

# ANNUAL REVIEW

2020 - 2021

## CONTACT

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“ Our vision is to provide genuine opportunities for all, where people can respond confidently to the challenges of life ”

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## Did you know?

There was a **65%** increase in domestic abuse cases between 2020 and 2021 compared to previous year

**2,300,000** adults in the UK have experienced domestic abuse in the last year.

**41%** of these cases were referred to independent domestic abuse services like Valley House.

Statistics sourced from:  
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenglandandwalesoverview/november2020>



# Domestic Abuse Safe and Supported Accommodation

## Who we support

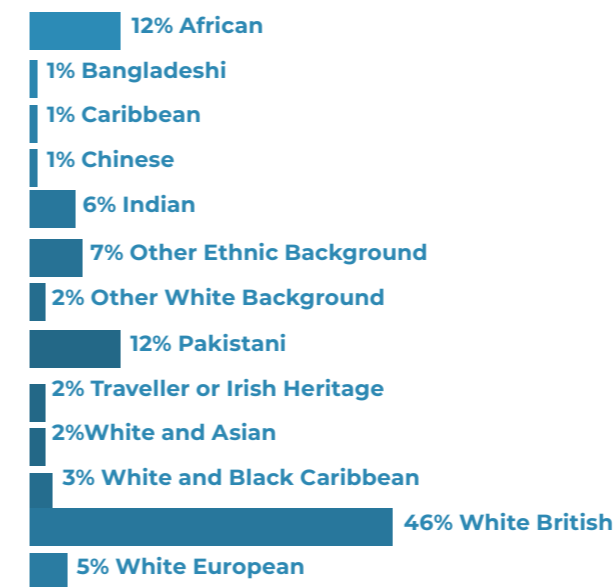
We were able to provide safe, supported accommodation for up to 74 victims of domestic abuse (DA) with or without children, at any one time.

This year our Domestic Abuse Supported Accommodation Service worked with 179 adults and 153 children

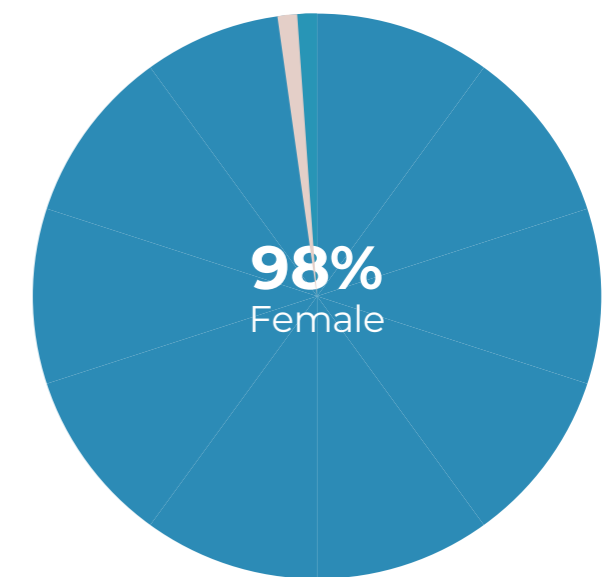
### Our comprehensive support covers:

Safety planning and managing risk, understanding and awareness of DA, securing and managing accommodation, understanding of the effects of DA on children and improving parenting capacity, building confidence and self esteem, legal and criminal justice issues, managing money, improving physical and mental health and / or substance misuse issues, improving social networks and relationships, increased ability to access training, education and other activities.

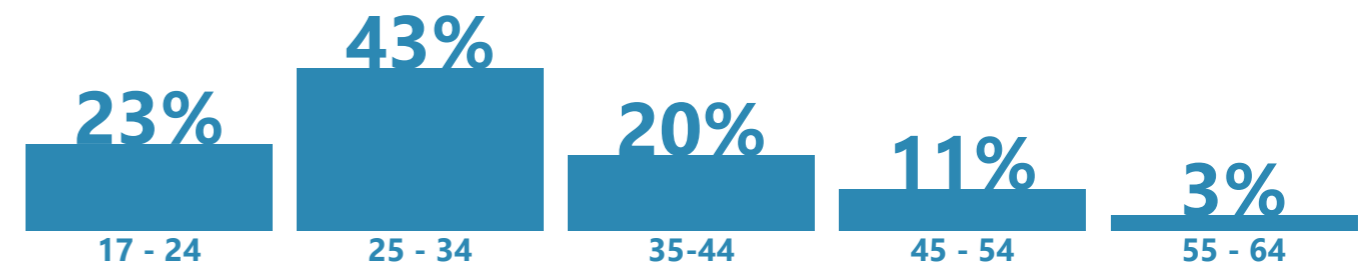
### Ethnicity Split



### Gender Split



### Age Split



I want to say thank you for making my time at valley House more relaxed. You were such a delight to talk to, even on my bad days you were there to listen.



# Amelia's Story

Amelia was referred to Valley House by her Housing Officer after being subjected to physical, sexual, emotional, and verbal abuse by her ex-partner. She was manipulated and controlled by her perpetrator who also raped and sexually assaulted her.

She said she was so isolated; she did not realise that there were services available to support her. Amelia reported the day she moved in with him was the day everything changed and felt it was too late to change her mind as she'd arranged a job to go to.

Amelia originally moved to Banbury to be with her partner, she loved him. Amelia states he became someone who wasn't very nice, he was cold and aggressive, and they fought a lot. Amelia explained how he became sexually abusive, and Amelia would be subjected to rape 2-3 times a week.

Amelia ended up taking an overdose to try to escape the situation and ended up in hospital for 3 days. She was very depressed and had lost her sense of self-worth because of the abuse she endured.

Since coming to Valley House, Amelia has worked with a Domestic Abuse Support Worker and completed a package of domestic abuse support aimed to empower Amelia with the knowledge going forward. Amelia said she did not realise him assaulting her through the night was actually abuse until doing this work. Amelia has accessed medical attention, set up benefits, registered with a GP and now accesses counselling on a weekly basis. Amelia is also on a waiting list for specialised sexual violence support counselling.

Amelia has family in the area that she has since reengaged with which Amelia feels relieved about. Amelia recognises that the perpetrator isolated her, controlled her, then weaponised her mental health. Amelia's emotions and feelings are still up and down, and this journey has not been easy, but Amelia is able to see her progression and is positive for a bright future.

'I am in the process of rebuilding' Amelia states. 'Valley House check in on me every couple of days when I'm low and just knowing someone is there to talk to is a massive help'.

As her body healed, her self-esteem grew. She met with her counsellor and shared how she felt like she was growing into a new woman. Amelia began feeling good about herself. She started wearing makeup and smiling more.

Amelia is now looking to move on to independent living and is being supported with this transition by Amelia's Valley House Support worker. Amelia recognises the healing process is not a quick fix.

'I am able to see the progress I'm making more and more'.

Note: Valley House shares real stories from the people we work with. If necessary, we use stock photographs and change some details to protect the identity of individuals.





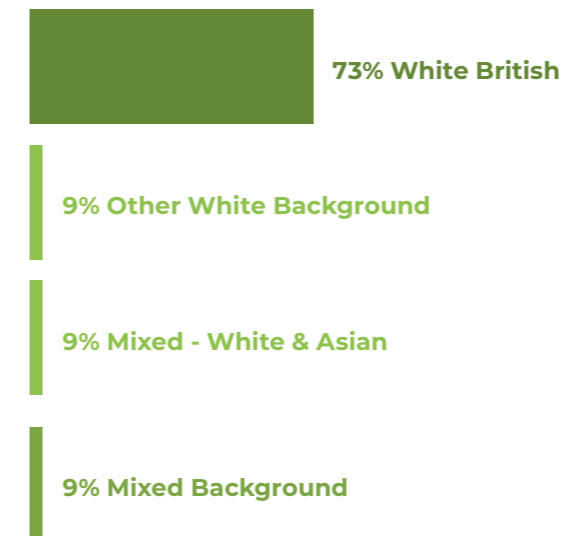
# Young Parents Service

## Who we support

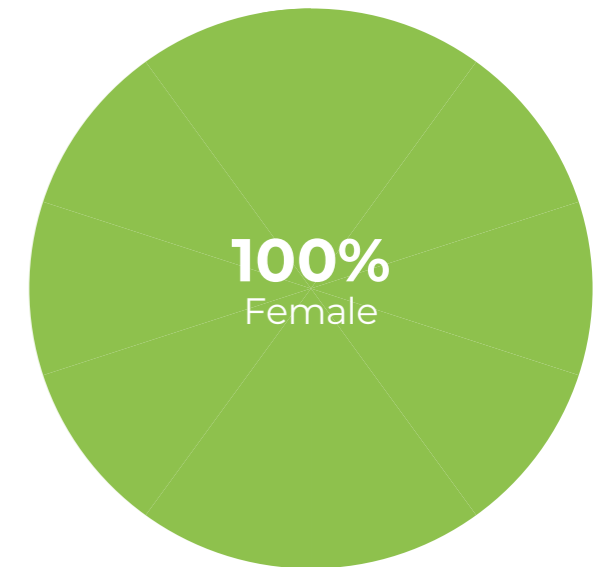
The Young Parent service at Valley House have worked with 27 young parents and 17 children. 89% of young parents engaged in the support provided and had successful move on to independent living with their children, 8 of the young parents went on to receive an outreach support service from Valley House.

Young parents were impacted by COVID and were not able to access the range of groups normally on offer, work was carried out on a one-to-one basis to ensure some education and training took place. Valley House actively encouraged young parent to remain safe and adhere to COVID restrictions and guidelines

### Ethnicity Split



### Gender Split



### Age Split



*Staff go above and beyond to support us even when I can see they are really busy*



# Claire's Story

Claire used our Young Parent Supported Accommodation Service, and Young Parent Floating Support Service. As she had experienced domestic abuse, she was also supported by our domestic abuse team.

In July 2019 Claire and her 11-month-old child moved into Valley House Young Parent Supported Accommodation. Claire had been experiencing domestic abuse, because of this, her child was on a Child Protection Plan. In August a child protection conference resulted in the case being stepped down to a Child in Need plan. In September, Claire began adult education courses in Maths and English. She also completed a course about domestic abuse with Valley House. The aim of the course is to empower service users to spot the signs of domestic abuse and avoid potentially abusive relationships in the future.

Claire's child began attending the Valley House Nursery and Claire began counselling with the Valley House Community Wellbeing Service. In October, her support worker helped her to obtain a grant for winter clothes and shoes. Claire attended the Valley House 'Life Skills' course and due to her hard work, determination and amazing progress, the Child in Need Plan ended. Once Claire had completed her package of support and felt ready to live out in the community independently, her support worker supported her in using 'Home Finder' to bid on appropriate properties for her and her child to live.

Claire secured a new tenancy and moved out of Valley House Supported Accommodation, in February 2020. A Community Support Grant application was made by her support worker as well as several other charity applications to help her get the essentials she needed for her new home.

In March, Claire moved onto the Valley House Young Parent Floating Support service. The charity grant applications were successful! Claire received a travel cot, toddler bed, sofa, adult bed, bedding, carpets, television stand and fridge freezer to furnish her home.

In March 2020, Claire gave a radio interview on BBC Coventry and Warwickshire to share how much she has valued the support she received from our Young Parent Supported Accommodation and Floating Support Services. In May of the same year, an unfortunate incident happened, her ex-partner and perpetrator broke into her new home. Claire called the police; he was arrested and a 2-year restraining order put in place. A restraining order is a court order which prohibits an abuser from doing certain things such as contacting or attending the place of work or home address of their victim. Breaching (breaking) a restraining order is a criminal offence. It is a really positive result from a frightening ordeal and gives Claire greater legal protection from her perpetrator.

In June, Claire felt she was in a good place and ready to move forward independently, without further support from Valley House.

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# Community Wellbeing

## Who we support

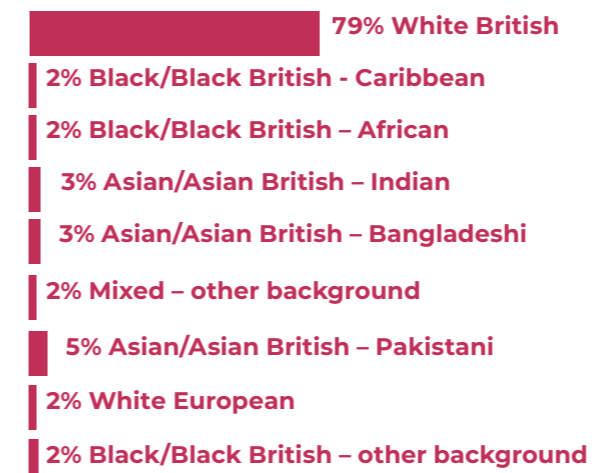
Our Community Wellbeing service worked with a total of 61 adults and 21 children. This service combines therapeutic type interventions with practical support to enable isolated and vulnerable individuals to live healthier and more independent lives.

### Our comprehensive support covers:

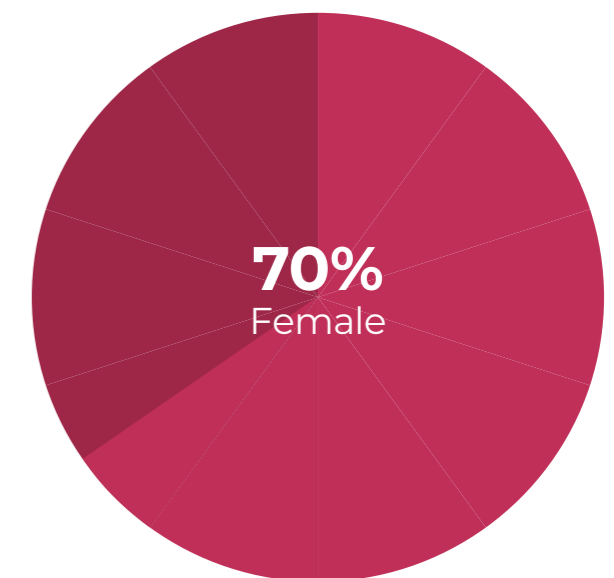
**Rooted** - A programme that has been set up to help homeless and vulnerably housed individuals and families.

**Accelerate** - Accelerate is a free employment support service that can build confidence, help with training, improving skills and providing valuable work experience – all geared towards helping someone find a job that suits them.

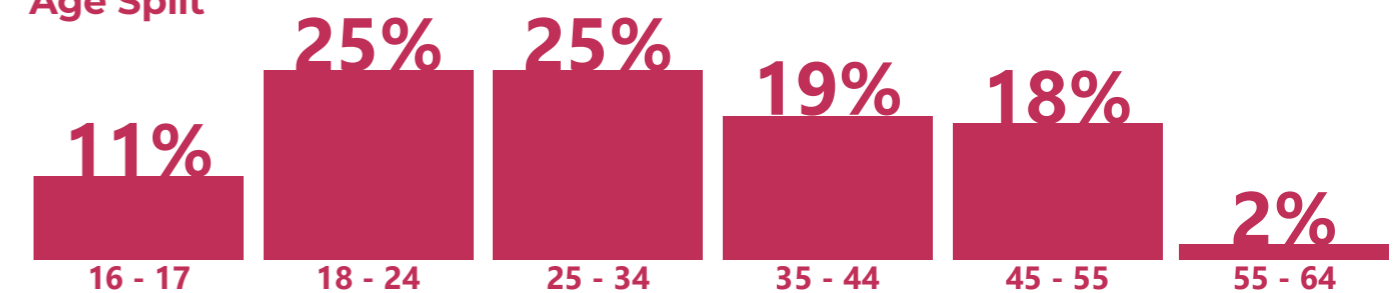
### Ethnicity Split



### Gender Split



### Age Split



valley House staff took care of me in every way. Debts, bills, family and professional matters. At the moment they are the only people I have contact with face to face. It is important to me because of my mental health problems. I have not experienced such good treatment for a long time.



# Andrew's Story

Andrew is 35 years old and has a diagnosis of Bi-Polar. He was referred to the Community Wellbeing service by his Rooted worker at Citizens Advice as he was struggling with his mental health.

He lives in a one bed flat which he had been sharing with his partner, three children and two dogs. Andrew described this relationship as volatile and it was exacerbated by lockdowns last year when they were all spending more time in the flat. It resulted in the Police being called to the property by his partner and she subsequently left with the children. He had had no contact with them for three months.

Shortly before being assessed for the service at Valley House, Andrew had a seizure at work and was subsequently signed off sick. He was waiting for scans and further appointments to establish the cause; epilepsy or whether it was a result of a recent change in medication for his Bi-Polar. Whilst waiting for these tests and results, Andrew had had to stop taking all his medication, leading to a deterioration in his mental health.

Andrew struggled with daily life and his self-care was poor. He was rarely washing or changing his clothes as keeping the same clothes on made him feel safe. He wasn't eating regularly as he had a low appetite and wasn't motivated to prepare or cook food. Andrew had been using cannabis to manage his mental health and had started self-harming to cope with his feelings.

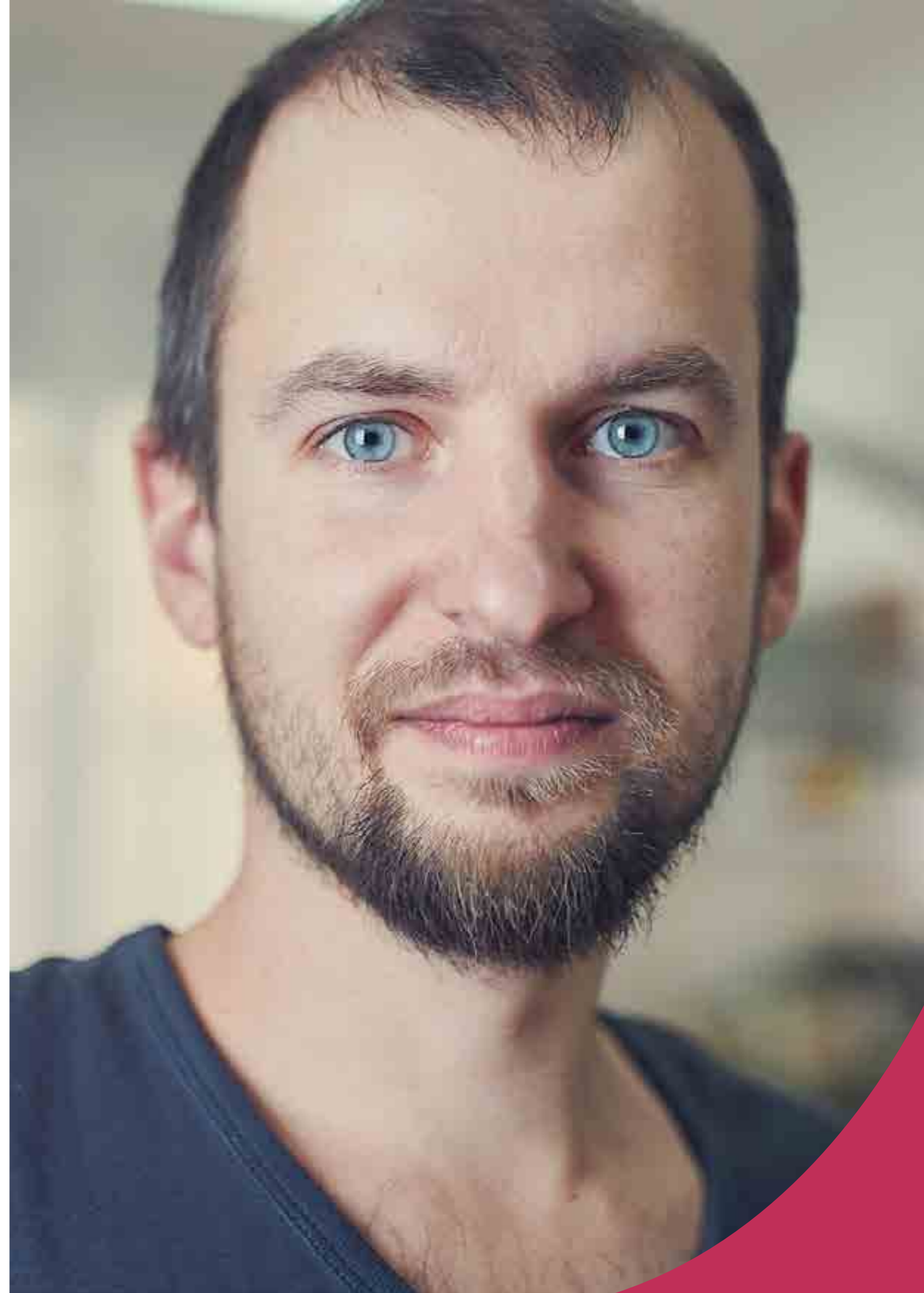
With no longer being able to work he was becoming increasingly isolated. Andrew has no family in this country and struggled to maintain friendships due to the unpredictability of his mental health. He had felt that his work colleagues were his friends, but he realised since being off work that they were not. He reflected that everyone where he worked had their own issues whether it be mental health or substance misuse. Andrew struggled in the workplace due to his mental health, he had been on disciplinaries due to turning up for work late or not at all. He felt that it did not matter if he lost his job as this had happened in the past and he felt he would just find another one.

The support Andrew receives has been face to face as he struggles over the phone. It has been a space for Andrew to talk about his emotions, understand his role in the end of his relationship and develop positive coping strategies. He has also received practical support around his Universal Credit and PIP claims.

Andrew is now in receipt of Universal Credit and has a plan in place with his landlord. He has started doing some gardening work with his neighbour which has helped with improving his mental health and also reducing his isolation.

Andrew is back on medication for his mental health and is in regular contact with his GP and attends regular appointments with his psychiatrist.

Andrew believes that his place of employment is not helping his mental health and he believes it would be beneficial for him to work in a different environment. He has always done work which he states, "a monkey could do" and would like to do something that interests him and uses the skills that he has.







# Counselling Service

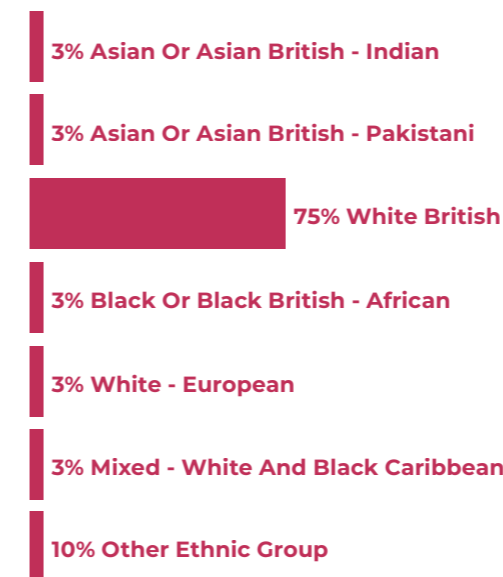
## Who we support

During 2020/21 the Counselling Service worked with a total of individuals. Counsellors worked remotely with clients, offering extensive support during a time when service users have experienced additional challenges to their mental health.

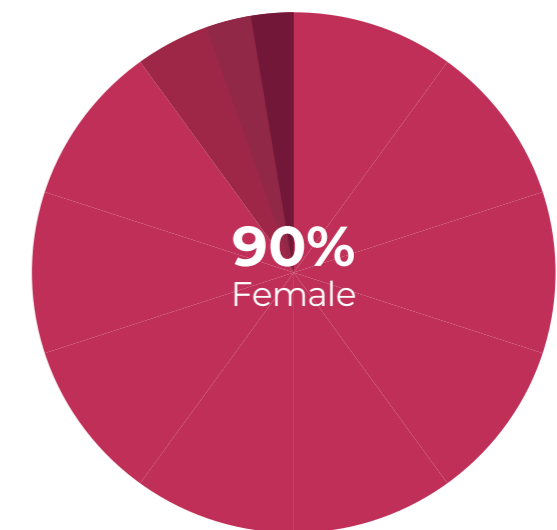
### Our comprehensive support covers:

6 months of weekly counselling sessions, where clients can come with varied issues, related to current and past experiences. Counsellors within Valley House offer listening, reflection and a relational experience. Clients can build confidence and feel heard in a safe environment where they are supported to develop, grow emotionally and develop resilience.

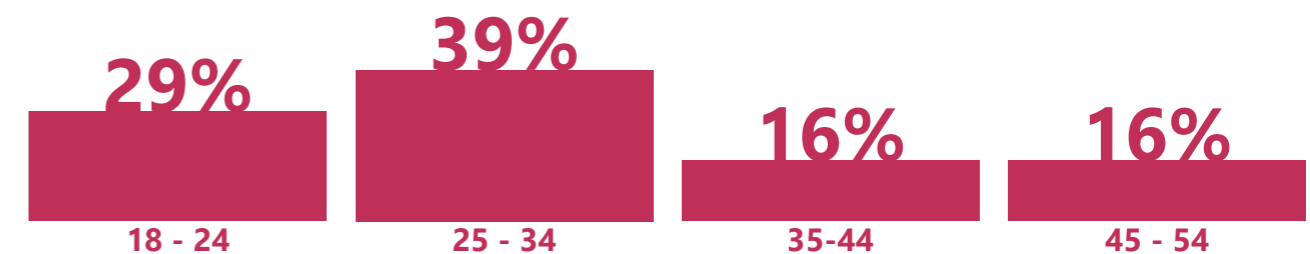
### Ethnicity Split



### Gender Split



### Age Split



“Reminds me of being at home. The service, the one to one support, the security of being in one room can open your heart without people listening.. it builds up a relationship that can build your heart



# Prisha's Story

Prisha came to Valley House with a number of issues. She had suffered a history of emotional abuse from romantic partners, whereby she was being controlled and forced to do things she didn't want to do. She also presented with issues towards her Mother often feeling rejected and abandoned.

During her time with the Valley House Counselling Service we explored her childhood. She said she felt it necessary to heavily please her parents and others involved in her life, including her romantic partners. The counsellor developed a deep relational depth with her and provided a safe non-judgemental space for Prisha to share and freely explore her inner thoughts and feelings, helping her to become more in tune with her own thought processes and helping to understand how she truly felt.

By being listened to intently and listening to herself Prisha has now been able to provide firm boundaries in her relationships and therefore been able to effectively communicate how she feels she should be treated by others.

The counsellor notes how much the client has flourished within herself and how much stronger she has become. Prisha has a strong sense of who she is, and the counsellor feels she now has a strong internal compass guiding her through life. Prisha no longer feels the need to please other people, and has developed a strong sense of love for herself.

Valley House would just like to say, what an honour it has been to be a part of Prisha's journey of growth.

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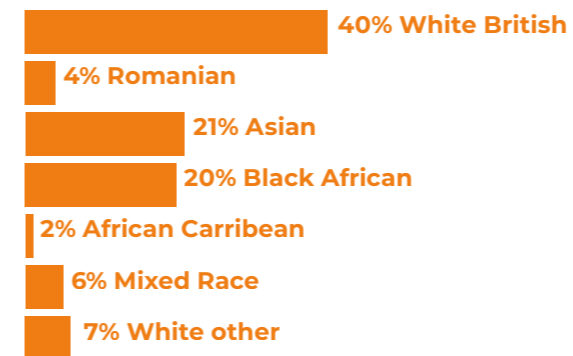
# Nursery

We run a self-funded nursery offering full day care to both government funded and fee paying families. We pride ourselves on the exciting and engaging learning environment we have created, and our dedicated and supportive staff.

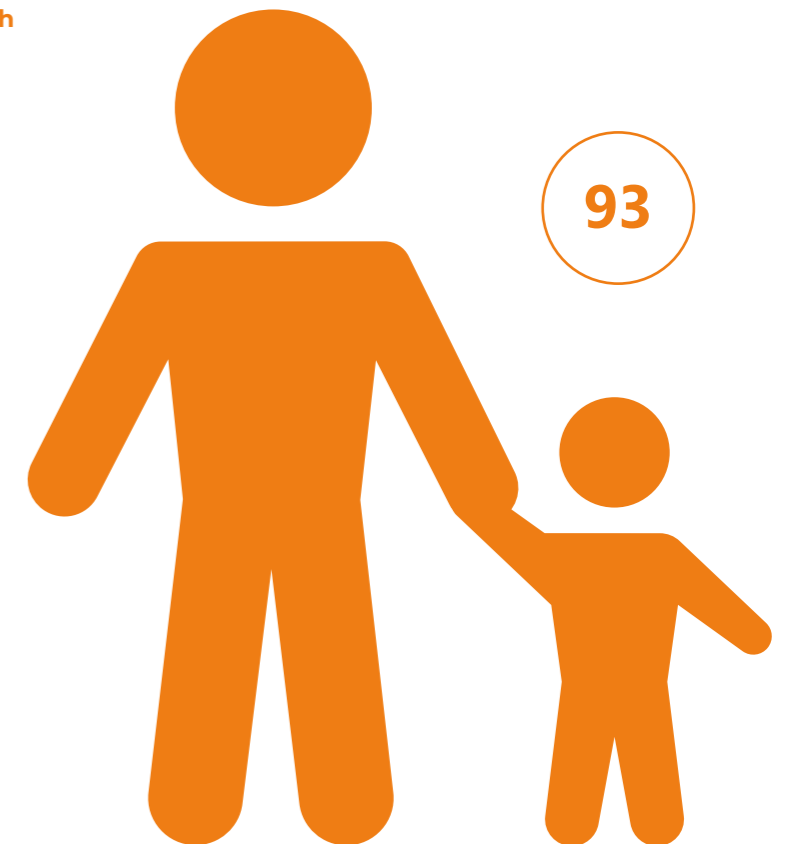
## Who we support

We are a self-funded nursery offering full day care to both funded and fee paying families. It offers a creative and fun experience to children and seeks to optimise their readiness for school. During 2020/21, 93 children accessed our nursery and holiday club provision. We have a wide range of families from different cultural and ethnic backgrounds and good working relationships with statutory services.

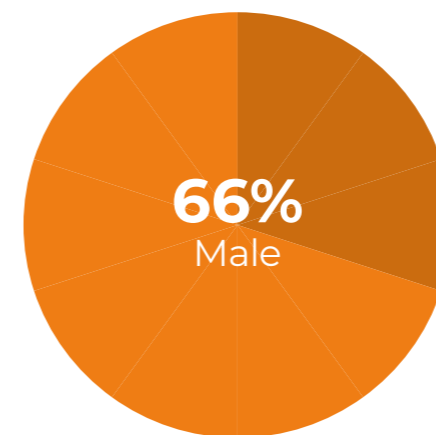
### Ethnicity Split



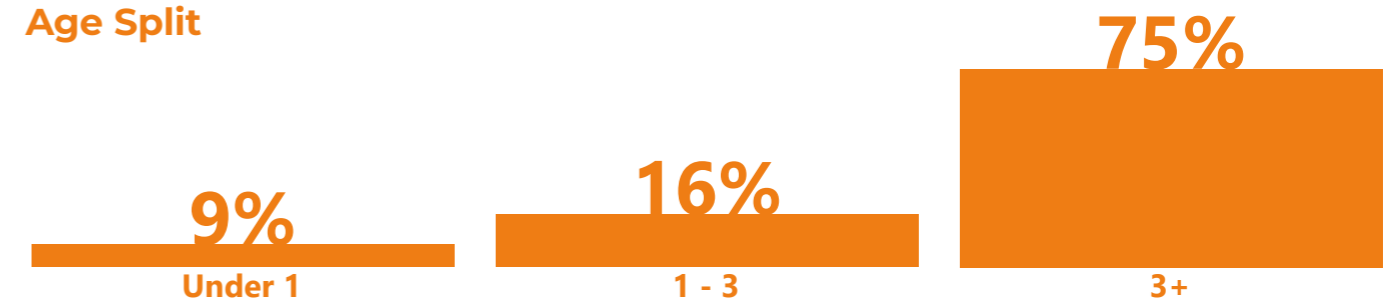
### Total Children Helped



### Gender Split



### Age Split



“ The Nursery caters to all of Leonardo's needs and has been excellent at settling him in. The staff are lovely and they looked after him and I would recomend valley House to any parent that is worried about leaving their child for the first time. Thank you so much!



# Nathan's Story

I attended Valley House Nursery from a very young age. My mummy and daddy were worried about me and found it hard to except that I was a little bit different to their friends' children. I was not broken or bad, I just needed some special care. And my parents just needed some reassurance that things would be ok for me. I came with several development needs, I struggled to do what all the other children could do easily.

Staff at Valley House carried out all the relevant assessments that I needed and involved outside agencies where necessary. And it turns out that an awful lot was necessary. There are a lot of new faces in my life now, but I always felt safe when I came to nursery, the same faces every time was comforting and made things a little less terrifying. I was on the starting line of my journey, ready for what was to come. I think my family were more scared than I was, I had to be brave. Staff set realistic targets, devised strategies, and set up plans with reachable goals. These were my goals. I was just playing and having fun and apparently, I was doing well. Everyone around me seemed to be optimistic and happy so I was optimistic, and I was definitely happy. Apart from the times when things were frustrating or even painful.

The environment was adapted to my needs to help with my physical development. I remember all the work the staff did to make me believe in myself and I did achieve. I am walking independently now and that is something the 'faces' told me I might never do. Staff went above and beyond to see I had a good start in my early years. They supported my family as well as me. Sharing information, giving advice and sometimes just being there for my parents to vent and let off some steam. This means the world to me and my family. With the staffs' help, I got a placement in a specialist school. This I may add is not at all easy. Where I have made a lot of progress in all areas of my development.

I am doing really well now; I am so happy and so is my family. I am definitely a success story.

Note: Valley House shares real stories from the people we work with. If necessary, we use stock photographs and change some details to protect the identity of individuals.



# Our Impact

**61%**

increase in Domestic Abuse cases seen here at Valley House

After leaving our Community Wellbeing Service

**81%**

were pursuing education, training or voluntary work

After leaving our Young Parent Service

**80%**

reported an increase in their positive emotional wellbeing and ability to look after their child

**94%**

reported they had been supported to claim the benefits they were entitled to

44% of service users reported they were struggling to manage symptoms of their illness'

**70%**

said they are now on the correct medication and have strategies in place

After leaving our Community Wellbeing Service

**69%**

were eating better, exercising more and sleeping better

After leaving our Young Parent Service

**80%**

said felt more confident about how to provide a happy and healthy lifestyle for their child.

**83%**

of Accelerate service users reported an increased ability to manage their mental health





## THANK YOU

### TO OUR FUNDERS / DONATORS:

General Charities Midlands  
Langar Seva Society  
Comfort Careers  
Cold Feet Campaign  
Coventry Boot Fund  
Morrisons Holyhead Road  
Sainsburys Courthouse Green  
Coventry Central Seventh Day  
Adventist Church  
SWAP Foster Care, Warwickshire

Black Prince Pub, Tile Hill, Coventry  
Bare Necessities  
Asda Walsgrave  
Coundon Court Football Club  
Baron Davenports Charity  
Valley House current and ex staff  
VH Board Members  
British Red Cross  
Warwickshire Freemasons  
Charitable Fund

Unipart  
Co-op Coventry NDC  
Coventry Foodbank  
Glasspool Charity  
Hope Revolution

**We are also grateful to all of the other smaller trusts, corporates and organisations not listed above which are an integral part of our work.**

### BECOME A SUPPORTER



You can support Valley House and the work we do by visiting our JustGiving page: [www.JustGiving.com/ValleyHouse](http://www.JustGiving.com/ValleyHouse)

You can fundraise for us, set up a monthly donation or donate as a one off.

**0808 2000 247 Freephone 24 Hour National Domestic Violence Helpline**  
(run in partnership with Refuge)

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