

Yellow Door Strategy 2023 - 2028



Preventing and Responding
to Domestic and Sexual Abuse

www.yellowdoor.org.uk



It was so nice to hear other mums telling their stories and knowing we're not alone and we are all feeling similar.



Without the counselling sessions we feel we could have been at risk of both struggling psychologically. We used to count down the days until our next session as these were so important to us.



I would highly recommend this service to anyone who needed it. It changed my life.



I don't know where I would have been without your support.



I was able to talk openly about my trauma and experiences knowing I wouldn't feel judged. I was able to get to the root of the issues I didn't even realise were there.



I felt listened to, supported and felt I had someone to talk to when I was homeless and in a dark place.



Thank you for everything over the past 10 weeks. You and the group came into my life exactly when I needed it. I have learnt so much about myself and have so many coping tools to help me along the way.



Speaking to someone who actually understands and says 'yes I hear you' and to come away with tools I can use forever.



A yellow "safe" door to go through on my life's journey.



Talking about my problems whilst doing art is a fun and easy distraction.



We work to ensure that everyone can access our services regardless of their age, gender, ethnicity, language or sexuality and we are committed to continuing to improve accessibility for everyone who experiences or has experienced domestic and sexual abuse.

Contents

1. Executive summary	2
2. Introduction	5
3. Our vision and values	7
4. Purpose of our Strategy	8
5. Strategic context - national and local	9
6. Analysis from our work	14
7. Satisfaction feedback from service users	17
8. Consultation feedback from service users, staff, funders, partners and supporters	18
9. Potential gaps in local provision	19
10. Our priorities	20
• Preventing	
• Reaching	
• Empowering	
• Recovering	
• Inclusive and Effective	

Executive summary

A message from our Chair and CEO

We are delighted to present our ambitious Strategy for 2023-2028.

Informed by our service users, community, staff, partners and supporters, we have developed new priority areas for the charity and detailed how we aim to achieve them over the next five years.

We have revisited and refreshed our vision and introduced new values which reflect and embody what we stand for. People who have lived experience of domestic and sexual abuse remain at the heart and foundation of everything that we do. As the charity develops and grows, it's critical that we maintain this focus to ensure that anyone affected by domestic and sexual abuse, receives the support they deserve.

The purpose of this Strategy is to set out the strategic context and the analysis of needs and demands. We have outlined our priorities, and detailed how we plan to achieve and measure our outcomes, whilst responding to the rising demand for our services. We intend to use this Strategy as a framework for policy development, decision-making, monitoring, performance management, fundraising and the development of annual work plans.

Through our new priorities of Preventing, Reaching, Empowering, Recovering, and being Inclusive and Effective, we aim to contribute to increased awareness and understanding in this area of work, both locally and nationally.

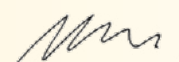
Charity Trustees are responsible for setting the strategic aims and direction and agreeing appropriate future plans. The Chief Executive Officer and Senior Management Team are responsible for delivering this Strategy and the Board of Trustees at Yellow Door have oversight to ensure progress is made on the outcomes we have detailed.

It is a privilege to see how far we have come over the last 38 years, growing from a small local volunteer led helpline, working with women who had been raped or sexually assaulted, to the wide-ranging service across Southampton and Hampshire that we are today.

We hope you enjoy reading about our work and future plans and want to thank you for continuing to be part of our journey.



Nicci King, CEO



Dr Julie Greer, Chair



Who we are

Our **Vision** is of a world where adults, families, young people and children can live without experiencing domestic and sexual abuse and the resulting devastating impacts.

Yellow Door is an innovative local charity offering specialist services to people who experience or have experienced domestic and sexual abuse. We are a leading organisation in Southampton and wider Hampshire, offering impactful services that meet the changing needs of a diverse population.

We address the impact of the rise in domestic and sexual offences through the services we offer. Consequently, there has been an increase in the number of people who have been affected by domestic and sexual abuse reaching out for the support they need.

To achieve this, our wide-ranging services and partnership activities focus on prevention as well as support; and empowerment and recovery of those individuals who have experienced domestic and sexual abuse at anytime in their lives. Our impressive track record includes national and local awards and accreditation for our services which has resulted in our well-established reputation of delivering innovative, high quality and person-centred services.



Local and National evidence that shapes our services

National statistics from the Crime Survey for England and Wales (CSEW) for the year ending March 2023 on domestic and sexual abuse highlighted:

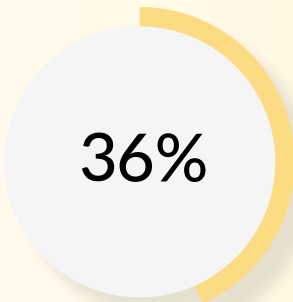
- » Disabled people are more than twice as likely to have been victims of domestic abuse, stalking or rape than people without a disability.
- » Black and Minority Ethnic people are more likely to experience child sexual exploitation and or intimate partner sexual abuse.
- » Gay, lesbian or bisexual people are more likely to be victims of domestic abuse than heterosexual people. This was also the case for stalking, sexual violence and rape.
- » Those aged 16-19 years and 20-24 years are more likely to be victims of sexual offences, domestic abuse or stalking than any other age group.
- » Fewer cases of domestic abuse, rape and sexual assault are being charged by the Crown Prosecution Service and progressing to court.
- » The number of sexual offences prosecuted also fell by 36% and convictions by 40% between 2015 and 2020.

However, the picture painted by these statistics is limited, as these types of crime are recognised as being under-reported.

Locally, based on the Safe City Strategic Assessment 2021/2022, the Safe City Partnership identified its top three crime priorities, one of which is sexual offences, particularly rape and domestic crimes including domestic violent crime.

The figures show that:

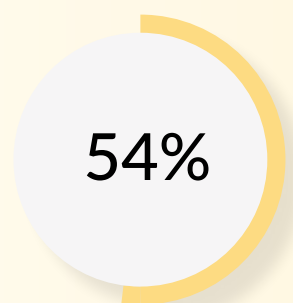
- » Domestic violence continues to be a significant driver of violent crime accounting for 36% of all violent crime during 2020/21 with increases during the pandemic.
- » Nearly half of all recorded victims of Violence Against Women and Girls' crimes are aged under 25 years old.
- » Females make up the majority (68%) of domestic flagged crime victims.
- » Females under 25 years of age account for over half of rape victims.
- » Southampton has the 3rd highest rate of sexual offences among comparator Community Safety Partnerships and 13th highest in England.
- » 54% of high-risk domestic abuse cases involve children.



36%



68%



54%

Our work shows that

- » Preventative services are valued by children and young people as well as the educational institutions who work with us.
- » Our reach is widening with increases in the percentage of people from Black and Minority Ethnic backgrounds.
- » Demand for our services continues to increase significantly. We have seen a 257% increase in referrals received since 2016/17 and a 300% increase in service users supported.
- » Increasing demand for therapeutic services and the lack of provision has contributed to waiting times being longer than we would want.
- » Approximately half of our service users experience mental health issues.
- » We are now serving a greater proportion of service users across Hampshire, compared to recent years.
- » We receive consistently excellent feedback from service users about their experience of the services they have used and the positive impact it has had on their wellbeing and ability to keep safe.

We will continue to use evidence and feedback to review our work and ensure we are meeting the needs of our service users.



Introduction

Yellow Door is an innovative local charity offering specialist services to people who experience or have experienced domestic and sexual abuse.

We are a leading organisation offering impactful support that meets the changing needs of a diverse population across Southampton, Portsmouth, Isle of Wight and Hampshire.

We provide free and accessible service to all ages and genders, providing support that meets diverse needs, reduces harm, supports recovery and helps rebuild lives.

Our primary focus is prevention by raising awareness of domestic and sexual abuse and to offer support, empowerment, and recovery to individuals who have experienced this abuse at anytime in their lives.

We do this by:

- » Raising awareness and increasing understanding about domestic and/or sexual abuse and its psychological and social impact; addressing the impact of sexual abuse by assisting with recovery, education and training for other professionals, groups and communities, as well as specialist support through our Diversity and Inclusion Advocacy team to people who have additional or complex needs.
- » A broad offer of preventative services, especially with children and young people in schools and youth settings to meet diverse, complex and changing needs in the area. This includes a range of projects in education, awareness raising and early intervention with children and young people in schools and youth settings.
- » Impartial information and advocacy to enable people who have experienced abuse to make informed choices, including information about the criminal justice process and support options.

- » Specialist advocacy support working to address barriers, improve access and promote equality and inclusion by working with anyone who may be marginalised or disadvantaged in accessing services.
- » Therapeutic and other supportive services for adults, children, young people and families including counselling, therapeutic groups and psycho-educational programmes to help them recover from their trauma and move forward with healthy, safe, and fulfilling lives. This is achieved through holistic recovery options in which we consider the co-existence of other factors such as mental health.

This includes:

- Responses to domestic abuse, particularly when sexual abuse is also a factor, unhealthy relationships and harmful practices which include Forced Marriage, Honour Based Abuse and Female Genital Mutilation.
- Specialist sexual abuse advocacy services, including a sexual abuse helpline.
- All gender therapy and counselling for adults, children, young people and families and psycho-educational groups and courses.

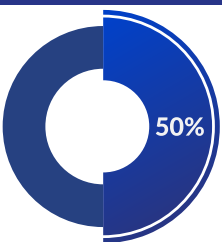
Our impressive track record



Our impact; we are proud winners of the GSK (Glaxo Smith Kline) Impact Award 2020 – a major national award for charities that make an 'outstanding contribution to improving health and wellbeing in the UK'.



A strong focus on therapeutic services as the basis of recovery, including offering creative therapy options for children under 11 and a Family Therapy service.



Over 50% of referrals for our recovery and support services are from statutory services.

TheKingsFund

Working with others to continuously adapt, develop and respond to the changing needs of our service users by developing a breadth of responsive and creative services to meet the complex issues and multiple needs of a diverse population, with demonstrable high impact, as evidenced by the Impact Award in 2020.

Well established reputation for delivering innovative, high quality and person-centred services, evidenced through our performance and in the feedback we have received from the children and adults we work with, our staff and volunteers, partners, funders and commissioners.

Doubling the number of young people engaged with the successful STAR project which provides education and awareness in all schools and nearly tripling our income for the STAR project.

Expertise in sexual abuse, built over 38 years, which includes harmful practices, such as Female Genital Mutilation, Forced Marriage and Honour Based Abuse.

Targeted services to those who have experienced domestic and sexual abuse and may face barriers accessing support and various therapeutic interventions.

Awarded the British Association of Counsellors and Psychotherapists accreditation for our Therapeutic Service acknowledging the outstanding quality of the therapeutic services and the supporting infrastructure.



**star
project**



bacp | counselling
changes lives

Our vision and values



Our Vision is of a world where adults, families, young people and children can live without experiencing domestic and sexual abuse and the resulting devastating impacts.

- **Prevent** domestic and sexual abuse through increasing awareness of the harmful impacts, working with children, young people, families, individuals and partners.
- **Provide** non-judgmental **specialist support** to adults, families, young people and children who have been affected by domestic or sexual abuse, including harmful practices.
- **Target support to the most marginalised groups** who experience additional barriers to gaining support, because of the intersectionality of protected characteristics such as ethnicity, race, disability, gender or age with abuse.



Purpose of our Strategy

Set out the strategic context in which we deliver and develop services, including national and local policy development, analysis of need and how we will influence and contribute to the delivery of other strategies led by the Local Authorities, Integrated Care Board, Office of the Police and Crime Commissioner (OPCC) and Community Safety Partnerships.

Use the Strategy as a framework for policy development, fundraising, decision-making and the development of annual work plans which deliver the highest priority actions.

Highlight our analysis of needs and demands of local communities, families and individuals who need our support.

Provide a clear baseline from which Trustees can measure the success of policies and practice against our priorities.

Set out details about how we plan to achieve our priorities in the next 5 years and measure our progress.



Strategic context

National

National statistics from the Crime Survey for England and Wales (CSEW) for the year ending March 2023 on domestic and sexual abuse, estimates that 5.1% of adults (6.9% women and 3.0% men) aged 16 years and over experienced domestic abuse. Police recorded rape and sexual offences were the highest on record in 2022.

While positive progress has been made to tackle domestic and sexual abuse, the harsh reality of these serious crimes remains clear. Although incidents of domestic and sexual abuse remain under-reported, the statistics below still provide a stark reminder of the importance of our work.

The statistics highlighted include information from the Government's Tackling Violence Against Women and Girls Strategy, are only shown to provide a picture of the scale of the issue.



Of the estimated 2.3 million adults who experienced domestic abuse in 2019-2020, two thirds were women.



In 2019-2020, more than 1 in 10 of all offences recorded by the Police are domestic abuse related.

Based on the available survey evidence, we estimate that at least 1 in 10 children in England and Wales are sexually abused before the age of 16 (Karsna and Kelly, 2021). Child sexual abuse in 2021/22: Trends in official data (csacentre.org.uk)



Fewer cases of domestic abuse, rape and sexual assault are being charged by the Crown Prosecution Service (CPS) and progressing to court. The number of sexual offences prosecuted also fell by 36% and convictions by 40% between 2015 and 2020.



Age can also increase likelihood of victimisation. For domestic abuse, sexual assault, rape and stalking those aged 16-19 and 20-24 years were more likely to be victims of these crimes than any other age group.



12.9% of women aged 16-19 years and 10.5% of women aged 20-24 years had been a victim in the last year compared to 3.2% of women aged 25-34, the next highest group. Prevalence decreased as age increased.

1 in 5 women are victims of sexual assault (or attempted assault) in their lifetime - Violence Against Women and Girls Strategy 2021





Sexual Offences: For the year ending March 2023 estimated 2.7% of people aged 16 to 59 years had experienced sexual assault (including attempted offences) in the last year.

The Police recorded 193,096 sexual offences year ending June 2023. Of all sexual offences recorded by the police, 35% (68,109) were rape offences. It is estimated that 2.3% of adults (3.3% women and 1.2% men) aged 16 years and over were victims of sexual assault (including attempts). Approximately 16.6% of adults aged 16 years and over (7.9 million) had experienced sexual assault (including attempts) since the age of 16 years.

The volume of sexual offences recorded by the Police has been increasing over the last decade although the numbers remain well below the number of victims estimated by the survey; the latest figures show an increase of 31% compared with the previous year.

- » Gay, lesbian or bisexual people are more likely to be victims of domestic abuse than heterosexual people. This was also the case for stalking, sexual violence and rape.
- » Those aged 16-19 and 20-24 are more likely to be victims of sexual offences, domestic abuse or stalking than any other age group.

The NSPCC (National Society for the Prevention of Cruelty to Children) report 73,518 recorded rapes, online grooming and sexual assaults against children in the UK in 2019/20, up 57% in 5 years. The Centre of Expertise on Childhood Sexual Abuse estimate that 500,000 children are being sexually abused every year. They estimate that at least 1 in 10 children in England and Wales are sexually abused before the age of 16.

Far more children are sexually abused than come to official agencies' attention. The Ofsted review of sexual abuse in schools and colleges, June 2021: During visits, girls told Ofsted that sexual harassment and online sexual abuse, such as being sent unsolicited explicit sexual material and being pressured to send nude pictures ('nudes'), are much more prevalent than adults realise.

For example, nearly 90% of girls, and nearly 50% of boys, said being sent explicit pictures or videos of things they did not want to see happens a lot or sometimes to them or their peers. Children and young people told us that sexual harassment occurs so frequently that it has become 'commonplace'.

92% of girls, and 74% of boys, said sexist name-calling happens a lot or sometimes to them or their peers. The frequency of these harmful sexual behaviours means that some children and young people consider them normal.



Domestic Abuse: For the year ending March 2023 it is estimated that 5.1% of people aged 16 to 59 years experienced domestic abuse in the last year. The Police flagged 885,393 recorded offences as domestic abuse-related in the year ending June 2023.

Approximately 1 in 5 adults aged 16 years and over (10.4 million) had experienced domestic abuse since the age of 16 years. The number of Police recorded domestic abuse-related crimes in England and Wales increased by 7.7% compared with the previous year. Domestic abuse often begins or escalates during pregnancy. According to the NHS in 2023 1 in 3 pregnant women experience domestic abuse.

The analysis of reported data in the Crime Surveys shows that:

- » Disabled people are more than twice as likely to have been victims of domestic abuse, stalking or rape than people without a disability.
- » Black and Minority Ethnic people are more likely to experience child sexual exploitation and or intimate partner sexual abuse.

In response, national legal and policy initiatives include:

- » The Domestic Abuse Act came into effect on 29 April 2021, with the aim of improving the response to domestic abuse on every level, strengthening protection for victims whilst also ensuring perpetrators feel the full force of the law.

Measures introduced by this act include:

- A statutory definition of domestic abuse which makes children victims in their own right and strengthens the rights and increases the protection of survivors through the courts.
- New criminal offences – including post-separation coercive control, non-fatal strangulation, and threats to disclose private sexual images.
- Establishing the position of a Domestic Abuse Commissioner in law to provide accountability to the public and Ministers on failure within statutory service provision and poor practice in services.
- New Domestic Abuse Protection Notices and Domestic Abuse Protection Orders, which will help prevent perpetrators from contacting their victims, as well as requiring them to take positive and responsible steps to change their behaviour.

- » The Domestic Abuse Strategy and related Action Plan which places greater focus than ever before on preventing abuse, improves our understanding of what works to prevent domestic abuse. Education is also emphasised as a tool to address the harmful attitudes and behaviours which can start young and can lead to individuals becoming abusive.
- » The Government's Tackling Violence Against Women and Girls Strategy published in July 2021 seeks to reduce the prevalence of violence against women and girls, and to increase support for victims and survivors. Access to quality support appropriate to their needs (as measured through increased funded support services) is an important strand.
- » The Law Commission's review into the law around online communications, as well as the forthcoming Online Safety Bill, form part of the longer-term work to tackle online crimes.
- » The Police, Crime, Sentencing and Courts Act 2022 introduced tougher sentencing for the worst offenders and ends automatic halfway release from prison of offenders sentenced to between four and seven years in prison for serious violent and sexual offences. The Act also aims to strengthen the regime for managing registered sex offenders and those who pose a risk of sexual harm to the public.

Local context

The local and regional data below highlights the importance of early intervention to prevent and reduce levels of violent crime.

Our work will contribute to local strategies including but not exclusively the Safe City Strategy, Domestic Abuse Strategy, Childhood Sexual Abuse Strategy, Violence Against Women and Girls Strategy, Health and Wellbeing, and Children and Young People Strategy.

The impact of the pandemic and related lockdowns of recent years have drastically increased the risks for child and adult victims and survivors of domestic and sexual abuse. The reasons for the increased risks are beginning to emerge, for example:

- Exacerbation of existing abuse.
- Increased isolation.
- An increase in household stressors, including financial insecurities.

There were fewer chances to go out to school, work or other places, plus fewer visitors and social contacts which meant that in many cases, abuse often went unnoticed or untold during the pandemic. The latest sexual offence figures are likely influenced by a range of factors including increased reporting due to 'Everyone's Invited' website, greater awareness around Violence Against Women and Girls, re-opening of the night-time economy, and the media focus on high-profile cases of the rape and murder of women.

Southampton



Southampton Safe City Strategic Assessment 2021/22 highlights:

- » Domestic flagged crime accounted for 17% of all recorded crime in Southampton during, a significantly higher proportion compared to 2019/20 (15%).
- » Majority of sexual offence victims were female (85%).
- » Females make up the majority of domestic flagged crime victims (69%).
- » Domestic rape accounted for 49% of the harm (severity) caused by domestic flagged crimes.
- » Domestic flagged crime has strong links to deprivation, with rates approximately five times higher in the most deprived neighbourhoods compared to the least deprived.
- » 60% of Southampton high risk domestic abuse referrals have children and young people in the household.
- » 21% increase in number of sexual offences in Southampton since 2019/20.
- » 1,056 victims of sexual offences.
- » Females aged under 25 accounting for over half of rape victims.
- » Number of domestic violent crimes increased for ninth consecutive year.
- » Domestic violent crimes increased by 21% over the last year.

69%

21%

Hampshire



The Hampshire Domestic Abuse Partnership Strategy 2023-2025 highlights:

- » Domestic abuse flagged crimes increased by 20% from 2020/21 to 19,005 crimes in 2021/22 and has increased every year from 2016/17.
- » 19% of the individuals in Hampshire who are estimated to experience domestic abuse have their experiences recorded as a crime by the Police.
- » It is estimated that 58,100 people in Hampshire over the age of 16 experienced domestic abuse in the last year.
41,300 – female and 16,800 – male.
- » The Hampshire Constabulary Force Strategic Assessment reported a 15% increase in serious sexual offences.
- » Urban areas had a higher rate compared to rural areas. 37% occurred within the 20% most deprived areas.
- » Hampshire is ranked in the top quartile nationally for rates of sexual offences.
- » Women were twice as likely as men to have their domestic abuse experiences recorded as a crime. Highest rate in those aged 18 to 34 years.
- » The most prevalent relationship status of 'peer on peer' rape in Hampshire has been identified as 'acquaintance - not in a sexual relationship' (38%).

19%

38%

Portsmouth



The Portsmouth Domestic Abuse Strategy 2020-2023 highlights:

- » During 2020/21, 6,113 domestic abuse incidents were reported to the police, a 4% increase from 2019/20.
- » Two thirds of offences were against women (67%).
- » Domestic abuse accounts to 15% of all crime in Portsmouth.
- » Almost a third of reported sexual offences (31%) were non-recent.
- » 40% of domestic abuse does occur in a family setting.
- » Male victims were more commonly younger, with higher numbers seen between 6 and 15 years.
- » Women were much more likely to be victims of sexual offences than men (80%) and the peak age range for females was between 12 and 21 years.
- » The most common types of sexual offences reported were rape of a female over 16 years (31%).
- » 819 sexual offences were recorded by police in 2020/21.
- » The peak age groups for female victims were 20-24, 25-29 and 30-34 years, while the peak age group for male victims was 30-34 years.

67%

31%

Analysis from our work



Demand for our services continues to increase

In 2022/23, we received 3,476 referrals across all of our services, showing a 144% increase when compared to 2019/20. In 2022/23, 55% were from Southampton and 45% Hampshire and the majority of our service users were 25-44 years old.

Approximately half of our service users also experience mental health issues.

We responded to this increased need through innovative and creative ways to achieve better outcomes for our service users.

Our reach is widening

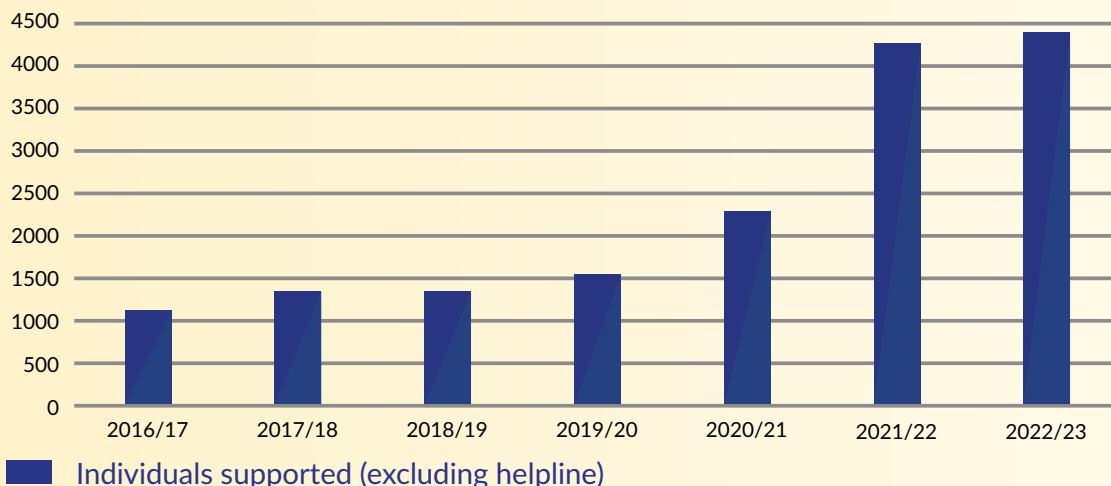


We have seen the impact of our work in the last few years through the wider range of client backgrounds:

- » Increase in service users from Black and Minority Ethnic backgrounds from 7% in 2015/16 to 18% in 2022/23.
- » Increase in the number of service users who identify as LGBTQ+ by 150% from 2020 to 2023.
- » Last year, 38% of our service users had a disability (other than a mental health condition).
- » Increase in male service users to over 14% in 2022/23.

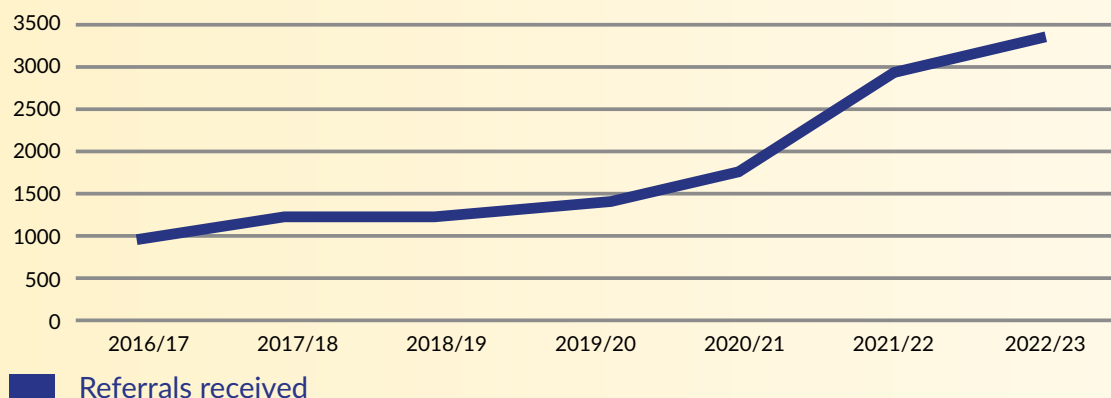
Individuals Supported

Yellow Door services have seen a huge rise in demand since 2018/19, with 4,438 individuals receiving support during 2022/23, an increase of 4% to the previous year and 300% compared to 2016/17.



Referrals

In 2022/23, we received 3,476 referrals across all of our services, showing a 144% increase when compared to 2019/20, and 257% when compared to 2016/17.



The Domestic Abuse team deliver groups for adults and children who have been affected by domestic abuse. 2022/23 also saw an increase in demand for their services:



- » The team received 422 referrals.
- » 109 service users attended group sessions.
- » 97 professionals trained to be able to identify and respond to domestic abuse more effectively and safely.

In 2022/23, our STAR team's work showed a continued increase in involvement of local schools:



- » **91%** increase in the number of sessions provided compared to the previous year.
- » **92%** increase in the number of young people engaged.
- » After a STAR session, **99%** of young people reported understanding more about rape, sexual assault or exploitation and **96%** knew more about staying safe online.



For our ISVA services, the increase in demand was:

- » **42%** increase in referrals in 2022/23 when compared with 2021/22.
- » The team supported 1,943 service users in 2023/23, which is a **35%** increase on the previous year.
- » **114%** increase in the number of trials supported.

There has been a significant increase in demand for our Therapeutic Services in 2022/23 when compared to 2021/22:



- » **40%** increase in referrals to Adult Therapeutic Services.
- » **13%** increase in referrals to Children and Young People's Therapeutic Services.
- » **26%** increase in the service users supported across our Children and Young People's Therapeutic Services.
- » Waiting times for our therapeutic services are longer than we would want, due to high demand for these services, and currently we do not have the necessary resources to address this issue.



We successfully developed a Trauma Team in 2021, who deliver rapid trauma interventions for victims/ survivors of sexual abuse and violence who are at risk of Post-Traumatic Stress Disorder (PTSD) as a result of an unwanted sexual experience. The team:

- » Supported 140 clients.
- » Delivered 418 trauma sessions.
- » **100%** of service users reported high satisfaction with the new service.

Our Diversity and Inclusion Advocacy service continues to support marginalised groups in accessing services. In 2022/23, the team's work showed:



- » **77** referrals received.
- » **112** individuals supported.
- » **88%** of service users report feeling better able to stay safe after support from the team.

Satisfaction feedback from service users

Satisfaction feedback from our service continues to be high. In 2022/23, the feedback from service users was:

Adult Therapy Services

- » **100%** of service users who engaged with the Adult Therapeutic Service described it as a positive experience.
- » **94%** said they felt better able to keep themselves safe.
- » **74%** saw an overall improvement in their wellbeing scores.

Children and Young People's Therapeutic Services

- » **97%** of service users who engaged with the service described it as a positive experience.
- » **100%** of service users reported that they feel better able to keep themselves safe following interaction with the service.
- » **86%** of service users reported that their engagement in education had improved.

Family Therapy

- » **81%** of families report being better able to manage and deal with problem behaviours.
- » **85%** of families are better able to manage and show emotions/feelings.

Trauma Focused Interventions

- » **100%** of service users reported feeling highly satisfied with the service they received.
- » **87%** saw an improvement in strong negative feelings such as fear, horror, anger, guilt or shame.

Independent Sexual Violence Advisors

- » **88%** of service users were highly satisfied with their experience of the service.
- » **99%** reported that they were better able to make informed choices as a result of being supported by the ISVA service.

Diversity and Inclusion Advocacy

- » **88%** of people feel better able to keep safe following interaction with the Diversity and Inclusion Advocacy service.

STAR Education Outreach Project

- » Following a STAR session, feedback from young people has been very positive:
 - **98%** understood the importance of consent in relationships.
 - **99%** understood the risks of nude image sharing.
 - **99%** understood what a healthy relationship is.
 - **98%** would better recognise the signs of grooming.

City/area wide gaps in policy and provision

- » Strategy on Domestic Abuse and Violence Against Women and Girls does not adequately prioritise sexual abuse outside of a domestic abuse relationships. Over half of Yellow Door referrals are for sexual abuse/ violence perpetrated by an acquaintance, stranger, family member or professional.
- » Service priorities locally are not always driven by holistic data to help give a wider and more reflective view of the demand, needs, themes and gaps. This should be completed with data from a wide range of sources, in addition to the Police, including health, mental health, children's/ adult social care services, education and the voluntary and community sector.
- » Services that help address the impact of behaviours such as sexual trafficking, coercive behaviour, and economic abuse. Education and training should extend beyond statutory services and organisations.
- » Emphasis on supporting men and boys who are also victims of domestic and sexual abuse.
- » Recognising and understanding the reasons people stay within (or have difficulty leaving) violent and abusive situations and identifying practical help to safely leave relationship.
- » Support for post-separation abuse that is also often continued through Family Court proceedings, such as child arrangements and support by the legal system in its entirety.
- » Wider definition of support for survivors of domestic and sexual abuse to include mitigating the impact of financial abuse, for example, working in partnership with financial services institutions to promote a more effective child maintenance service, or to tackle the delays in processing child benefit claims - all of which are crucial when a parent leaves an abusive partner.
- » Support to address the challenges of private renting faced by people leaving abusive relationships, or the lack of understanding by conveyancing solicitors of matrimonial issues which can often lead to problems for those trying to sell or purchase a new home after leaving an abusive partner.

Consultation feedback from service users, staff, funders, partners and supporters

We collated feedback from a variety of different partners through a number of different channels. We held face to face sessions, online sessions and sent out online surveys.

We engaged with staff, volunteers, trustees, clients, partners and commissioners. We received 48 responses to the survey, the majority of which was overwhelmingly positive:

- » The Strategy was clear, informative and easy to understand.
- » The respondents thought the vision statement was clear and in line with their hopes.
- » Service users reported that the priorities 'empowering and recovering' resonated with them in particular.
- » It is a practical framework to provide the organisation with clear goals and objectives and it provides really good information for service users.

Following the consultation process, we made various amendments. The amendments were largely focused on access, diversity and inclusion, and language/wording. They have helped us to ensure that the strategy is as accessible and as inclusive as possible.

Potential gaps in local provision

There needs to be targeted long-term funding across Hampshire to:

- » Provide equitable support for all ages/ genders requiring counselling or therapeutic support. The National Institute for Health and Care Excellence (NICE) recommends therapeutic interventions for children, young people and families after sexual abuse.
- » Provide specialist domestic and sexual abuse support for early years, children aged 3-5 years old. This is a new area for us and will support us to directly respond to the needs of some of our most vulnerable clients - families with children under 5 years old, including pregnant mothers, that experience domestic abuse. This is a need we have identified through our direct work with children and their parents/ carers, and with our practitioners, partner organisations and volunteers. Children are also recognised as victims in their own right under the Domestic Abuse Act 2021.
- » The following areas were identified in the Standing Together Southampton Domestic Abuse Act Safe Accommodation Needs Assessment 2021:
 - Provide outreach and specialist advocacy for people identifying as Lesbian, Gay, Bi, Trans, Queer, Questioning and Ace (LGBTQ+). Recent research has shown that LGBTQ+ members experience domestic abuse at equal or higher rates compared to heterosexual communities.
 - Provide outreach and specialist advocacy for Black and Minority Ethnic communities. We have been delivering outreach, awareness raising education sessions, professional training, and specialist person-centred advocacy targeting these communities for over 7 years. However, it is important to enhance our current work to address barriers, improve access, and promote inclusion of marginalised or disadvantaged victims of domestic and sexual abuse.
 - Provide outreach and specialist advocacy for disabled people - the Southampton Needs Assessment highlighted a gap in provision for disabled victims of domestic abuse and we recognise the need to provide services that are tailored and adapted to meet the needs of this community.
- » Provide specialist advocacy for young people with diverse needs at risk of or experiencing domestic and/ or sexual abuse – our advocacy work with young people has increased by 107% in the last 2 years and continues to grow. This is a hugely important area and we want to extend our reach to more young people locally.
- » Provide outreach, training and specialist advocacy for older people experiencing domestic abuse - Safe Lives have highlighted the need to look into the impacts of domestic abuse on older people. This has previously been viewed as a 'hidden group' with previous crime surveys excluding consideration for victims over 60. We currently work with survivors of all ages and are keen to extend our support to this group.
- » Specific projects supporting a cultural change for example, the Violence Against Women and Girls' agenda - the most recent ONS crime survey revealed that 27% of females aged 16+ have experienced harassment in the last year. Violence Against Women and Girls is on the rise and the agenda aims to understand the root causes. We are well placed to be part of this and therefore will take part in specific projects supporting long lasting change.
- » Specific projects that target men and boys - we work with survivors of all genders and do not negate the experience of male victims of these crimes. 14% of our service users are now male and this continues to grow. We have recently been reaccredited for our work with men and boys and will continue this important work going forwards.

Our priorities

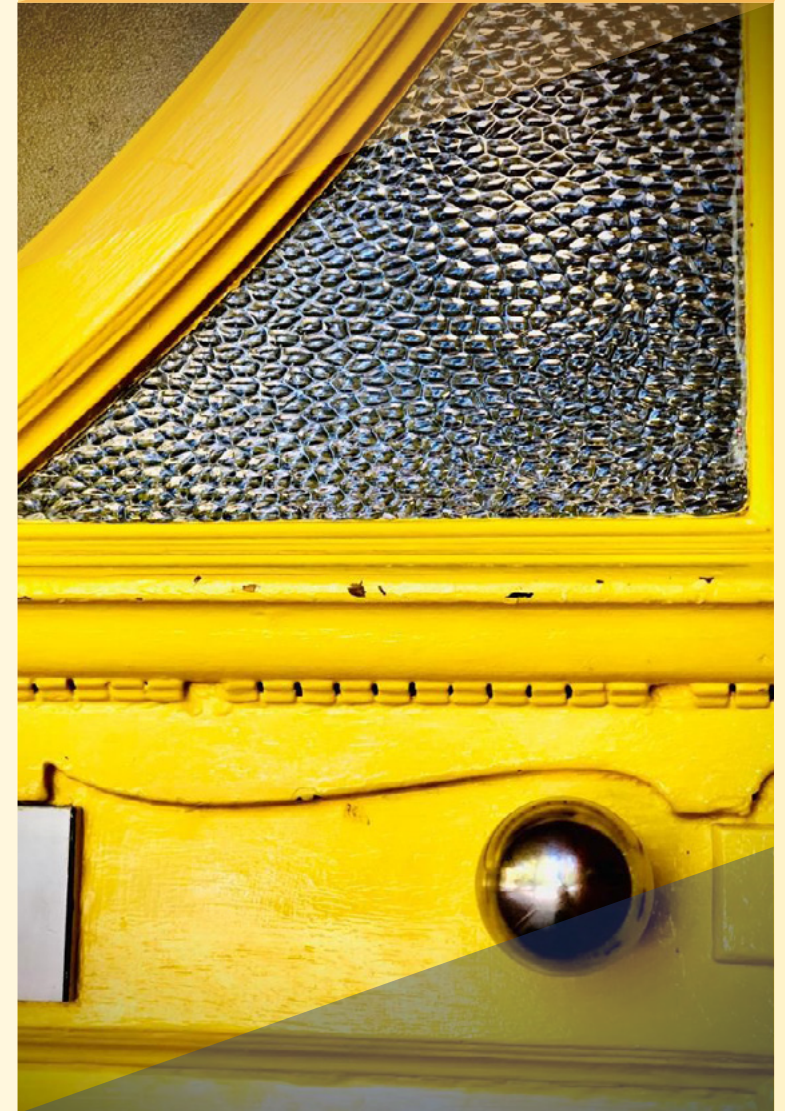
Preventing domestic and sexual abuse.

Reaching as many people that need support as possible across all our communities, working with those that have lived experience, partners and communities.

Empowering people to better manage their experiences and improve their lives.

Recovering by supporting people to keep safe, be well and move forward with their lives.

Promoting an **Inclusive** and **Effective** organisation.



1. Preventing domestic and sexual abuse

Why is this a priority?

National and local evidence shows that to achieve our vision, we must focus on prevention. The Government's Domestic Abuse Strategy and related Action Plan as well as the recent Violence Against Women and Girls Strategy places greater focus than ever before on preventing abuse.

This is also emphasised by the consultation, which prioritises prevention. National evidence (Crime Surveys for England and Wales) shows that those aged 16-19 and 20-24 are more likely to be victims of sexual offences and domestic abuse.

Local analysis confirms the following:

- » More than a third of violent crime victims are under 25 years old.
- » A quarter of offenders are also under 25 years old.
- » Violence against women and girls is skewed towards younger age groups with 46% of victims being under 25 years old.
- » And finally, 60% of high-risk domestic abuse cases involve children.

What has been our track record?

Feedback from children and young people attending STAR education sessions, which are offered to all schools in Southampton, continues to be overwhelmingly positive. We were nominated in 4 different categories of the recent Police and Crime Commissioner awards and the STAR Education team were runners up in the Youth Crime Prevention category.

What outcomes do we want to achieve?

Currently the majority of our service users are 25-44 years old and therefore we need to increase the work we are already doing to reach more under 25-year olds.

We want:

- » More children and young people to understand and develop positive relationships and recognise and safely challenge negative behaviours/opinions.
- » More people will know how to get help and seek help.
- » A safer community for our young people.

How do we plan to achieve these outcomes?

- » Extend the STAR project to reach every child and young person aged 11-16 in Southampton so we can support them to stay safe and develop respectful relationships.
- » Develop prevention projects and activities to respond to Violence Against Women and Girls issues such as sexual harassment to help combat harmful behaviours.
- » Increase delivery of domestic and sexual abuse training to support early identification and prevent further abuse.

How will we measure our success? E.g.

- » Increase the number of attendances at STAR education sessions, number of young people engaged at awareness raising events and number of sessions and events delivered.
- » A lower proportion of respondents in the future local Community Safety Surveys answer 'don't know' when asked about violence in the city that are known to disproportionately impact women and girls: domestic abuse, sexual offences and stalking and harassment. Latest figure shows 54% of respondents answered 'don't know'.
- » Evaluation shows that more children and young people will know where to get help.

2. Reaching as many people that need support as possible across all our communities, working with those that have lived experience, partners and communities

Why is this a priority?

Crime Surveys for England and Wales highlight:

- » Disabled people are more than twice as likely to have been victims of domestic abuse, stalking or rape than people without a disability.
- » People from Black and Minority Ethnic backgrounds are more likely to experience child sexual exploitation and or intimate partner sexual abuse.
- » LGBTQ+ people are more likely to be victims of domestic abuse than heterosexual people. This was also the case for stalking, sexual violence and rape.

What has been our track record?

We are known for expertise supporting service users who have experienced sexual abuse, which we have built over 38 years. This includes developing expertise in harmful practices which include Forced Marriage, Honour Based Abuse and Female Genital Mutilation.

Outreach and specialist advocacy support services for people with protected characteristics experiencing or at risk of abuse; training, awareness raising and partnership work including tackling domestic and sexual abuse and targeted services to those who may face particular barriers accessing support.

The number of people supported by the Diversity and Inclusion Advocacy Service has increased nearly threefold from 24 in 2017/18 to 77 in 2022/23.

What outcomes do we want to achieve?

- » A wider range and consistent increase in number of people using our services, especially disabled people, people from Black and Minority Ethnic backgrounds, LGBTQ+ and under 25-year olds.
- » More people are aware of the issues and know how to get help.

How do we plan to achieve these outcomes?

- » Proactively engage with partners and promote the 'co-ordinated community response' ([What is a CCR? — Standing Together](#)) to tackle domestic and sexual abuse by working more effectively with professionals, businesses, communities, and organisations.
- » Develop our consultancy and training to respond to existing and new/ emerging learning topics.
- » Collaborate with local businesses to increase awareness and consultancy support offered in relation to domestic and sexual abuse locally.

How will we measure our success? E.g.

- » More people affected by domestic and sexual abuse access our services.
- » Increased engagement across our social media platforms.
- » Service users reflect the diversity of the local people we serve.

3. Empowering people to deal with their experiences and improve their lives

Why is this a priority?

Nationally, the most recent Crime Survey highlighted that Police recorded rape and sexual offences were the highest on record; more than 1 in 10 of all offences recorded by the police are domestic abuse related; Police recorded sexual offences rose by 32% and rape offences increased by 26%.

Locally, domestic abuse has increased consistently for 8 years with Southampton ranking 3rd highest for sexual offences among comparator and Community Safety Partnerships and 13th highest in England. This is evidenced by the increase in referrals we have received at Yellow Door over previous years.

What has been our track record?

In March 2022 Yellow Door's Independent Sexual Violence Advisors Service and Child and Young Person Independent Sexual Violence Advisors Service were awarded the Independent Accreditation Programme 'Quality Mark' for achieving the Quality Standards for Independent Sexual Violence Adviser Services.

"The awarding of the Quality Mark demonstrates the commitment of you and your team to improving the quality of the support provided by the Independent Sexual Violence Advisors service. This is a fantastic achievement for which you should be extremely proud." Director, Sexual Violence Consultancy Services.

We have consistently offered independent advocacy support to help empower our service users to make informed choices, aid their recovery from trauma, and move forward with their lives. We have developed the Diversity and Inclusion Advocacy Service which reaches out to local communities reducing the barriers faced by those who are marginalised. We have received national recognition for our work and the successful delivery of the Domestic and Sexual Abuse Prevention and Intervention contract in Southampton and the Pan Hampshire and Portsmouth Independent Sexual Violence Advisors.

What outcomes do we want to achieve?

- » More people affected by domestic and sexual abuse access specialist holistic support.
- » More people access our services.
- » More service users report that their mental health and wellbeing has improved and that they're able to move forward with their lives.
- » More service users have the opportunity to influence the design and delivery of Yellow Door's services.

How do we plan to achieve these outcomes?

- » Develop further options for practical and emotional support to more people affected by domestic and sexual abuse.
- » Focus on the development and delivery of higher quality services, based on input and feedback from service users.

How will we measure our success? E.g.

- » More people affected by domestic and sexual abuse access our services.
- » Increased engagement across our social media platforms.
- » Service users reflect the diversity of the local people we serve.
- » Increase in service users who feel able to make an informed choice.

4. Recovering by supporting people to keep safe, be well and move forward with their lives

Why is this a priority?

Nationally, the most recent Crime Survey highlighted that Police recorded rape and sexual offences were the highest on record; more than 1 in 10 of offences recorded by the Police are domestic abuse related; Police recorded sexual offences rose by 32% and rape offences increased by 26%. Locally, service users present with fear, horror, anger, guilt, shame, avoidance and detachment. Trauma responses differ greatly for people and we aim to reduce these so that service users can move forward with their lives equipped with coping tools and strategies. Over 50% of referrals for our recovery and support services are from statutory services; we have increased our therapeutic services and recovery group programmes, resulting in an increase in the number of individuals and families supported. Our waiting lists are longer than we would want due to demand outstripping our capacity to deliver.

What has been our track record?

Feedback from service users and families evidences that our interventions make a difference to their lives. Recent evaluation shows that our interventions are improving outcomes for service users; for example, 96% of therapy service users report that they feel better able to stay safe from risk of domestic abuse. Successfully developing and delivering high quality therapeutic interventions for all ages and genders with specialist talking therapy, cognitive behaviour therapy, play/ art therapy, family and group therapy. Our Independent Sexual Violence Advisory and Therapeutic services have received independent accreditation.

The Domestic Abuse Team have increased our Recovery programme and developed the Building Respectful Families programme which supports families affected by child on parent abuse. We have developed our Trauma Service providing quick and flexible support, reducing the length of time service users wait to be seen. We were nominated in 4 categories of the Police and Crime Commissioner's awards and one of our volunteers won the Volunteer of the Year Award for his outstanding contribution to our Family Therapy service.

What outcomes do we want to achieve?

- » Improved general life functioning skills and health and wellbeing as a result of therapeutic sessions.
- » More service users can access the support they need more quickly.
- » More service users report positive outcomes, so they are able to recover and move forward with their lives.

How do we plan to achieve these outcomes?

- » Continually update and develop practitioner skills in evidence-based interventions.
- » Seek funding to enable more service users to access the support they need sooner so that waiting times are reduced for therapeutic services.
- » Improved collection, evaluation and analysis of feedback and outcomes.

How will we measure our success? E.g.

- » An increase in the number of children, young people, adults and families supported through all our services.
- » Reduced waiting times for service users across services.
- » Improved service user satisfaction, health and wellbeing and general life functioning skills as a result of the support and services they accessed.
- » Service user feedback demonstrates that we are responding to changing needs.

5. An inclusive and effective organisation

Why is this a priority?

Yellow Door has always strived towards being an inclusive organisation evidenced by our diverse staff, services and service users. In order to achieve our vision, we will continue to be a well-managed organisation with excellent leadership, strong financial management, and good governance. We will continue to develop an inclusive culture in which we can retain and recruit staff who thrive in their work. This will help us to have a robust foundation with which to make evidence-based decision making and fundraising.

What has been our track record?

We enjoy a well-established reputation for delivering innovative, high quality and person-centred services, evidenced through our performance and feedback from service users, partners and funders. We managed a successful trustee recruitment campaign in 2021 in an environment where it is hard to attract and retain trustees in the voluntary sector. We have a strong Board of Trustees, with a wide range of backgrounds, supported by a committed Senior Management Team. We have had a steady increase in volunteering hours and have been very successful at securing funding. In the last 3 years, we have reviewed our structure and made changes to help the Board to have better oversight on all key aspects of running a successful organisation.

We have also transitioned to a new Client Management System to improve our data collection which will help trustees, staff, funders and other supporters to understand the progress we make.

What outcomes do we want to achieve?

- » A sustainable organisation which is fit for purpose, offers value for money and is flexible to enable us to respond quickly to future opportunities, challenges and changes.

- » A well-managed organisation that uses evidence to drive improvements and assess emerging needs and influences/ contributes to policy development.
- » An adaptable and reflective organisation, which is a model employer with a focus on an inclusive culture, with our trustees, staff and volunteers reflecting the diverse local people we serve.

How do we plan to achieve these outcomes?

- » Establish a golden thread that translates our vision into results throughout the organisation so that everyone is clear about their contribution towards our priorities. This will be through annual setting and monitoring of staff objectives and undertaking regular evaluation and reviews of our work, feeding this back to our funders and commissioners.
- » Focus on demonstrating value for money in all our services and diversifying our income through our fundraising strategy.
- » Through robust governance and oversight of contracts and performance by the Board of Trustees.

How will we measure our success? E.g.

- » Strong evidence base used to demonstrate successful delivery of contracts, measure and monitor performance and attract funding.
- » Staff, volunteer and trustee surveys evidence satisfaction and an inclusive culture, enabling us to attract and retain a more diverse range of people.
- » Evidence of good governance and resources management (financial, staff, IT and information).

A group of approximately 15 diverse people of various ages and ethnicities are smiling and holding a large purple banner with a yellow border. They are standing in front of a brick building with large windows. The banner features the text 'INTERNATIONAL WOMENS DAY' in large yellow capital letters, and '#YELLOWDOORSUPPORT' in smaller white capital letters below it.

INTERNATIONAL WOMENS DAY

#YELLOWDOORSUPPORT



I am very grateful for being able to access Yellow Door, to be listened to, and to learn about my past, building a new me.



Working towards a much happier and calmer home life and knowing that I'm not alone, there are other families like ours.



I was made to feel very comfortable, never judged. It took me many years to reach out for help, but it was worthwhile.



Knowing that I had someone by my side every step of the way and that I didn't have to do anything alone.



I came to yellow door angry and you listened to me and gave me options.



Realising you are normal and being given tools to help deal with trauma and the triggers. It's been life changing.



I have got my life back, I have got me back, and I do have my confidence back.



I've been very grateful for Yellow Door. For the opportunity to meet you regularly and talk through what's happened and get some reassurance and validation.



I feel I have grown as a person coming to Yellow Door, I am coping more, feel more comfortable, and I have felt heard.



Your support gave my daughter the tools and practical ways of dealing with feelings and emotions and understand where they come from.



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