



Charity Strategy Refresh 2020

First Light is an award-winning registered charity supporting people in Cornwall and the Isles of Scilly (IoS), Devon and Wiltshire who have been affected by domestic abuse and/or sexual violence. We are independent of statutory agencies, including the Police, and every year we help thousands of men, women and children in the South West to lead safer lives.

Our vision is a place where we live in safety free from Domestic Abuse and Sexual Violence

Our charitable objects are to:

- a) provide specialist services for those who are affected by domestic abuse or sexual violence
- b) benefit the public by associating together the inhabitants, local authorities, and other public- sector bodies, voluntary and community organisations in a common effort to improve conditions of life of those affected by inter-personal violence
- c) increase public awareness of the impacts of such harmful behaviours on individuals and society as a whole
- d) increase public education to reduce the likelihood of such harmful behaviours

We put survivors at the heart of our work, listening and responding to their needs, and providing expert care and understanding for people at a time of urgent need. First Light generated an organisational strategy (Charity 2020) in 2017 and it is now time to refresh this work.

This refresh is particularly timely given that the organisation is under new leadership, with CEO Lyn Gooding joining in September 2019. Lyn has led the process with the support of an external consultant and the Project Steering Group.

The Refresh of the Organisational Strategy has included:

- Understanding the environment that First Light work in and consulting internal and external stakeholders.
- Defining and refining the mission, vision and values and organisational culture
- Identifying key Strategic Priorities
- Establishing 5-year goals and activities

This piece of work has also led to a Fundraising review and new strategy being developed.

Vision, Mission and Values

Our Vision: A place where we live in safety free from Domestic Abuse and Sexual Violence

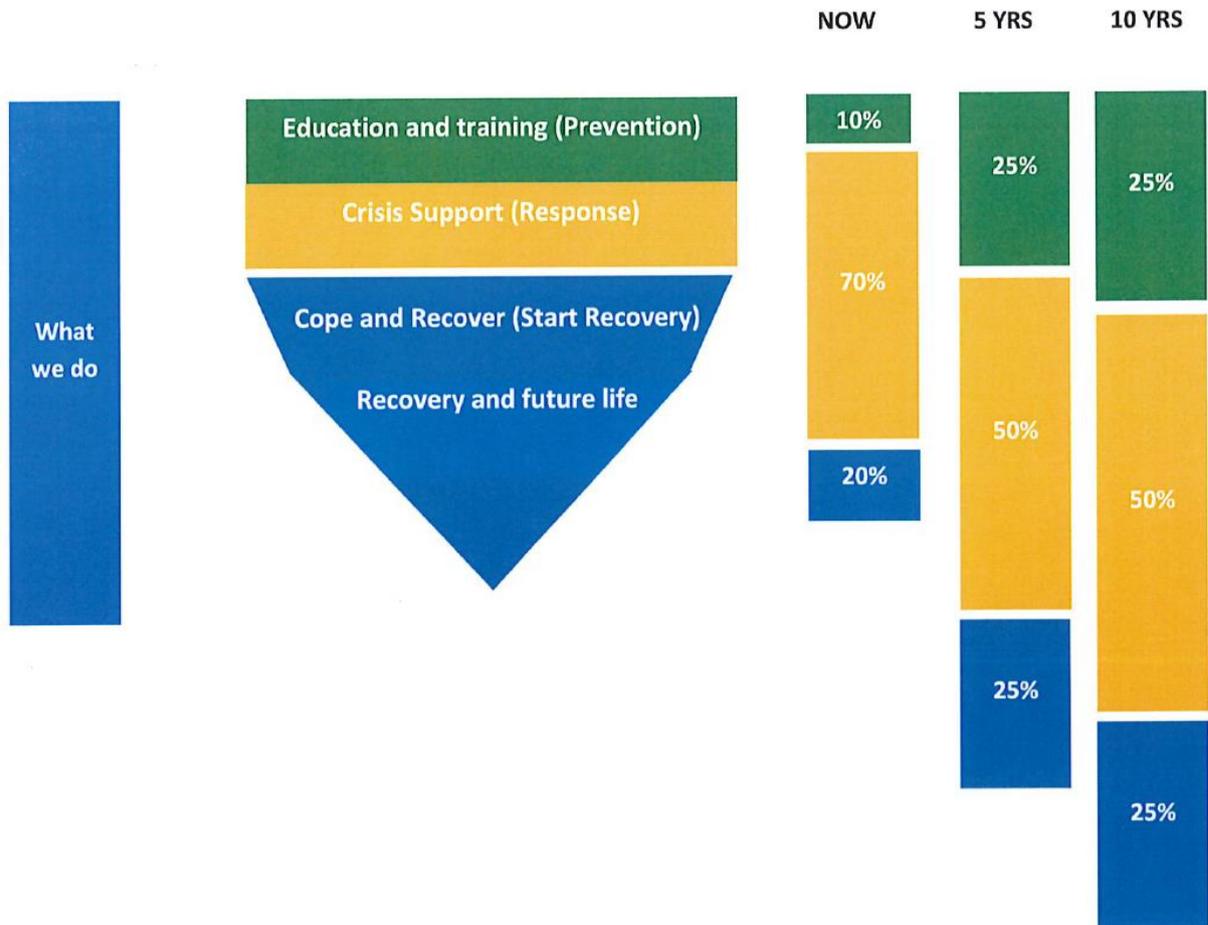
Organisational Values

- Trust
- Integrity
- Respect
- Progressive
- Collaborative

Our Mission

Working together to build safer lives free from Domestic Abuse and Sexual Violence

- Educate and Prevent through early intervention, training and campaigning
- Protect and Support through the provision of services to help safeguard and reach out to those suffering Domestic Abuse and Sexual Violence
- Cope and Recover by providing a full range of services to help people build resilience and move on to healthier happier lives
- Give a Voice to those who suffer in silence and influence others to bring about positive change



Our Future

Macro Analysis

The Political, Economic, Social, Technological, Legal and Environmental and Geographical contexts in which we will be operating bring both challenges and opportunities.

Politics and Economics

- BREXIT & resulting loss of EU funding (especially relevant for Cornwall)
- PCC election May 2020
- 2024 General Election - more stability
- Domestic Violence Bill impact
- Devolution and the Localism agenda
- NHS: Simon Stephen's Five Year Forward View Integration of Health and Social Care (including CCGs and

Social

- UK demographics - ageing population
- Changes in the Benefits System especially Universal Credit
- The 'left behind' generation (elder abuse)
- DASV on rise - reporting vs prevalence
- DASV becoming less stigmatised - still so amongst men
- Increasing alcohol and drug dependency
- Isolation of small rural communities
- More diverse population

<ul style="list-style-type: none"> Local Authority budgets) & associated Sustainable Transformation Plans (STPs) 	<ul style="list-style-type: none"> Impact of Social Media & Internet
<p>Technological and Legal</p> <ul style="list-style-type: none"> Increased expectations around accessibility and customer EU procurement rules (pre-and post-Brexit) services standards Impact Forensic Medical and SARC renewal Contract 2022-2025 Domestic Violence Bill impact 	<p>Environmental & Geographical</p> <ul style="list-style-type: none"> Rural and city-bound authorities - different approaches required Lack of access to services in rural locations Pandemic and ability to continue to deliver services

The Policy and Reality Context: Government's Domestic Abuse Bill

2019 Government intentions:

- raise awareness and understanding about the devastating impact of domestic abuse on victims and their families
- further improve the effectiveness of the justice system in providing protection for victims of domestic abuse and bringing perpetrators to justice
- strengthen the support for victims of abuse by statutory agencies

The Bill will:

- define domestic abuse in law to underpin other measures in the Bill
- establish a Domestic Abuse Commissioner, to stand up for victims and survivors, raise public awareness, monitor the response of local authorities, the justice system and other statutory agencies and hold them to account in tackling domestic abuse
- provide for a new Domestic Abuse Protection Notice and Domestic Abuse Protection Order
- create a new domestic abuse offence in Northern Ireland to criminalise controlling or coercive behaviour
- prohibit perpetrators of abuse from cross-examining their victims in person in the family courts
- create a statutory presumption that victims of domestic abuse are eligible for special measures in the criminal courts (for example, to enable them to give evidence via a video link)
- enable domestic abuse offenders to be subject to polygraph testing as a condition of their licence following their release from custody
- place the guidance supporting the Domestic Violence Disclosure Scheme ("Clare's law") on a statutory footing
- ensure that where a local authority, for reasons connected with domestic abuse, grants a new secure tenancy to a social tenant who had or has a secure lifetime or assured tenancy (other than an assured shorthold tenancy) this must be a secure lifetime tenancy
- extend the extraterritorial jurisdiction of the criminal courts in England and Wales, Scotland and Northern Ireland to further violent and sexual offences

Organisational Priorities

First Light is committed to providing quality crisis and recovery services for those affected by domestic abuse and sexual violence. To help achieve our vision of a place where we live in safety free from Domestic Abuse and Sexual Violence, our priorities also reflect our ambition to develop early intervention, education and prevention training programmes.

- Maintaining high quality service delivery
- Strengthening the client voice inside and outside the organization
- Secure Male Accreditation Standards for sexual violence services
- Increasing accessibility and uptake of our services
- Fundraising to fill service gaps
- Education / Awareness / Campaigning

- Working with partners to build a system that feels joined up and easy to use for clients

First Light Impact 2019/2020



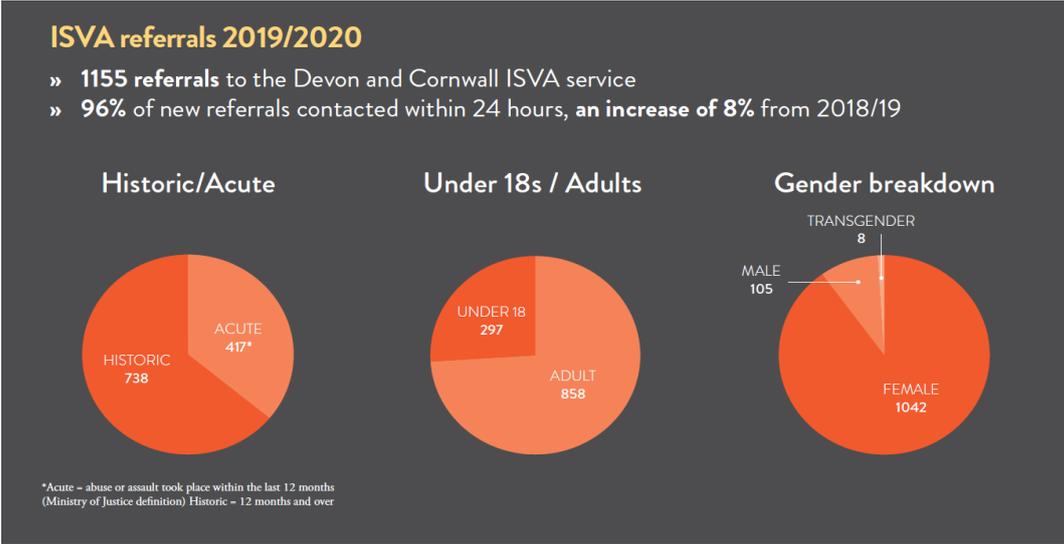
- » A total of **5105 new referrals** were made into Safer Futures in 2019/2020
- » Of referrals received **22.4%** were self-referrals
- » Safer Futures received an estimated **10,000 calls** to the helpline in 2019/20 from the public and professionals

Client Contact

- » **636** Emails sent
- » **8,602** Face to face
- » **801** Letters
- » **12,798** by Telephone
- » **8,175** Texts

- 90%** said they felt their situation had improved
- 85%** of clients said they felt safer
- 96%** said they rated the service as good or great

- » In 2019/20, we delivered therapy to **538** clients.
- » **41%** assigned a therapist were adults and **59%** were under 18.
- » **68%** assigned a therapist were female and **32%** were male.



The counselling and ISVA service utilises the 'Cope and Recover' (C&R) tool to determine the impact of the service. Of those that completed the survey, at the end of their sessions, within the Plymouth Therapy service:

- » **85%** of clients said they valued themselves
- » **88%** said they feel more able to manage their emotions
- » **82%** of clients had confidence in themselves
- » **81%** said they were positive about their future

In 2019/20 there were **573 referrals** into the service for therapy with an acceptance rate of **94%**

- 105** clients receiving pre-trial therapy in 2019/20
- 19** clients were referred from the counselling service into the ISVA service
- 42** children supported by art therapy