



**Oasis**  
working to end violence and abuse



Impact Report

**2015 - 2016**

# Introduction

Oasis has been providing independent, specialist support to those experiencing intimate, family abuse since 1994. The organisation has delivered a range of services during that time and has developed a clear client-centred ethos of holistic, individually determined support.

In 2015 we held a small Annual General Meeting at the Millmead Children’s Centre. The year was very busy as we had possible decommissioning in hand so we opted for a small affair. We had a strong focus during the year on the development of our model of working and we will road-test this approach in 2016. The production that we launched at last year’s AGM at the Turner Contemporary was this year showcased at the Kent Safeguarding Children’s Board Conference and the remarkable group of young people are now aiming to have this production filmed for the benefit of the wider community to embed the message in young people’s minds that ‘love shouldn’t hurt’<sup>1</sup>.

Domestic abuse has come to be well recognised as a cross-cutting issue in our society and at Oasis we have harnessed this growth in recognition into a growth in our service delivery. We are led by our Mission, Vision and Values and our client approach ensures that unconditional positive regard is offered to all of those who need our help and we aim to model safe attachments and develop client resilience. Our team are coached in working in this way within a professional framework of support.

We have a network of support services throughout Kent, made possible through our partnership with the Kent Domestic Abuse Consortium (comprised of Rising Sun Domestic Violence and Abuse Service and Choices - formerly North Kent Women’s Aid), which has secured service contracts to provide the Kent & Medway Independent Domestic Violence Advisor (IDVA) service, services for Children and Young People (CYP) affected by domestic abuse and the Positive Relationships programme.

We adopt a three-pronged approach to addressing domestic violence:

<b>SERVICE</b> Delivering a county-wide network of support services supporting victims of domestic abuse to live a life free from abuse
<b>SAFETY</b> Providing accommodation and support services to those in crisis
<b>SELF-CONFIDENCE</b> Helping survivors move on from their experiences, regain control of their lives and promote positive change

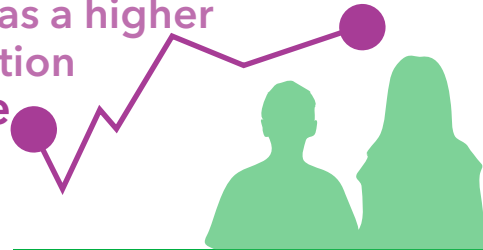
# Services provided by Oasis



# Why the need for specialist services?



**Domestic violence has a higher rate of repeat victimisation than any other crime**



**One in seven children and young people under the age of 18 will have experienced living with domestic violence.<sup>3</sup>**

**Crime relating to domestic abuse constitutes 8% of all recorded crime and one-third of recorded assaults with an injury.**

**On average the police receive an emergency call relating to domestic abuse every 30 seconds.<sup>2</sup>**

**In a study of young people in intimate relationships,**

**25% of the girls and 18% of the boys experienced physical abuse.**

**Each year around 2.1m people suffer some form of domestic abuse -**  
 1.4 million women (8.5% of the population) and 700,000 men (4.5% of the population).



**On just one day, 92 women and 75 children were turned away from a refuge.**

**For nearly half of the women (45.65%), it was because there was not enough space for them.**

**Women are much more likely than men to be the victims of high risk or severe domestic abuse: 95% of those going to MARAC or accessing an IDVA service are women.<sup>4</sup>**



1. The love shouldn't hurt message was initiated in Kent by our partner, Rising Sun Domestic Violence and Abuse Service. We aim to make this a message that all young people hold in their minds.
2. HMIC (2013) Everyone's business: improving the police response to domestic violence
3. Radford et al., (2011) Meeting the needs of children living with domestic violence , NSPCC/Refuge
4. Radford et al., (2011) Meeting the needs of children living with domestic violence , NSPCC/Refuge

# What changes do our clients experience?

## Safety

Most of the clients we support are concerned for their immediate physical safety and the safety of their children. Alongside this, clients are fearful that the perpetrators will inflict many other types of abuse and very often the fear that threats will be carried out is very real.

Safety is a basic requirement of survival, but we understand that a client's perception of safety is also very important. When we consider the needs of a client as a hierarchy, we see that without safety it is very difficult to achieve anything else.

## Health

Domestic abuse has a negative impact both on the physical and mental health of our clients. Protection against domestic abuse not only reduces the physical harm from injury but also removing women from emotionally abusive situations has a positive impact on the prevalence of associated mental health issues such as anxiety and depression. Our services support clients to access health services and work to ensure the promotion of long-term recovery and well-being.

Our teams encourage clients to become engaged in their communities and to become more active citizens. Exercise classes, craft and yoga are part of the regular activities residents in the refuge can enjoy. Alongside this, staff provide information about external community services for clients to engage in.

## Social Well-being

Isolation is a significant issue in domestic abuse and serves to reinforce the power / control dynamic. Many of our clients feel disconnected and socially isolated as a result of domestic abuse and lack any real social network.

Once clients are able to rebuild their lives away from the abuse, they are able to rebuild a sense of community and support network. Because of the communal environment of the refuge collective experiences, connections between residents are often very strong.

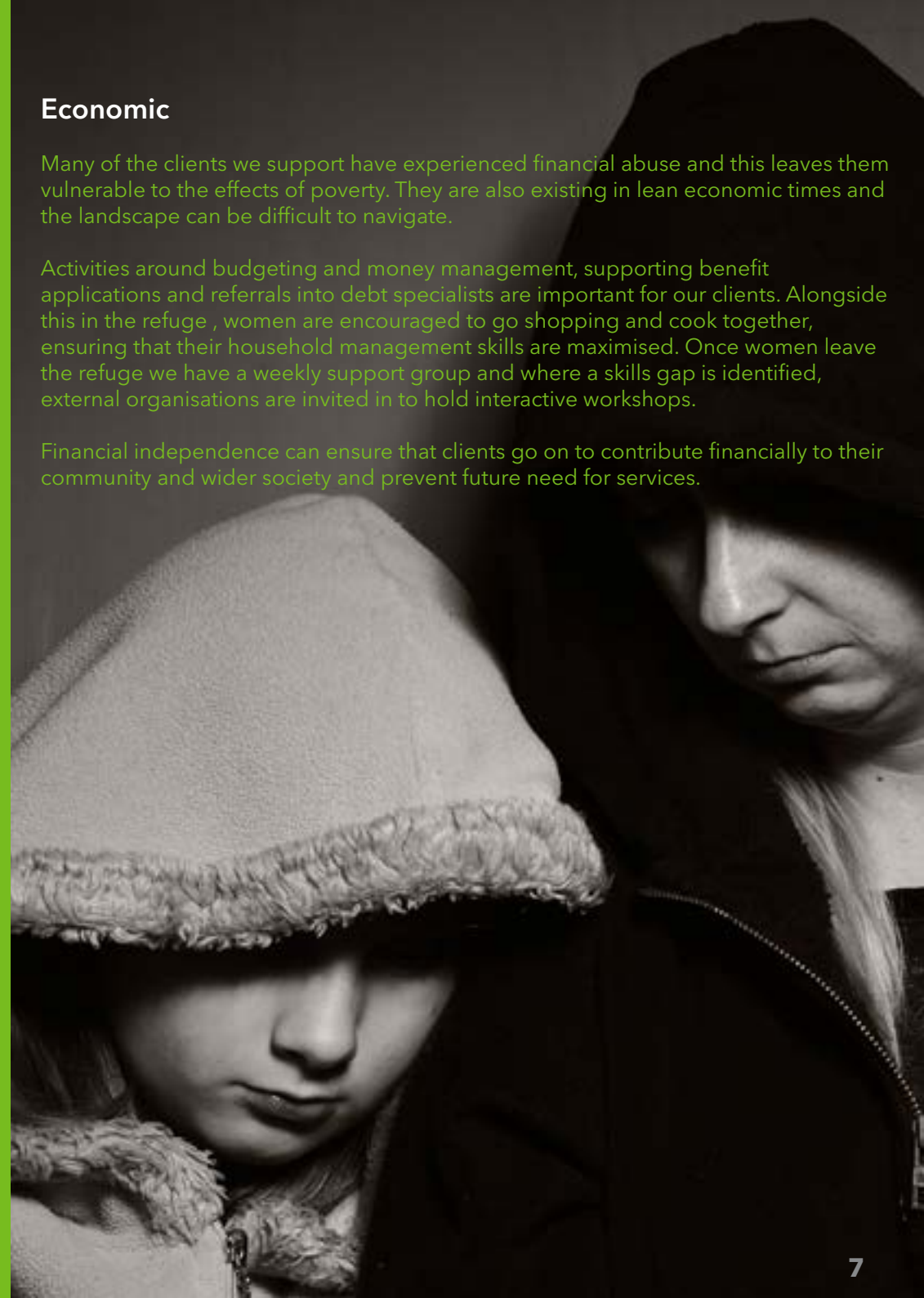
We aim to support all clients to increase their resilience in order for them to create independence and long-term recovery.

## Economic

Many of the clients we support have experienced financial abuse and this leaves them vulnerable to the effects of poverty. They are also existing in lean economic times and the landscape can be difficult to navigate.

Activities around budgeting and money management, supporting benefit applications and referrals into debt specialists are important for our clients. Alongside this in the refuge, women are encouraged to go shopping and cook together, ensuring that their household management skills are maximised. Once women leave the refuge we have a weekly support group and where a skills gap is identified, external organisations are invited in to hold interactive workshops.

Financial independence can ensure that clients go on to contribute financially to their community and wider society and prevent future need for services.



## The end of our strategic plan (2013-16)

2016 marked the end of the existing strategic plan in which we aimed to bring core service to as many families as possible through a robust drop-in, refuge and IDVA services. We feel we have exceeded the aims of this plan in all ways. We have developed our capabilities in working with the wider family and have worked together to devise a new five-year plan which will embed a whole family approach in our work.

### Our Strategic Snapshot

Our aim is to develop innovative responses to domestic abuse that increase safety for victims, rebuild lives and create lasting change. Our focus in the coming 5 years will be to provide needs-led, risk-focused services that promote safety and build resilience in families, strengthen our approach to awareness and interventions for young people, educate professionals and families about domestic abuse so that we can all work towards our vision of a world free from abusive relationships together.

#### We will RAISE

We have distilled years of practice into a framework that enables people affected by abuse to seek help, gain safety and rebuild their lives. We call this approach RAISE. Any person who comes to us in need of support with domestic violence and abuse will benefit from our strengths-focused working.

#### We will PREVENT

We work with children of all ages and support them to learn about safe and healthy relationships, as well as ensuring that they have the resilience to cope with life's demands. We are also committed to sharing our learning about teaching resilience through improved communication and well-being to whole families.

#### We will ENABLE

Enabling the people that we have supported to reach higher, gain skills and live fuller happier lives is central to our mission. Whether it is going to a class for the first time, volunteering in our shop, sharing their expertise with us or undertaking our Peer Mentor training so that they can support others affected by abuse we are there to help people reach higher and achieve more.

#### We will COLLABORATE

We are generous with our expertise, our tools and our time. We believe in working with families, professionals, and agencies to create stronger and more resilient communities.

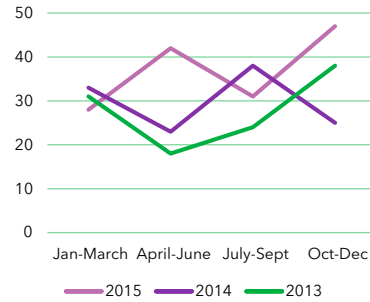


# Women's Refuge

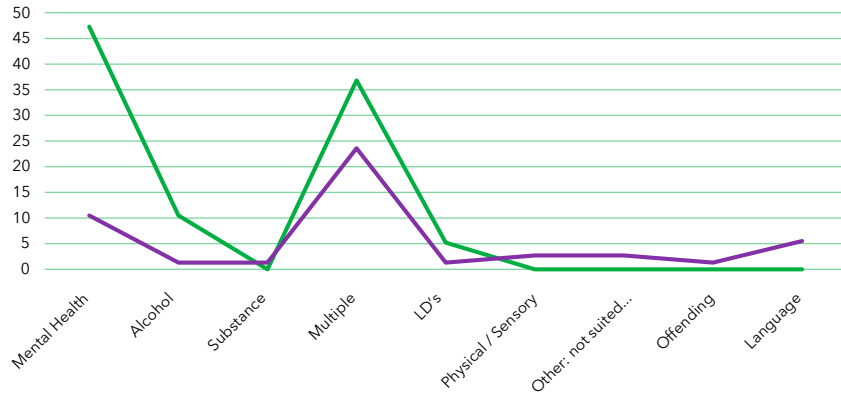
Oasis has a 12-bedroom refuge in Kent, providing temporary emergency accommodation for women and children fleeing domestic abuse. Refuge staff provide both practical and emotional support to the women and children and have a wide range of skills in supporting a diverse client group. During 2015 the refuge team took 148 referrals.

## Total Referrals

2013-112, 2014-120, 2015-148



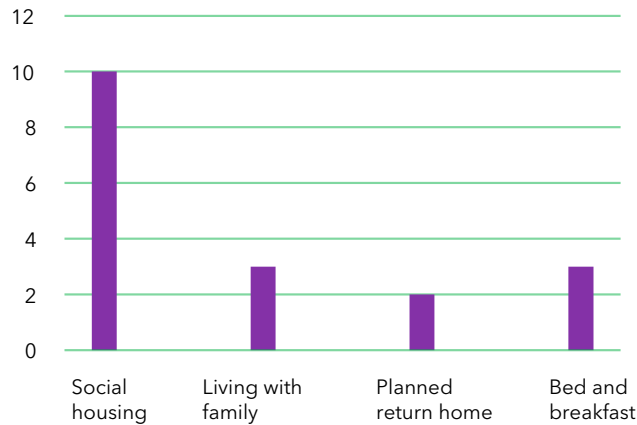
## Applications with Complexity of Need %



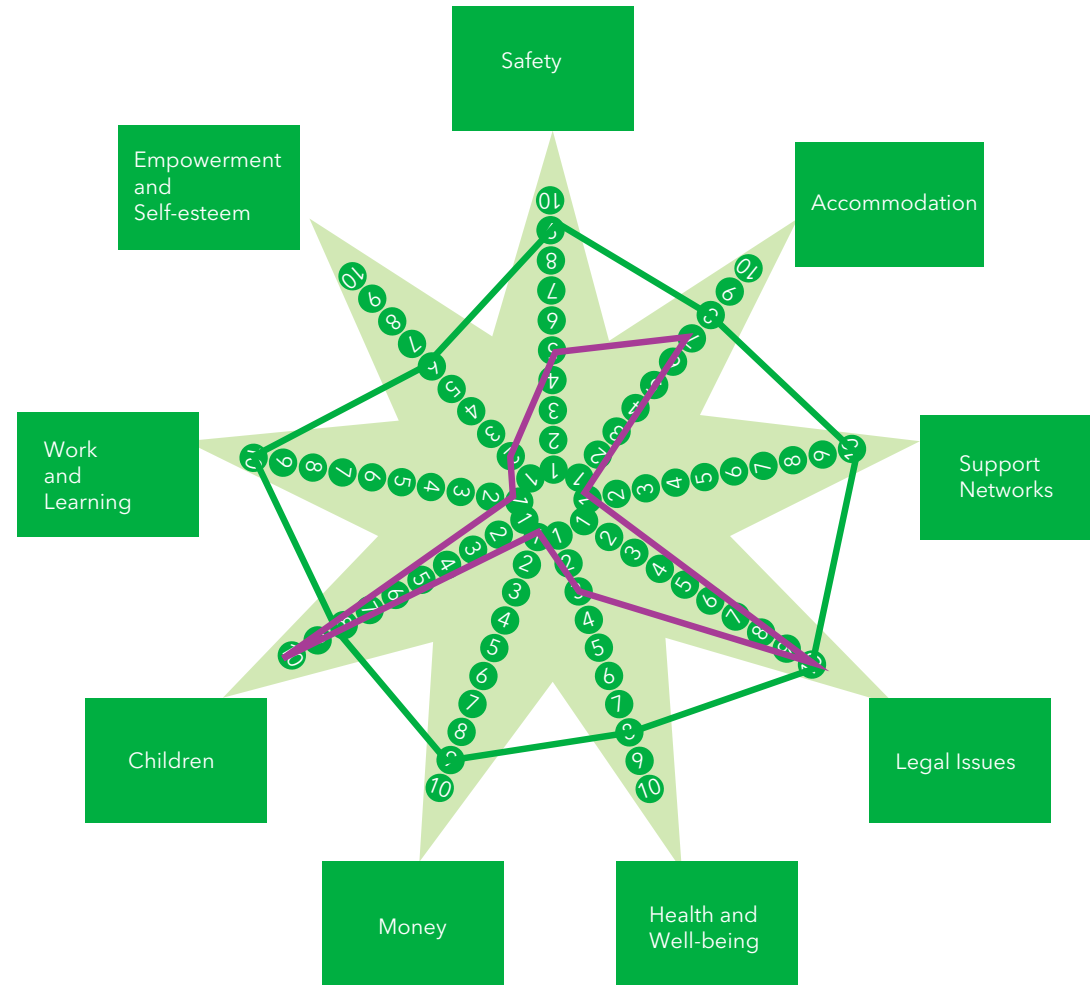
# Resettlement

During 2015 Oasis provided refuge for 32 adults and 14 children. Availability was 100% throughout the year with utilisation and housing benefit income averaging at 90% (up 4% on 2014). 23 families were resettled during the year.

## Move-On Detail



# The Empowerment Star



The Empowerment Star shows where service users felt they were on a journey of change at the start and the end of their support. These are the combined results for all service users ending support in 2015.

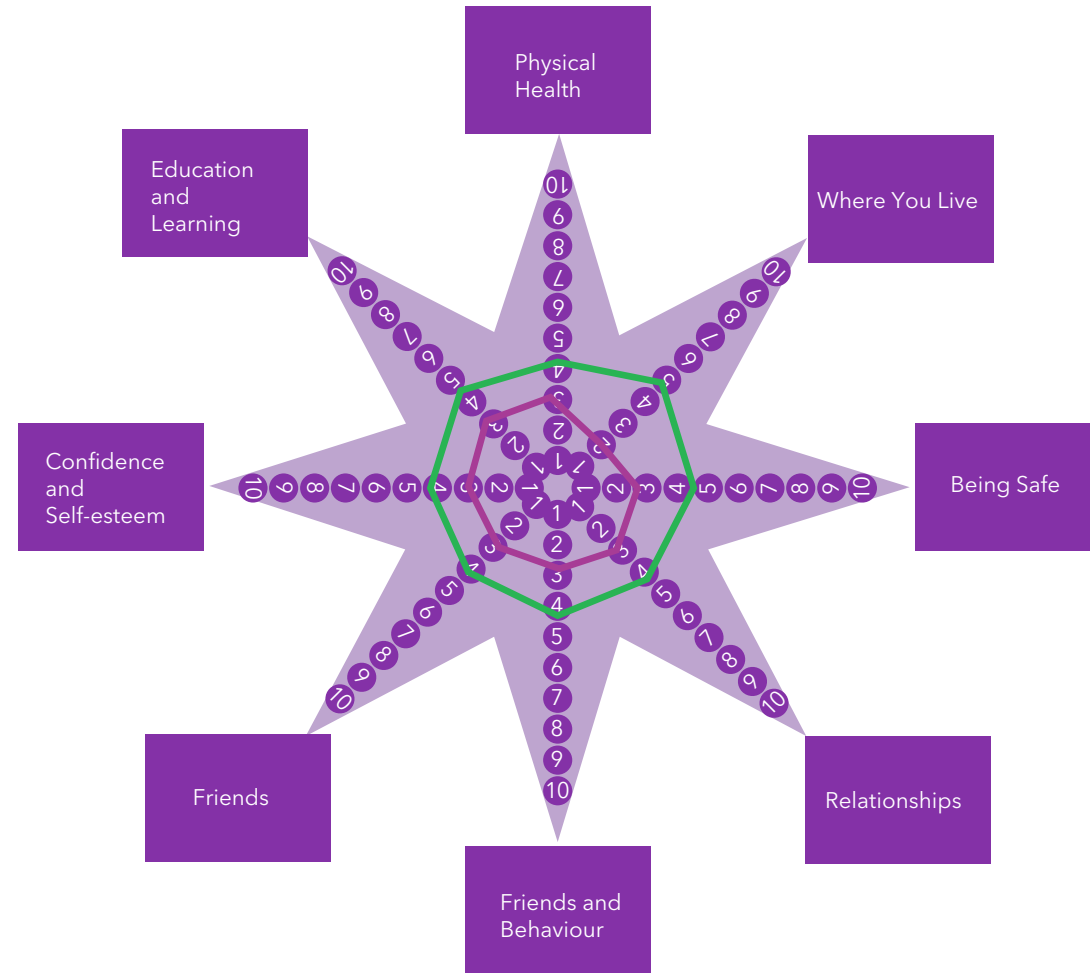
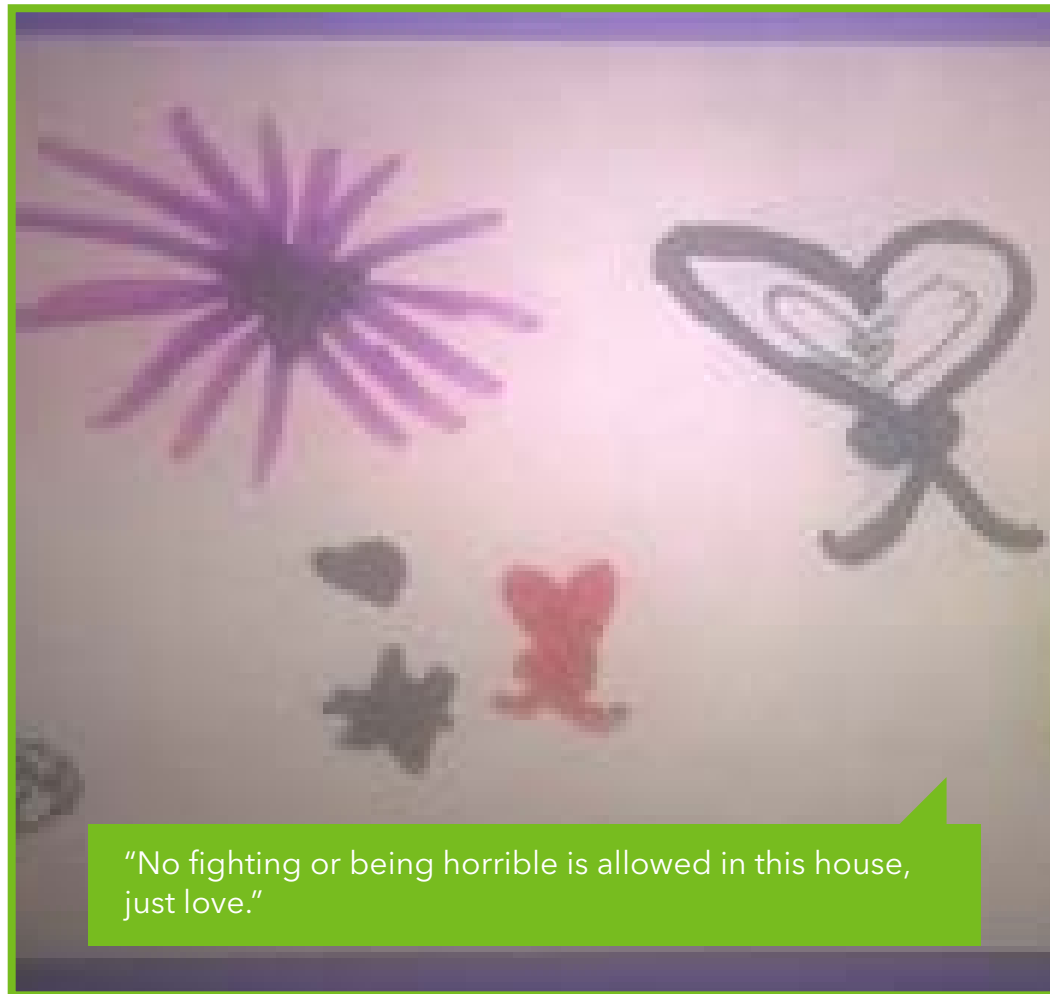
First reading

Last reading

## Children's Outcomes

During 2015 the refuge housed 14 children. 8 of our residents had children under the age of 16 living elsewhere. Children's support plans are developed by the child, parent and support worker, and goals are worked towards by both direct one-to-one and family-focused support.

This picture was drawn by a little girl living in the refuge. She stuck it on the office wall and explained that it means:



This star shows the average progress children assessed themselves to have made between arriving at and leaving the refuge.

First reading

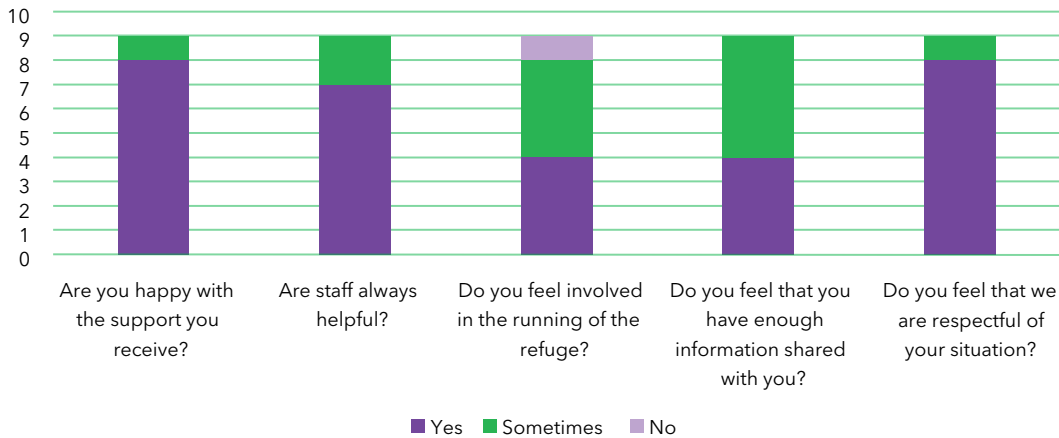
Last reading

# Refuge Feedback Review 2015

The refuge staff team met to review feedback gathered during 2015. The following information was discussed in order to produce an action plan for the following year: Annual Service User Feedback; Support Group Survey; Exit Survey Summary; Client interviews with CEO; Verbal and written feedback given to staff either spontaneously or at face-to-face check-ins with the refuge manager.

## Annual Service User Consultation 2015

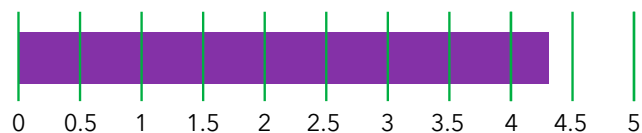
**2015 Refuge General Support Questions**



## Exit Survey Summary 2015

On a scale of 1-5, 1 being lowest, 5 being highest

How well supported did you feel when settling in?



Are staff always helpful?

“Especially when having a bad day!”

“We are all in a delicate state of mind, but luckily the staff, and I mean all of them, are always there to give help and guidance.”

“All of the staff have helped to the utmost of their abilities.”

“With me not having any money for food they were able to make sure I had food to eat until I was due for money and made sure I had clean towels, shampoo and soap to wash.”

“The staff made me feel welcome and supported me through my downfalls. Also, I found them very easy to approach when I had certain problems bothering me.”

“I felt that I got a lot of support from the staff, they helped me to become stronger and gain confidence.”

“The staff are amazing - they have helped me through so much. They are here for the children and my key worker has done an excellent job of building trust and a bond between us. She has done everything in her possible power to help with whatever issue I have.”

Do you feel involved?

“Sometimes you are told that certain things are happening without being asked if you are happy with that arrangement.”

Are we respectful?

“All the time I’m never laughed at or criticised (sic) when talking about my situations.”



Do you think we should change anything?

"No, I'm happy with my keyworker, that I have someone who is willing to listen to my voice."

"No. There are a few restrictions...Hopefully, we all respect that."

"It would be nice if staff was in every day including Saturday and Sunday in the settling in period, but everything else went very well."

How has Oasis benefitted you?

"I have now got outside interests so now I am moving on, but I still know that I am cared for and looked after. Everything in my mind is good for me."

"Thank you to Oasis staff for helping me gain back my confidence."

"Nothing is too much trouble for the staff. I would like to take this opportunity to thank those I was close with for making my stay here warm and inviting and for helping me see that yes I am worth something."

"I felt I settled in well and everyone was nice. I felt at home."

"I talked to people and got along quite quickly so I wasn't overwhelmed about being far from friends and family."

"I like being here and feel comfortable."

"I found the support excellent and nothing was too much bother when I needed help sorting things out."

"Thank you all for your support you have given me throughout my stay with you. All of you have helped me to grow and I am so thankful. I wish each and every one of you all the best for the future."

## Support Group

This long-term provision is still one of our most important services offering, as it does, refuge service users the opportunity to access ongoing community and support. There are over 50 women on the list for this group. They were residents in the refuge as far back as fifteen years.

This opportunity is valued immensely by clients who describe it as a safe, supportive, family-like space in which they can continue to meet with others who share their experiences.

Every year the women have a focus on raising awareness and have organised annual art events which have always been a great success. Last year they reviewed their range of artistic endeavours and produced a book which collates these images.

The support group acts as a consultation forum as well and many of our service development ideas are either run through this group or come from it directly.



## Blossom

Women in Support Group told us that despite feeling better after support the prospect of entering into the world of work and learning was a daunting experience. Some have described their previous feelings of anxiety returning. As a result of this feedback we have devised a fuller version of our old community support group idea 'Blossom'. This programme will have three strands to it:

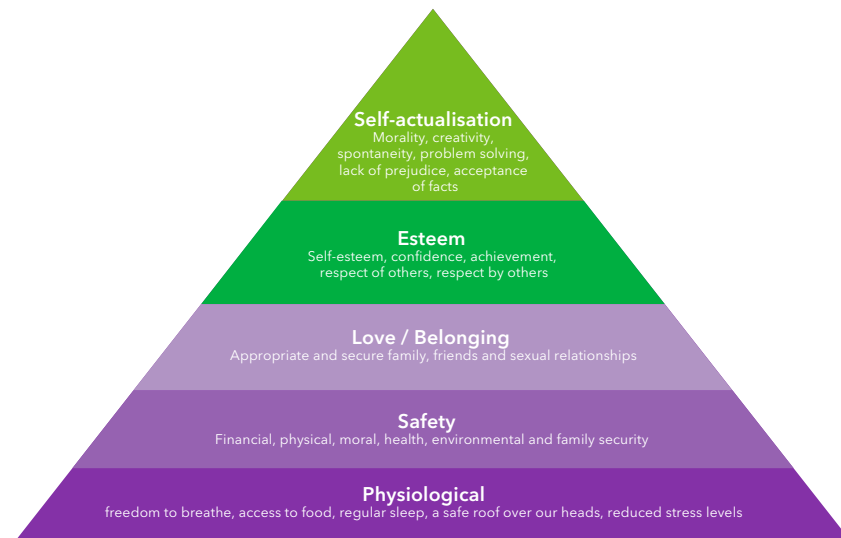
**Retail volunteers** - former service users have been volunteering at our shop, and Kathy the shop manager has proved a great coach. One of them is now employed as the paid retail assistant, and we are about to begin the process of formalising this approach in partnership with East Kent College. The aim will be to enable our service users to undertake retail NVQs.



Upcycling - building on the success of the crafting and making which the women are often pursuing, one of our service users began making bags from old fabrics. These have been on sale in the Oasis shop at £10 each. Eventually, Blossom will incorporate a 'rags to riches' programme for a wider group of interested service users.



Peer mentors - we have written our own peer mentor training programme and have begun fundraising. 2016 will see the pilot delivery to 8 former service users who will become voluntary mentors in groups, drop-ins and in the refuge. This is a very exciting development for us and our aim is to grow our already significant group of employed former service users with the right skills to enable change for families.



Words most commonly used to describe our work

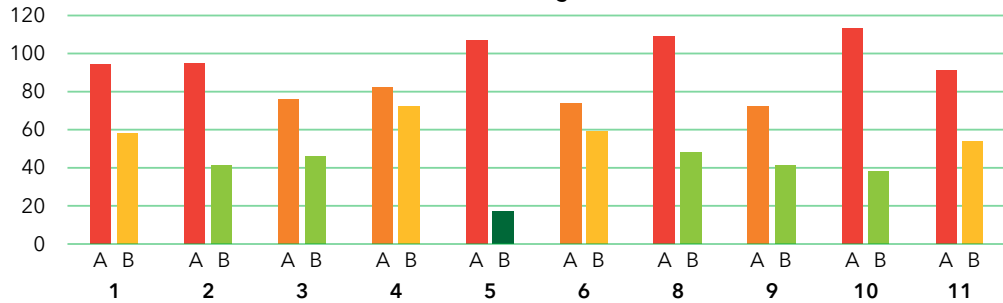


# Counselling

15 women were referred to counselling from the refuge service.

## Refuge Clients CORE Outcomes

A = Before Counselling B = Outcome



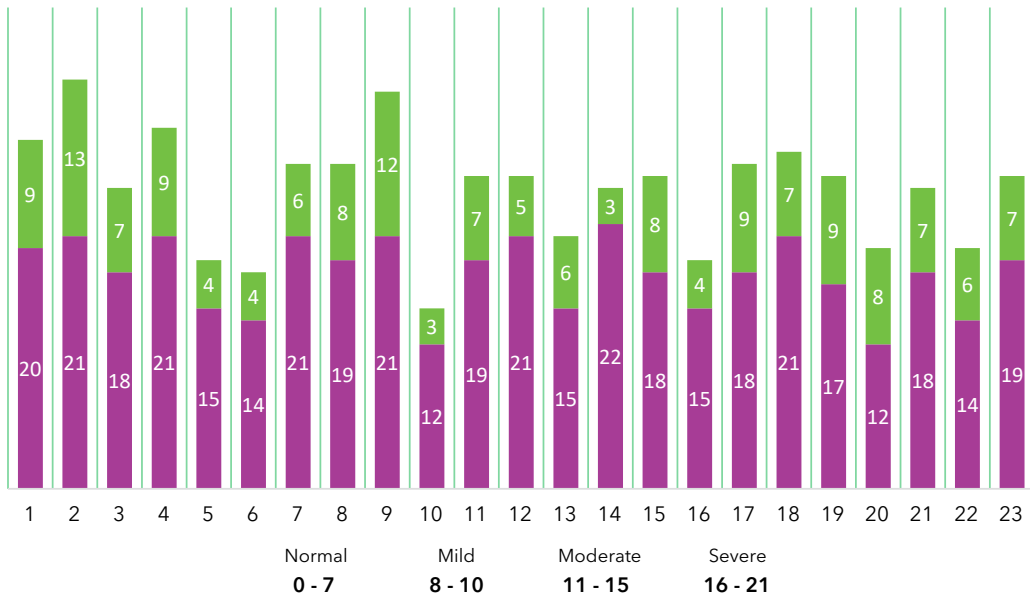
### Range of Clinical CORE Scores



The hospital anxiety and depression scale is used in the community (HADS). The chart below shows the changes experienced in anxiety between starting and ending counselling. There were 26 referrals into this support with only three clients disengaging prior to final outcomes.

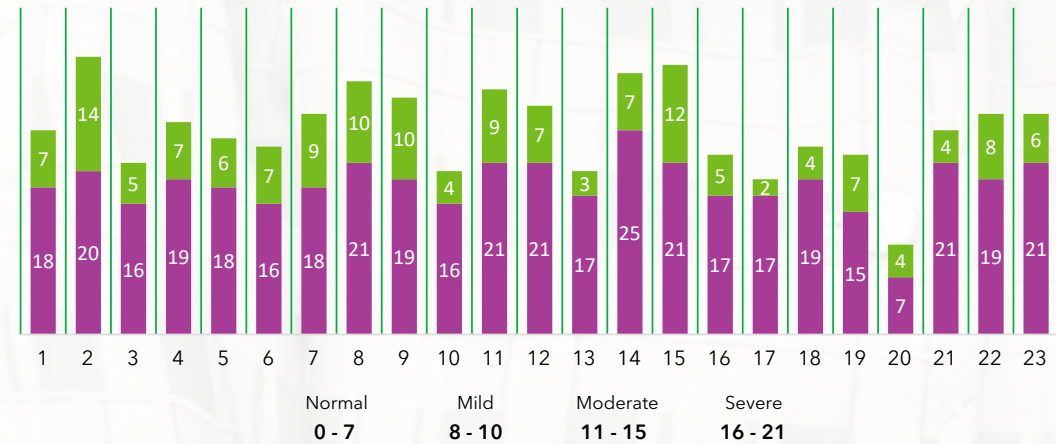
## Community Clients Anxiety Rating 2015

■ Anxiety at Start ■ Anxiety at End



## Community Clients Depression Rating 2015

■ Depression at Start ■ Depression at End



This chart displays the significant impact that the counselling service has on individual's feelings of depression.



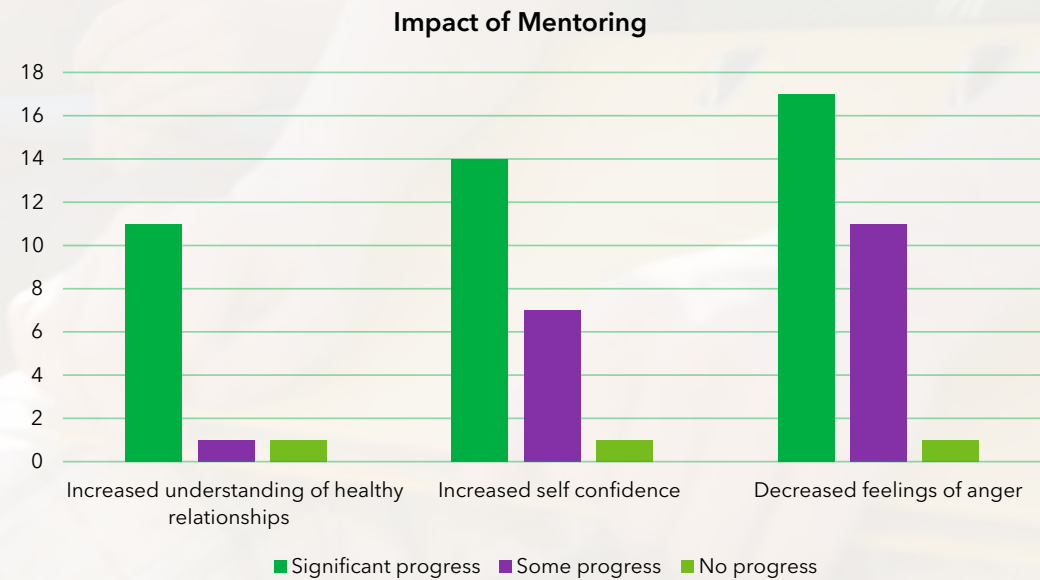
## Children & Young People's Team

### Children and Young People's Mentoring

Following on from our pilot male mentoring within the communities of Thanet and Dover we have expanded this approach to all young people with Children in Need funding.

"This has changed my life. My son is much happier and I can decorate my house now as there are no more holes in the walls and doors."

The young people showed the following in terms of impact achieved:



## Case Study - 'Sam'

'Sam' was referred in July 2015 by Early Help and Preventative Services. Sam had been witness and victim to domestic abuse between his mother and father until he was seven years old when his parents separated. Sam has contact with his father and witnesses his anger and attempts to continue to control the family. Sam struggles with his anger and the referral states that Sam's mother was worried he would hurt her.

I started work with Sam in October 2015 and Sam was able to identify that he struggled to manage his anger at home and school. Using ABE on a scale of 0-5 (5 being the worst) Sam rated his anger at 5. Sam stated he would regularly become angry and was unable to control it which would result with him punching the refrigerator and intimidating his mother. Sam completed 12 sessions and a number of these focused on anger. Sam felt he carried anger around with him and it never went away. Sam drew a volcano to show this and feels that on a scale of 1-10 with 10 being an eruption of anger he generally sits with anger at about 4 to 5.

Sam would reflect on childhood memories which make him feel angry. We explored this and his feelings that he has towards certain memories. Sam described resentment and lack of respect for his mother as he originally felt she caused his parents' relationship to end. Sam identified his body's physical responses to when he starts to feel angry. We identified strategies that Sam could use to manage these. Following this, we looked at support networks. Sam gave me his consent to speak to the pupil support staff to look at strategies they could use to support Sam within the school. This resulted in Sam being issued an 'exit card' so that when he felt himself becoming angry he could leave the classroom and deal with his emotions effectively. Sam and the teacher regularly reviewed this. Sam completed ABE again at the end of our sessions and scored a 2 on the scale. This improvement was also evidenced on the Teen Star. Behaviour and Citizenship started at a 3 and then improved to a 4. Sam engaged well during our sessions and made significant progress. Sam felt that his behaviour had improved. It was also mentioned by student support how Sam's behaviour was better managed in school.

## Young Adults Mentoring

In 2014 Oasis devised a mentoring approach for those aged 16-25 who are already entering into difficult relationships. There are two members of staff working on this project (1.75 full time equivalents). Two funding streams are enabling this work. The part-time worker is funded through the Brook Trust Fund (up to 24 clients annually), and the full-time worker is funded through the Henry Smith Charity (Year One 32 clients, 40 clients thereafter).

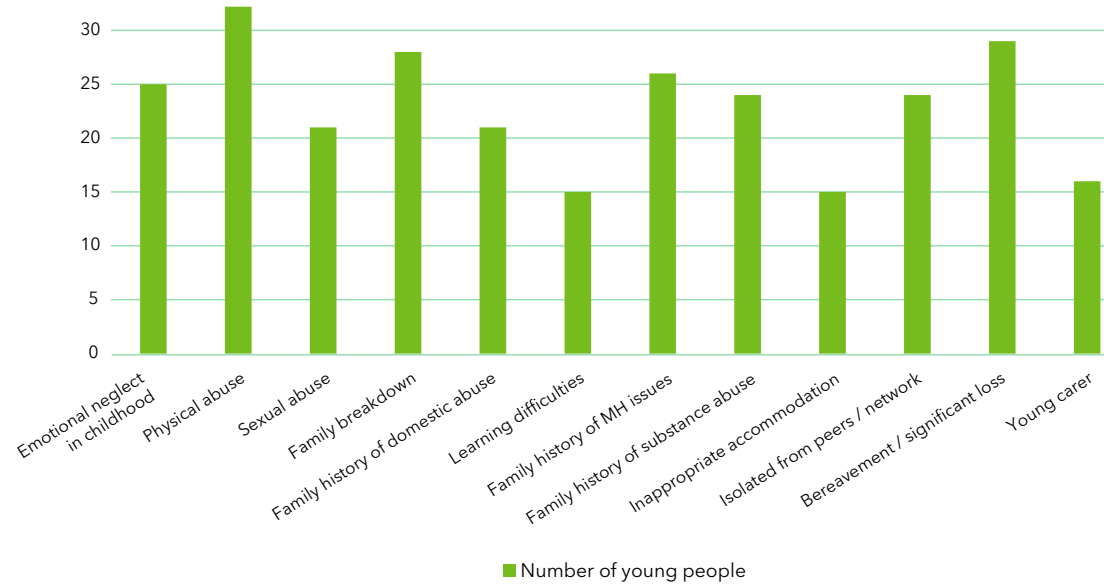
	PT Worker	FT Worker	Total
Referrals	21	42	63
Unable to contact / inappropriate referral	2	14	16
Did not engage following contact	2	8	-
Engaged following contact	100%	80%	90%
Closed with outcomes	11	20	31
Still in support	5	0	5

"Small steps become strides - I've done my small steps, now to stride and move forward."

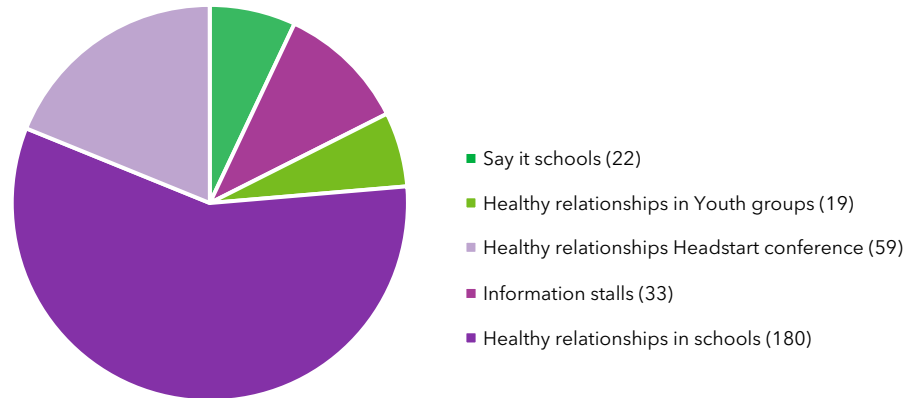
## Referrals

Our clients are taken through an assessment of their Attitudes, Behaviours and Life Experiences. This then allows us to review the attitudes and behaviours at the end of support and see what is or has changed for that person. The life experiences section is allowing us to see the extent of the issues faced by these young women. Often young people have been affected by multiple issues.

### Life Experiences



### Awareness Activities Number of Young People Reached



## Kent & Medway IDVA Service

In the past three years, Oasis has led the Kent Domestic Abuse Consortium in delivering an Independent Domestic Violence Adviser service across Kent and Medway. The Consortium has brought a consistency and coherence to the delivery of these staff which has never been seen before in the region. IDVAs have a focus on safety planning with those families who are deemed to be at highest risk of harm. The team have delivered consistently high and significant outcomes for these families.

### External evaluation

In January 2015 an independent evaluation was published about the service. The research was conducted by Russell Webster and Gillian Hunter. The full report can be accessed here:

<https://www.oasisdaservice.org/our-impact>

The researchers examined the outcomes data for the service and found that there is a strong case for the success of the intervention. They did raise that the caseloads and levels of repeat victimisation place a strain on the service which is not sustainable. This has been discussed with the commissioners with measures put in place to a) reduce the Court IDVA workload and b) ensure that the Multi-Agency Risk Assessment Conference case volumes do not exceed recommended levels again. Significantly, the researchers undertook a cost-benefit analysis and found the following savings:

Domain	Savings
Criminal Justice System	£10,011,026
Children's Safeguarding	£53,911
Housing	£1,929,600
Economic Output	£1,590,955
<b>Total Savings</b>	<b>£20,649,592</b>

Therefore, the service is generating net savings of £19,860,792.

The current annual cost of the KMIDVA service is £788,800.

In other words, every £1 invested in KMIDVA generates savings of

£25.18



	Outcome	SAFELIVES Benchmark %	Number of Clients	KDAC Actual Year 3 progressive %	Number of Clients
Client Numbers	<b>Engagement:</b> Percentage of closed cases where client engaged with the Service Engagement: Percentage of closed cases where client engaged with the Service	80	455	83	1,771
	<b>Cessation of Abuse:</b> Abuse ceased We will ensure that consistent method for benchmarking is adopted in Year 2.	63	254	55	1,097
Increasing Clients Safety	<b>Risk Levels:</b> Clients experienced a significant or moderate reduction in risk	74	252	89	1,092
	<b>Client Felt Unsafe at Intake:</b> Client feels much safer or somewhat safer	70	140	96	642
	<b>Children's Well-being:</b> Client feels that the service has had a very positive or positive impact	45	50	92	281
	<b>Relationship with Children:</b> Client relationship with children has improved	45	20	80	98
Improved Health and Well-being	<b>Emotional Well-being:</b> Client feels that the service has had a very positive or positive impact	70	103	92	464
	<b>Frightened at Intake:</b> Service has had a very positive or positive impact on how frightened the client feels	70	139	90	645
Increased Independence	<b>Confidence in Accessing Other Appropriate Local Service:</b> Client feels very confident or confident	70	108	97	495
	<b>Economic / Financial Stability:</b> Client feels that the service has had a very positive or positive impact	70	44	82	217



**"I felt believed for the first time."**

**"The staff were always there for you, no matter what."**

**"The support was excellent from the very beginning."**

**"My key worker went above and beyond."**

## Partner Agency Feedback

"Your service offered the BEST service in Thanet for young girls with NO deadline.....I am fully aware that this limits the number of young people you reach but the outcomes will be FAR better for the young people as the biggest mistake with services are they can open up a young person thoughts/feelings and then close before the young person has come to their end. I feel in general services have lost sight of quality rather than quantity...The same is now (true) for the service you have created (for boys)."

"I would say that you were incredibly helpful with the Nov event. You thought of things that needed to be done, made suggestions, organised people/info and contributed towards making it a great success by sorting out all the back of house arrangements as well as welcoming people on the day."

"I find the Oasis colleagues, to be extremely valuable to myself in the role I perform in supporting high-risk domestic abuse victims. I would find it very difficult to do my job without working closely alongside you."

"I find you to be very pleasant to deal with, resourceful and highly reliable. You often approach us with creative ideas for how we can strengthen our bond with Oasis and welcome our input. Where we can't help or our role is limited, you are understanding and I never get the sense that we could be overlooked next time, as can sometimes be the case with the other charities we have links to."



## Community Fundraising

Oasis Community Fundraising raised almost **£50,000** this year. This is thanks to the support of our generous donors, members of the community who give to us in so many different ways, from hosting their own events and taking part in sponsored challenges to supporting our own events such as the Postcard Auction, kindly gifted by Margate Harbour Arm. Leading the hard work that has gone into raising awareness and funds for Oasis within the community this year are the new Friends of Oasis, a Committee of volunteers dedicated to hosting fundraising events to support our work. Their inaugural event, a lunch at East Kent College, raised in excess of £1000! We are very excited about the new events they have in the pipeline.

This year we have been the fortunate beneficiaries of so many events: Rotary Club of Thanet donated £5,000 from their annual boxing gala and Gadd's The Ramsgate Brewery have continued to raise funds for us with events ranging from quizzes to Brewery open days. Rotary Club of Broadstairs held a concert featuring The Railway Swing Band which raised £250 and we also benefitted from Rotary Club of Margate's annual swimathon at which our teams from The Walpole Bay Social Swim group raised almost £1,000! Individual supporters have also put on their own one-off events for us to mark International Women's Day and Bow's Kitchen in Margate celebrated Thai New Year with a special set menu which raised £130 for Oasis.

We have seen an increase in corporate support this year led by Westwood Cross who awarded us £1,500 at the Thanet Heart of the Community Awards and have continued to support us in innumerable ways as their local charity of the year. Longstanding Oasis supporter and local businessman Frank Thorley also celebrated his 80th birthday this year and asked his party guests to donate to his favourite charities, of which Oasis is one, instead of buying him a gift. Frank was able to give us £2,500 - a real testament to the generosity of his loved ones!

Above are just a few examples of the huge generosity shown to us by our community, without which we would struggle to offer the kind of holistic services we know are necessary if we are to help the families we work with fully recover from the trauma of abuse and move into safer and happier futures. We would like to thank all our supporters for making this possible.



Francesca Donovan of Westwood Cross with staff from Oasis at the Heart of the Community awards



Rotary Club of Thanet's annual Boxing Gala in support of local charities



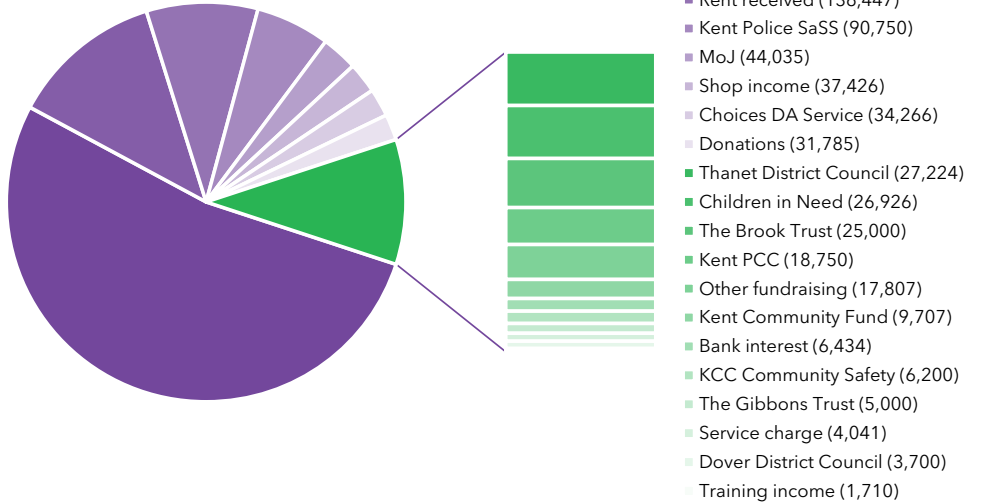
Frank Thorley presenting a cheque to Oasis Fundraising Manager Loukia Michael



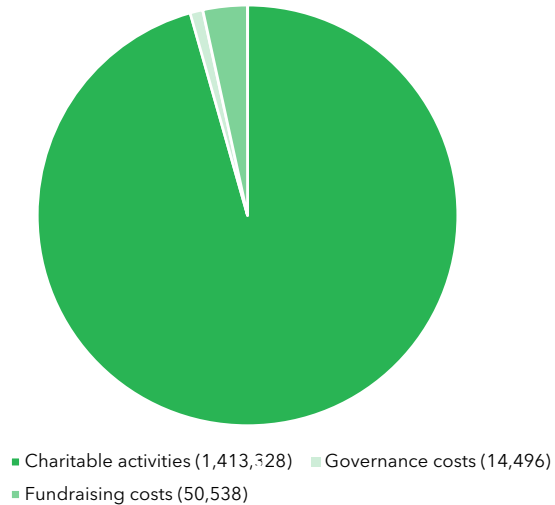
Members of the Friends of Oasis group with guest speaker Joy Meier (second from left)

# Financial Review

**Income 2015-6 (£)**



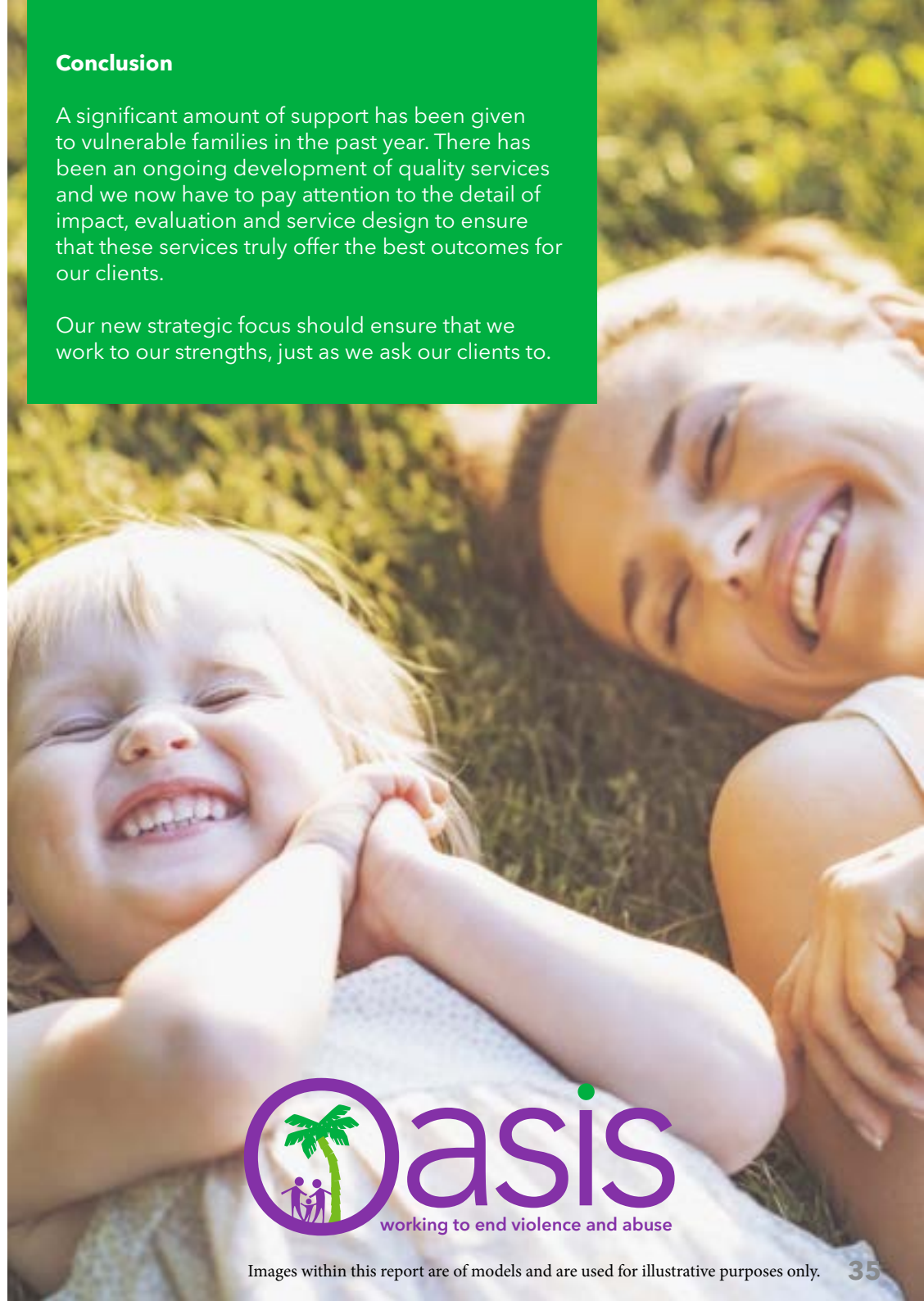
**Expenditure 2015-6 (£)**



## Conclusion

A significant amount of support has been given to vulnerable families in the past year. There has been an ongoing development of quality services and we now have to pay attention to the detail of impact, evaluation and service design to ensure that these services truly offer the best outcomes for our clients.

Our new strategic focus should ensure that we work to our strengths, just as we ask our clients to.



I would like to make a one-off donation of £

I would like to make a regular donation per month of:

£10  £20  £30  or £

Starting from DD - MM - YYYY

I would like to make a standing order from

Account holder(s) name

Bank name

Bank address

Account number

Postcode

Sort Code

Please return the completed form to: **Oasis Domestic Abuse Service, PO Box 174, Margate CT9 4GA**. By signing the form I confirm that I have read and accepted the terms and conditions below. Please pay the amount detailed above and thereafter the same sum on the same day of each succeeding month until further notice to the account of: **Oasis Domestic Abuse Service, account number 00021110, sort code 40-52-40**.

Signature

Date

Name

Address

Postcode

Email

Contact number  -

GIFT AID Thanks to the Gift Aid scheme you can give an extra 25p per pound. I confirm I have paid or will pay an amount of Income tax and/or Capital Gains Tax for the current tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities and Community Amateur Sports Clubs that I donate to will reclaim on my gifts for the current tax year. I understand that other taxes such as VAT and council tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I have given.

Signature

Date

Data protection information - Oasis is registered under the Data Protection Act. Your name and address will not be disclosed to any other organisation but we may, from time to time, send you news about Oasis and information on events. If you would prefer **not to receive information** please tick the box