


arch

Sexual Violence Services in Teesside



WE BELIEVE, WE CARE,
WE ARE WITH YOU

OUR
STRATEGIC
PLAN 2023

www.archteesside.org

OUR CLIENT PROMISE

We will provide a safe & confidential place for the women, men & children of Teesside who have been affected by sexual violence or rape

We will listen to you and believe you

We will understand and provide a tailored approach for every individual

We will be specialists in the role and up-to-date with best practice

We will support your journey

We will care

"ARCH has helped me more than 20 years of medication and mental health services"



INTRODUCTION FROM OUR CHIEF EXECUTIVE

I am delighted to be launching our new strategy, setting out the direction that ARCH Teesside will take over the next five years. This strategy builds upon 25 years of ARCH delivering specialist support which we marked in the autumn of 2022. From our frontline work we understand that our services are needed now more than ever as more women and girls and men and boys are coming forward to seek support following their experience of sexual abuse. This plan will help us to continue to shape our services so that as many survivors as possible can access the specialist support that they need when they need it.

We have engaged with survivors, our volunteers, staff, and trustees to help develop the plan and are excited to say that it is ambitious, there is a focus upon making our services as accessible as possible with more delivery in local communities as well as a goal to develop our current building, adapting it to make it an environment that suits the needs of our growing team, with more capacity for a wider range of support.

We have also set some influencing and education goals as it would not be an exaggeration to describe the levels of sexual abuse that exist are akin to a national pandemic. Ultimately, we want to play our part in changing this, we want to create more spaces for survivors' voices to be heard to influence service provision and the systems that don't always work for them. We want to create safe spaces for young people to talk about consent, relationships, the pressures they face and to help them understand what sexual violence is and that it isn't inevitable. These things we hope will help us to start tackling a culture which at present is far too easily accepting of Rape and Sexual Abuse.

A massive thank you to our Board of Trustees for your generous time and the sharing of your knowledge and experience to help guide the charity forwards, the ARCH team for your passion and dedication, our partners and supporters, the funders and commissioners who support our work, and of course the many survivors and their families that access our services and push us all to keep making things better.

Nicky Harkin
(Chief Executive Officer)



"Your reassuring voice
gave me the strength
to report."

SUMMARY OF THE LAST FEW YEARS

We are proud of our achievements since our last strategic plan. We have continued to evolve as a service, despite periods of uncertainty, during the national pandemic and we have continued to identify and respond to gaps in services. Within the organisation we have reviewed our staff structure, terms and conditions and introduced new HR support, and fully revised staff handbook. We have worked with a GDPR consultant to ensure that our policies, training, and practices are fit for purpose, with online in-house training developed to support the team.

Despite some of the challenges over the period, we have worked hard as a team, and are pleased to have brought in new resources to help us to develop our support offer. Some of our key service achievements over this time include:

Expanding our ISVA service

which is now available Tees-wide and to children and young people under 13 years as well as to adults

Introduced a play therapy service

which is delivered in partnership with local schools for young people under 13 years

Developed the Light Project

a support and educational programme for non-abusive parents and caregivers.

Developed ARCH-Ed

a programme of education and prevention work aimed at young people aged 11-25 year

Secured a contract to be a delivery partner

on the new 24/7 national support line service

Created a new mobile friendly website

with downloadable resources, and a self help guide

We are also delighted that the work of the team has been recognised with team as well as individual awards and locally celebrated Health-Watch and Catalyst awards for our outstanding contribution to the local community. Nationally our ISVA service was also shortlisted for a Lime-Light award for service innovation.



STRATEGIC OBJECTIVES & GOALS

An overview



To help continue to move forward, we have set ourselves six objectives aligned clearly under two main strategic priorities; these are to develop our organisation and to develop our services.

The two diagrams below shows our six objectives with more information provided under each later in the document.

DEVELOPING OUR ORGANISATION

We will continue to build on our strong reputation as a progressive organisation offering a wide range of effective services. We will increase our profile locally (across Teesside) and regionally and capitalise on this in terms of generating financial support.

Funding and Investment

Being a stronger team

Innovate and Improve

DEVELOPING OUR SERVICES

We will work in partnership with others to break down current barriers to access, placing lived experiences at the heart of what we do, whilst growing opportunities to develop our prevention work.

Reaching more communities that need us

Continuous improvement of services

Developing prevention work

DEVELOPING OUR ORGANISATION

We will continue to build on our strong reputation as a progressive organisation offering a wide range of effective services. We will increase our profile locally and work in partnership regionally and capitalise on this in terms of generating financial support.

"As a family just want to thank you for everything you have done for us. Not only did you support our child, but you also supported the whole family. We would have been able to get through this without you. Thank you again."



Objective 1, Funding and investment

We will maintain our focus on key income streams whilst also exploring new opportunities to strengthen our overall position.

Goals:

- i. Generate new revenue income through social enterprise. e.g. charging for our training packages.
- ii. Develop the fundraising expertise on our trustee board including finding one or more new trustees so we can develop partnerships including business partnerships.
- iii. Engage partners particularly within health and education settings in our work. Make the case for funding recovery pathways post SARC.
- iv. Overcome the lack of physical space that is currently a constraint on our work by
 - i) completing the asset transfer of our main building and
 - ii) a capital funding campaign to enable adaptations to the current building to create larger, more suitable premises.

Objective 2, Being A Stronger Team

We recognise that working in our sector is challenging and that the wellbeing of our team matters is as important as client wellbeing. We will support our team to develop in their current roles whilst empowering them to explore new and relevant roles and career opportunities.

Goals:

- i. Support our staff to have long and fulfilling careers within our organisation, with opportunities to progress.
- ii. Encourage self-care and collective care so that our team will feel valued and enjoy good levels of wellbeing.
- iii. Continue to review and evolve existing roles over time as the sectoral climate changes, adding new roles if required and making effective use of volunteers across the service.
- iv. Conduct a Governance review looking at the structure and function of the trustee board and consider the ways that Trustees are involved in strengthening the organisation.
- v. Ensure that our team understands and represents equality, diversity & inclusion, at all levels.

Objective 3, Innovate and improve

Our aim is to be a learning organisation emphasising innovation and continuous improvement to better serve the needs of victims-survivors whilst also educating the wider community.

Goals:

- i. Grow our skills in effective external communications e.g., supporting the team to feel confident to deliver our messages and contribute to wider campaigns.
- ii. Improve internal communications ensuring that the right information reaches the right people in the right way at the right time.
- iii. Continue to review and develop effective partnerships with other relevant agencies.
- iv. Better demonstrate our impact and social value (e.g. via impact mapping).
- v. Develop our horizon scanning and create more opportunities for innovation and best practice by learning from other organisations.

DEVELOPING OUR SERVICES

We will work in partnership with others to break down current barriers to access, placing lived experiences at the heart of what we do, whilst growing opportunities to develop our prevention work.

"I just want to say thank you - so few words, but they hold so much meaning. I really wish I had found your service earlier."



Objective 4, Reaching more communities that need us.

We will address gaps in support that we know exist and ensure that our services are as accessible as possible for everyone, especially those known to face inclusion barriers.

Goals:

- i. Work proactively to reach currently under-represented groups e.g. victims-survivors that are older (55yrs+), from BAME communities, from LGBTQ+ communities, those with disabilities and male survivors.
- ii. Engage effectively with 'experts by experience' in the work we do, in ways that work best for them and feels safe.
- iii. Expand our counselling services to reach the whole of Teesside, including exploring opportunities to work from local hubs particularly in Hartlepool and Stockton.
- iv. Strengthen our influence to promote a greater understanding of sexual violence at the local level and more widely: adopting a 'Tees-wide'- strategy to raise awareness, promote understanding of sexual violence, as well as improving support for victim-survivors, approach to, sexual violence.

Objective 5, Continuous improvement of services

We will always strive to offer the highest quality services shaped by being influenced by insights and feedback from victim-survivors.

Goals:

- i. Do all we can to ensure waiting times are short as possible.
- ii. Review our delivery models and diversify our support offer e.g. explore opportunities for peer support, walk & talk, groups, coffee, recovery toolkit, social connections.
- iii. Create opportunities for youth participation to influence our service.
- iv. Improve the pathways and routes into our service, with greater visibility and new collaborations.
- v. Review our current cost model.

Objective 6, Developing prevention work

We aim to shift attitudes that normalise the prevalence and acceptance of sexual violence, championing social justice and making our communities safer.

Goals:

- i. Promote a whole school approach to include support for victims-survivors alongside support for schools in responding to sexual violence.
- ii. Challenge stigmas, myths and stereotypes through awareness raising campaigns and increasing our presence at community events.
- iii. Develop capacity to conduct and/or participate in sector relevant research.
- iv. Explore what work is being undertaken to engage men and boys in sexual violence prevention work.

CASE STUDY

Mellissa has been receiving services from ARCH for two years following sexual violence perpetrated by her ex-boyfriend. Mellissa was experiencing anxiety and flashbacks to the incident and felt unable to leave the house as the alleged perpetrator lived nearby. Mellissa received the support of an ISVA worker who made arrangements, for her to receive counselling and helped her to put a plan in place to return to college.

The ISVA also supported throughout the police investigation, initially the CPS decided not to charge the suspect in the case, however once Mellissa had discussed her options with her ISVA, she decided to appeal this decision and it was overturned. Her ex-boyfriend was subsequently charged, going on to plead guilty at court. ARCH supported Mellissa to receive criminal injuries compensation, which she was able to use to start driving lessons and feels she is moving forward in her life.

"Thank you so much for all of your help, I couldn't have gone through this without the support I received, You've helped me see things in a different way and I know it wasn't my fault."





STOPCE

AWARENESS DAY 18TH MARCH



#HelpingHands
#CEADay22

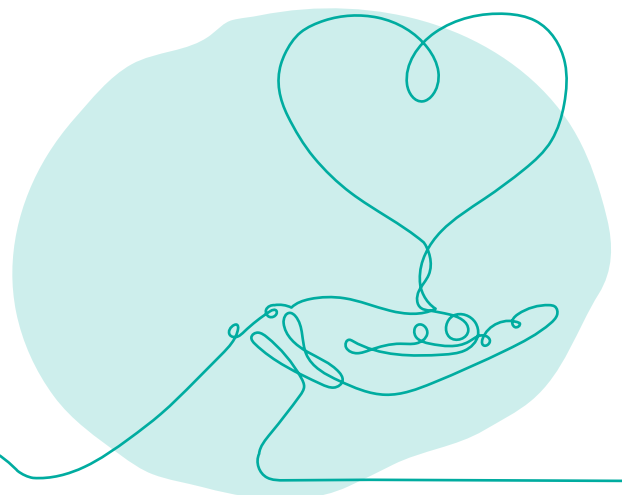


CASE STUDY

David recently experienced sexual violence by a stranger, after this incident his self-esteem and confidence were very low and he was experiencing a high level of anxiety. He was finding social situations stressful and so had stopped mixing with friends and he felt unable to seek support from his family as he didn't want to cause them worry.

He came to ARCH for counselling support and didn't want to make a report to the Police. In initial sessions he focused on managing anxiety and exploring his current emotions, this helped to stabilise things and sessions then moved onto understanding sexual trauma and how it can impact. When he felt ready, he chose to disclose the full event of sexual violence which he experienced, as he felt this is what he needed to do to heal. Through doing this he was able to view the incidents from a different perspective, challenge ideas that he was at fault, and offer himself some self-compassion. Following sessions enabled him to understand why he may be experiencing the symptoms he was, how to manage them, and how to move forward with confidence and empathy for himself.

"I am so grateful for the support you have provided me. I feel like a completely different person, I am thoroughly excited for the next chapter of my life, and I will forever take the skills you taught, with me."



"I don't recognise the person I was at the start of the journey. I dread to think about the mental state if I hadn't any support. I feel like I've got back a stronger me who can take what life throws at them and with a passion to help others. You have given the kids their mam back!"



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