



STANDING TALL

Torbay Domestic Abuse and Sexual
Violence Community and Voluntary Sector
Partnership

Impact Report 2022 – 23

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“The Standing Tall Partnership has successfully brought together a range of voluntary and statutory partners - enabled and supported by Torbay Council Officers - to tackle the issue of domestic abuse and sexual violence. Resources have been identified, cooperation between partners progressed, training provided, and solutions identified both in the immediate and long term. In so doing, Torbay has developed an example of good practice that could well be replicated in other areas of social provision.”

Dr Kevin Dixon, Chair, Engaging Communities South West

Welcome to our Impact Report

“Welcome to the first annual impact report for Standing Tall, which gives an overview of our progress and performance over the last year as well as a summary of our journey so far, as we continue to work with people and partners to help create a safer and happier Torbay.

It is with immense pride that I write this foreword. It has been an incredible journey being the lead for Standing Tall and I have been lucky to have been supported by a fantastic and dedicated partnership, with so many remarkable partner organisations and providers in Torbay who have worked alongside us for the last three years. I am continuously inspired by the strength of the people we support and humbled by the trust they place in our partnership, to walk alongside them during what can be one of the most difficult times of their life. This report sets out everything that we’ve achieved together over the past year as well as highlights from the last three years.

We work tirelessly with people to build the trusting relationships necessary to bring forward the day when everyone in Torbay lives free from abuse, but we can only do this thanks to the generosity of our supporters, volunteers, and funders. It is with a heartfelt thank you to

everyone who has kindly supported us to make our partnership a success.

After weathering one of the most difficult periods in our history, we’ve come out the other side as a partnership with renewed hope and optimism, ready to embark on a new chapter – one in which we bring about a world where everyone can live safely, free from the fear of abuse.

To everybody who has supported us over the past year, thank you. I know that with your support, we can continue to work to make our vision a reality.”



Angie Manning
Chair of the Standing Tall Partnership

“Great service- would recommend to everyone. Very happy with the support received” – client feedback

Our year in numbers 2022 - 23



181 people received domestic abuse champion training

99 people attended our development days over four days which involved **42** different organisations



306 adults and **80** children were provided with one-to-one counselling

We received **463** referrals for **407** individuals



Our short public information film to promote the partnership on Facebook has received nearly **20,000** views

100% of our surveyed clients told us they would recommend the service to family, friends or anyone else who needed help.

"Would absolutely recommend. Made me feel at ease, confident and provided me with the help I needed."

"Great service- would recommend to everyone. Very happy with support received."

"I can't fault them. I have already recommended to friends and family."

Since the partnership began, we have provided support to more than 1000 adults and children in and around Torbay.

About us

Standing Tall is a partnership made up of 22 community and voluntary sector organisations, who have come together to support people who are experiencing or have experienced domestic abuse or sexual violence. We also raise awareness together, attend and deliver training together and engage with our community at events to involve them in the design of the service to better understand what support people would like and how they would like to access it.



Our vision

To **stop** domestic abuse and sexual violence **for all** people, families and communities.



Our mission

- To **reduce the harm** caused to people affected by domestic abuse and sexual violence by bringing **support and services** to people in an **accessible** way, enabling them to **thrive** in Torbay.
- To provide **education and interventions** helping people who use harmful behaviours in their relationships to make **positive changes**. Enabling everyone to have **healthy relationships**.
- To be **stronger together** and amplify the **voice of people** affected by Domestic Abuse and Sexual Violence by raising **awareness, education, influencing** local strategies and promoting system and **cultural change**.



Our values

- We **respect** and **listen** to all people, families and communities affected by domestic abuse and sexual violence.
- We are **person centred** and **people led**.
- We **collaborate** with compassion ensuring **inclusivity, equality** and **accessibility** to safe services.
- We develop **honest, non-judgmental trusted relationships**.
- We work in an **innovative, dynamic** way to create **positive change**.

Who we are

The Standing Tall Partnership was formed in 2020 out of the Torbay Domestic Abuse and Sexual Violence Community Forum. In 2019 members of the forum expressed an interest in exploring ways to support people as a partnership. Standing Tall was funded initially by the Ministry of Justice Extraordinary Fund via the Office of the Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly.

Through our partnership arrangement, Standing Tall aims to provide a range of services that understand domestic abuse and sexual violence and the impact this has on an individual and their family. They can help you find the support you know you want, and the help that you might not know you need.

Across the partnership we supported 38 volunteers who are pivotal to the delivery of our services.



“By working together, we believe that we can provide a better range of support that is more tailored to meet people’s needs”

We continue to strengthen our relationships with community and voluntary public and private sector organisations so that we can deliver coordinated services to people throughout Torbay, through the Standing Tall Partnership.

What we do

We support people to access a range of tailored support. By working in Partnership, we can have one conversation with the person to understand their needs and then tailor a range of support from within the partnership. The support people can access is detailed below. We also raise awareness together, attend and deliver training together and engage with our community at events to involve them in the design of the service to better understand what support people would like and how they would like to access it.

Asking for help can be extremely difficult. Standing Tall Partnership enables just one call or email to a single point of contact that opens the door to a full range of support.

When we receive a referral, we carry out a risk and needs assessment with the person to understand what support they need and how best we can arrange it for them.

Emergency Provisions

Emotional Wellbeing Support

Recovery Courses Counselling for Children

Adult Counselling Pet Fostering

Housing Support Access to Legal Advice

Sexual Health Support

Benefits Advice Parenting Support

Furniture Removal

Family Court Support

The support we can offer within the partnership includes:

- ✓ Emotional support
- ✓ Counselling for adults
- ✓ Therapeutic support for children
- ✓ Family Interventions
- ✓ Benefits advice and advocacy
- ✓ Housing advice and advocacy
- ✓ Free legal advice
- ✓ Help with court proceedings
- ✓ Emergency court orders
- ✓ Recovery courses
- ✓ Craft Restore Relationships
- ✓ Food and emergency supplies
- ✓ Furniture
- ✓ Small cash grants
- ✓ Pet Fostering
- ✓ Removal costs

Our achievements

Training and development we have delivered

We delivered domestic abuse champion training for 181 people. This means that 181 frontline staff from a wide range of different agencies in Torbay are trained together in domestic abuse, updated regularly and linked together as a network. They can share information, work together, manage risk and better support their colleagues and thus empower and support people and their families. Our next step is to train ourselves to deliver training on the Domestic Abuse Stalking and Harassment Risk Assessment (DASH) so that we can offer both Domestic Abuse Champion Training and then DASH training in our community.

“We learned the importance of non-judgmental, trusted relationships that are consistent and support people through their journey, enabling access to wider support”

- Engagement Participant

Training we have attended

- ✓ LGBT+ awareness training
- ✓ Domestic Abuse Awareness Training specifically for call handlers on the community helpline
- ✓ Sexual Violence Disclosure Training
- ✓ Mental Health First Aid
- ✓ DARAC Training – Domestic Abuse Risk Assessment for Children
- ✓ High Harm, High Risk
- ✓ Engaging with those who harm
- ✓ The Craft Framework and Restore Relationships Intervention
- ✓ DASH risk assessment training.

“The Domestic Abuse Champion Training was thought provoking and gave an insight into all kinds of behaviours that could be seen as abusive. Once completed, you will understand how to support someone who discloses that they have been abused and will enable you to ensure that they can access the right services for them. It's two days very well spent and quite possibly some of the best training I have attended.”

- Training Participant

“Standing Tall is a great example of a diverse range of services working together to form a truly coordinated community response to tackling domestic abuse.”

- Refuge4Pets

Our achievements continued

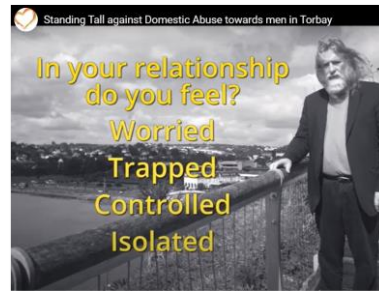
Awareness Raising and Community Engagement

We commissioned several campaign videos which have been released on local social media to raise awareness of domestic abuse and let people know about the support available, including:

Standing Tall against gender based Domestic Abuse - Are you OK?



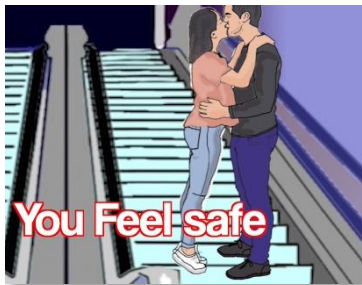
We Standing Tall against Domestic Abuse towards men - Are you OK?



We produced a short public information film to promote the partnership on Facebook which has received nearly 20,000 views.



We worked with students at Exeter college to create a healthy relationships video and we are working with local schools and educational settings to raise awareness.



The media students at South Devon College also interviewed partners and created a video about the Standing Tall Partnership.



We promoted Standing Tall Against Domestic Abuse in Torbay - 16 Days of Action – with Healthwatch Torbay and other partners.

We attended the Ageing Well in Torbay festival



Moving forward, we have commissioned a video highlighting the invisible impact of Domestic Abuse and Sexual Violence and we also plan to work with key stage two children at local primary schools to create a healthy relationships video tool.

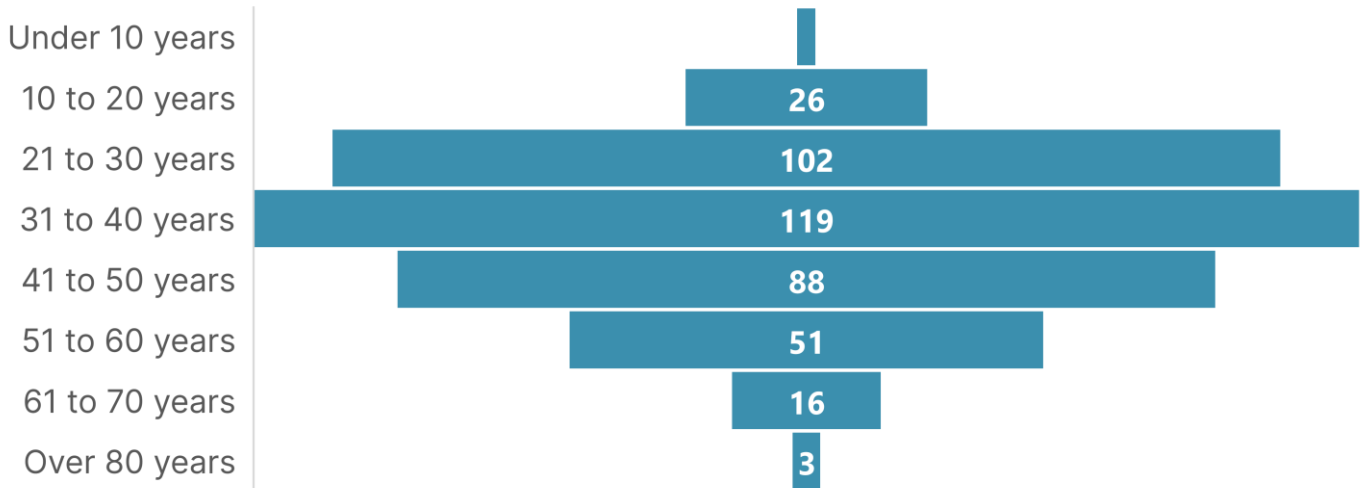
We attended the Children's Safeguarding conference – TESS Torbay education and safeguarding conference.

We also secured development funding from The Tudor Trust and The National Lottery Reaching Communities Fund to develop our partnership.

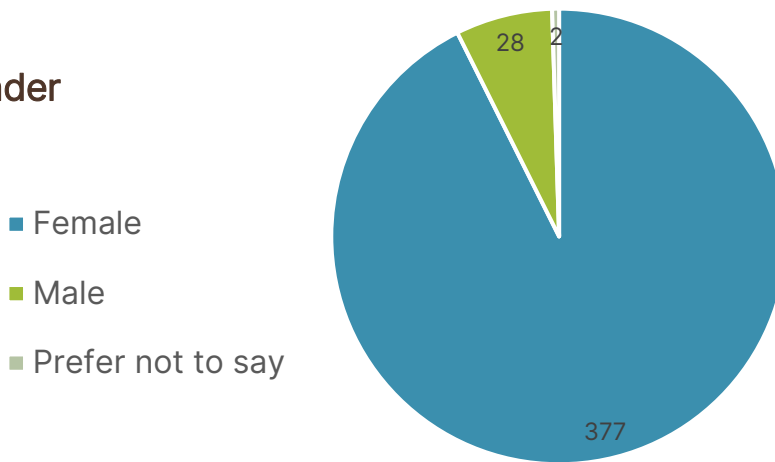
People we have supported

Last year we provided support to **407** adults and children through our combined services. The graphs below provide a breakdown of all the people we supported by age, gender and sexual orientation.

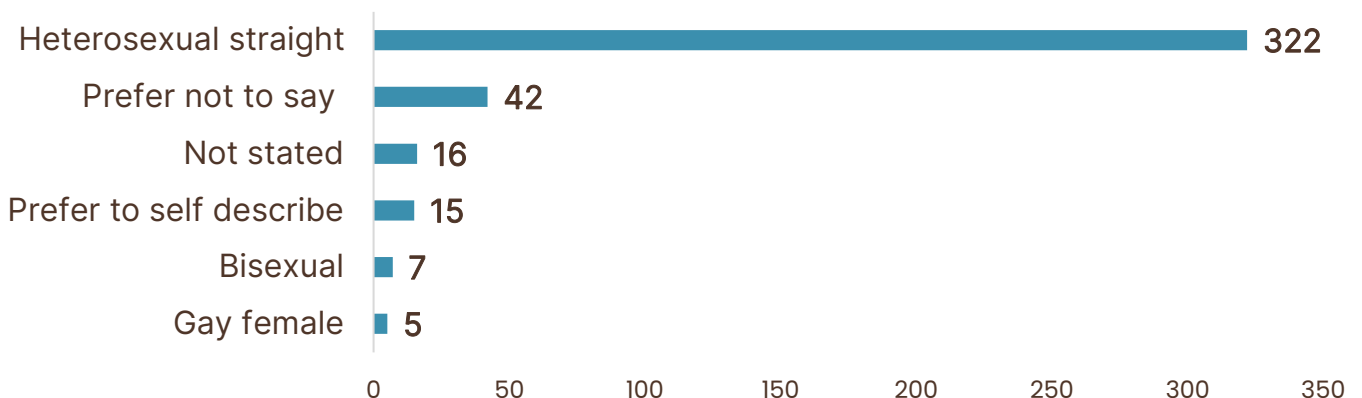
Age



Gender



Sexual Orientation



How we supported people

Those we support are provided with access to many different services at the point of referral, depending on their needs at the time. Last year,

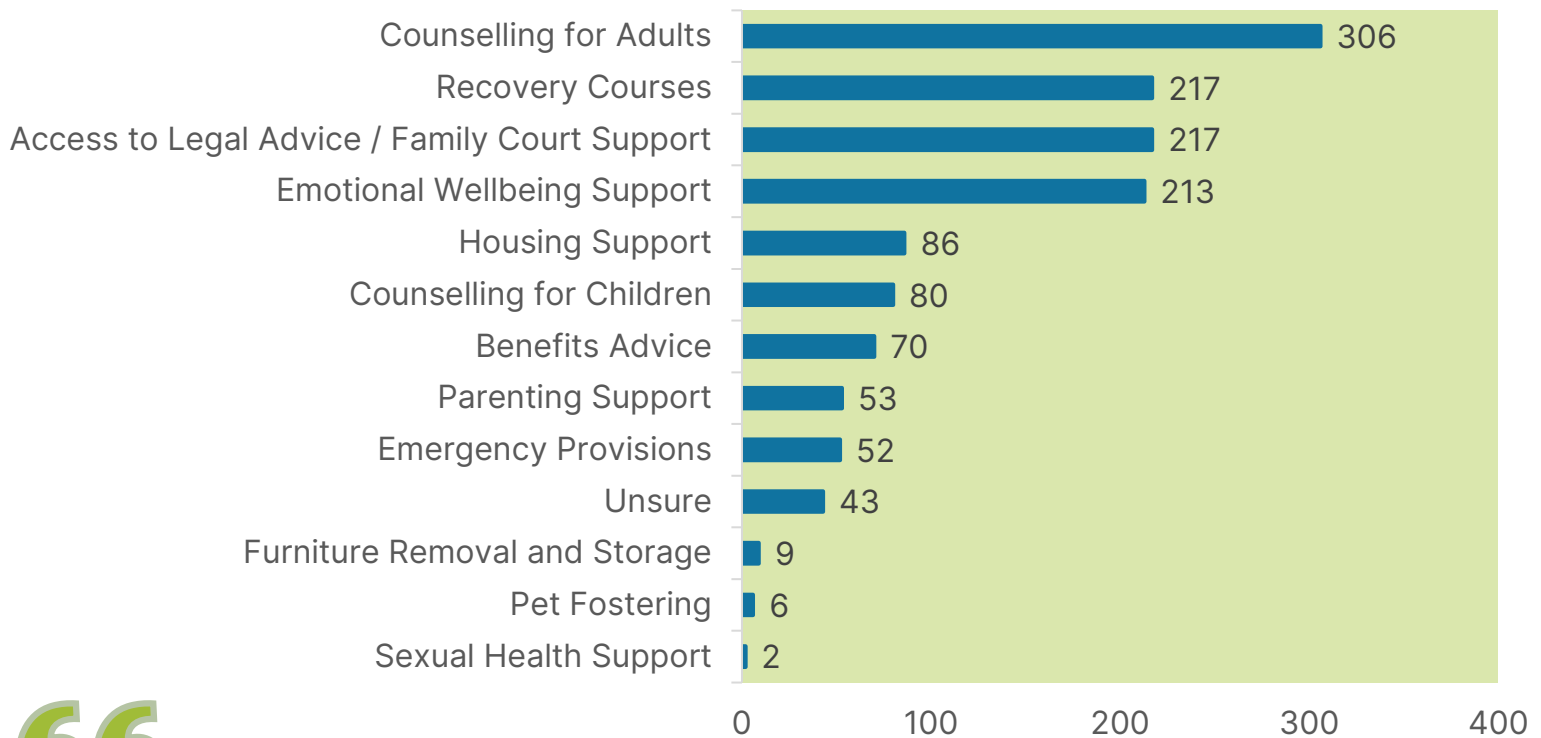
95% were referred in for counselling or therapeutic support

53% were offered Recovery Courses

53% were provided with access to legal advice and / or family court support.

A person may go on to engage with more than one service following their initial referral to Standing Tall.

The chart below provides a breakdown of the services that people needed at the point of referral.



“Being part of the Standing Tall Partnership has enabled us to connect with a sector that has historically not been seen as a natural fit for Restorative Justice (RJ). By being part of this passionate group of organisations we have been able to raise awareness of RJ alongside being able to better support our clients and having amazing resources to signpost onto.”

- Volunteer, Make Amends, Shekinah - Standing Tall partner organisation



What people say about our services

We continue to seek feedback from the people we support through the Standing Tall Partnership - those who have experienced domestic abuse and our dedicated volunteers.

Make Amends

“The Restorative Justice process helped me feel a lot better and carry less shame.”

“It’s given me closure. Knowing that it’s all sorted, and we can move on feels like a weight has been lifted from me.”

“I feel better in myself now. I feel less guilt and shame which was feeling heavy, so it feels like a relief now.”

“I felt supported in the process.”

“I think that the Restorative Justice process is a good way to help you move on from something bad that has happened.”

Ladies Lounge

“I have decided that the Ladies Lounge has been a tremendous amount to me in my darkest hour.”

“I’m getting better and looking forward to a better life. Your time is needed with more desperate women.”

“I found my Faith through Ladies Lounge and I can deal with my problems on my own. My new contact with my daughter means my life is improving each day.”

“Friendly staff, always welcoming, nice chit chat.”

“Great companionship, love chatting with everyone.”

“Friendly and safe group.”

“I love meeting people who are kind. It’s like having a mum.”

“Standing Tall supported me for over a year. Angie provided me with consistent telephone support and she helped me to realise that I was a victim of domestic abuse. She helped me to access counselling, legal advice, write statements and flee an abusive situation. Angie supported me via telephone over the weekend I went into hiding, helping me understand the legal process and what to expect. Angie’s support was solid and unswerving. She listened to me and empowered me to help me find my own way through a very difficult, ongoing abusive situation. Angie always treated me with utmost respect. She allowed me to be self determining and do things at my own pace. She explained things clearly and challenged me when I needed to be challenged. I can honestly say would not be where I am today without Angie’s help and support and I will always appreciate everything she did for me.”

Refuge4Pets

“Refuge4Pets supported us to move away from domestic abuse and gave us the reassurance that our pets would be well cared for until we could have them back. Refuge4Pets kept our family together.”

One person's story

During the year we spoke to several people who were supported by us when they were in crisis. Their stories demonstrate the impact our help and support has had on their lives. Many of those we support either come to us independently or they are referred to us by professionals or another community organisation. Their stories highlight the benefits of being able to offer a range of services through a single point of contact.

Mary* heard about us through Citizens Advice and contacted us directly herself for support. She was experiencing domestic violence and desperately needed help.

We initiated a multiagency meeting with the police and partner agencies and we helped to get Mary into a place of safety.

“

They were the service that got the ball rolling. The lady I spoke to was amazing. She listened while I cried. I felt like I could speak to her about anything. But then she was also very proactive and helped me put lots of things into place. I would definitely recommend Standing Tall – they are a very useful and proactive service.

”

*The name has been changed

How we are making a difference

Cath* heard about us through her GP who mentioned Standing Tall to her. We helped her to access counselling.

Sally* was referred to us by a mental health practitioner. She didn't have to wait long for counselling and she felt like she connected with the counsellor and found the sessions very useful.

Really good service. Very professional, didn't feel rushed. I talked with them over the phone and then went in person because I felt comfortable. It was the right support at the right time, I am very grateful - Just keep doing what you're doing!

I didn't have to wait long, I thought it might be longer than expected. Great service, lovely staff

Louise* heard about us through Torbay Domestic Abuse Service. We supported her to access counselling and a solicitor.

Teresa* heard about us through a counselling service. She had experienced domestic violence which had resulted in PTSD. She contacted us and we arranged counselling for her, which helped her to regain her confidence, made her feel much more at ease and provided her with all the help she needed.

Devon Clinic were really good. What's your Problem? are good at signposting to different people. At the time I needed a solicitor, and they gave me a long list. So great at providing information. Services are excellent.

I saw a counsellor who really helped. I was very grateful; it was like a "lifeline". I was really struggling at the time, but knowing I had support each week was amazing. It made her want to get out of bed and attend the sessions. The receptionist at the Devon Clinic was lovely, she was very warm and chatty and it made me feel at ease.

Our impact

80%

of those we surveyed said the service met all their needs and **20%** said the service met some, not all their needs.*

*Where the service didn't fully meet their needs was where they felt they needed more counselling sessions than they were allocated.

90%

of those surveyed told us they were satisfied with waiting times for services, with **60%** only waiting two weeks.

100%

of those surveyed told us they would recommend the service to family, friends or anyone else who needed help.

“ Sarah* was referred to us by her counsellor

The lady talked through all the different options and services in a really clear and easy-to-understand way. She spent a lot of time explaining the options, I didn't feel rushed at all. It was thorough yet concise. It was brilliant!

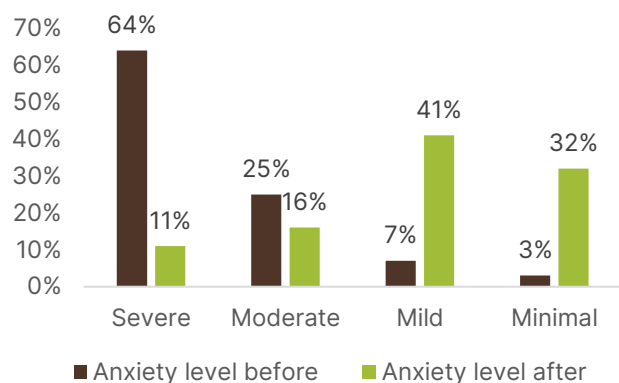
“ Jane* was referred to us by the Community Café.

What's Your Problem? - amazing services. Really helped me. I felt like they went above and beyond. They would also regularly contact me via email or phone in between sessions so I felt very well informed and like they genuinely cared about how I was doing.

During the year, the feedback that we have collected from people has been overwhelmingly positive and continues to provide reassurance to us and our supporters that the services we are providing is making a measurable difference to people's lives.

On average of those we measured for symptoms of anxiety, who had moderate to severe symptoms before engaging with our service, their symptoms had significantly reduced by the end of their time with the service.

Changes in peoples' anxiety levels before and after service intervention.



What next?

The partnership are excited to develop the Epic Project, which has been created to offer a different holistic approach to supporting families in Torbay, applying the Standing Tall approach to tailored support for whole families. We are developing this project with families to ensure that our service is accessible and meets their needs.

Our priorities for 2023 – 24 are:

Priorities for the Community

Education
One point of contact
Raise Awareness
Engagement

Priorities for the People

Education
Raise Awareness
Accessibility
Empowerment

Priorities for the Partnership

Communication
Bigger lobbying Voice
Sustainability
Networking

Engagement and Awareness Raising

- ✓ We will continue to host and attend community events to raise awareness of the partnership and local services for people to access if they need support.
- ✓ We will release a video raising awareness of specialist LGBT+ services in partnership with The Intercom Trust to be released later in the year.
- ✓ We will continue to engage with relevant stakeholders and work more closely with statutory services – police, schools, criminal justice, NHS and local authorities.
- ✓ We will host a conference and raise awareness across the 16 days of action for 2023.

Training and Development

We will provide training to our partners on the following topics:

- Digital Domestic Abuse
- Trauma Informed Practice
- Anti-Racist Practice
- DASH Train the Trainer
- DARAC

Improvements to Service Delivery

- ✓ We will develop a support to report offer – which will provide one to one advice to individuals who wish to remain anonymous and are considering reporting domestic abuse.
- ✓ We will introduce trained specialist debt advisors – supporting people who have experienced economic abuse to get debt advice.
- ✓ We will codesign a Community and Voluntary Sector wide Strategy.
- ✓ We will develop a peer support / user involvement network to ensure people's experiences directly inform the development of service delivery.
- ✓ Our emerging Community Advisory Board which continues to grow will offer advice to us on our development.

Thank you

Our Funders

Tudor Trust, National Lottery, Torbay Council, Trevi House and Devon and Cornwall Police.



Our Volunteers and Supporters

Thank you to our volunteers and to everyone who has been involved in the project and supported us and to the people who kindly shared their feedback with us.



How to contact us

There are several ways that you can contact us at Standing Tall:



If you would like more information about the Standing Tall Partnership or would like to get involved, please contact Angie on **07710 119 457**.

If you, or someone you know needs help, please contact Torbay Helpline on **01803 446 022** or complete the referral form: **[Ask for Help from Standing Tall](#)**

If you would like to donate to the Standing Tall Partnership: **[click here to donate](#)**.

To find out more about the Standing Tall Partnership, please visit the website **[here](#)**.

"Emberlense has been working with the team at Standing Tall for the past three years and has seen the difference the group has made to people in Torbay.

The films we have co-produced providing a wider reach across social media platforms show the support Standing Tall can provide to people who have experienced domestic abuse and sexual violence."

- John Tomkins, Emberlense