



What is abuse?

Rotherham Rise defines Abuse as an incident or pattern of incidents of controlling, coercive, threatening, degrading, violent behaviour, including sexual violence, by intimate partners or family members. These can include Wives and Husbands, unmarried Partners, Children, Friends, Siblings or anyone who shares a home.

It is very common and can happen to anyone regardless of age, gender, ethnicity, religion or sexuality.

If you are forced to alter your behaviour because you are frightened of someone's (partner eg) reaction, you are being abused.

Sue Wynne

Chief Executive Officer



I feel immensely privileged to be working for Rotherham Rise. This has been a huge year for us developing a Women's and Men's Centre, reaching more people than ever and expanding our areas of support. But this is not enough!

Believe me I have plenty of energy, enthusiasm, passion, determination and a little creativity to continue ensuring Rotherham Rise goes from strength to strength so we can continue to make a difference for those that need it most.

*The difference we make for individuals is an inspiration for me and is at the organisations core. But none of this would be possible without our skilled and dedicated staff team. The following feedback from an individual who accessed refuge support sums up the importance of our work; **"To all staff! I just want to say thank you for everything. Thank you for showing me what being cared for feels like. Thank you for guiding me and helping me grow. Coming to this refuge was the***

hardest thing I've ever had to do in my life. You have all showed me how to love and respect myself."

Although we have made many changes this year, we are forward thinking and we appreciate we cannot stay the same, we have to reflect, listen, learn, develop and embrace new approaches. We want to make a lasting difference, this includes developing effective responses that are reflective of the complexities of domestic abuse, and the needs of women, children, young people and men.

I am looking forward to next year, pushing more limits and boundaries!

Sue

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Support rated by users

96% Excellent

4% Good

How many people (and families) we have helped this year



3000+

About the Charity Rotherham Rise

We have been working since 1976 and we are continuing to grow and learn, reaching out to new people and supporting them through a range of support services for adults and children who have been affected by Domestic and Sexual Abuse.

Our services include:

- ★ Refuge accommodation for women & their children
- ★ Outreach support
- ★ Specialist BAME support
- ★ Support for those using abusive behaviours, Men and Women.
- ★ Group work
- ★ Learning opportunities
- ★ Specialist support for children and young people
- ★ Counselling



our vision

A society where domestic and sexual violence and abuse against women, children and men is no longer accepted or tolerated.

our mission

To support individuals and families, establish safety and to recover from the impact of domestic and sexual abuse, while promoting gender equality to support prevention.

our values

There are a number of values that underpin this mission including:

- ★ **Commitment...**
Demonstrate our commitment, passion and pride by working collaboratively, being positive and tenacious in advocating for the needs and rights of survivors.
- ★ **Learning...**
will be at the heart of all we do, as an organisation and as individuals, building services based on evidence of best practice.
- ★ **Flexibility...**
Working responsively to need and adapting to the environment to make best use of the resources we have.
- ★ **Feminism..**
Develop and deliver services that address the consequences of sexism and work to ensure equality for both women and men.
- ★ **Empowerment...**
Use an asset based approach to enable people to build on their strengths, access their rights and fulfil their responsibilities.

Sam Barstow

Head of Service

Community Safety, Resilience and
Emergency Planning at Rotherham
Metropolitan Borough Council

*"Every survivor of domestic abuse,
and their family, deserves the right
response at the right time, to make
them safe, sooner."*

*Rotherham Rise continues to go from
strength to strength providing new
interventions and ways of working
that fill the gaps in the response to*

*domestic abuse. Rotherham Rise
works using a whole system approach,
challenging perpetrators to change and
identifying gaps in provision to ensure
the safety of our victims and their
families in Rotherham."*



Who we are: the team

We have been and continue to be fortunate in attracting real talented people, people who are committed to changing the lives of others one day at a time. We couldn't provide the care without these committed and passionate individuals. As a Charity we provide induction courses and staff training as standard.

The organisation is overseen by a Board of 5 unpaid Directors to which our Chief Executive Officer reports to, our CEO runs the day to day business of the charity with the support and guidance of the Board.



7 Domestic Abuse Practitioners



5 Advice Workers



2 Contact Worker



1 Family Worker



8 Senior Management Team



1 Business Support Worker



5 Project Workers



1 Children & Young Person Outreach Worker



2 Refuge Workers



2 Play Workers



1 Receptionist



1 Housekeeper



2 Qualified and Accredited Counsellors



2 Outreach Workers



1 Group Facilitator



5 Unpaid Directors



Sean Hill

Commissioning Officer

Commissioning, Performance & Quality Children and Young People's Services at Rotherham Metropolitan Borough Council

"Rotherham Rise were integral in the initial response to the needs of victims / survivors of Child Sexual Exploitation in Rotherham and have gone on to provide practical and emotional support and advocacy and therapeutic interventions as part of the longer term commissioned post abuse services.

These services are helping victims / survivors to begin to recover from their trauma and build resilience and develop coping strategies for everyday life."

our partners in the Community

To be effective in creating a society where domestic and sexual violence and abuse against women, children and men is no longer accepted or tolerated, means working together in communities.

We work, and continue to build partnerships, with other organisations to reach as many, in need of our services, as possible in the local community.

Council Services

such as

- ★ Drug and Alcohol Services
- ★ Mental Health Teams
- ★ Early Help Service
- ★ Education (Schools & SEN Teams)
- ★ Health & Social Care
- ★ Other Councils e.g. Portsmouth Council
- ★ Children's Disability Team

Local Services

such as

- ★ Police
- ★ Probation Service
- ★ GPs
- ★ Health Visitors

National Charities

such as

- ★ Women's Aid
- ★ Refuge
- ★ Barnado's
- ★ Mind

Local organisations

such as

- ★ Various Children's Centres
- ★ Housing Providers & Associations
- ★ Other Community Charities
- ★ Local businesses

Emma Hoddinoff

Councillor

Rotherham Rise take a holistic approach to tackling violence against women and girls.

They provide essential services for those most at risk of domestic abuse as well as raising wider awareness of the issues surround gender.

It has been a pleasure to work with Rise over the last year, and I look forward to continuing that over the coming years.

Effectiveness of Rotherham Rise

Based on recorded service client feedback after service provision.



life does not get better by chance, it gets better by change
jim rohn

Have you been able to make changes in your life since receiving support?

56% clients made big changes

44% clients felt improvements had been made

human dignity ... is derived from a sense of independence
maria montessorri

After support we did you feel more independent?

69% big improvement

31% improvement



safety doesn't happen by accident
unknown

feeling less at risk

69% big improvement

23% improvement

8% same as before

Ability to plan for safety?
69% big improvement
31% improvement



Children & dependants

let's raise children who won't have to recover from their childhoods
pam leo



Understanding (by client of) the risk to children and dependants

80% big improvement
10% improvement
10% same as before



Client's feeling children will be safer

80% big improvement
20% same as before



Lynn

Lynn self-referred to Rotherham Rise for one to one support after separating from her partner of 20 years. Lynn went to stay with a friend, sleeping on the sofa. Lynn said that throughout the 20 years there had been a lot of emotional and psychological abuse, and incidents of physical abuse.

Rotherham Rise explored safety and immediate practical needs with Lynn. As a result, Lynn accessed housing services and was allocated a tenancy through Key Choices.

When we met with Lynn for one to one support she had just moved into her new property. We completed a safety plan and assessed her support needs. Lynn wanted extra security for the property to increase her safety, we made the relevant referrals to enable the fitting of alarms and a camera.

Lynn had very low self-esteem and confidence as a result of the domestic abuse she had suffered. Lynn struggled to make phone calls, address correspondence and to complete

actions in relation to setting up her new property. Over the next few weeks we provided the support needed to relieve pressure and increase Lynn's confidence so she was able to complete day to day tasks independently.

An important part of the support for Lynn was for us to listen and explore possible strategies to manage negative thoughts and feelings. Sessions also included exploring the dynamics of abuse, helping Lynn understand her own experience and support recovery.

At the end of support, we reflected on Lynn's journey since separating from her partner and acknowledged all she has gained and the positive changes that have been made.

Lynn is now enjoying life once again she is socialising and has re-established hobbies which she had given up when she was with her ex- partner. Lynn's mind set changed, she now focusses on the positives in her life which enables Lynn to manage situations better.

outreach

The Outreach service offers one to one support for women & men who have been affected by domestic abuse. We receive referrals from a wide range of agencies, with Police and Self-Referrals making up our highest source of referral.

Once we receive a referral we make contact with the individual and aim to offer an initial appointment within a week. We offer bespoke support to address practical, emotional and immediate needs such as safety, housing, financial/benefits, children's welfare, signposting as appropriate etc.. We work in partnership with other agencies to maximise the safety of the adults and children involved.

The focus and aim of the support offered is to prevent the cycle of abuse, and to help individuals learn and develop strategies to issues that can impact their everyday life. Whilst accessing one to one support individuals can also attend workshops to complement their support package. The workshops include managing low mood, managing anxiety, managing stress & building self-esteem.

Where more complex needs are identified a further planned sessions can be offered with a Domestic Abuse Practitioner. These complex needs may include repeat abusive relationships, use of unhealthy and abusive behaviours, alcohol/substance misuse, mental health issues, child protection plan, and chaotic lifestyle.

Pathways to step down support following one to one services include access to a range of group work programmes. These groups offer opportunity for individuals to develop their confidence, learning opportunities and support networks.



Support given

The outreach service provides support to all those have experienced domestic abuse. We provide one to one support, as well as group work.

The one to one support can help with the following:

- ★ Help with reducing risks and improving safety for survivors and their family.
- ★ Provide information on housing, law, welfare rights and claiming benefits.
- ★ Support to maintain a secure and stable home environment.
- ★ Support for addressing the emotional and wellbeing needs of children and young people affected by abuse.
- ★ We do not judge survivors in any way. We are purely concerned about their welfare and those close to them.
- ★ Support to understand the dynamics of domestic abuse
- ★ Safety planning
- ★ Confidence building
- ★ Support to culturally appropriate groups and activities

Feedback

- 💬 *"Helped me see the light in my darkest moments"*
- 💬 *"I would not be where I am today without the service"*
- 💬 *"Fantastic can't say in word how much of a difference having this support has made to my life am able to move on in life due to this support."*
- 💬 *"It has been invaluable and made changes to my life for the better."*
- 💬 *"The service has been a tremendous help to me and has helped me to see that so many things I went through were wrong. I am now feeling a lot stronger and would like to say a big Thank you."*
- 💬 *"I have developed a greater understanding of abusive relationships I am beginning to increase my confidence due to the work of my support workers and her colleagues. I feel support was holistic & included my children rather than just focussing on past events. I'm extremely grateful for all the support."*



Halina

Halina was referred to the BAME Outreach service by another agency. Halina is originally from Poland and speaks English as a second language.

This case was assessed as a medium when it was referred to our service; however, after the BAME Domestic Abuse Practitioner completed a DASH with Halina in her own language it became apparent that there were factors which made her case high risk.*

Halina disclosed that her current partner was emotionally and physically abusive, making threats to kill her in front of the children. He also made threats to kill the children, which he described in detail to Halina and her children. Halina described her partner being jealous, and controlling every aspect of her life. This included restricting Halina's contact with members of her family and friends. Halina also disclosed that he was known to use drugs, and carry a weapon which he made threats to use.

Halina was supported to recognise the danger she and her family were in, the Police and Social Care were involved to help manage the high risk situation. We supported Halina to find refuge accommodation and make the necessary move out of area.

Initially Halina was upset and confused as she felt things were moving so quickly. However, she contacted her worker later to thank her and Rotherham Rise for their support as she felt their intervention had saved her and her children's lives.

* DASH stands for The Domestic Abuse, Stalking and Honour Based Violence, Risk Identification, Assessment and Management Model.

outreach: Black, Asian, Minority Ethnic (BAME) Service

Rotherham Rise has a dedicated Black and Minority Ethnic (BAME) service. The service has committed staff who speak a range of languages including Urdu, Punjabi, Polish, Czech and Slovak. BAME clients experiencing domestic abuse may have language and cultural barriers which impact on their ability to seek support. Our staff have language and cultural understanding which is invaluable when supporting clients from diverse backgrounds. We provide a specialist, personalised service to meet the needs of those that come to us for support.

The service operates within strict boundaries of confidentiality to ensure no client information is ever shared inappropriately.

We have worked with clients from over sixteen different ethnicities living here in Rotherham, and dealt with a wide range of issues including, trafficking, immigration, Sharia divorce, forced marriage among others.

Support given

- ★ Languages spoken by staff Urdu, Punjabi, Polish, Czech and Slovak.
- ★ Understanding of the cultural barriers faced by clients from BAME backgrounds
- ★ Support to access Sharia council
- ★ Links to solicitors with additional language skills
- ★ Benefits support
- ★ Support to access housing advice and information
- ★ Emotional support
- ★ Support to understand the dynamics of domestic abuse
- ★ Safety planning
- ★ Confidence building
- ★ Support to culturally appropriate groups and activities

Feedback

- ☞ *"Thank you so much for your kindness, wisdom and support."*
- ☞ *"(Workers name) has been fantastic support to myself, always given me great advice and support".*
- ☞ *"(Workers name) is a real credit to your company, understands people, never judges, listens and gives great advice.*
- ☞ *"It's been brilliant (regarding support received from RR)"*
- ☞ *"I am feeling at the top of the world after receiving one to one support."*
- ☞ *"My keyworker was very helpful and helped me a lot."*
- ☞ *"Been brilliant if (workers name) was not here I don't know where I would be*
- ☞ *"When I first met (workers name) she could speak Hindi/Punjabi, made it so much more comfortable for me."*
- ☞ *"Thank you for all the support I got, I realised I came out of the situation sooner due to the support I was given. She (worker) was really good, really helpful, very understanding. When you feel the world has crumbled people come to talk to you and you realise it is not the end."*



oliver

Oliver is 15 years old. Oliver witnessed the domestic abuse his mother suffered a number of years before. This was when Oliver's dad lived with the family, before mum left him. Oliver was no longer in contact with his dad. Oliver was now struggling to manage his emotions, and his relationship with his mother was suffering as a result of this.

Individual support was offered for Oliver, taking place at Rise house. During the first session Oliver shared that he did not feel confident talking to his mum about the domestic abuse she and the family experienced as he did not want to upset her. Oliver struggled to understand why their dad had behaved in this way towards his mum and himself. Oliver began to recognise and understand that this had left him feeling upset and angry, this often resulted in aggressive outbursts.

Weekly sessions provided Oliver with the opportunity to explore and talk about his feelings, emotions and thoughts. We looked at developing coping mechanisms to help manage emotions, and introduced practical tools such as breathing techniques. We also gave opportunity for Oliver and his mum to talk through the things that were important to both of them, in a supportive and safe environment.

At the end of support, Oliver felt that positive changes had been made, and that he was able to have better control of his behaviour and anger.

Oliver's feedback at end of support: "It's not anything to worry about, at the end of support you will feel much better than at the start, and it does you really good to look at the progress you've made".

Oliver's Mom said "the support Oliver has had really helped improve our relationship".

outreach: Children & Young Person Service

The overall aim of the service is to provide support for children and young people affected by domestic abuse. An integral element of the support includes reducing further risk and safeguarding. This is achieved through assessing need, individual support, group work, safety planning, advocacy, family support, and preventative workshops.



We have listened to children and young people and this is what they say they want from our service:

- ★ To have someone who listens
- ★ To have someone we can talk to
- ★ To know how to stay safe
- ★ Help to make change
- ★ To meet other children and young people who have had similar experiences

Depending on need individual support may include creative based play, safety planning, help to understand and manage feelings, emotions and thoughts, help to improve relationships within the family, and better understanding of healthy and unhealthy relationships.

Drawing and Talking based therapy can be offered on an individual basis. This is a therapeutic based tool that enables the young people to express thoughts and feelings creatively

Group work is available for children aged between 8 -12 years old. We currently deliver Helping Hands, a programme that explores keeping safe and managing thoughts and feelings positively.

TRAP (Teenage Relationship Abuse Programme) is a programme for young people aged 13-18 years' old who have been affected by domestic abuse. This may be within their own relationships or that of significant others. Groups are offered for girls and boys.

Preventative Work: We provide talks and presentations focusing on improving awareness for young people at various locations, including schools and colleges.



Children directly supported

288

period Apr. - Oct. 17

Feedback

- “It has helped our family to come closer together. We have been able to talk without being scared to talk to each other”
- “My son’s behaviours and fears have changed so much for the better. The support has made a huge positive difference “
- “Don’t be afraid to talk to somebody because you’re not the only one getting through a hard time”
- “I never used to talk about things I’ve never spoken about before, but it was very easy to do”
- “I don’t need to come to see you anymore because you’ve made me feel better”
- “It’s helped me understand what I can achieve over a period of time”
- “It’s not anything to worry about, at the end of support you will feel much better than at the start, and it’s really good to look at the progress you’ve made”
- “My child was able to remember things he’d been shown, like using helping hands not hurting hands”
- “Staff are really friendly, they will help with everything on your mind and help you with your child, which will help them speak up and feel safe”
- “Thank you for all your help and support in the early stages of this ordeal”
- “I knew never to give up pushing for what’s right”



Zara

Zara was accommodated at refuge with her two children. Zara had moved from another refuge because her location had been revealed accidentally to the alleged abusers and the family's safety compromised. Zara's English was limited, but she was able to communicate with staff as we have a member of the team who speaks the same language. Zara was pleased that there were also other women living in the refuge who came from a similar background and who spoke the same language.

Zara's support plan identified several needs for herself and her children, including safety, accessing housing, benefits, education, health services and developing the confidence and skills to move on from refuge. The family were still thought to be at risk of serious harm, so the necessary assessments and multi-agency work took place to support managing the risks.

Advice and support around safety planning took place, including the safe use of social media, and reducing the risk of the children being taken out of the country. Zara was supported to access legal advice relating to child contact, and we ensured safety measures were put in place when she attended court.

In time, Zara began to settle and engage with support and group activities offered by refuge staff. She participated in confidence building sessions, family activities, parties, craft sessions and days trips. Zara also started to attend English classes in the community, has made friends, developed her confidence, and is much more independent.

During Zara's time in refuge, it has undergone some refurbishment. Zara's flat was one of the first to be completed; she was very pleased with the redecoration.

Refuge

Referrals into the refuge can be complex and there is a lot to consider.

Before a woman comes to us we have to look at:

- ★ **Safety** - Is it a safe area? Does she have any local connections which could be a risk to her or other residents? Is she likely to know anyone else in the refuge? If so, this could jeopardise their safety and confidentiality. Has the woman been in refuge before and has she ever breached confidentiality?
- ★ **Practical** - Do we have a flat which is big enough to accommodate the woman if she has children? Is it clean and prepared for a new family? How will the woman get to us? Do they have pets which need to be rehomed?
- ★ **Finances** - Does the woman have recourse to public funds? Will she be entitled to housing benefit for her flat? Does she have enough money for food and household items? Does she have money to travel? Is she aware that she will have to pay a personal service charge weekly?
- ★ **Support Needs** - Does the woman have any additional support needs and how will we manage them? Does the family have a social worker? If there is substance misuse, can we manage any risks within a communal living environment? Are they engaging with a programme of support? What will be the priorities for when the person first arrives? Are there any mobility issues we need to consider?

Once we have gathered all the information and established if any potential risks can be managed we make arrangements to accommodate the woman and her children. We like to maintain a good standard of accommodation and to make the house as welcoming as possible as we recognise how difficult it is to leave your home and many of your belongings behind. Each flat is furnished with everything a family could need to settle in, from furniture, bedding and towels to welcome packs including toiletries, games and activity books to help pass the time.

When the family have had chance to settle, we can start with the support planning. We can discuss all aspects of life and encourage them to think about their short and long term goals. Usually the priority at this stage is organising finances and if they have any other agencies involved, transferring them to local services. They will also be familiarising themselves with the local area which we will support with. We ask them to consider where they would like to be rehoused and we might make applications to the local authority or look into private tenancies.

We aim to create a cohesive environment within the house. We do this by holding weekly house meetings where women can make suggestions and raise concerns if they have them. We hold group activities which all women are invited to. Women are asked for feedback and make suggestions for future activities.

What refuge does

- ★ Safety planning
- ★ Ensuring needs individual needs are met including mental, health, cultural, disability needs
- ★ Supporting recovery, resilience & healthy relationships
- ★ Financial Support: Help in claiming Benefits, budgeting / managing finances support
- ★ Information and support to access suitable housing
- ★ Information and support on law, immigration issues and welfare rights
- ★ Support to ensure welfare of children, including developing parenting skills
- ★ Child contact issues
- ★ Access to group work, education, clubs, activities, play sessions, trips and celebrations
- ★ Developing confidence & self esteem
- ★ Developing strategies to manage mental health
- ★ Supporting complex needs including substance misuse, mental health, safeguarding
- ★ Move on support
- ★ Establish support networks
- ★ Support to develop and maintain a stable home environment
- ★ Children's & young people's support
- ★ Dedicated play areas and equipment
- ★ Providing welcome packs



Ada

Ada was accommodated in refuge with both her children. She had arrived to the UK on a spouse visa but because of domestic violence she fled her husband's property. Ada's claim for benefits was not straight forward due to her spousal visa. In addition, Ada did not have all the necessary paperwork and evidence for making a claim.

In the meantime, we liaised with Children's Social Care and they agreed to financially support the family to cover the cost of food, with the expectation to make repayments when she would be in receipt of her benefits.

We supported Ada to enrol her biometrics information for her Residence permit and once she had received a letter of confirmation from the Home Office, she was entitled to claim benefits in her own right.

We worked with an Immigration Solicitors firm in Rotherham to start the process of Ada's application.

Support was provided to Ada in compiling evidence to support the application, attend the solicitor's appointments and advocated on her behalf. After 6 months Ada got a successful outcome and was granted Indefinite Leave to Remain.

During her stay in the refuge Ada has accessed weekly one to one support sessions, and attended the Group work, which increased her awareness of the dynamics of domestic abuse. She also took active part in weekly activities and house meetings within the refuge, which coincide with play sessions for the children.

Ada grew in confidence and during her stay was supportive of other women especially those who are new in the refuge. Ada moved on from refuge successfully after being offered a tenancy which will enable her to rebuild hers and her children's lives.

our Dedicated Refuge Children and Family Service

The refuge has on average 15-18 children at any one time, who are supported by the family service in refuge. This service comprises of a family coordinator, family support worker and two play workers. On arrival at the refuge, children are given welcome packs which include toys and stationary as many children have limited belongings. Children usually have their own rooms which are prepared using children's bedding and accessories before arrival. Children have said that their favourite thing about living in the refuge is that they have their own space and their own room.

The play workers provide play sessions four times a week in the refuge playroom. These sessions are an opportunity for children to socialise, have time away from their mum, and have fun. This also means opportunity for mums to have a break. There is a strong emphasis on free play which is important as it provides the opportunity for choice and control, which can sometimes be taken away from children while living with domestic abuse.

The children also have access to a garden which has outdoor toys, swings and a climbing frame, this is accessible to families at all times.

Once they have settled in, children are asked to complete personalised one page profiles which lists their likes/dislikes so that staff have an initial idea of how to prepare for play sessions. The children's team also offer individual childcare sessions to mums, to allow them time for appointments or self-care. This has been described as extremely helpful as it gives mums time to relax, which can be difficult if their children are not yet in school.

Children who flee domestic abuse often have to move out of area, which means they are taken out of school. The family support worker can provide support and information about local schools and help mums to apply for a school place as soon as possible.

The children are offered one to one support sessions depending on age/ability. The initial session provides information about the refuge and safety planning. There is also opportunity for children to express their wishes and feelings. Following support sessions are dependent on the needs of the child. They may include group work such as **Helping Hands**, or individual sessions such as **Drawing and Talking** therapy. Younger children's support sessions may include reading feelings books or using feelings cards. Children have said that it 'feels nice' to talk about how they feel.

Support Given

- ★ Access to play sessions
- ★ Trips and activities
- ★ Dedicated play areas and equipment
- ★ Celebrating events and birthdays
- ★ Providing welcome packs
- ★ Ensuring individual needs are met including cultural, disability
- ★ Access to education and clubs
- ★ Developing confidence, self esteem
- ★ Supporting recovery and resilience
- ★ Support to improve parenting responses
- ★ Access to health

Feedback

From Children & young people

- 💬 "I feel safe now"
- 💬 "The play sessions are fun"

Cadbury's world trip

- 💬 "Thank you for the trip to Cadbury's World"
- 💬 "It was an amazing experience"
- 💬 "I enjoyed every moment of the day"
- 💬 "A massive thanks"
- 💬 "I am really thankful, me and my kids had a lovely day"
- 💬 "My kids were very happy and enjoyed the day"
- 💬 "We did the Cadbury's tour and went on a ride"
- 💬 "My 2 older kids played on the adventure play ground and had lots of fun"
- 💬 "We really look forward to any more trips to come"



Max

Max who was just over 3 years old, came into Refuge with his mum who was pregnant with her second child. Max's mum had experienced domestic abuse throughout her relationship with Max's father. After the last violent incident Max's mum made the decision to flee the family home. When they arrived at refuge Max and his mum had no belongings with them.

Max and his mum were shown their flat where welcome packs were waiting for them. We knew that the family had not had time to get their belongings so we made sure they had what they needed for their immediate needs. This can make a big difference when you have been on a long journey and arrive at refuge.

Max played with the toys provided, and the Family Worker entertained him while mom spoke to the Refuge Worker. There can be a lot of information to get through when someone first moves to Refuge. Ensuring that the families immediate needs and safety are explored is really important. So having someone on hand to support the children makes all the difference.

As the family settled into the Refuge staff supported mom with practical needs such as accessing benefits and making housing applications. The family service supported mom to access the health support she

needed for her pregnancy, and as she was 7 months pregnant helping her to make plans for her birth. Mom had limited positive and safe support networks so we worked with social care to access support and care for Max when mom was due to give birth. To support mom through the birth staff were on standby to be a birthing partner.

There was lots of change for Max during this time and he had also witnessed domestic abuse, sometimes mom found his behaviour difficult to manage. We were there to provide opportunities for Max to explore his thoughts, feelings and wishes through play as well as offering parenting support for mom. Max enjoyed the play sessions at the refuge and we supported mom to enrol Max at a local nursery. Max still had times when he struggled to express his emotions, and this presented as difficult behaviour. But with support from the refuge family service for Max and his mom things began to improve.

Max welcomed his new sister into the family and could not wait to show her off to refuge staff. After time the family were ready to move on and start life in their new home. This was another big change for Max, but we had prepared him for this change and the new stage for the family rebuilding their lives free from abuse.

Family sessions and activities are provided on a weekly basis. These include a weekend activity and family play sessions. Trips are organised on school holidays, most recently we visited Cadbury World and Yorkshire Wildlife Park. Mums gave feedback that they were 'so grateful' for the opportunity. The refuge holds seasonal parties including Eid, Christmas and Halloween which provide opportunity for residents to celebrate together.

Families have access to a **Health Visitor** on a weekly basis. This is particularly useful for families with babies or young children. Refuge staff can organise appointments with the health visitor whenever necessary.

On leaving the refuge, safety planning can be completed where necessary. When a family moves into their own property, a new toy box is ordered to their new address containing toys and games.



Feedback from mothers accessing refuge support & groups

- "I no longer feel alone or the only one"
- "I now have an understanding that even young children can be affected"
- "I'm more positive and I am more in control"
- "I am more confident and positive"
- "I feel more confident and have more hope, hopefully be more confident as a parent"
- "Found new ways of relaxing"
- "Excellent, positive about things"
- "Thank you for making me stronger, confident and for the new friends I have met"
- "I felt safe and relaxed in the group"
- "I have learnt a lot about myself while being here, I understand things better"

Refuge makeover



We asked the women what they think of the redecoration of the house.

- "I love it! It's so much nicer than it was before and it feels like it is our home"
- "I really like the painting and the decorations"
- "This refuge is a lot better than the refuge I was in before. Even the staff are more helpful, and the new decorations are lovely!"
- "Beautiful/feeling like a home. Nice, neat and clean, simply love it!"
- "Beautiful - I hope my flat is decorated before it's time for me to move out"
- "I love it. Beautiful."



Jenna

Jenna was referred to our service through her GP. She was a victim of historic child sexual exploitation. She was groomed at the age of 14 by a family friend. Jenna had not spoken to anyone about this for 20 years. Her GP put the referral to Rotherham Rise and Jenna was seen by a 1-1 outreach worker.

Jenna had very low self-esteem and couldn't understand how she didn't recognise the abuse. Jenna was also in a domestic violence relationship and had been in several in the past.

She had weekly hour sessions where she was supported to recognise the dynamics of CSE and how she was manipulated and lead to believe she was in a 'relationship'. Jenna was also supported to report recent incidents to the police around domestic violence and managed to get a non-molestation order in order to protect her.

She attended group sessions around domestic violence and her confidence increased. Jenna began to see her friends more and got better social and community relationships. Her aim was to work as a carer and so she began to make applications and focused on gaining employment. She was successful in getting a part time job with an agency as a carer. She was supported to notify the Council and Housing to ensure her housing benefit was changed so she wouldn't get into debt on the property.

Jenna had a successful exit from the service as she was able to make her own decisions and with support, she became confident at putting them into practice.

Post Child Sexual Exploitation (CSE) Service

Rotherham in recent years has been and continues to be associated with these most heinous of crimes, since early 2015, Rotherham Rise has been at the very forefront with providing support for anyone affected in the local community by CSE with our **Project Survive**; our Outreach Support and One to One counselling.

outreach Support

We offer a tailored support package for anyone affected by Child Sexual Exploitation. Our staff are trained to provide a non-judgemental, safe place for clients to access support based on their individual circumstances. The project aims to provide emotional and practical support for individuals (men and women) and families that have been affected by child sexual exploitation.

We aid recovery, promote awareness, understanding and safety. The **Project Survive** promotes safe relationships by recognising the impact of CSE on relationships, family life and self-identity. Exploring feelings of guilt, shame and blame to rebuild relationships.

We give survivors a voice, to express wishes and feelings by collecting feedback on the service provided and service development and service user led support.

counselling Service

It is acknowledged that individuals who have experienced abusive dynamics often present with a range of psychological difficulties; each experienced differently.

The Counselling Service provides compassionate, timely, person centred approaches, experience has demonstrated that it is the way in which the counselling is delivered that can have a significant impact on the effectiveness of client growth, mental health and wellbeing.

Compassion, empathy and respect are core values upheld in counselling and viewed as integral to the counselling process. A review of our outcomes data this year reflects consistent, positive change in clients who access our counselling service. Counselling is an effective intervention that strengthens the client's commitment to utilising personal resources to achieve positive and sustainable change.

Feedback

- “I was made to feel normal”
- “Feeling open enough to talk”
- “No judgement was huge for me”
- “Friendly safe environment, great staff, fantastic support worker”
- “Being able to talk openly with someone not emotionally involved but who understood
- “Someone to talk to and looking at different relationships with people”
- “Feeling comfortable and being able to discuss issues that affect me and receiving information and advice about services”
- “Very supportive towards my needs”
- “(Worker name) was a pleasure to talk to”
- “You made it easy for me to try and come to terms with things”



Alice

Alice has past experiences of abuse and has suffered a lot of loss in her life, however she has been reluctant to accept support or help and takes responsibility for others. For example continuing to be the main carer for her brother, supporting a neighbour with learning disabilities, even though she was very ill at this time. Alice received little to no support from her family. Alice had accessed support in the past but saw this as a weakness as a result covered up how she really felt.

After initial discussion it was agreed that the service would offer emotional support, as Alice felt her brother would

soon pass away, which he did. Alice used the sessions to talk about what was going on for her, and to explore how she could start to improve her quality of life. We supported Alice to visit the Women's Centre so she could get a feel for the building, we explained the services she could access. As a result Alice attended the confidence building course, which is for women only.

Since completing support, Alice has independently contacted the counselling service and is accessing sessions.

Val

On our first appointment Val refused to let me in the home as she hadn't tidied up.

We rearranged and went to a local café, Val talked a little about her difficulties as the café was quiet, she said she would like to build her confidence,

and said that her poor teeth makes her feel very self-conscious. She said she has struggled to get a dentist. We supported her with this finding a dentist taking on NHS patients. Val has her first appointment booked and is happy to attend herself.

Social prescribing Service

The referral pathway for this service is managed through Rotherham Voluntary Action (VAR), GP's work with VAR to identify where social prescribing may be effective. We offer support for women who have been affected by mental health and who often have low confidence, self-esteem and are isolated. The service is small, with a member of staff working 10 hours per week.

What we offer

Bespoke outreach one to one support that supports the immediate needs of Individuals and longer term hopes and aspirations. For example support to access group and social activities.

Person Centred

Individual Support to develop independence, reduce isolation and improve confidence

Providing a safe and confidential space where individuals can explore, talk about and begin to understand their experience and identify their specific choices and options.

Weekly peer support/group work opportunities for people to come together, share their experiences, and participate in activities that build self-esteem, confidence and resilience.

Group work activities/courses that include craft courses, computers, flower arranging, art etc.

Feedback

- “I now feel positive and I made a massive leaps forward with my recovery.”
- “Feeling stronger now”
- “I’m getting out a lot more and feeling better in myself”
- “I’m in a much better place”
- “I now attend an art group regularly, this is really helping me get better.”

Barry Knowles

Project Manager, Social Prescribing Service, Voluntary Action Rotherham

Voluntary Action Rotherham's Social prescribing Service (RSPS) has provided Rotherham Rise with **grant funding** on a Service Level Agreement basis since 2015.

RSPS supports secondary mental health adult patients referred by RDaSH practitioners and a significant number are referred on to Rotherham Rise for specialised enabling support.

65 people have been referred to Rotherham Rise's grant funded service since 2015 and 42 of them have been supported to date.

Of 32 who have a recorded end of service outcome, 14 (45%) completed with a **POSITIVE OUTCOME**, 7 who left the service early and 11 who did not engage. This is a good ratio of vulnerable people being supported to look after

their health better and to **SUSTAIN BETTER HEALTH AND WELLBEING IN THE LONGER TERM.**

Rotherham Rise's service, managed by Sue Wynne and delivered by Lesley Taylor, is **FIRST CLASS** and has proved to be needed by a significant number of vulnerable adults who have been referred into social prescribing by clinical services in Rotherham. Service recipients report **EXCELLENT FEEDBACK** on the services they have received. Lesley is able to offer a high quality one to one service beginning in the home, supporting people to gradually to overcome or cope with personal issues before engaging them in social activities which, with encouragement, they eventually attend independently.

We look forward to a continued productive working relationship moving into 2018.



Sally

Sally was supported by Rotherham Rise through the Social Prescribing service. Sally had a number of issues impacting on her daily life and wellbeing, including depression, anxiety, historical abuse, low confidence, social isolation. Sally also had anxieties about meeting new people as she suffered bullying as a child.

Sally was supported to develop her confidence and wellbeing initially through home visits. After time Sally accessed our counselling service, and the Rise Up peer support group.

Sally was initially shy within group, but eventually made many friends and sees them socially outside group. Her confidence has developed and grown so much that she is now volunteering at another service. Sally said that before attending the Rise up group she was completely lost, but now loves her life and is much happier.

The Women's Centre provides us with the space to offer the Rise Up peer support group, along with many other activities, events, training, groups and programmes. This can provide such an important part in helping women recover from their abusive experience, improve their confidence and self-esteem, and help them develop friendships and positive support networks.

Women's Centre

2016 - 2017 has been an extraordinary year for Rotherham Rise. Highlights have included the Charity turning 40, and opening the women's centre.

The charities journey for developing a women's centre has been a long one, discussions and plans were made as far back as 2010. Setting up and developing the centre has not been without challenges and there are still present challenges to its continuation and development. Including establishing the funding for the centres service and completion of the refurbishment.

But we have seen the difference the centre can make to women accessing support. We are now able to offer comfortable spaces for meeting women for one to one support and counselling. We can offer a range of groups, hold conferences, training, activities and events due to the large meeting rooms.

The aim of the centre was to create a welcoming and inspiring space. We still need to complete all areas of the centre; however, we have made enormous progress. Feedback from women accessing services and other visitors to the centre has been positive. Women say they feel uplifted when they walk into the centre and that they feel valued, this feedback is incredibly powerful and is exactly what we set out to achieve.



Feedback

- “It’s so welcoming, and I feel so comfortable here.”
- “Its saved my life”
- “I don’t know what I would have done without this place”
- “I want to volunteer here one day”
- “It’s a safe place where we can talk without worrying about who is listening. We can relax here”
- “I feel uplifted when I come here”
- “You feel valued and important here”





Peter

Peter was referred by a local agency for support to develop safe coping strategies and manage emotions around the long lasting effects of child sexual exploitation (CSE). Peter now in his 30's, experienced CSE when he was 15. Peter was groomed by an older 'friend'. The effects of the CSE impacted on every aspect of Peters life. Including low self-esteem, confidence, anxiety, and use of alcohol as a coping strategy.

Relationships were also affected, there was a pattern of unhealthy relationships. When Peter accessed support he was not in a current relationship, but he did describe a previous relationship where he had experienced domestic abuse. Peter accessed one to one support at Rise House. Peter initially expressed an embarrassment for needing help as a male, and a feeling of weakness for needing support and for been abused. Accessing support at Rise House which has been developed to support men enabled Peter to recognise he was not on his own.

We worked with Peter to improve his self-esteem and confidence as well as developing safe coping strategies and reduce alcohol intake. There were other important issues as well to support Peters recovery and improve his quality of life. Peter was in debt, and had become isolated, and when he did form relationships they appeared to be either unhealthy and/or abusive.

Support Sessions looked at improving Peters understanding of healthy relationships and domestic abuse. We also provided an advocacy role for Peter so his debt was manageable. Addressing this debt helped reduce Peters anxiety. We worked with him to look at managing his budget in the future, to prevent a similar situation from happening again.

At the end of the support Peter had a healthier lifestyle and coping strategies, he was engaging in community activities, had increased confidence and ability to express his needs. Peter was also managing his finances and in receipt of all relevant benefits.

Rise House - Men's Centre



Opening event of Rise House with Special Guests Rotherham United's Richard Wood and Richard O'Donnell players alongside Amy Wood



1 in 6 men suffer Domestic Abuse or Sexual Exploitation, but this number is probably even higher because men are less likely to talk about their experiences or seek help.

Increasingly though, men are realising that they are not alone, and domestic or sexual abuse it's not their fault, and that there are experienced people like those at Rotherham Rise who can help and support them.

The recent revelations of widespread sexual abuse of young men in football is just one example of the risks, and how the suffering and consequences are suppressed and carried into adulthood, often for decades.

The example of men coming forward to publicly share their experiences of abuse in football, is an inspiration to the hundreds of thousands of others who have been abused elsewhere, to talk confidentially to an experienced adviser, and find out what kind of help and support is available.

Rise House

We have opened our Men's Centre, Rise House, which is specifically to offer support to men affected by abuse.

Currently this service and centre works on prior appointment only.



Achievements

We have continued to strive to expand our services in 2017 and work smarter with the excellent resources and support we have.

We also have expanded services and our ability to deliver good quality support for those in need. We continue to look at improving our waiting times and our marketing abilities to allow us to effectively reach more people.

- ★ Restructured services to reduce waiting list and waiting time for appointments - tiered support
- ★ Focused evidence based interventions
- ★ Tiered follow on support
- ★ Group Work Programme - package
- ★ Increasing refuge provision for multiple complex needs
- ★ Delivering Up2U - perpetrator/relationship programme
- ★ Improved data tracking of service user experience
- ★ Comprehensive Induction and staff training
- ★ Developed resources
- ★ Developed marketing & reach: new website, branding, logo - etc., radio interviews, press
- ★ Events: RR events and visiting
- ★ Developed Women's & Men's centre and services
- ★ Developed commercial room hire service (income)
- ★ Increased multi-agency partnerships

The Challenges

What Rotherham Rise does for the local area is very much essential and the challenge continues to be meeting demand - the need is there.

evidence of need ...

- ★ Increase of self referrals
- ★ Increase of professional referrals
- ★ Large waiting list / waiting time for support
- ★ Availability for refuge accommodation
- ★ Volume of incoming calls and enquiries for services
- ★ Complexities of referrals
- ★ Families wanting to remain together without the abuse
- ★ Increase in use of the women's centre

our challenges

Our current biggest challenge is funding for long term sustainability and provision of services and expanding services.

(general reduction in available funds)

- ★ Expanding our Commercial Funding base (sponsors)
- ★ Expanding other sector funding base (council, government, charities)
- ★ Expanding our Public funding base (donations of general public)

Future Sustainability

For the Charity to grow, develop and be in a position to provide, much needed, support to children, women and men in Rotherham.

It is paramount that we are able to continue to get structural funding but also utilise other funding revenues. In recent years the availability of structural funding has reduced and this is a concern for the charity in the long term. It is timely we are now actively pursuing other revenue avenues to secure the future and expansion of Rotherham Rise.

We are currently looking to develop the future sustainability through:

- ★ Increasing applied funding bids
- ★ Attract sponsorship from business
- ★ Allow general public to raise money & donate easily
- ★ Legacies
- ★ Increase up take of venue hire
- ★ Increasing **PAID** for Educational services to other organisations & commercial companies
provision of tailored & multi agency training courses, lecture income
- ★ Review (& implement) online shop for merchandise sales



Funding



Current Needs/risks

Sustaining current services
women, children, men

Maintenance of Refuge,
Women's & Men's Centre

Diversifying funding flows



Goals

Decreasing waiting lists

Development of men's services

Development of family services

Increasing refuge provision for multiple complex needs

Continued development Women's Centre (services)

Develop improved induction for staff/volunteers

Improve marketing for more diverse income streams



My understanding of abuse, and relationships is better and I feel more able to ask for support and speak my mind.



I have been feeling at the top of the world since I had my one to one sessions.



I'm able to communicate better and more comfortably with people about my feelings



I have found it helpful being able to talk through all what I have been through

Support Us

There are lots of ways you can support us. It makes all the difference, to us and those we help - together we effectively change lives.

We have received amazing support and rely on structural funding from other organisations and businesses as well as the generosity of the public.

If you are a business

We would welcome sponsors and are very open to any suggestions.

We receive support from businesses in a variety of ways:

- ★ In kind (provision of food, home and child essentials)
- ★ In financial terms such as direct funding, office fundraisers, X% of profit donations or specific products being sold for our charity, your selected annual charity.



If you have an idea about how your business could be part of Rotherham Rise please do let us know - we'd love to hear from you! Please contact us on 0330 2020571 or email enquiries@rotherhamrise.org.uk.

Consider volunteering

We are always on the look out for committed, passionate people who can help us with:

- ★ Events (open days, events, etc.)
- ★ Helping with group work
- ★ Centre Support (Reception)
- ★ Fundraising
- ★ Public Relations & Marketing
- ★ Writing (bids, press releases, etc.)
- ★ Board of Directors

Visit: rotherhamrise.org.uk/your-support to register your interest.

Fundraise



Events are a great and fun way to raise money for Rotherham Rise, whether it's a ball, a coffee morning, a cake sale or an organised walk. Perhaps you are intending to really challenge yourself with a massive marathon or other sporting event do let us know we would love to hear from you and we can help you make it a great success!

Jill Jones

Housing Solutions Manager, Adult Care and Housing, Rotherham Metropolitan Borough Council

An excellent working relationship exists between the Council's Housing Solutions Team and Rotherham Rise which has been developed over a number of years of working successfully together.

The staff are sensitive and caring and have a special intuition that is invaluable.

We have a joint vision to support victims of domestic abuse in a personalised way, and have recently been successful in being awarded funding for an innovative project which provides accommodation and support for people who are unable to access refuge.

I look forward to many more years of working together.



RotherhamRise.org.uk

Email: enquiries@rotherhamrise.org.uk

Call: 0330 2020571

Postal Address: **Rotherham Rise, PO Box 769, Rotherham, S60 9JJ**

Women's Centre & HQ: **22 Main Street, Rotherham, S60 1AJ**

Follow: facebook.com/RotherhamRise & twitter.com/Roth_WR

Rotherham Rise is a Charity registered in England & Wales: no. 1141699.