# Impact Report

2023/2024



# Vision, Mission and Values



Empowerment

We support you to recognise your strength and ability to make

informed choices and create

We recognise our society is diverse.

We are committed to being

inclusive and accessible to all

We believe everyone has equal

worth and must be treated

positive change.

Inclusion

Dignity

respectfully.

# **Our Vision**

A society free from sexual abuse and abusive relationships.

# **Our Mission**

To enable positive change for those impacted by sexual abuse and abusive relationships through supporting, informing, and influencing society.

## **Our Values**

Our work is underpinned by the following core values. These characterise how we interact with everyone:











#### Integrity

We are open, honest and ethical in the delivery of our work.

abusive relationships to inform and influence positive societal change.

#### Advocacy We amplify the voices of those impacted by sexual abuse and



#### Collaboration

We work with you, our team and our partners to develop our services, grow our expertise and support change.

# Chair's Foreword Catherine Cooney

2023/24 was an exceptionally busy and challenging year for Nexus with continued demand for the services and supports that we offer, against a backdrop of funding uncertainties.

The resilience, commitment and dedication of our people provided the solid foundations for the unwavering support that we're able to continue to offer to people impacted by sexual abuse and abusive relationships to create positive change.

Despite these challenges, as a team in 2023/24 we have excelled in delivering against our new strategic objectives and year 1 action plan by:

- 1. Empowering Recovery we supported more people than ever impacted by sexual abuse and abusive relationships to access specialist supports
- 2. Influencing Society we educated more young people than ever about safe and healthy relationships
- 3. Informing Policy and Practice we worked alongside sector partners to develop new strategies that will more effectively meet the needs of those who experience sexual abuse and abusive relationships

As a Board we are truly inspired by the people who serve our Charity and motivated by the people who need our services. Both propel us to look ahead to our 40th anniversary with pride and a committed resolve to continually strive for a society free from sexual abuse and abusive relationships.



- 4. Breaking the Cycle we have responded to over 50 media enquiries and delivered a soldout conference on Sextortion and Sexploitation for professionals to increase awareness and understanding of these issues and the impact they have on victims and survivors
- 5. Being Fit for Purpose we developed a robust guality management system and developed our systems to ensure we can consistently deliver quality services



# **About Nexus**

Nexus is the leading organisation within Northern Ireland supporting individuals impacted by sexual abuse and abusive relationships. Every year in Northern Ireland there are thousands of sexual abuse and abusive relationship offences reported to police, and thousands more go unreported. The support and services that Nexus provide are primarily focused on enabling positive change for those impacted by sexual abuse

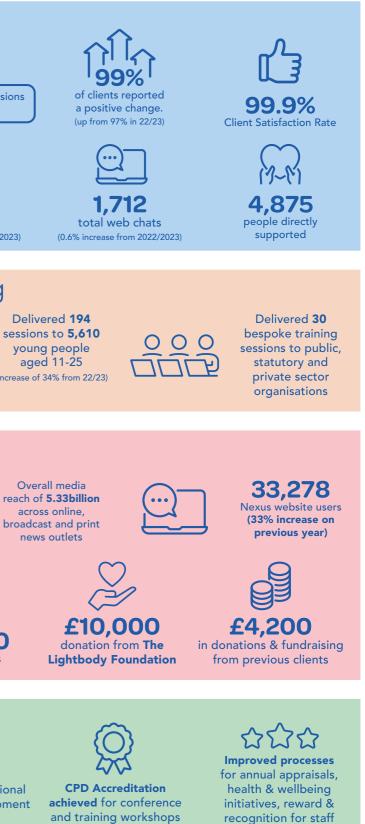
Nexus at this time in my life has been invaluable in helping manage my sexual abuse trauma, but also in helping me process other issues that caused a lot of negative feelings. I have learned many different skills which will help me with my outlook in life going forward. From the start of my counselling journey, I felt a deep connection with my counsellor, I feel incredibly thankful for her time, knowledge and empathy. I feel a lot more equipped and that my "backpack" has been filled with tools in helping me manage my issues if they arise in the future.



# **Our Year In Review**







# **Empower Recovery**

### Adult Counselling

In 2023/2024 our specialist, trauma informed counselling service, a contract delivered on behalf of the Department of Health, and managed by the Strategic Planning and Performance Group (SPPG), provided a safe & confidential therapeutic space where adults could speak to a trained professional about issues and difficulties that were causing distress as an aid to recovery from their experience of sexual abuse.

We have continued, under our 2023-2026 strategy, to further improve our service offering, with investment in emerging trauma training such as EMDR (Eye Movement Desensitization and Reprocessing) and attendance at the Action Trauma Summit which provided an opportunity to listen to and learn from world experts in the field of trauma.

### **SPPG Adult Sexual Abuse** Contract

Sessions booked	16,077
Sessions Delivered	12,883
Sessions Delivered virtually	44%
Sessions Delivered face-to-face	56%
Clients reporting Positive Reliable Change	99%

#### Northern Ireland Prison Service

Nexus provides counselling support to those impacted by sexual abuse across all three prisons in Northern Ireland – HMP sites at Maghaberry, Magilligan and Hydebank. This is funded by Department of Justice.

Sessions Delivered virtually	49%
Sessions Delivered face-to-face	51%
Clients reporting Positive Reliable Change	92%

#### **Neighbourhood Renewal**

Neighbourhood Renewal is a funded initiative by the Department for Communities to support those within specific areas of Enniskillen and Omagh who have been impacted by sexual abuse.

Sessions Delivered virtually	6%
Sessions Delivered face-to-face	94%
Clients reporting Positive Reliable Change	100%

#### **Ministry of Defence**

The Ministry of Defence commissioned Nexus to provide specialist, trauma informed counselling. The Army Welfare Service refer individuals directly to Nexus who require therapeutic support for sexual abuse.

Sessions Delivered face-to-face	100%
Clients reporting Positive Reliable Change	100%

#### The PACE Programme

The PACE Programme funded by SPPG was a low intensity therapeutic approach for male clients who were victims of domestic abuse delivered both in person and online to improve understanding of abuse and its impact, improve self-esteem and resilence, increase ability to manage emotions and utilise coping strategies and explore dynamics of healthy relationships and setting boundaries.

Sessions Delivered virtually	74%
Sessions Delivered face-to-face	26%
Clients reporting Positive Reliable Change	98.5%

#### **RESPECT** project

The RESPECT project was funded by the Ards and North Down Policing and Community Safety Partnership to support males living in the North Down and Ards area who were impacted by sexual abuse and/or abusive relationships.

Sessions Delivered virtually	9%
Sessions Delivered face-to-face	91%
Clients reporting Positive Reliable Change	100%

### **Group Support**

Nexus tested the use of group psychoeducation programmes to support adults impacted by sexual abuse to recover from the trauma they experienced.

#### **STRENGTH Group**

SUPPORT – TRAUMA INFORMED – RESILENCE – EMPATHY – NORMALISING – GROWTH

The STRENGTH programme is tailored as a low intensity therapeutic approach for clients.

Number of clients attending group support	33
Group sessions delivered	12
Group sessions delivered Virtually	3
Sessions Delivered face-to-face	3

#### STEPS

A personal development class based on cognitive psychology consisting of 13 modules.

Number of clients attending group support	388
Group sessions delivered	81
Group sessions delivered Virtually	14
Sessions Delivered face-to-face	68

Here's some feedback from clients who attended group work:

- " I feel more confident in myself and ready to start taking control of my life."
- "Learning how to think differently and challenge my thoughts and beliefs about me."
- " It has transformed me."
- " I have learned a lot about me."









## **Children and Young People's** Counselling

#### **Your CHOICE**

The Your CHOICE Project, funded by the National Lottery, delivered 720 therapeutic counselling sessions to 79 young people aged 8-16, providing a safe space to process and explore the impact of their experiences and discuss any concerns or worries they had.

Additionally, 79 family members received 208 support sessions where they were supported and afforded space to process and heal. Parents and siblings were able to discuss and process the impact the abuse has had on them and the family unit and subsequent relationships within the family circle. Siblings were able to explore how the abuse has affected them and were given information on how to support their brother or sister with what has happened to them. This is particularly beneficial when the abuser was also a family member.



#### **Believe and Beyond**

The Believe and Beyond Project, funded by the RTE Toy Show, delivered 121 counselling sessions to children and young people aged 4-16. These sessions were dedicated to their recovery from the abuse they experienced. In addition, this programme enabled us to support the friends and family of the young people, meaning we were able to enable positive change for those indirectly impacted by the abuse. There were 4 sessions attended by the friends and families of clients who found this support invaluable.

" Thank you for your help I am going to miss you, from not wanting to come to not wanting to leave. You have helped so much."

" Thank you for your kindness, my daughter has found her happy heart. She loved every minute. Thank you for being a part of our lives."

### **Domestic and Sexual Abuse (DSA)** Helpline

In 2023/2024 the DSA Helpline saw further growth and development, with a renewed focus on reaching under-represented service user groups whilst continuing to provide an excellent response to all survivors of domestic and/or sexual abuse.

The DSA Helpline provides a 24/7 service 365 days a year, offering survivors the opportunity to connect via phone, webchat or email, offering them choice and control from the outset. It also provides information to people worried about someone they know.

- " Honestly, I know you might not believe it, but the helpline has really really really saved my life, more than once. Thank you for being there to listen and for not judging".
- " I wanted to thank every operator who spent time with me in the lead up to {redacted] - this gave me the courage to leave my situation. You are an amazing team".



24,943 total number of calls managed

4.875 victim/survivors directly supported

#### **Communications and Engagement**

Media coverage reach of the DSA Helpline across broadcast, print and online outlets has been extensive this year with many GB outlets mentioning the Helpline and contact details after related storylines which ran in popular TV soap operas.

The DSA helpline also launched its own Instagram account this year which is seeing increasing engagement from a younger audience. Paid advertisements have been particularly successful this year resulting in a 312% increase in views (253,810) across three ads.

February 2024 saw a targeted advertising campaign to raise awareness of the signs of coercive control and intimate partner violence among young people aged 18-24.

The cinema advertising part of the campaign which ran in all Northern Ireland cinemas, depicted 'love bombing' as a form of coercive control, correlating to a 27% increase in online contacts and 5% increase in calls to the Helpline in the following 20-day period.





99% feedback

'satisfied' or

'very satisfied'



.712 total webchats Increase of 0.6%



954 total emails Increase of 9.1%

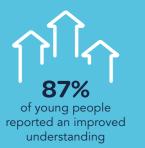
# **Influence Society**

### **Early Intervention and Prevention**

Continued demand for young people's services and professional training and awareness sessions meant Nexus was able to reach even more people across Northern Ireland than the previous year.

### Your CHOICE - Empowering Young People

The Your CHOICE Project, funded by The National Lottery Community Fund, exceeded targets delivering 115 sessions to 3,071 young people between the ages of 11-25. The most popular workshops were Healthy Relationships, Consent and TechWorld & Me (Online Safety).



75% of young

people said they felt more confident talking about abuse



85% of young people said they had an increased knowledge of support agencies



sessions to 3,071 young people between the ages of 11-25

- " It was pretty cool that college did something like this. My high school never talked about this stuff"
- "We learnt a lot about consent, we learnt about what makes a healthy relationship and what makes an unhealthy relationship"
- " It was very helpful and educational, and it helped me understand and know what to do if I or someone else may be in that situation"

#### Child Sexual Exploitation (CSE) Project

The CSE Project, funded by the Department of Health through SPPG, delivered consistently high-quality training to professionals from within the Health and Social Care Trusts and to other statutory and voluntary organisations including Safeguarding Board for Northern Ireland, sport and faith groups, regional colleges, Lakewood Juvenile Justice Centre and Bryson Care. This has increased the knowledge and understanding of CSE and improved the support young people these organisations work with receive.



Targets were exceeded for this project, delivering 35 sessions to 326 participants.

" The course was very comprehensive, presentation was clear, varied and interactive fully engaging all participants. Great facilitation where the tutor delivered in a professional and sensitive way what was being taught, I appreciated the interactive discussions. Highly recommend this training. "

### Policing and Community Safety Partnership (PCSP) **Projects**

PCSPs are local bodies made up of councillors and independent people from each council area who work to make communities safer. They do this by focusing on the policing and community safety issues that matter most in their respective areas. There is a PCSP in each council area in Northern Ireland.

PCSP Belfast 'Talking About Consent' Project resulted in

**95%** of young people who attended reporting they are more likely to report and incident of nonconsensual activity

2,115 participants

65 sessions

delivered to

#### **Bystander Intervention Project**

This was the final year of our Bystander Intervention Project, funded by Assets Recovery Community Scheme (DoJ, Victim's Communities Environment and Organised Task Force), which sees proceeds of crime fund projects that prevent crime or reduce the fear of crime. These sessions are designed to support individuals to safely intervene in situations and increase their confidence to "callout" inappropriate and harmful behaviour.

Organisations and Departments like the Executive Office, Department of Justice, regional colleges, schools, and Heads of Safeguarding across Ards Borough Council all took part in this training



**100%** of participants reported an increased awareness of what being an active bystander is.

"The types of bystanders, the relatable conflict of when to intervene, the presence of victim blaming and how prevalent it is. How not to accidentally fall into the same trap of doing it to yourself or others"

"The 5 D's of bystander intervention - understand how to intervene, whereas before I always thought it was Direct, and that was scary"

"How to intervene, why we might not, the 5 D's were very helpful to me and got me thinking about less confrontational approaches, liked the social media suggestions too"

#### **PSNI Challenging Culture - Rape Myths Project**

In the 12 months the project ran we trained over 500 officers, as well as some Serious Crime Prosecutors from the Public Prosecution Service and explored the impact of responding correctly to people reporting, the impact of trauma, what victim blaming is and how it creates barriers to reporting.

We also shone a spotlight on rape culture, misogyny and how we can all play a part in challenging beliefs and attitudes both personally and professionally, starting with looking at our own stereotypes and biases.

Some feedback on key learnings from the sessions included:

"My approach when dealing with victims of sexual abuse. i.e. questioning style"

"Trauma plays a massive role in the ability of a victim to progress through the CJS (Criminal Justice System)"

"The 'window of tolerance' was excellent to learn about and gives me a better understanding of why people may be reacting the way they are"

"The effects of rape myths on victims of crime and the effect on their willingness to report to police"

PCSP Antrim & Newtownabbey 'Domestic & Sexual Violence in Schools' project delivered above target reaching

over **200** pupils in schools across the council area

**100%** of those taking part reporting an increased understanding of domestic and sexual abuse and knowing what a safe and healthy relationship is

91% reported a positive change in how they would react when someone may be being abused.





reported an increased confidence to intervene and report a crime.

#### **Bespoke Training & Awareness Courses**

The team delivered 30 bespoke training and awareness sessions this year to: Health and Social Care Trusts, Police Service of Northern Ireland, Northern Ireland Housing Executive and Northern Ireland Prison Service as well as organisations like Power NI, to support them to handle disclosures of abuse from their customers and staff.

Three of our courses (Handling Disclosures, Rape and Sexual Abuse and Child Sexual Abuse) are CPD Accredited which recognises professional development commitment for those who wish to develop their knowledge and awareness.

Some feedback from these courses included:

- " How to spot trauma responses, how to respond to disclosure, coercive control and the cycle."
- " I am more aware of what steps to take if information was disclosed to me"
- " The way to react and handle disclosures. More knowledge on coercive behaviour"
- " Reminder that abusive relationships are not always just intimate relationships, they can be with family and friends also"

We continue to work in partnership with many organisations including ONUS, delivering its Safe Place training, an initiative that allows any church, business, organisation, school or community group to provide information and signpositing to anyone affected by domestic and sexual abuse. We are also part of the PSNI Foundation Programme delivering ongoing training to trainee officers on the reality of rape and sexual abuse and how best to support and respond to reports from those with lived experience.



# **Inform Policy and Practice**

#### **Consultations**

We responded to 10 consultations this year which has included making sure the voices of those with lived experience are considered.

Examples of consultations responded to include:

- Draft Domestic and Sexual Abuse Strategy
- Ending Violence Against Women and Girls Strategic Framework
- Relationships and Sexuality Education Review
- Ofcom's Protecting People from Illegal Harms Online

#### Research

Taking part in, and leading on, research about sexual abuse and abusive relationships is important so that research is informed by both the voices of people with lived experiences of the issues and the professional and clinical experience of our staff who work with them.

This year we participated in 7 external research projects including:

- Previous Sexual History Evidence in Criminal Offence Trials, Queen's University Belfast
- Anonymity Laws for Serious Sexual Offences, Queen's University Belfast
- Male Experiences of Intimate Partner Violence, Queen's University Belfast
- Sexual Violence Education in Northern Ireland, Ulster University

We also worked alongside Victim Support NI this year to deliver a Joint Research Workshop 'Researching Sexual Abuse in NI' with professionals from across public, community and academic sectors. A report will be delivered in 24/25 outlining how we can best work together to make sure decisions taken politically and clinically are based on robust and up-to-date research.

Here is what participants said about the event:

- " Great event, brilliant learning and networking opportunity"
- of others working on this topic and knowing I can reach out to them within my work"
- " I really enjoyed the tight focus of the conference, with everybody present focusing on one speaker at a time"
- " Well organised, good speakers, relaxed atmosphere which allowed for positive group participation. (Also, good catering!)"

#### **Public Affairs**

As part of our work to realise our vision of a society free from sexual abuse and abusive relationships, Nexus developed a Local Elections Manifesto which was disseminated to all political parties and candidates for the 2023 local council elections. We laid out three priorities for all council candidates to adopt, these were: Council Staff Training and Support; Community and Industry Engagement; and Investment in and Provision of Awareness Raising Campaigns and Resources.

With the restoration of the Northern Ireland Assembly in February 2024, Nexus has engaged with political parties and representatives to enable positive change for those impacted by sexual abuse and abusive relationships. We have monitored political developments and responded to, and engaged with, pertinent issues.



" I liked the networking and information sharing opportunities, especially being able to expand my knowledge

# **Break the Cycle**

### **Communications and Engagement**

We further embedded our communications and engagement work this year with the development and implementation of our Communications and Engagement Strategy. This resulted in increased media and digital media coverage and reach. We received 50 media enquiries and issued 15 press releases or statements, resulting in a reach of 5.3 billion across broadcast, print, and online platforms.

Digital media performance has grown extensively this year as we review and refine our processes to audit our social media content and maximise on what content is working for our audiences, as well as initiating a SEO strategy.



33,278 Nexus website users (33% increase on previous year)



279,500 Twitter impressions (85% increase on previous year)



110,205 Facebook organic reach (102% increase on previous year)



Reach across Broadcast,

Print and Online platforms of

5.3billion



Instagram organic reach (106% increase on previous year)

50

Media enquiries issued







### **Events**

Our sold-out, CPD Accredited, conference in February 2024 (Sexual Abuse and Sexual Violence Awareness Week) explored the issues of Sextortion and Sexploitation as hidden epidemics. Compered by Barra Best, we had contributions from experts across community, public and private sectors, a cross-party political panel and lived experience of both issues from Nathan McErlean and Ilja Abbattista.

As well as running our own event, we also attended others, hosting stalls at many community events, including Belfast Pride Village and five Fresher's Fairs across the region where we engaged with almost 500 students.

100% of attendees said their awareness of sextortion

had increased



### **Fundraising and Donations**

Due to lack of funding for a specific fundraising and events staff member, this area of work was absorbed into the wider Communications & Engagement Team throughout 23/24. Despite this lack of resource, we implemented an innovative digital fundraising, donations, and events platform, Enthuse, in September 2023. The decision to introduce this platform was taken to streamline how we engage with supporters, provide a seamless and optimised online supporter experience, and reduce fundraising administration tasks by utilising it as our primary unrestricted income generation facilitation platform. With this new platform and several legacy fundraising streams, we received just under £40k in 23/24, down from just over £54k in 22/23, highlighting the value of having a member of staff dedicated solely to this area of work.





96% said their awareness of Child Sexual Exploitation had increased



of human trafficking and sexual exploitation had increased





Awarded QUB 'Raise And Give' Charity Partner receiving 28% of all votes

# **Fit for Purpose**

A key strategic objective is to be fit for purpose - to develop an effective and strong organisation. We worked to achieve this is 23/24 through various activities, including:

#### Talent Management - Resource & Succession:

Attracting and selecting top talent across all departments ensures we deliver the highest quality service to all who access our services.

#### **Recruitment Days:**

In October and November 2023, we hosted highly successful Recruitment Days in Belfast and Derry/Londonderry. These events allowed us to engage directly with local communities, providing valuable information about our organisation and the various roles available.

#### **Expansion into Future Talent Pipeline:**

We have expanded our talent pipeline with the launch of our Clinical Placements strategy. This initiative was designed to attract and develop future talent within our counselling team and to support students in achieving their qualification.

#### **Volunteer Placement:**

We actively encourage people to join us to volunteer within Nexus. These volunteers support various departments, contributing to the critical work we do.

#### Organisational and Personal Development:

A full organisational skills audit was completed for staff and associates to help identify skills gaps. From this data an organisational training & development plan was developed. All staff now have access to IHASCO eLearning Training Platform modules and they are encouraged to attend 2 CPD events in year as part of their Personal Development Plan.

#### **Quality Standards:**

Internally, a governance framework that aligns with professional bodies through the implementation of a quality assurance system was developed and embedded into all departments in Nexus.

#### Accreditation and Awards:

Nexus was successful in achieving CPD accreditation for 3 courses and the conference.

Nexus was also awarded the Diversity Mark Bronze Award for its commitment to diversity and inclusion, is recognised as a 'Safe Place' and received the ONUS 'Safe Place' Charter mark award and was successful in achieving a Cyber Essentials self-certification selfcertification. This year Nexus nominated our treasurer Sheryl Henderson as CO3 Trustee of the Year who came highly commended in that category.

## **Engaging with our People**

In 2023/24 we developed a People Strategy based upon our vision, mission and values outlining the plan for attracting, retaining and growing the best talent for the future success of the organisation. As part of this, small improvement teams were established, comprising of employees across different departments. These 'Champions' work proactively across the organisation, within the Health and Wellbeing and Diversity and Inclusion Teams to implement agreed actions.

#### **Reward and Recognition**

This year we established the CEO Values initiative encouraging colleagues to nominate their peers in recognition of living Nexus values in the workplace. The Nexus Biggest Learner was another initiative recognising employees and volunteers who had completed the most training on our eLearning platform.





## **Treasurer's Report** Sheryl Henderson



# I am pleased to present the Treasurer's Report for the financial year ending March 2024. The continual robust financial management of Nexus has ensured that the organisation remains in a sound financial position, with an effective Reserves Policy in place. The strategy for managing existing funding streams while pursuing diverse income opportunities, including fundraising, will continue to be a focus as the organisation seeks to achieve its vision of a society free from sexual abuse and abusive relationships.

The financial outcome for the year clearly illustrates the determination of the Nexus Board, supported by the CEO and both the Senior Leadership and Senior Management Teams, to ensure Nexus retains its position as Northern Ireland's leading organisation supporting individuals impacted by sexual abuse and abusive relationships.

The net deficit for the year 2023-24 amounted to £294,962 as a result of reduced incoming resources from charitable activities, a reduction in core grants and a reduction in donations and gifts received coupled with investment in the organisational structure to ensure organisational sustainability. The Nexus Board would like to express sincere appreciation to the CEO, the Senior Leadership and Senior Management Teams, and staff for striving to ensure that Nexus remains an organisation that is fit for purpose despite the challenging funding environment within the charitable sector.

Nexus cash-flow is in a solid position, with a Reserves Policy target of achieving 4-6 months of total costs in general reserves to ensure the financial stability and continued provision of the charity's main activities.

The main sources of income for the year were from the Strategic Planning and Performance Group (SPPG) within the Department of Health to provide specialist therapeutic support to adults impacted by sexual abuse and abusive relationships, and funding from the Departments for Communities, Health, and Justice for the provision of the 24/7 Domestic and Sexual Abuse Helpline. I wish to recognise the importance of our funders who continue to both trust and work with us to break the cycle of sexual abuse and abusive relationships in our society.

The Nexus Board and management team continue to focus on increasing the variety of funding sources accessed by the organisation and its long-term sustainability. To that end, review and investment continues to be made in the organisational structure to ensure sustainability of the organisation. We are continuously improving management of our appointments and reporting with the on-going aim of improving and making the services more efficient and flexible to adapt to the changing funding environment.

Finally, I would like to thank the CEO, Senior Leadership and Senior Management Teams and the staff who have successfully managed and administered the finances of Nexus on behalf of the Board throughout the year. Their efforts are an important contribution to the ongoing strategic development of Nexus and the achievement of its mission to enable positive change for those impacted by sexual abuse and abusive relationships through supporting, informing, and influencing society.

	Restricted	Unrestricted	Total 2024	Total 2023
Income Resources	£1,692,278	£120,549	£1,812,827	£2,028,204
Expenditure	£1,812,422	£295,367	£2,107,789	£1,999,770
TR between funds			-	-
Surplus/(Deficit) for the year	(£120,144)	(£174,818)	(£294,962)	£28,434
Capital and Reserves	2024	2023		
Unrestricted	£817,024	£991,842		
Restricted	fO	£120,144		
Total Funds	£817,024	£1,111,986		

# Thank You

We would like to pay thanks and appreciation to our funders and partners during the 2023/2024 period. Your support is integral to our success in achieving our vision of a society free from sexual abuse and abusive relationships.





















Männystrie O Poustie

www.health-ni.gov.uk





Delivered by THE NATIONAL LOTTERY COMMUNITY FUND







Breaking the Cycle of Sexual Abuse and Abusive Relationships

Nexus

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Nexus is accredited with BACP (British Association for Counselling and Psychotherapy) and NCPS (National Counselling and Psychotherapy Society). Nexus is a registered charity: Charity Commission Reg No. NIC 102558



