

## EB 12 Month Report

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This report is due by	26/07/2019
Grant Reference	GA-468
Fund Name	Violence Against Women and Girls Fund
Funding Round	ESVAWG 2017-20
Organisation Name	Forth Valley Rape Crisis Centre
Project Name	FVRCC - Support Service
Completed By	[REDACTED]
Email Address	[REDACTED]
Grant ID	a0n0Y000002rjwpQAA
Organisation ID	0010Y000018z0nGQAQ
Grant monitoring ID	a0q1n0000070MmuAAG
Round ID	a0s0Y00000DDxcAQAT

### 1. Fund Outcomes

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Fund Outcome 1	<i>No answer given</i>
Fund Outcome 2	Service providers have increased understanding of all forms of gender based violence, and work effectively together to address these issues through the provision of appropriate, high quality services.
Fund Outcome 3	The harmful effects of gender based violence experienced by women and children are reduced by early intervention and their safety and wellbeing needs are better met by effective service provision.
Fund Outcome 4	Interventions, service design and service delivery are improved as a result of the participation of women and children affected by gender based violence.

Project Outcome 1

Survivors participate in the design and review of Forth Valley Rape Crisis services, which ensures appropriate and responsive service development and delivery.

Project Outcome 1: What you actually did  
(1500 word limit)

Outcome 1

Survivors participate in the design and review of Forth Valley Rape Crisis services, which ensures appropriate and responsive service development and delivery.

Activities

Monitoring and Evaluation

As reported in our 6 month report, the service carries out frequent monitoring and evaluation of the impact of the service that we offer. We use an evaluation tool the adult wheel, that measures the progress of the survivor in support along with a variety of other feedback tools. The reflections are primarily about an individual's progress through support and the impact on their lives. Currently, the evaluation tool is used at the beginning and the end of the service and once between.

Additionally, survivors have the opportunity to leave feedback on our surveymonkey as well as within the centre in a feedback book in the waiting room. Survivors also meet with a different support worker than [REDACTED] to feedback on their experience of support and the centre.

[REDACTED]

The assistant manager is responsible for managing the use of the wheel by the staff team and she along with the centre manager is responsible for evaluating the use of these tools and make amendments. In the later half of the year, she along with the support workers in the centre have worked together to implement a uniform way of collecting individual feedback about the survivor's progress through support along with their feedback about the centre. This is a process of refinement and evaluation. The centre manager along with the assistant manager has worked together to ensure a holistic way of engaging with survivor feedback and also bring about changes. See further in this submission for feedback from survivors a well as an analysis of the support they experience.

Focus Groups

It has proven a bigger challenge than we expected to organise focus groups. We did organise one in the beginning of June 2019 with the centre manager to look at the centre premises and the suitability as the centre considers a move from its current premises. One person attended, and we had have a very positive discussion with the survivor, who is a person with multiple additional needs and is from a minority group. They were the kind of service user, we wished to consult as they are more likely to find it harder to access the centre space. The comments from the survivor about location and type of building, reflected some of the thoughts of the staff and trustees of the centre and reflected on other feedback that we have received from survivors.

In the new year, the centre manager and assistant manager will reconsider how we consult on specific service development and design with survivors as a group.

Since we have introduced a program of group work, we will engage with survivors during those groups around service development with the hope of then building a service user reference group that will contribute to planned development and strategy of the centre.

One to One participation and Survivor led support planning

This is an ongoing experience of receiving support and engaging with the centre. We haven't

done anything new or different with this through the year but our case study will shed light on this process.

Project Outcome 1: What difference you have made as a result? (2000 word limit)

One of the main evaluation tools we use during support sessions is The wheel. The wheel is completed a minimum of twice with each survivor, where suitable. Support workers will work with the survivor using the wheel to identify the issues they are facing when they begin support. The wheel is then completed again towards the end of their support. This allows us to identify positive changes but also to show us where a person may need further support. It can also be a useful reflective exercise for survivors allowing them to focus how far they have come in their recovery. Recovery can often feel like an uphill struggle for survivors and the wheel can highlight growth at a time that it may have been difficult for the person to identify themselves.

During this time frame 59 survivors completed two wheels for comparison during the course of their support. The results were as follows:

26 people identified alcohol misuse as an issue: 14 reported a decrease in symptoms, 1 reported an increase in alcohol misuse and 11 people reported no change.

42 people identified anxiety/panic attacks as an issue: 34 reported a reduction in symptoms, 3 people reported an increase in symptoms and 5 reported no change.

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43 people identified isolation as being an issue: 32 reported a reduction in isolation, 4 an increase in isolation and 7 reported no change.

40 people identified that their relationships had been negatively affected: 24 reported improvements in their relationships, 5 people reported an increase in this score and 11

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26 identified self harm as an issue for them: 17 people reported a reduction in self harm, 1 reported an increase in self harm and 8 reported no change.

22 reported suicide attempts as being an issue: 7 reported a reduction in suicide attempts, 2 reported an increase in suicide attempts and 13 saw no change.

31 people reported suicidal thoughts as an issue: 23 reported a reduction in suicidal thoughts, 2 and increase in suicidal thoughts and 6 people saw no change.

42 people reported trust issues as a problem for them: 26 reported a reduction in trust issues, 4 saw an increase and 12 reported no change.

The wheel is not suitable for all clients and it is important that we evaluate our service through a variety of means. Survivors are also offered one to one meetings with another worker to discuss their experience of using our service. During this time period, 16 survivors also met with a worker to do so. All 16 survivors reported that our service had directly improved their well being. Here are some of the comments we collected from those sessions:

"I was in a dark place, I was unsure if I would be able to go back to work and have a normal life. I'd never known anyone affected by this, and I've never felt able to speak about it. I feel I can say how I feel I haven't been able to do that before. Since starting support, I decided to speak to a friend and I've gone back to work."

"The security and safety feel of this place has been very helpful and the welcoming atmosphere every week has made a big difference. Being able to come to terms with my thoughts ,experiences. To be listened to and supported. I have found a lot helpful- not one thing in particular. Having a set person has been very helpful though. I no longer blame myself the way i used to. I understand that healing is a journey. I am happier and not afraid of my feelings. I feel a big weight has been lifted that i would otherwise have continued to carry. I am more able to look after myself and understand that self care is not selfish and that i need to work on me first. That my experiences are valid. I can actually say the word rape now. This has in many ways been my lifeline. It saddens me that there may be others who cant receive help sooner because of funding. I am very grateful as a young woman to have had this organisation."

"It's always been really welcoming coming in, whoever answers the door to me. The building's always kept really nice, the door's always opening quickly for me and things are running on time. You never feel pressured to do or say anything, instead you take it as slow or as fast as you need. The support I've received has been brilliant. I've gained a lot from it by the end, and I have no regrets at all."

"I like that it's not somewhere people would know where you're going to. It's in a nice relaxed area."

"I like that it's in a house, it feels homely and is relaxing to come to, with nice smells. I just did a clear out in my house to make it more calm and relaxing. When I was younger I went to CALMS, which felt like going to the doctors, sitting on plastic chairs, it didn't make me want to talk"

In addition, we provide a comments book in our waiting room to allow survivors who would prefer to write us a message anonymously a place to do so. We have also found that this book is helpful for new clients, allowing them to read stories of hope and personal growth directly from other survivors who have used our service. Here are some of the comments from this book:

" I just want to say I am eternally grateful. My weekly sessions in this centre have been my life saver. Feeling so blessed to receive the support and guidance throughout to help me understand and cope with overwhelming feelings and habitual traits of my suppressed anger which I am now able to deal with without rage as I now have understanding to enjoy my life. Thank you so much. "

"Thank you so much for all of your incredible support, coming here as young as I am has not been easy. In many ways this has been my lifeline and has helped me to begin to move forward from the most painful experience, I cant thank This is an amazing place! "

"This place has made me open a box of secrets I had locked away fro many years. I have been scared to remember but I am now glad that I have. Ladies are welcoming and easy to talk to, this place is a beautiful safe haven"

## Project Outcome 2

Survivors of sexual violence and others affected by sexual violence in Forth Valley understand and manage the impact of sexual violence more effectively.

## Project Outcome 2: What you actually did (1500 word limit)

### One to one support work

During this period, the assistant manager has provided 163 support hours across a range of services. As reported in outcome 1 and in our 6 monthly report, she has been responsible for managing the delivery of support and advocacy services for the centre. As reported in our 6 month report, we have spent the past year following a change in leadership at the centre to develop, implement and consolidate monitoring, evaluation and support practice. The assistant manager along with the centre manager was responsible for the induction of 6 new support staff through the year funded through various new and additional funding that the centre benefitted from. This impacted her ability to offer direct support services to survivors, but the reduced capacity was offset by the increased capacity of the centre. In the last 6 months, the assistant manager has focussed on quality control of the support service and ensuring that support workers providing a service that is responsive to the needs of survivors and ensuring that evaluation of our work with survivors is central to measuring and improving the impact of sexual violence on survivors.

The key achievements have been managing the reduction the waiting list and support provided to the new young people's worker to develop a new young people's project. She has been responsible for direct line management of 5 support and advocacy workers.

During this period, the waiting list was reduced from 58 at the start of July2018 to 31 at the end of June 2019. The longest waiting survivor at the end of June 2019 was 125 days., that person has now gone off the waiting list.

The centre has provided approximately 2581 hours of support and advocacy to 279 survivors from the three local authority areas as well as 84 one off contacts to the service.

### Group Work

There were 4 different groups that ran through the year. The Assistant manager was responsible for facilitating 3 of them.

There are two groups that are currently operational and now form part of an ongoing group work program.

#### Walking Group

There is a weekly Wednesday walking group which is led by the assistant manager with the support of centre support staff, it is on a hiatus in the school holiday. So far, 6 individual survivors have used the group with a growing membership. Survivors have been involved in choosing the routes which have been risk assessed by the staff team.

Some of the routes that we have been on are Bannockburn centre walk, Callander park, Bridge of Allan, Abbie Craig walk, Alan Water circular walk.

#### Weekly Therapeutic Support Group

The group will run over 12 weeks. The group is co-facilitated by the assistant manager and a colleague.

Each individual session of the group covers a different topic. What will be the topic of each week is dependent on the group itself. The first session begins with "hopes and fears" where survivors discuss what their hopes and fears for the group are. This allows the group facilitators to include topics relevant to the needs of the group and no two groups will be the same for example, sex and intimacy was a topic this group identified as important and we have included this in the group program. Some of the other topics included are Anger, Blame, Fear, Coping Mechanisms and Understanding Trauma.

Survivors were assessed for the suitability of the group, we met with 8 survivors following a referral from their support worker. 8 were invited to the group 4 attended. Each survivor has set an individual outcome for themselves at the beginning of the group that they wish to achieve.

The overall outcome of the group is "Participants will have a clearer understanding of their trauma and will learn the skills to manage the symptoms and impact of the trauma."

We now have 3 survivors who are attending the group every week and the group is scheduled to end in September, 2019

#### Self Care Group, March & April 2019

The aim of this group was to facilitate self-care for survivors of sexual violence that will allow them to minimise the impact of sexual violence. The groups were designed so that survivors could participate in themes that appealed to them. There was no screening process as it was a psychoeducation group. However, all invited participants were female and were receiving one to one support or had finished support at the centre. We delivered 2 groups on Sleep and 1 group on Goal Setting. 6 individual survivors attended the group.

#### External Groups

27th March 2019, Amina Muslim Women's Resource Centre, Community event

The centre delivered a workshop on personal safety for BME and Muslim women in Forth Valley in partnership with Amina Muslim women's Resource centre. 30 women attended the workshop.

3rd April 2019, Rainbow Muslim Women's Group, Falkirk

Delivered a consent workshop for 15 women from the Rainbow Muslim Women's group. The workshop spoke about consent and its meaning in the context of sexual violence and explored how that might be experienced by Minority ethnic migrant women.

28th May 2019, Shakti women's aid

The group was a skills building workshop for staff and volunteers at Shakti women's aid.

The co-facilitated day looked at the use of CBT support tools in supporting survivors of gender based violence. The group was attended by 10 women working and volunteering at

Shakti.

#### Volunteer Placement

We decided that we would push back plans for a volunteer recruitment as we have had a significant period of growth at the centre which impacted our capacity to recruit and manage volunteers. We have one volunteer at the moment who was involved with fundraising but is helping now to raise the profile of the profile of the centre in the local community.

During the course of the year, the three volunteer placement students studying various psychotherapy courses were employed by the centre.

Project Outcome 2: What difference you have made as a result? (2000 word limit)

For one to one work, see outcome 1, information on adult wheel.

#### Walking group

Survivors have given the following feedback on the group

" Having a walking group reduces the shame about what I have experienced, its a nice way to get out and meet other women without having to talk about what has happened to me but to know that other people who are there understand"

"If I hadn't come today I would have been alone at home feeling upset, I am glad I came. I know this is good for me"

#### Self Care Group

We collected verbal feedback from each group, this is what participants had to say about their experience.

" I found the discussion on sleep really helpful. I will try some of the suggestions."

" This is the first time that I have been a group and I wasn't sure what to expect, I was very nervous but now I am feeling better"

" It is good to be out of the house and eat adult food. I really need to find some time for myself"

" I found the goal setting helpful, it has helped me to think about what I need to do make my home feel like a home."

" I found goal setting really difficult, there are so many difficulties right now out of my control that I don't think I can set a goal. But I enjoyed being here."

#### Amina and Rainbow Muslim Women's Group

We collated verbal feedback from the participants in both the groups. The women said that they had learnt more about gender inequality and its impact on their lives. They also had learnt about consent and some shared how they have never considered their rights around sex in marriage, and were challenged by the messages that their interpretation of their faith had placed on them. At least 2 participants from the group have accessed the centre services and another young person was referred to the centre.

#### Shakti Women's Aid

The staff at Shakti women's aid who attended the workshop spoke about their increased confidence in using tools and skills that we use in the centre to facilitate therapeutic conversations with survivors.

Project Outcome 3

Forth Valley Rape Crisis contributes to reducing the harmful effects of violence and abuse against women by working in partnership to maximise our effectiveness and agency responses.

Project Outcome 3: What you actually did  
(1500 word limit)

#### Multi agency support planning

On occasion, survivors are in receipt of support from a number of agencies at the same time. This has not been a frequent scenario this year. Although, many survivors are involved in the criminal justice system. The advocacy workers are involved in the delivery of support through that system for survivors with the assistant manager overseeing the support. In the last 6 months, we have developed two joint working partnerships one with Central Scotland Regional Equality Council (CSREC) and Meadows, the new forensic unit at the Forth valley hospital in Larbert. Both these organisations, have referred survivors to us who are also their clients, for support and advocacy. Likewise, we have been able to share information, where we have a mandate available with the two agencies. We also have the advantage of being able to use both these locations as an outreach space.

#### Training and Development

The assistant manager is responsible for delivering training along with the manager at Tully Allen, Police training college. She delivers training on the SOLO and senior investigator course. In addition, she delivered training on vicarious trauma for PhD students at Glasgow university who were researching Violence Against Women. During the year, We delivered 5 SOLO training and senior investigation courses which were attended by approximately 20 Police officers and staff.

In addition, we delivered a workshop to police officers on 8th January 2019 to Police Scotland, SOLO officers on the work of the centre and the issues impacting survivors. The input was attended by all SOLO officers working in the Forth valley area.

On 31st May 2019, the assistant manager delivered an input along with a survivor to Police Scotland staff in Paisley about the impact of reporting sexual violence on survivors.

On 14th May 2019, we delivered multi-agency training for workers in Alloa. This training was promoted by Clackmannanshire GBV partnership. The training was attended by 20 workers.

#### Participating in local partnerships

The centre is part of Falkirk, Stirling and Clackmannanshire Gender based violence partnerships. In the first 6 months, only the Stirling group is active with representation from the project Prevention worker and the centre manager on both those groups. Falkirk and Clackmannanshire partnerships have now become operational with the centre manager representing the centre in these groups. We have submitted Equally Safe returns for all the groups and are involved with the development of a 16 days of action on violence against women and girls program for November 2019

In addition to the groups, the centre is part of the LGBTI+ development group, the centre manager is now the chair of the group and also University of Stirling's Sexual violence strategy group.

During this period, the centre organised alongside Stirling Voluntary Enterprise, Zero Tolerance, Stirling Women's Aid and Central Scotland Regional Equality Council (CSREC) brought the travelling exhibition, Violence Unseen on 5th & 6th December 2018. The exhibition was held at the Stirling Bus Station and was staffed by staff and volunteers from the centre along with the partner organisations.

<https://www.sventerprise.org.uk/latest-news/zero-tolerance-violence-unseen/>

Project Outcome 3: What difference you have made as a result? (2000 word limit)

#### Multi Agency Support planning and Participating in Local Partnerships

As a result of our partnership with CSREC, we supported 6 survivors all of whom are from minority ethnic backgrounds, who normally wouldn't have used our service. They are benefiting from a holistic wrap around support provided by both our organisations.

Our partnership work with University of Stirling, has led to the development of a new part



time funded post where a worker will offer support at the university campus one day a week as well as with Forth Valley College, Falkirk campus. This service will become operational in September 2019.

We are in discussion with Stirling council's refugee resettlement service to explore the development of a sexual violence service for refugee survivors of sexual violence. The establishment of this service is as yet tentative and we are awaiting further commitment from council staff.

We have planned a program of multi-agency training in the new year for Staff in Stirling council.

#### Training and Development

##### Feedback from Alloa Training on Dealing with Disclosure

##### "Really Helpful Organisation"

"Very informative and clearly very passionate professionals doing a great job. Also very up to date understanding of the world we live in now and how to support people"

"Relaxed, focused, interesting, engaging all parties in work groups/feedback. I have never been on any Rape Crisis training workshops so found this very beneficial, very informative training"

"Trauma informed practice, gave plenty ideas for improving service."

"The presentations were fab and content as advertised and particularly appreciated W's quickness to defend what strikes me as right. As a survivor, I was worried about how I would find today but it was really positive, Thank you."

Here is additional feedback from a participant in our training

"This has really helped me understand my own responses to trauma. More importantly it has helped me understand a close relative who is now a teenager who disclosed to a friend about something that happened aged 6. The friend told a responsible adult but this made her, very very upset and angry. She was terrified that others would find out. She did go to court and that man was convicted and that was traumatic too. Since then she has been angry and acted out. She has remained angry with the friend. Obviously there are issues about feelings that her parents did not protect her. It is ongoing but I hope with love and support we can help her."

Project Outcome 4

*No answer given*

Project Outcome 4: What you actually did (1500 word limit)

*No answer given*

Project Outcome 4: What difference you have made as a result? (2000 word limit)

*No answer given*

3: Has the grant enabled your organisation to maintain and develop connections, networks or partnerships? (500 word limit)

Yes, see our response to outcome 3. They detail our new relationships and partnerships.

4: Have there been any significant challenges or changes? (500 word limit)

#### Challenges

This year has been a year of change for the project with a new centre manager starting. We

focused on reviewing and implementing consistent standards of evaluation, we believe that this will provide valuable information for service development as well as service user involvement.

Sustainability and growth of the service to ensure that we can effectively manage our waiting list and increase staffing has been a challenge that the assistant manager has been supporting the manager with. These challenges were resolved in the third quarter with more sustainable funding identified in the last quarter of this project's funding year, ensuring that for the next year we can concentrate on raising the profile of the centre in the local community.

5: What have you learned? (500 word limit)

#### Group Work

Many of the survivors who initially joined the group but then left told us that they were keen to join the group but because of timing (work, childcare etc) they realised it was no longer possible. As it is important for group growth and trust that no new survivors are allowed to begin the group after week 1 we have been left with a smaller number of survivors that we had initially intended. The feedback we have received is that as this was the first and only group running at the centre many survivors were so keen to join a group they committed themselves to something that practically they couldn't do for fear of missing the opportunity. Therefore we have decided to run a group calendar throughout the year, so survivors are able to join the group in advance that best meets their needs in relation to the type of group but also the timing. All survivors who were invited to attend this group but were unable to do so have asked to be added to the next group waiting list. Therefore with planning throughout the year we hope to increase the likelihood that all spaces for groups will be filled.

#### One to One Support

We reform the manner in which we evaluate and monitor our services. We have developed a system of staff consultation and reflection through monthly support and development meetings as well as cross project staff meetings, we are yet to determine the frequency of those, currently we are thinking of 3 times a year. We believe that this will ensure that we share learning and build skills as well as ensure that staff are collectively confident of providing a valuable service.

#### Multi Agency Partnership

We have learnt the benefit of better partnership working and we need to focus on building new partnerships.

#### Service User Engagement

We need to invest more time in ensuring that survivors are able to engage with us in centre development. We had underestimated the time and resource needed to make that happen, our approach will be to have dedicated conversations about that in support rather than as a separate discussion, we hope that will bring us some success in the coming year.

6. Case Study. To demonstrate the impact of your work as a result of your project.

[REDACTED]

## Declaration

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I confirm that the information provided in this  Tick to confirm

report is a true reflection of our project  
delivery.

Name

[REDACTED]

Position in organisation

Forth Valley Rape Crisis Centre

Date:

26/07/2019

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## Attached Files

 [REDACTED].docx

<https://www.tfaforms.com/uploads/get/6a403b9b51d963efe4874e95edf8aeef-Wendy.docx>

(<https://www.tfaforms.com/uploads/get/6a403b9b51d963efe4874e95edf8aeef-Wendy.docx>)

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## EB 12 Month Report

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This report is due by	26/07/2019
Grant Reference	GA-508
Fund Name	Rape Crisis Specific Fund
Funding Round	RCSF 2017-20
Organisation Name	Forth Valley Rape Crisis Centre
Project Name	Core Service
Completed By	[REDACTED]
Email Address	[REDACTED]
Grant ID	a0n0Y000002rjxTQAQ
Organisation ID	0010Y000018z0nGQAQ
Grant monitoring ID	a0q1n000007OMkrAAG
Round ID	a0s0Y00000DDxtIQAD

### 1. Fund Outcomes

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Fund Outcome 1	<b>The harmful effects of sexual violence are reduced by survivors being able to access appropriate, high quality services from local rape crisis centres.</b>
Fund Outcome 2	<b>Services for survivors of sexual violence are improved through the participation of survivors.</b>
Fund Outcome 3	<i>No answer given</i>
Fund Outcome 4	<i>No answer given</i>

Project Outcome 1

Survivors participate in the design and review of Forth Valley Rape Crisis services, which ensures appropriate and responsive service development and delivery

Project Outcome 1: What you actually did  
(1500 word limit)

The Rape Crisis Specific fund employs our Centre Manger as well as part funds an administrator and contributes to overhead and related project costs.

This post guides the strategic focus and development of all services and activities delivered by Forth Valley Rape Crisis. The Centre Manager supports and line manages along with the centre's Assistant manager members of paid staff and volunteers in the organisation and has overall responsibility for ensuring that Forth Valley Rape Crisis services are high quality, person centred and accessible.

A core function of this post is to ensure that FVRCC are represented on local partnerships such as the GBV and VAW multi agency partnership.

This role is also essential in order to raise and sustain funds for the continuation of service. As a developing service is essential that FVRCC have dynamic and meaningful strategic and fundraising plans and our Centre Manager has an oversight of all development work. This post is essential in liaising with the Board of Directors and ensuring good feminist governance is implemented within the organisation on an ongoing basis.

Outcome 1

Survivors participate in the design and review of Forth Valley Rape Crisis services, which ensures appropriate and responsive service development and delivery

Monitoring and Evaluation

As reported in our 6 month report, the service carries out frequent monitoring and evaluation of the impact of the service that we offer. We use an evaluation tool the adult wheel, that measures the progress of the survivor in support along with a variety of other feedback tools. The reflections are primarily about an individual's progress through support and the impact on their lives. Currently, the evaluation tool is used at the beginning and the end of the service and once between.

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Since we have introduced a program of group work, we will engage with survivors during those groups around service development with the hope of then building a service user reference group that will contribute to planned development and strategy of the centre.

### One to One participation and Survivor led support planning

This is an ongoing experience of receiving support and engaging with the centre. We haven't done anything new or different with this through the year but our case study will shed light on this process.

Below you will find a brief explanation of our work with survivors during the year.

Project Outcome 1: What difference you have made as a result? (2000 word limit)

One of the main evaluation tools we use during support sessions is The wheel. The wheel is completed a minimum of twice with each survivor, where suitable. Support workers will work with the survivor using the wheel to identify the issues they are facing when they begin support. The wheel is then completed again towards the end of their support. This allows us to identify positive changes but also to show us where a person may need further support. It can also be a useful reflective exercise for survivors allowing them to focus how far they have come in their recovery. Recovery can often feel like an uphill struggle for survivors and the wheel can highlight growth at a time that it may have been difficult for the person to identify themselves.

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31 people reported suicidal thoughts as an issue: 23 reported a reduction in suicidal thoughts, 2 and increase in suicidal thoughts and 6 people saw no change.

42 people reported trust issues as a problem for them: 26 reported a reduction in trust issues, 4 saw an increase and 12 reported no change.

The wheel is not suitable for all clients and it is important that we evaluate our service through a variety of means. Survivors are also offered one to one meetings with another worker to discuss their experience of using our service. During this time period, 16 survivors also met with a worker to do so. All 16 survivors reported that our service had directly improved their well being. Here are some of the comments we collected from those sessions:

"I was in a dark place, I was unsure if I would be able to go back to work and have a normal life. I'd never known anyone affected by this, and I've never felt able to speak about it. I feel I can say how I feel I haven't been able to do that before. Since starting support, I decided to speak to a friend and I've gone back to work."

"The security and safety feel of this place has been very helpful and the welcoming atmosphere every week has made a big difference. Being able to come to terms with my thoughts ,experiences. To be listened to and supported. I have found a lot helpful- not one thing in particular. Having a set person has been very helpful though. I no longer blame myself the way i used to. I understand that healing is a journey. I am happier and not afraid of my feelings. I feel a big weight has been lifted that i would otherwise have continued to carry. I am more able to look after myself and understand that self care is not selfish and that i need to work on me first. That my experiences are valid. I can actually say the word rape now. This has in many ways been my lifeline. It saddens me that there may be others who cant receive help sooner because of funding. I am very grateful as a young woman to



have had this organisation."

"It's always been really welcoming coming in, whoever answers the door to me. The building's always kept really nice, the door's always opening quickly for me and things are running on time. You never feel pressured to do or say anything, instead you take it as slow or as fast as you need. The support I've received has been brilliant. I've gained a lot from it by the end, and I have no regrets at all."

"I like that it's not somewhere people would know where you're going to. It's in a nice relaxed area."

"I like that it's in a house, it feels homely and is relaxing to come to, with nice smells. I just did a clear out in my house to make it more calm and relaxing. When I was younger I went to CAMPH, which felt like going to the doctors, sitting on plastic chairs, it didn't make me want to talk"

In addition, we provide a comments book in our waiting room to allow survivors who would prefer to write us a message anonymously a place to do so. We have also found that this book is helpful for new clients, allowing them to read stories of hope and personal growth directly from other survivors who have used our service. Here are some of the comments from this book:

" I just want to say I am eternally grateful. My weekly sessions in this centre have been my life saver. Feeling so blessed to receive the support and guidance throughout to help me understand and cope with overwhelming feelings and habitual traits of my suppressed anger which I am now able to deal with without rage as I now have understanding to enjoy my life. Thank you so much. "

"Thank you so much for all of your incredible support, coming here as young as I am has not been easy. In many ways this has been my lifeline and has helped me to begin to move forward from the most painful experience, I cant thank This is an amazing place! "

"This place has made me open a box of secrets I had locked away fro many years. I have been scared to remember but I am now glad that I have. Ladies are welcoming and easy to talk to, this place is a beautiful safe haven"

Project Outcome 2

Survivors of sexual violence and others affected by sexual violence in Forth Valley understand and manage the impact of sexual violence more effectively.

Project Outcome 2: What you actually did  
(1500 word limit)

During this period the centre provided approximately 2581 direct support and advocacy hours to 279 survivors from the 3 local authority areas as well as 84 one of contact hours to the service.

During this year, we were successful in securing additional funding from Falkirk council as reported in our 6 monthly report. In addition, the manager was able to secure a National Lottery grant for 3 years which started in June 2019 and funds 2.5 workers. The funding allows the project to commence a new part time roles that will focus on the development of a University and college based service and sustains the growth of our young people's service for children over the age of 13.

The manager directly supervises 6 members of staff including the assistant manager and has provided 57 hours of direct support. The staff work in two projects support for survivors as well as the advocacy project. Supervisees receive supervision once every 4-6 weeks.

The manager has worked with the staff team to improve the quality of our monitoring and development of our work with survivors to share learning with the support team and also to record better outcomes. We have thus introduced monthly support worker development meetings. The Assistant manager facilitates the monthly support worker team meeting, which meets to ensure that survivors are receiving support that meets their needs. There is now a full staff team meeting every 2 weeks, although we are moving to have longer but less frequent team meetings as we have found that is most effective.

The Manager supports the assistant manager in managing students and volunteer placements. We currently don't have any students on placement and have one volunteer in place, but there were 3 students at the start of the funding year. The manager is currently formalising our volunteer management processes and ensuring that we have capacity before recruiting volunteers into the organisation.

During this period, the waiting list was reduced from 58 at the start of July 2018 to 31 at the end of June 2019. The longest waiting survivor at the end of June 2019 was 125 days., that person has now gone off the waiting list.

49 survivors used our weekly drop in service.

The manager has overseen a closer integration between the advocacy and support elements of the centre as well as created a pathway for young survivors of sexual violence between the ages of 13-18 to receive specialist support from a young people focussed worker.

We have also been able to offer outreach services in Falkirk, to survivors living there through using space offered by our partners at CSREC and also the Meadows, the new forensic unit at Larbert.

The manager is currently offering direct support in Falkirk on a Friday and is currently working with 2 women. The ability to engage with them at their geographical convenience has had a positive impact on their ability to process their experience of sexual violence. Support is currently ongoing.

#### Group Work

There were 4 different groups that ran through the year. The Assistant manager was responsible for facilitating 3 of them.

There are two groups that are currently operational and now form part of an ongoing group work program.

##### Walking Group

There is a weekly Wednesday walking group which is led by the assistant manager with the support of centre support staff, it is on a hiatus in the school holiday. So far, 6 individual survivors have used the group with a growing membership. Survivors have been involved in choosing the routes which have been risk assessed by the staff team.

Some of the routes that we have been on are Bannockburn centre walk, Callander park, Bridge of Allan, Abbie Craig walk, Alan Water circular walk.

#### Weekly Therapeutic Support Group

The group will run over 12 weeks. The group is co-facilitated by the assistant manager and a colleague.

Each individual session of the group covers a different topic. What will be the topic of each week is dependent on the group itself. The first session begins with "hopes and fears" where survivors discuss what their hopes and fears for the group are. This allows the group facilitators to include topics relevant to the needs of the group and no two groups will be the same for example, sex and intimacy was a topic this group identified as important and we have included this in the group program. some of the other topics included are Anger, Blame, Fear, Coping Mechanisms and Understanding Trauma.

Survivors were assessed for the suitability of the group, we met with 8 survivors following a referral from their support worker. 8 were invited to the group 4 attended. Each survivor has set an individual outcome for themselves at the beginning of the group that they wish to achieve.

The overall outcome of the group is "Participants will have a clearer understanding of their trauma and will learn the skills to manage the symptoms and impact of the trauma."

We now have 3 survivors who are attending the group every week and the group is scheduled to end in September, 2019

#### Self Care Group, March & April 2019

The aim of this group was to facilitate self-care for survivors of sexual violence that will allow them to minimise the impact of sexual violence. The groups were designed so that survivors could participate in themes that appealed to them. There was no screening process as it was a psychoeducation group. however, all invited participants were female and were receiving one to one support or had finished support at the centre. We delivered 2 groups on Sleep and 1 group on Goal Setting. 6 individual survivors attended the group.

#### External Groups

27th March 2019, Amina Muslim Women's Resource Centre, Community event

The centre delivered a workshop on personal safety for BME and Muslim women in Forth Valley in partnership with Amina Muslim women's Resource centre. 30 women attended the workshop.

3rd April 2019, Rainbow Muslim Women's Group, Falkirk

Delivered a consent workshop for 15 women from the Rainbow Muslim Women's group. The workshop spoke about consent and its meaning in the context of sexual violence and explored how that might be experienced by Minority ethnic migrant women.

28th May 2019, Shakti women's aid

The group was a skills building workshop for staff and volunteers at Shakti women's aid.

The co-facilitated day looked at the use of CBT support tools in supporting survivors of gender based violence. The group was attended by 10 women working and volunteering at Shakti.

#### Volunteer Placement

We decided that we would push back plans for a volunteer recruitment as we have had a significant period of growth at the centre which impacted our capacity to recruit and manage volunteers. We have one volunteer at the moment who was involved with

fundraising but is helping now to raise the profile of the profile of the centre in the local community.

During the course of the year, the three volunteer placement students studying various psychotherapy courses were employed by the centre.

Project Outcome 2: What difference you have made as a result? (2000 word limit)

For one to one work, see outcome 1, information on adult wheel.

#### Walking group

Survivors have given the following feedback on the group

" Having a walking group reduces the shame about what I have experienced, its a nice way to get out and meet other women without having to talk about what has happened to me but to know that other people who are there understand"

"If I hadn't come today I would have been alone at home feeling upset, I am glad I came. I know this is good for me"

#### Self Care Group

We collected verbal feedback from each group, this is what participants had to say about their experience.

" I found the discussion on sleep really helpful. I will try some of the suggestions."

" This is the first time that I have been a group and I wasn't sure what to expect, I was very nervous but now I am feeling better"

" It is good to be out of the house and eat adult food. I really need to find some time for myself"

" I found the goal setting helpful, it has helped me to think about what I need to do make my home feel like a home."

" I found goal setting really difficult, there are so many difficulties right now out of my control that I don't think I can set a goal. But I enjoyed being here."

#### Amina and Rainbow Muslim Women's Group

We collated verbal feedback from the participants in both the groups. The women said that they had learnt more about gender inequality and its impact on their lives. They also had learnt about consent and some shared how they have never considered their rights around sex in marriage, and were challenged by the messages that their interpretation of their faith had placed on them. At least 2 participants from the group have accessed the centre services and another young person was referred to the centre.

#### Shakti Women's Aid

The staff at Shakti women's aid who attended the workshop spoke about their increased confidence in using tools and skills that we use in the centre to facilitate therapeutic conversations with survivors.

Project Outcome 3

Survivors are more in control of their lives and their choices

Project Outcome 3: What you actually did (1500 word limit)

The activities on Support Sessions and Group Work programmes are identical to Outcome 2. See above for what we did.

#### Institutional Advocacy

The national advocacy project is funded to provide advocacy to survivors going through the criminal justice system. During the 6 months period, the project delivered 440 hours of

advocacy to 92 survivors . Some of this work involves working with Police Scotland and court based services to ensure that survivors going through the criminal justice process have the ability to receive the best service that they can.

The manager was responsible for ensuring that the service was able to deliver at its best and has been involved in a number of partnerships and activities to ensure that services for survivors in Forth Valley are improving.

The centre is the third sector representative in the development of the new Forensic service by NHS Forth Valley. We have been involved in the strategic group to ensure that design and implementation of the new Forensic unit is mindful of the needs of survivors. This service is now operational and we have worked together with the Meadows, Forensic Unit in supporting referrals through them as well as using the building as an outreach space

In addition the centre manager has participated in consultations with the Scottish Government on

- Forensic Medical Services (Victims of Sexual Offences) Bill Violence against Women and Girls
- Scottish government consultation on the Barnahus model
- Representative for Rape Crisis Scotland on the Forced Marriage network

The purpose of this is to influence policy and practice development in relation to survivors of sexual violence.

Locally the centre sits on the Forth Valley Rape Crisis on the University of Stirling Sexual Violence Strategy group and the manager is the chair of The Forth Valley LGBTI+ group.

The centre is also involved in the following ways to ensure that survivors of sexual violence have representation and receive better services.

#### Multi agency support planning

On occasion, survivors are in receipt of support from a number of agencies at the same time. This has not been a frequent scenario this year. Although, many survivors are involved in the criminal justice system. The advocacy workers are involved in the delivery of support through that system for survivors with the assistant manager overseeing the support. In the last 6 months, we have developed two joint working partnerships one with Central Scotland Regional Equality Council (CSREC) and Meadows, the new forensic unit at the Forth valley hospital in Larbert. Both these organisations, have referred survivors to us who are also their clients, for support and advocacy. Likewise, we have been able to share information, where we have a mandate available with the two agencies. We also have the advantage of being able to use both these locations as an outreach space.

#### Training and Development

The assistant manager is responsible for delivering training along with the manager at Tully Allen, Police training college. She delivers training on the SOLO and senior investigator course. In addition, she delivered training on vicarious trauma for PhD students at Glasgow university who were researching Violence Against Women. During the year, We delivered 5 SOLO training and senior investigation courses which were attended by approximately 20 Police officers and staff.

In addition, we delivered a workshop to police officers on 8th January 2019 to Police Scotland, SOLO officers on the work of the centre and the issues impacting survivors. The

input was attended by all SOLO officers working in the Forth valley area.

On 31st May 2019, the assistant manager delivered an input along with a survivor to Police Scotland staff in Paisley about the impact of reporting sexual violence on survivors.

On 14th May 2019, we delivered multi-agency training for workers in Alloa. This training was promoted by Clackmannanshire GBV partnership. The training was attended by 20 workers.

#### Participating in local partnerships

The centre is part of Falkirk, Stirling and Clackmannanshire Gender based violence partnerships. In the first 6 months, only the Stirling group is active with representation from the project Prevention worker and the centre manager on both those groups. Falkirk and Clackmannanshire partnerships have now become operational with the centre manager representing the centre in these groups. We have submitted Equally Safe returns for all the groups and are involved with the development of a 16 days of action on violence against women and girls program for November 2019

Project Outcome 3: What difference you have made as a result? (2000 word limit)

#### Multi Agency Support planning and Participating in Local Partnerships

AS a result of our partnership with CSREC, we supported 6 survivors all of whom are from minority ethnic backgrounds, who normally wouldn't have used our service. They are benefiting from a holistic wrap around support provided by both our organisations.

Our partnership work with University of Stirling, has led to the development of a new part time funded post where a worker will offer support at the university campus one day a week as well as with Forth Valley College, Falkirk campus. This service will become operational in September 2019.

We are in discussion with Stirling council's refugee resettlement service to explore the development of a sexual violence service for refugee survivors of sexual violence. The establishment of this service is as yet tentative and we are awaiting further commitment from council staff.

We have planned a program of multi-agency training in the new year for Staff in Stirling council.

#### Training and Development

##### Feedback from Alloa Training on Dealing with Disclosure

"Really Helpful Organisation"

"Very informative and clearly very passionate professionals doing a great job. Also very up to date understanding of the world we live in now and how to support people"

" Relaxed, focused, interesting, engaging all parties in work groups/feedback. I have never been on any Rape Crisis training workshops so found this very beneficial, very informative training"

"Trauma informed practice, gave plenty ideas for improving service."

"The presentations were fab and content as advertised and particularly appreciated W's quickness to defend what strikes me as right. As a survivor, I was worried about how I would find today but it was really positive, Thank you."

#### Here is additional feedback from a participant in our training

"This has really helped me understand my own responses to trauma. More importantly it has helped me understand a close relative who is now a teenager who disclosed to a friend about something that happened aged 6. The friend told a responsible adult but this made her, very very upset and angry. She was terrified that others would find out. She did go to court and that man was convicted and that was traumatic too. Since then she has been angry and acted out. She has remained angry with the friend. Obviously there are issues

about feelings that her parents did not protect her. it is ongoing but I hope with love and support we can help her."

Project Outcome 4

*No answer given*

Project Outcome 4: What you actually did (1500 word limit)

*No answer given*

Project Outcome 4: What difference you have made as a result? (2000 word limit)

*No answer given*

3: Has the grant enabled your organisation to maintain and develop connections, networks or partnerships? (500 word limit)

**Yes, we have been able to build new connections and relationships. The centre has an active role now within the 3 Gender Based violence partnerships and has submitted Equally Safe returns. We have good working arrangements with University of Stirling, Stirling Women's Aid, CSREC and the Meadows. We are working with different teams within Stirling and Clackmannanshire council to deliver learning and development interventions as well as events on 16 days of Action on Violence against women.**

**We are also represented in various Scottish government consultations and local forums as reported in Outcome 3**

4: Have there been any significant challenges or changes? (500 word limit)

**This year has been a year of change for the project with a new centre manager starting. We focussed on reviewing and implementing consistent standards of evaluation, we believe that this will provide valuable information for service development as well as service user involvement.**

**Sustainability and growth of the service to ensure that we can effectively manage our waiting list and increase staffing has been a challenge that the assistant manager has been supporting the manager with. These challenges were resolved in the third quarter with more sustainable funding identified in the last quarter of this project's funding year, ensuring that for the next year we can concentrate on raising the profile of the centre in the local community.**

5: What have you learned? (500 word limit)

**Group Work**

**Many of the survivors who initially joined the group but then left told us that they were keen to join the group but because of timing (work, childcare etc) they realised it was no longer possible. As it is important for group growth and trust that no new survivors are allowed to begin the group after week 1 we have been left with a smaller number of survivors that we had initially intended. The feedback we have received is that as this was the first and only group running at the centre many survivors were so keen to join a group they committed themselves to something that practically they couldn't do for fear of missing the opportunity. Therefore we have decided to run a group calendar throughout the year, so survivors are able to join the group in advance that best meets their needs in relation to the type of group but also the timing. All survivors who were invited to attend this group but were unable to do so have asked to be added to the next group waiting list. Therefore with planning throughout the year we hope to increase the likelihood that all spaces for groups will be filled.**

**One to One Support**

**We reform the manner in which we evaluate and monitor our services. We have developed a system of staff consultation and reflection through monthly support and development meetings as well as cross project staff meetings, we are yet to determine the frequency of**

those, currently we are thinking of 3 times a year. We believe that this will ensure that we share learning and build skills as well as ensure that staff are collectively confident of providing a valuable service.

#### Multi Agency Partnership

We have learnt the benefit of better partnership working and we need to focus on building new partnerships.

#### Service User Engagement

We need to invest more time in ensuring that survivors are able to engage with us in centre development. We had underestimated the time and resource needed to make that happen, our approach will be to have dedicated conversations about that in support rather than as a separate discussion, we hope that will bring us some success in the coming year

6. Case Study: To demonstrate the impact of your work as a result of your project.

Case Study June 2019\_endofyearreport.docx

## Declaration

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I confirm that the information provided in this report is a true reflection of our project delivery.  Tick to confirm

Name 

Position in organisation 

Date: 26/07/2019

## Attached Files

 Case Study June 2019\_endofyearreport.docx  
[https://www.tfaforms.com/uploads/get/1c885427dc305b1c9485b08fac1e173b-CaseStudyJune2019\\_endofyearreport.docx](https://www.tfaforms.com/uploads/get/1c885427dc305b1c9485b08fac1e173b-CaseStudyJune2019_endofyearreport.docx)  
([https://www.tfaforms.com/uploads/get/1c885427dc305b1c9485b08fac1e173b-CaseStudyJune2019\\_endofyearreport.docx](https://www.tfaforms.com/uploads/get/1c885427dc305b1c9485b08fac1e173b-CaseStudyJune2019_endofyearreport.docx))