a weekly or fortnightly basis dependent on need. Counsellors are qualified to diploma or degree level and are either volunteers, diploma or degree students who have been passed for placement as part of their counselling course.

Counselling clients with higher needs and more complex therapeutic presentations are referred to experienced counsellors. Clients with medium or low complexity of needs are allocated to diploma or degree level student counsellors. All counsellors receive regular clinical supervision, with student counsellors receiving an enhanced level of clinical supervision and support.

During our first year of service delivery, all counselling sessions have been conducted in our centre in Grantham. However a need for outreach services across the county has been identified and we are mindful of this when we are recruiting volunteer counsellors.

Counselling provision supports victims to cope and recover, and reduce the likelihood of their re-victimisation in the future. Therapeutic counselling has a proven long lasting effect for victims including a recorded reduction in depression, anxiety, post-traumatic stress disorder symptoms, self-harming,

substance misuse as well as an increase in improved relationships, accessing employment and education and self-confidence and self-belief or esteem. Throughout the work, from referral stage to when a client finishes therapy, the service works with statutory bodies such as Police, Social Services, NHS Mental Health Teams, GPs as well as other voluntary organisations such as Drug and Alcohol Support Services in order to provide a holistic service for victims.

CHILDREN AND YOUNG PERSON'S COUNSELLING SERVICE

This aspect of the service has only recently commenced however, counselling will be provided within the same structure as adult services. There is a dedicated family room within the centre and some of our counsellors are able to provide play therapy.

PRE-TRIAL THERAPY

All counsellors work in accordance to Home Office Pre-Trial Therapy Guidelines, including types of therapy and counselling offered and awareness of court processes.

ADULT INDEPENDENT SEXUAL VIOLENCE ADVISER

Our Adult Sexual Violence Advisor, (ISVA) offers centre based working as well as working from a range of community locations or offering home visits, dependent on need and location across the county.

A guiding hand through the criminal justice system

Our ISVA has completed comprehensive accredited training from a recognised provider and receives regular clinical supervision in addition to line management and case management. Our Service Manager has also completed accredited training to support effective line management of ISVA working.

Our ISVA will work with individuals whether or not a report has been made to the police.

The ISVA service provides emotional and practical advocacy, support, information, advice and guidance to clients who have been victims of sexual abuse. This includes facilitating referrals to appropriate services. The service provides emotional and practical support to adults and their families, ensuring that the client's needs are held paramount at all times. They provide information, advice and guidance to the client and family members as appropriate and work to support the client's wellbeing through criminal justice processes. Multi-agency working is crucial to ensuring best outcomes for the client. ISVAs complete accredited training to ensure they are working in accordance with the legal considerations relevant to criminal justice processes and provide a crucial connection between criminal justice services, social care and other partner services.

HELPLINE AND FIRST POINT OF CONTACT SERVICES

Our helpline is currently available between 9.00am-5pm Monday – Friday, though an answerphone is available for outside of these hours. All paid staff members are able to work on the helpline as necessary and training is provided for volunteers. This service offers a listening ear, advice, information, support, signposting and onward referral as appropriate to internal services and to other partner services. This provides a crucial access point for referrals to sexual assault counselling and ISVA services. As the first point of contact for survivors seeking help, our trained volunteers offer a skilled, empathic and supportive response to people in crisis. When a client is on a waiting list, the helpline offers a lifeline, maintaining contact and ensuring that any changes are monitored and the referral prioritised if necessary. Many survivors call a helpline several times before they are able to consider attending for assessment or further support. Additionally clients can be referred or signposted into other relevant services to meet their wider needs.

We also provide coverage to The Survivors Trust national helpline on Tuesday's, Wednesday's, Thursday's and Friday's. An extended volunteer base has allowed us to increase this from the previous year.

First point of contact is also available through email and via social media, thus ensuring that we offer a broad range of first point of contact choices. This allows the client to feel in control and to communicate in a way which is comfortable for them.

COUNSELLING AND SUPPORT TO PARTNERS, PARENTS, SIBLINGS

Referrals for counselling, and support for partners, parents and siblings are received from themselves or from our ISVA. Counselling is offered to those who are experiencing vicarious trauma or who are facing additional pressure in coping with a loved one who is suffering from trauma responses. Specialist services balance and support these issues effectively through counselling and other support services such as Parent Peer Support Groups.

PARTNERSHIP WORKING

Trust House Lincolnshire is committed to partnership working and works with a range of agencies in Lincolnshire. This includes local schools and children's centres, universities, CAMHS, sexual health services, adult mental health services, adult and children's social care, the police, SARC, Lincolnshire County Council, volunteering services, domestic violence services and a range of other voluntary sector services.

During the last 2 years we have built effective working relationships with a range of external agencies enabling Trust House Lincolnshire to establish itself as a major contributor to the effective development of services and pathways for victims and survivors of sexual abuse or assault. Our commitment to partnership working allows us to continue working towards our mission statement of placing survivors at the heart of our services.

TRUST HOUSE LINCOLNSHIRE VOLUNTEERS

Volunteers are an integral part of Trust House Lincolnshire and they increase service delivery capacity enormously. They offer their services often because of some personal experience of their own or of someone they know, and they are always dedicated and passionate about what we do.

Trust House Lincolnshire has delivered three volunteer induction training programmes between 2015 / 2016, with a total of 36 volunteers trained in total; 22 of which are still active offering support across our helpline and counselling services, and helping with administration and fundraising.

Our induction programme equips volunteers with the necessary skills and understanding to work effectively with victims and survivors of sexual violence.

Our training course covers the following areas;

- Session 1 Introduction to The Survivors Trust and Trust House Lancashire
- Session 2 Understanding Sexual assault; Language, Myths and Need
- Session 3 Helpline Part 1 Opening Closing and Active Listening
- Session 4 The Impact of Childhood Sexual Abuse
- Session 5 The Impact of Rape and Sexual Assault
- Session 6 Supervision and Self Care
- Session 7 Diversity and Understanding Differences
- Session 8 Helpline Part 2 Developing Effective Call Skills

- Session 9 Trauma Therapy and Neuroscience
- Session 10 Working with Self Harm and Suicide
- Session 11 Safeguarding and Protection
- Session 12 The Law and Criminal Justice Processes
- Session 13 Pre-Trial Therapy
- Session 14 Local Protocols, Paper-work and Processes

Volunteers at Trust House are provided with regular clinical supervision and line management support as well as being able to access more informal support if they feel the need.

FUTURE PLANS

Trust House Lincolnshire is now in the 2nd year of service delivery in Lincolnshire and continues to see a steady stream of referrals into both our adult counselling service and our Adult Independent Sexual Violence Service. (ISVA).

We're looking forward to continuing to develop our links with partners across the county, particularly with children's centres to support us, to deliver sustainably within local communities to make our services more accessible.

Our initial funding will enable us to continue to develop our first point of contact services such as our website, volunteer recruitment, helpline and email support and increase some capacity in the staff team to manage this increase in delivery. We plan to run a further 3 volunteer training courses over the next 12 months and hope to attract volunteers from around the county.

One of the major priorities for the next 12 months will be to increase our funding sources so that we have income from both statutory funders such as Ministry of Justice, The Home office and Lincolnshire Police and Crime Commissioner and also some large and small charitable trusts and grant making bodies.

We will continue to develop our relationships and build up strong partnerships locally particularly with key agencies such as the Police, CPS, The SARC and Social Care Services.

Following on from the success of delivering `Consent` training to year group 11`s at various schools/colleges around the county, it is hoped this will increase and further raise funding opportunities and awareness around the county of Lincolnshire.

NATIONAL AND LOCAL CONTEXT FOR SERVICE DELIVERY

NATIONAL CONTEXT FOR SERVICE DELIVERY

The negative impact of rape and sexual abuse or assault on victims, their partners, family and friends is enormous and the known extent of rape and sexual assault is only the tip of the iceberg as many victims choose never to disclose what has happened to them. This makes it very difficult to get a clear idea of the extent of sexual assault and rape in the UK. Criminal justice service statistics on reporting and conviction rates offer just a fraction of the picture with wide recognition that crimes of a sexual nature are hugely under-reported.

There are a number of major national inquiries and investigations currently happening which are likely to impact on numbers of survivors seeking help and the numbers of perpetrators being brought to justice. Operation Hydrant, is the investigation that is looking into allegations of abuse by institutions and public figures. Both Greater Manchester and Wiltshire Police have investigations going on into key public figures. The metropolitan police's Operation Fairbank was looking to establish evidence for a formal investigation and went on to establish a number of criminal investigations. The Deputy Children's Commissioner's Inquiry into Child Sexual Abuse in the Family Environment is just entering into its second year. Part of this work will include a national survey of adult survivors to ascertain their experiences and The Independent Inquiry headed by judge Lowell Goddard is investigating the way public bodies handled child sexual abuse claims and Operation Yewtree is on-going; the list goes on.

The media attention given to the inquiries and operations will be impacting on survivors and triggering feelings for them, including increasing the numbers that are having the confidence now to come forward. This is reflected in an increase of reports to the police across all sexual crimes and an increase in those approaching specialist services such as Trust House Lincolnshire.

EXTENT AND PREVALENCE

The CPS Violence against Women and Girls Crime Report 2015-2016 states that;

- The volume of rape referrals from the police rose to 6,855 in 2015-16 – a rise of 696 referrals (11.3%) from 2014-15.
- The CPS conviction rate in 2015-16 rose to 57.9% from 56.9% in 2014-15.
- 11,995 defendants were prosecuted in 2015-16 for sexual offences, excluding rape; a rise of 22.5% from 9,789 in 2014-15; reaching the highest volume ever recorded.
- Child sexual abuse (CSA) offence prosecutions completed in 2015-16 rose from 5,387 to 6,217 – a rise of 830 (15.4%) and the highest volume ever recorded.

CEOP receives reports from around 1,000 children each year concerning online victimisation by adults and data from SARCS suggests that between 22% and 50% of clients seen are young people under the age of 18 years old (NHS England, 2013)

GREATER RECOGNITION OF THE NEED FOR ADDITIONAL SPECIALIST SERVICE PROVISION

The Stern Review (Home Office, 2010) states that support and care for victims needs to be a higher priority, as this crime strikes at the whole concept of human dignity and bodily integrity. Sexual abuse has often been as a result of betrayal by those they trust, love and depend upon, which may include one or both parents; the need to help survivors develop appropriate trust is critical. Sexual assault is one of the best guarded secrets, as disclosing sexual abuse has the potential to disrupt the structure and composition of a relationship or entire family system. Counselling support works by providing expertise and the correct conditions to work through the trauma experienced.

The Ministry of Justice has provided more than £6 million a year to Female Rape Support Centres in England and Wales through the Rape Support Fund with a total of 86 Centres now funded including 15 new centres created since 2010 and the creation of the first ever Male Rape Support Fund.

Recent work undertaken by NHS England on developing care pathways for survivors of sexual assault highlights that whilst statutory services, including Sexual Assault Referral Centres, have an annual client caseload of 11,500, specialist voluntary sector rape and sexual abuse support services have an estimated 80,000 client caseload. (NHS England, 2015)

There's a real need to ensure that local voluntary sector services across the UK and Wales are able to meet the growing demand that is being placed on them.

LOCAL CONTEXT FOR SERVICE DELIVERY

The national picture of those affected by rape and sexual abuse shows that it is increasingly important that Lincolnshire builds and invests in its capacity to provide specialist sexual assault provision, and recognizes the expertise that is available to both individuals and professionals through Trust House Lincolnshire

From March 2015 to March 2016 there was an increase of 21% in sexual offences recorded by the police in the latest year compared with the previous year (106,378 offences); this includes a 22% increase in rape and a 20% increase in other sexual offences. The increases are believed to have resulted from both an improvement in the recording of sexual offences by the police and an increased willingness of victims to come forward and report these crimes to the police.

Sexual offences have reached the highest volume recorded since the introduction of the National Crime Recording Standard (NCRS) in April 2002 and it is only the second time that the total number of offences has exceeded 100,000 in a 12-month period (the first time being in the year ending December 2015).

For the first time, police also had to record any sexual crime against a child that involved the use of the internet and highlights a worrying trend, with an average of eight crimes a day being reported across England and Wales. This showed to include 129 cases over the year within Lincolnshire.

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