

Holding hope and
providing support
for survivors
of sexual abuse

**Annual Report
and Financial
Statements
2016-17**





We are unique
within Norfolk for our knowledge and expertise around the
issues faced by survivors of abuse and sexual violence.

We fill a gap in services
49% of our clients are referred to us directly or indirectly from
NHS services because they recognise the value of the work we
do with clients.

We work in partnership
with statutory and non-profit organisations to provide a
holistic service which benefits our clients and is cost effective.

We can demonstrate positive impact on clients' lives
because we track our clients' journeys. The statistics show that
our work with clients positively improves their lives. Their
moving stories and messages of thanks reinforce these.

In all that we do we start with our values

Respect

we treat everyone with
dignity and respect

Adaptability

we are always willing to learn
and adapt in order to improve
our service provision

Courage

our work requires courage
from our clients

Collaboration

we work with others to
maximise our impact

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St Julians Hall, our Norwich premises, are much loved by clients, volunteers and staff alike.

“Sometimes I like to stay for another cup of tea after my session is over.”

“Sometimes, just walking past the building gives me comfort.”

Report from the Chair & CEO

2016-17 was characterised by a mixture of caution and confidence.

This was highlighted during our time with Pilotlight, a third sector capacity building organisation offering free tailored strategic planning support to charities. Pilotlight were incredibly impressed with the work of the Trust and the respect and demand for our services among statutory agencies, the third sector and individuals alike. Their feedback was a real confidence boost and has spurred us on to enhance our communication strategy and promote the Trust, explore new fundraising opportunities, and take a key role in national and local discussions about our area of expertise.

At the start of the financial year only 66% of the annual budget was secured and a lot of time was invested in fundraising and budget revisions. By the end of the year we were able to report a small surplus of £523.

Each year we report an increase in demand for our services and 2016-17 was no exception. We received 20% more initial requests than in 2015-16 and the waiting list grew from 325 to 397. We offered a record-breaking 7500 sessions and were able to refer clients on the waiting list to partner services provided by Surviving Together, Victim Support and Julian Support.

Reasons for this increase in demand include the impact of recent press revelations about the prevalence of childhood sexual abuse; the squeeze on statutory services such as social services and mental health services; and greater awareness in society which makes it more acceptable to come forward for support.

In terms of progress towards our aims, 2016-17 was another good year. We

focused on communications, raising our profile and developing a Business Plan to help steer the Trust for the next three years. Our main priority is always to make a positive difference to the lives of our clients. Client feedback indicates that what we provide is successful. Clients are asked to complete regular journey review forms which indicate a 98% improvement in overall wellbeing. End of therapy surveys indicate 100% satisfaction with the service.

On 30 March 2017 we were visited by Baroness Newlove of Warrington, the Victims Commissioner. She is evaluating the effectiveness of services for victims throughout the UK and spent an hour talking with clients learning about the impact the Trust had made on their lives. Their testimonials were not only emotionally powerful and heart-warming, they also demonstrated the value for money and benefit to society of the work that we do.

Weekly therapy sessions for a year cost less than £2,000. Compare this with the significant costs of short-term therapeutic strategies, ongoing medication, hospital visits, benefits payments, and the financial argument for long-term person-centred counselling delivered by professionals makes total sense. Not to mention the broader beneficial impact on other family members, especially children, of the improved wellbeing of our clients. This is why we finished the year feeling so confident and proud about the work that we do.

Thank you everyone who has supported us. The Trust wouldn't be what it is without you.

Mette Ohrvik
Chief Executive

Ben Higham
Chair of Trustees

Achievements

Exceeded expectations set in previous business plan and established solid foundations for the next one.

➤ Improve existing services and develop new services

We have managed to increase our capacity as demand for our services increases through more efficient management of rooms and volunteers. By the end of the year we were providing one to one counselling support to 200 clients per week, with the number of counselling sessions being delivered increasing to 5732, compared with 4194 in the previous year.

We have improved processes for getting feedback on the quality of our services and the difference they make. 100% of clients who post-counselling feedback reported satisfaction with the service they received. Outcome journey review forms completed at the end of counselling indicate that 98% of clients benefit from improved overall wellbeing.

➤ Ensure our sustainability

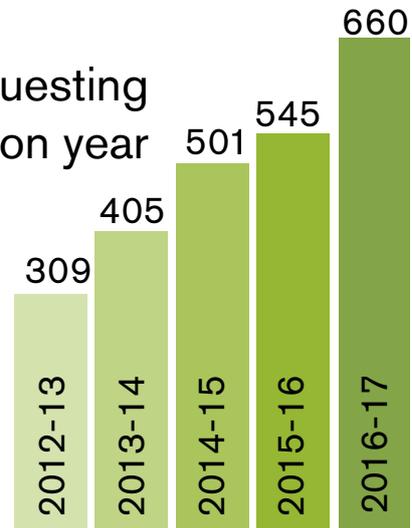
We continue to operate in a challenging environment with limited funding available to meet growing needs. Our priority is to ensure that we have income from a variety of sources. In addition to charitable trusts we work with the Ministry of Justice and the Norfolk Police and Crime Commissioner who provide more than half our income.

Our ability to demonstrate the value of what we do has improved significantly this year and we have been able to satisfy key funders as well as key referrers in the NHS of the value and impact of our work.

We set ourselves a challenging target to raise significant free reserves. This prudent target will allow us to maintain our services for 3 months should there be a financial shortfall plus a further 3 months funding to allow for slow withdrawal of the service if needed.

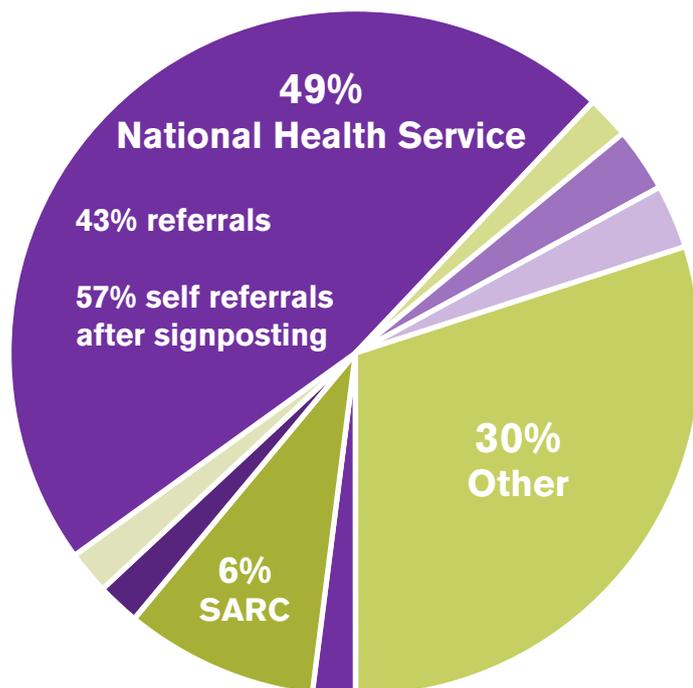
The need for our services

Number of clients requesting our services year on year



Referral sources

- 49% NHS
- 30% Other
- 6% SARC
- 5% Domestic violence voluntary sector
- 2% Social Services
- 2% Police
- 3% Victim Support
- 2% Housing
- 1% Education Services



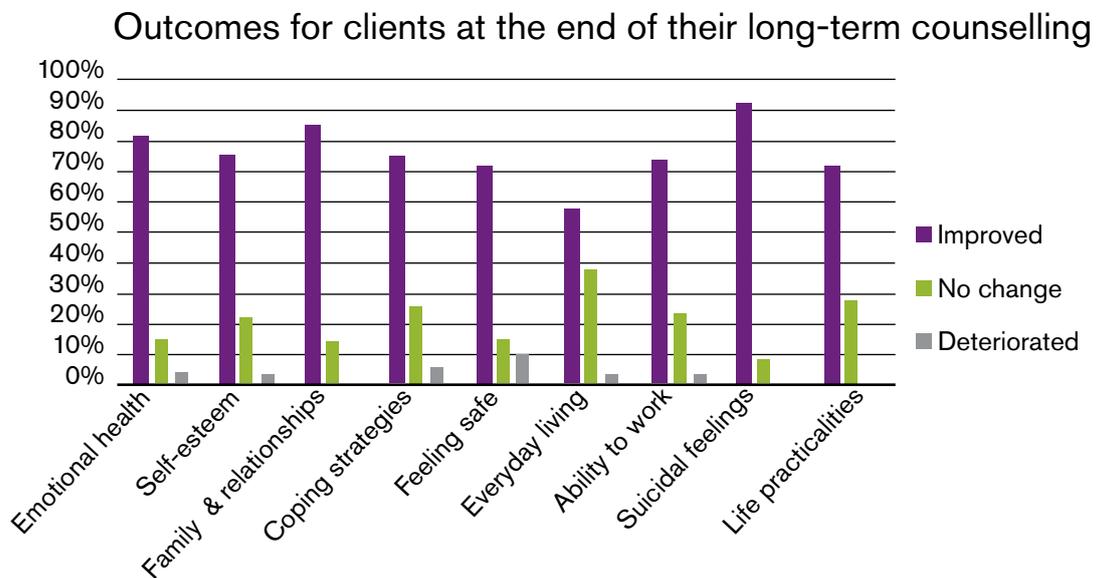
Clients tell us our service is vital...

“After struggling with PTSD, depression and anxiety for a big part of my life, the Sue Lambert Trust have helped me to see myself as a survivor not a victim. I have come a long way in my life, with a few suicide attempts along the way but I can now see myself improving. I can finally leave my house almost every day, I am in a loving and committed relationship, and my family and I are extremely close. I finally believe that I can gain control in my life again.”

“I am using new ways of coping with my depression and anxiety which I could not have done on my own. It is safe to say that I owe my life to Sue Lambert Trust... For the first time in 20 years I don't feel alone.”

“[At Sue Lambert Trust it is all] very supportive, calm and easy-going which makes me feel safe and listened to. Knowing and seeing that someone has time for me helps my world.”

...which is what their journey outcomes show



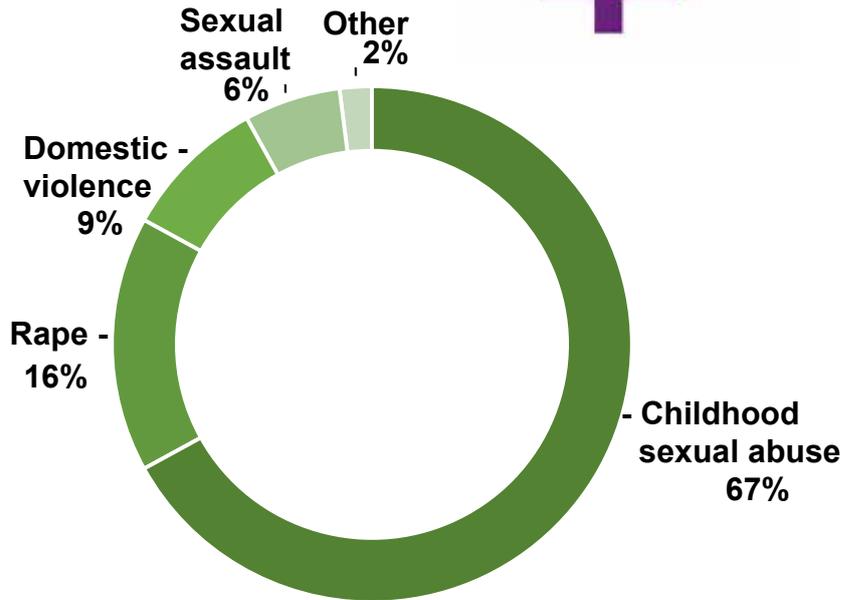
- 98% report an overall improvement
- 92% report reduced suicidal feelings
- 86% report an improvement in their relationships
- 81% report an improvement in emotional health
- 78% report an improvement in coping strategies
- 77% report positive changes in self-esteem
- 72% report an improvement in their ability to work

About our clients

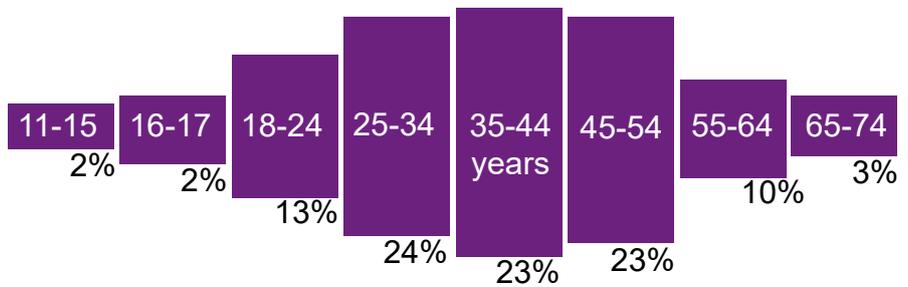
Gender
 1017 female clients
 216 male clients



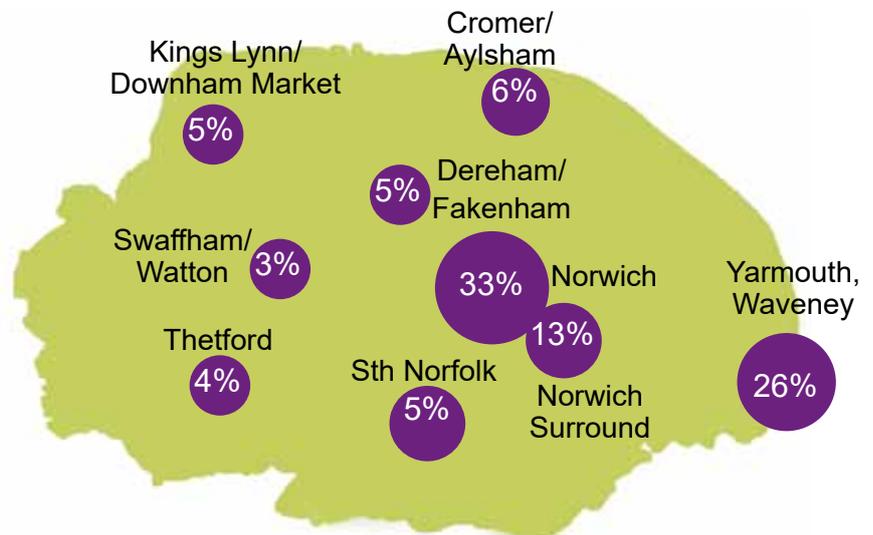
Presenting issues



Age ranges



Locations



A client's story

“Today was my last session after a year’s journey at the Sue Lambert Trust and I just wanted to share a bit of it with you.

I first sought help from the Trust because a relative came back into my life with a bang! This led me to telling my family, police and then a court and finally getting justice for what he had done to me as a child.

I arrived at Sue Lambert nervous, afraid of my past and my future, fragile, having depression and anxiety and feeling a complete lack of my own self-confidence and self-esteem.

The year I have spent here has been a journey of realising who is important to me in my life, realising that I am strong underneath, that I could move on with my life, that I am worthy of people’s praise for the kind-hearted person I am - but didn’t want to believe.

I am now able to look at the past, know that it happened to me and it hurt me deeply, but know that it shouldn’t have happened. The main thing I know is that it wasn’t my fault. I also know that it hasn’t ruined my life because I am a beautiful, strong, caring and wonderful person who has come through the bad, hurt and tears and I survived it all to get an education, a job I love, dear friends, a loving partner and now finally my first little

baby is on the way.

I leave here feeling completely different emotionally than when I arrived. I haven’t changed as a person, I’m still me, I’d just forgotten what being me felt like and actually I’m still me, only stronger with a voice that has been heard and will be heard throughout my life.

My little hope from writing this is that I can reassure and inspire someone that the journey may seem hard and unknown but you will find your way. You have survived, as I did, and there is a shining light at the end of the journey.”



Why we do this work

Counsellors who volunteer at Sue Lambert Trust must first attend a five day training course before they start working with clients. We know such preparation is vital for working with our complex client group. Counsellors must also take advantage of the clinical supervision and support that is available to them to help them cope with the demands of the work. Many of our clients have immense struggles to deal with on a day to day basis and it is a privilege that we can work with them to move forward in their lives.

The majority of our clients were abused in their childhood and are only years later able to address the problems that have been engendered by that abuse. Most childhood abusers are either members of the close family or some other trusted adult. Being abused as a child completely sabotages a child's development and it is difficult for those abused to find a safe way of being in the world. Clients are often told that they won't be believed or that they will destroy the family if they tell. They might have been told that they would be taken away or that the abuser would go to prison. They have been told that everything is their fault and they are to blame. If you hear these things enough times you start to believe them. For a child in some ways it is safer to believe that it is their fault rather than believe that there are untrustworthy adults. If you are to blame you are in control – you only have to be good enough and you are safe.

The same can apply to clients who have experienced sexual violence or abuse as an adult, they will often feel self-blame or guilt as this is safer than accepting that the world around them is unsafe.

Many of our clients have immense struggles to deal with on a day to day basis and it is a privilege that we can work with them to move forward in their lives.

Sadly a lot of our clients have experienced abuse as children and as adults. It is recognised that being a victim of abuse as a child can increase the vulnerability of being abused as an adult – clients may believe that they are contributing to their abuse by not being good enough.

As an adult coping with the belief that what happened to you is your fault can lead to many damaging impacts. Many clients struggle with addictions to alcohol or drugs which have been used to self-medicate, many clients struggle with severe anxiety and depression and are unable to leave their homes, many clients try to make their world safer by controlling their eating or their environment.

A number of our clients use self-harm as a way of coping - for some it is about punishing themselves, for others it is about replacing the emotional pain with a physical pain that everyone can see and is therefore more manageable. For some clients it is about getting rid of the bad stuff by cutting it out, scrubbing your skin raw or drinking bleach or anti-freeze. Self-harm can be a very logical expression of terrible emotional pain.

I work with incredibly resilient people amongst a warm and supportive team of staff, colleagues and supervisors.

One of the least understood and difficult impacts – often as a result of extreme and enduring abuse, is dissociation, commonly known as multiple personality disorder. Many of our clients suffer from some form of dissociation which can make their everyday lives very difficult, especially when information is only sporadically available and when blocks of time seem to disappear. Many of our clients have coped in the past either by cutting themselves off from their emotions or by ‘forgetting’ that the abuse ever took place. They have boxed up the different bits of abuse and put them away and are shocked and frightened when this coping mechanism stops working.

On top of this many clients have never felt safe. They have never been able to trust anybody. What courage must it take for someone to come to the Sue Lambert Trust for help? One client said that it was not courageous, it was just that they knew that they would not be able to keep going unless they got some help.

Our counsellors must bear witness to all this pain. Many clients struggle with suicidal thoughts, feelings of being worthless, of wanting the unbearable pain to stop, of feeling that the world would be a better place if they were no longer to be there, taking up people’s valuable time and causing trouble to everybody.

Our counselling work is a new beginning for many of our clients. It is likely to be the first time that anyone has sat and listened and actually heard them. The first time they have been in a relationship where they have begun to feel safe. The first time that they have ever felt valued by anybody. The first time they have been able to consider the negative sides of their coping strategies and to consider valuing themselves enough

to think about struggling to change. Our clients are amazing people. They may struggle but they find within themselves huge resources that they have not been aware of. Few of us would choose to go down this difficult path but as counsellors we witness how resilient people are in spite of what has happened to them. It is often difficult to be alongside such a struggle, but it is an honour to be allowed to do so.

This is tough work but it is incredibly rewarding. Often I am asked how I can do the work I do. My answer is always that the reward is in the work. I work with incredibly resilient people and amongst a warm and supportive team of staff, colleagues and supervisors. I hope that this testimonial explains why we work the way we do, why we try to support our counsellors and support workers as best we can. We cannot pay our volunteers in monetary terms but I hope we support them in other ways which make them feel valued and cared for.

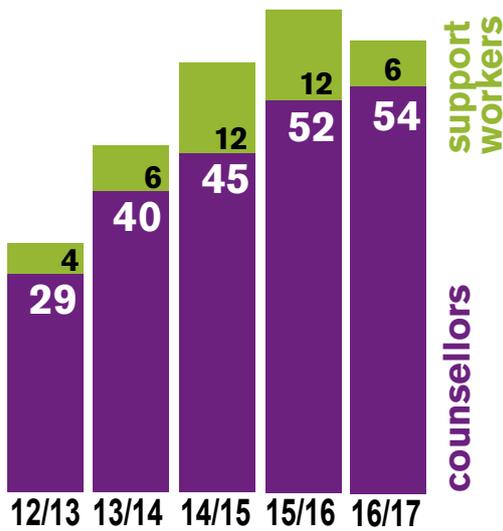
We know that we make a difference at the Sue Lambert Trust.

All of our clients have felt vulnerable and frightened and unable to feel that they had any choice in what has happened to them. They have felt unheard and not believed and that they should have ‘got over it’. We know that it is not so simple. We know that we make a difference at the Sue Lambert Trust. So many clients tell us that we have completely changed their lives for the better or that they would not still be here if it wasn't for us. We are a vital service - clients tell us so.

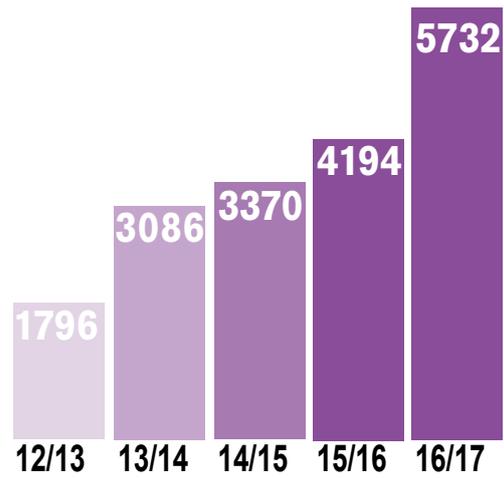
Clare Evans
Clinical Lead

Service statistics

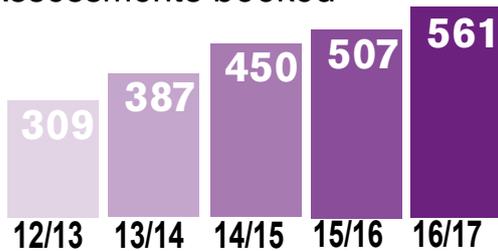
Number of volunteers



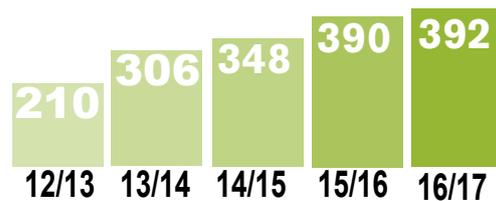
Number of counselling hours delivered



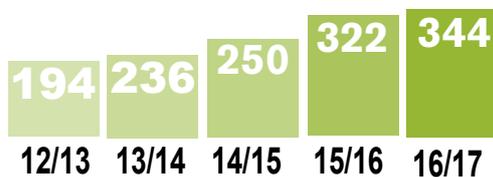
Number of Initial Assessments booked



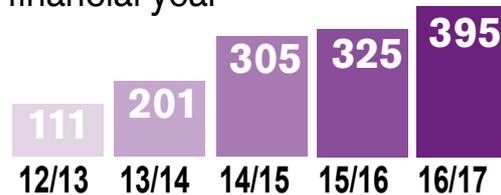
Number of clients going onto the waiting list



Number of clients receiving on-going counselling



Number of clients on waiting list at the end of the financial year



Volunteers and Training

Our counsellors and support workers are volunteers. Their commitment to their clients and the Trust is second to none and without them our service would not exist.

In 2016-17 we delivered a Foundation Programme from which 10 qualified and trainee counsellors joined as volunteers.

In addition, we organised various courses throughout the year for their professional development.

This year we received funding from Children in Need to help us develop our provision for our youngest clients, aged 11 - 18 years. Place 2 Be delivered a specialist training programme for 14 of our counsellors. The increased use of art therapies such as sand trays, drawing and clay modelling have been popular with clients, both young and old!

We invest a lot in our counsellors through training, individual and group supervision, regular support and efficient administration because we know that, without our volunteers the organisation could not operate.

Support workers ran the Helpline, and also work with clients either face to face or by telephone helping them with both emotional issues and with practical support.



“Although I am an experienced counsellor, I learned a great deal. The training was intense at times but was delivered in an informal but educative style. There was lots of information and some great speakers especially Melanie, from First Person Plural. She is such an open and vulnerable person and talked movingly about her experiences of her own multiple alter-egos.”

“I attended the foundation training during my post-graduate diploma, and it enabled me to access a counselling placement at the Trust. I was pretty nervous before going to the first training session, but the team was friendly and welcoming. The course was really informative and accessible, and I felt well supported throughout.

The Trust’s client group can present with such differing and specific needs, and the training was excellent preparation for this. Being around like-minded counsellors, and learning about such a specialist and worthy client group was great experience, and led on to a rewarding and growthful counselling placement.”

Priorities for 2017-18

Our challenge continues to be the balance between the needs of clients, the demand for services, volunteer numbers, accommodation, capacity and financial sustainability. All of this is set in a context of increasing pressure on mental health services and scrutiny of the voluntary sector.

We are proud of our reputation as an organisation that provides a high quality caring service which plugs a big gap. As we go forward we are aware that we need to be ever more flexible and adaptable to continue to do this. Our focus will continue to be on delivering high quality services whilst safeguarding the future of the organisation.

We plan to:

- Focus on securing ongoing funding for our pilot projects – in particular the partnership with Julian Support and the expansion of the Great Yarmouth service.
- Consider new approaches to supporting clients – for example delivering self-help groups for women, men and carers, and considering different psychotherapeutic approaches.
- Continue to work with strategic partners and commissioners to identify priorities for our client groups and get the resources required to maintain existing services.
- Pilot new services in partnership with other agencies including the WONDER project aimed at breaking the negative cycle for women offenders in Norfolk and the Violence Against Women and Girls (VAWG) fund that could hopefully see a branch of the Trust set up specifically for clients referred from NHS services.
- Use the expertise and experience on our Board as we work on a development plan and a full organisational risk review and action plan
- Complete a full evaluation of our services – so that we can demonstrate their value and the potential human and financial impact should the service have to close
- Be proactive in communication so that we can promote understanding of the needs of our clients and get the support we need to continue to do what we do.

Acknowledgements

The Sue Lambert Trust exists thanks to its funders and partners. We would like to thank the following for their financial support, ongoing advice and encouragement, shared knowledge, and for promoting Sue Lambert Trust and what it does:

- Brook Trust
- Children In Need
- Community Workshop Trustees
- Ellerdale Trust
- Norfolk County Council
- Norwich City Council
- Norwich Consolidated Charities
- Ministry of Justice
- Pearson Family Fund
- Police and Crime Commissioner's Office
- Tudor Trust
- All the individuals, clients and others, who generously give up their time to fundraise for the Trust

Special thanks also to:

- Surviving Together – who have been running self-help groups in our building.
- And finally to all our volunteers past and present, counsellors, support workers, administrators and trustees, who have made the work that we do possible.

In every £1
we spent:

81p on delivery of
services for clients

19p on governance





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