

# ANNUAL REVIEW

2019 - 2020



COVENTRY Building Society  Date August 2019  
Pay VALLEY HOUSE  
ONE THOUSAND SIX HUNDRED  
AND SEVENTY

## CONTACT

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**VALLEY  
HOUSE**  
Promoting positive change since 1977

Reception



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

## Join the conversation

Keep up-to-date with all things Valley House



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www.valleyhouse.org.uk

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## Did you know?

**24%**

increase in domestic abuse cases between April 2019 and March 2020

**2,400,000**

adults in the UK have experienced domestic abuse in the last year.

**60%**

of referrals are made to independent domestic abuse services like Valley House.





# Domestic Abuse Accommodation

## Who we support

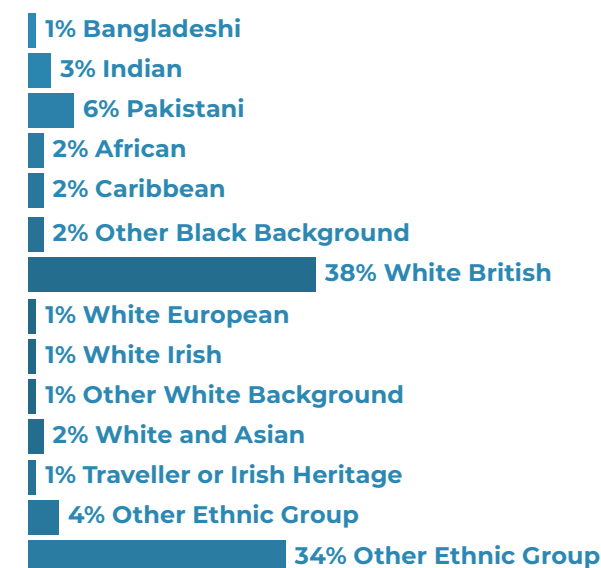
We were able to provide safe, supported accommodation for up to 39 victims of domestic abuse (DA) with or without children, at any one time.

This year our DA supported accommodation service worked with 123 adults and 79 children.

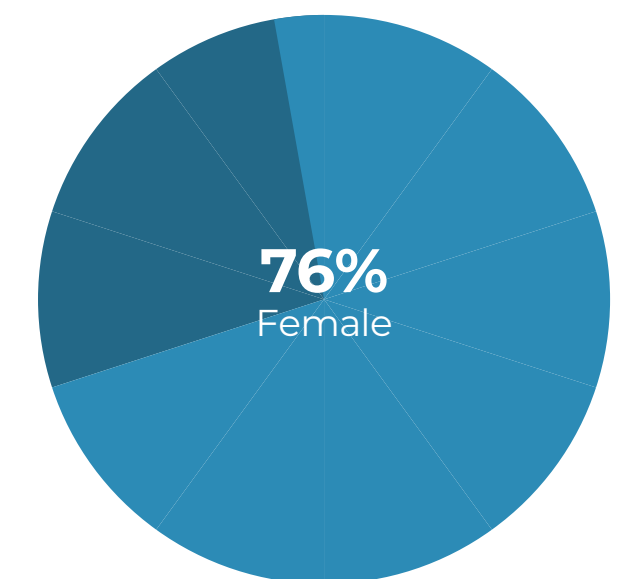
### Our comprehensive support covers:

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.

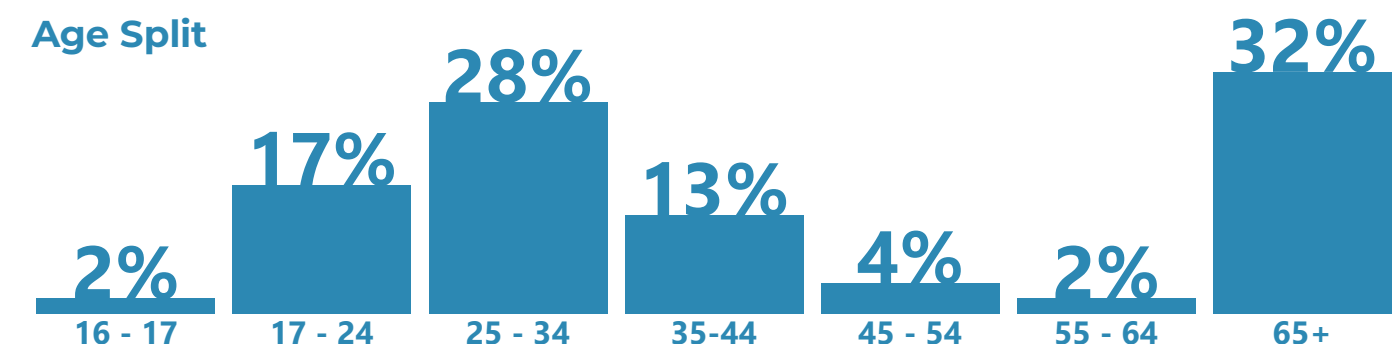
### Ethnicity Split



### Gender Split



### Age Split



“ I think valley House staff are very supportive and thoughtful. If it wasn't for valley House, I would be homeless and suicidal. ”

# Shanices Story

Shanice lifestyle was chaotic when she first came to Valley House. Today, she lives in one of our family homes with her baby daughter and is looking forward to a happier, healthier future.

Shanice, 19, was referred to Valley House when her daughter, Joelle, was five months old. Joelle was being cared for by Shanice's mum at the time. Shanice moved into a shared flat at Valley House and was allocated a support worker.

A traumatic childhood had left its mark on Shanice. She witnessed domestic abuse as a child and began to self-harm at a young age. Since becoming a mother herself, Shanice had stopped self-harming but she was using drugs and alcohol. She was in an on-off relationship with Joelle's father who was violent and abusive. She had also experienced domestic abuse in previous relationships.

## Turning her life around

When she first arrived at Valley House, Shanice was distraught that her baby daughter was not living with her. She had little support from her immediate family – Shanice's mother was very controlling and was trying to exploit Shanice's vulnerabilities to try and get custody of her granddaughter.

It was clear that with the right support, Shanice could sort out her chaotic lifestyle, turn her life around, and become a good parent. We worked with Shanice on her budgeting skills and helped her to access the correct benefits and pay necessary bills. With our support, she enrolled on a healthy eating course and applied to college to do beauty therapy.

## A family reunited

Shanice's priority was to get her daughter back. We put her in touch with legal advisors and she was granted custody of Joelle. The two are now living in a family home at Valley House where they have access to 24-hour support, seven days a week. Shanice is registered on Home Finder with the long-term goal of moving into her own home with Joelle.

Today, Shanice is having counselling to address her drug and alcohol abuse. She is learning parenting skills and is doing everything she can to give Joelle a safe and happy childhood.

*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.*





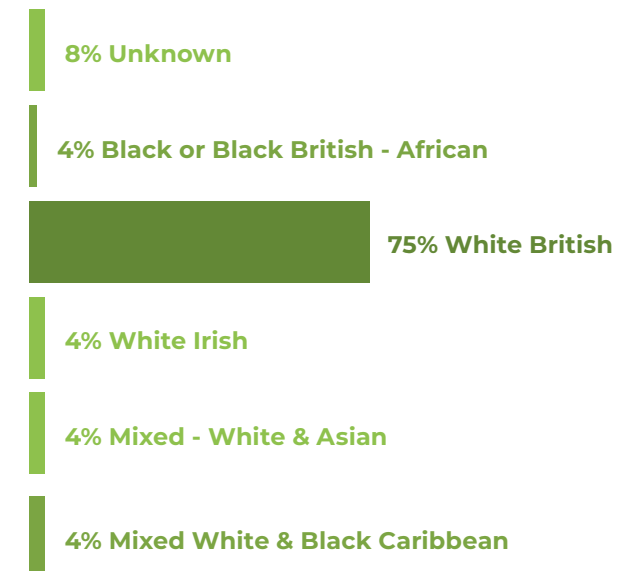
# Young Parents Accommodation

## Who we support

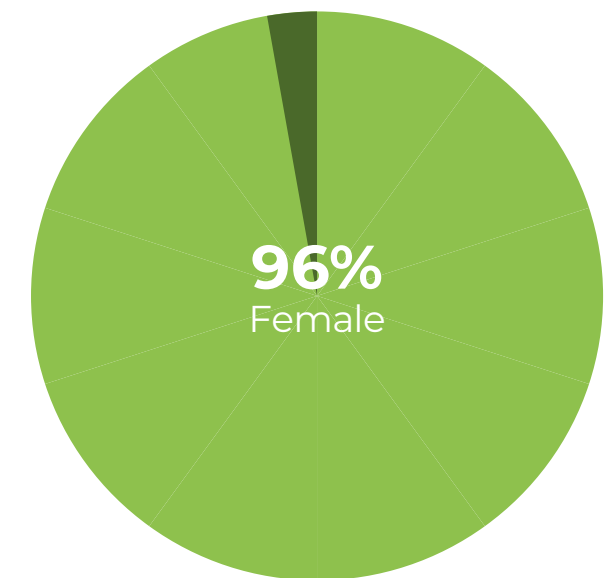
Within the Young Parents Service, we worked with 38 young parents and 27 children. Up until November 2019, 93% of service users had a planned exit, evidencing a completed package of support and achieved a successful move on with their child/children.

Since the new contract began in November 2019, 67% of those service users have regularly engaged in the new Life Skills programme, learning and building their capacity to move towards independent living.

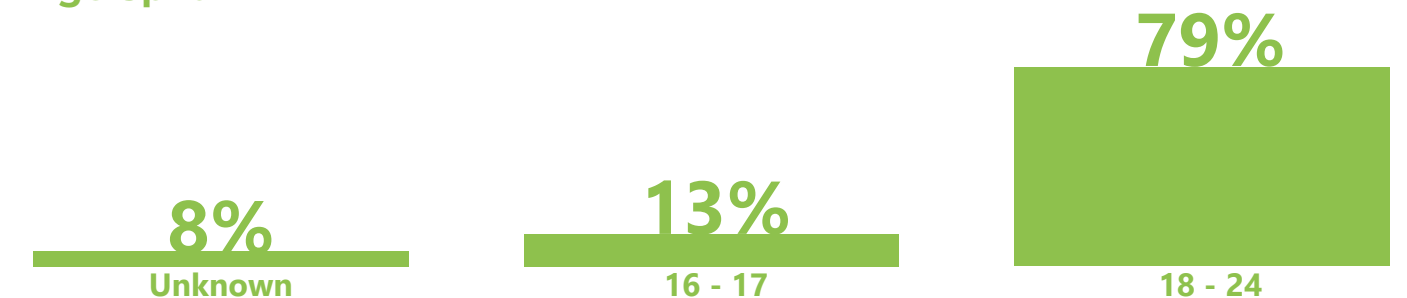
### Ethnicity Split



### Gender Split



### Age Split



“valley house helped me a lot as I felt I was at square one and in the next six months I managed to increase my confidence and my responsibility, especially as a parent.”



# Rebecca's Story

Rebecca is a young parent with two boys aged one and six months. During her first pregnancy, Rebecca found herself in an abusive relationship. She suffered verbal abuse and was often threatened with physical violence. The arguments got worse as the pregnancy progressed. During these arguments her partner would tell her that she treated him badly and he'd be better off in a relationship with one of her friends. Due to this, she lost all her self-confidence. When a friend noticed what was happening; they supported Rebecca to leave her partner. Fortunately for Rebecca, her family really pulled through for her and she felt supported.

After the split, her ex-partner tried to initiate relationships with Rebecca's friends. Having confided in them about some of the details of her relationship her friends ignored him. When he found out she had shared details of their relationship, he started spreading malicious rumours. It took Rebecca awhile to recover from the upset this caused.

Initially Rebecca was supported by the Valley House Young Parent Floating Support service. She was really worried about malicious reports that were being sent to Social Care and how they could affect her and her child. Staff provided reassurance and Rebecca then moved into accommodation at Valley House for her safety.

Valley House have supported Rebecca in all areas of life. Teaching her about parenting, money and budgeting. She is proud of the fact that she is now able to pay rent and council tax on time. Rebecca also joined the Life Skills course at Valley House. Occasionally, she struggled to attend these sessions due to social anxiety. However, when she couldn't make it to a session, her support worker would complete a 1 to 1 session, to help her catch up. Rebecca is much more confident and would love to help others who are going through a similar situation. She feels that she'd be able to give them advice on where they can get help from and how they can help themselves. Rebecca is proud of herself, saying that despite the fact her pregnancy was 'absolute hell' she's happy now .

To see more about Rebecca, check out are quick Q&A here:

<https://www.youtube.com/watch?v=HOohRokovIo>

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# Health & Wellbeing

## What support do we offer?

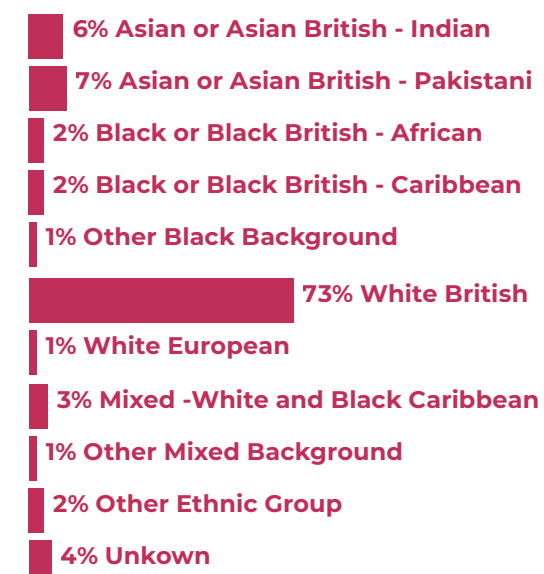
Our Community Wellbeing service worked with a total of 107 adults and 7 children. This service combines therapeutic type interventions with practical support to enable isolated and vulnerable individuals to live healthier and more independent lives. This service receives funding from numerous sources, broken down below:

Our **"HY<sup>2</sup> - Helping You Help Yourself"** Big Lottery Reaching Communities funded programme worked with 9 adults. 100% reported improved mental health on exiting the service. The funding for this programme ended on 31 August 2019.

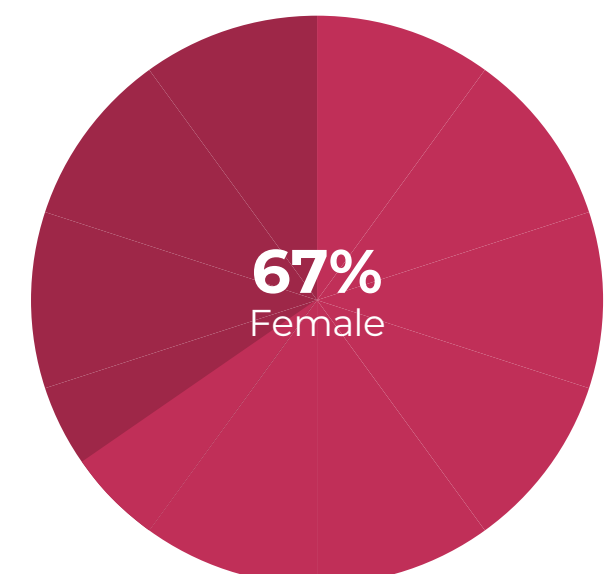
Our **"Rooted"** programme with Coventry CAB worked with 29 adults and 4 children. 88% reported an increase in positive relationships on exiting the service.

Our **"Accelerate"** Big Lottery/European Social Fund Building Better Opportunities funded programme worked with 39 adults and 3 children 83% reported increased ability to manage their mental health.

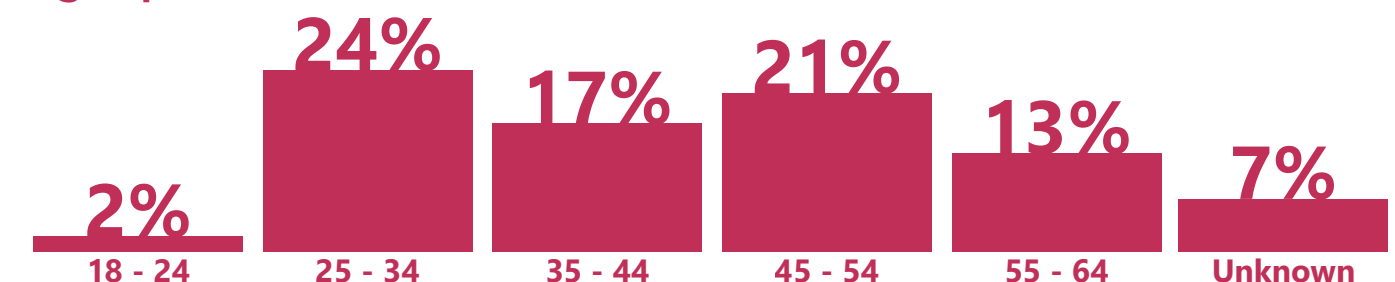
### Ethnicity Split



### Gender Split



### Age Split



“It's good to be able to blow off steam, it gets me through the week and the information is useful”



# Ian's Story

In 2016 Ian was working as a carer full time, and living with his parents. When Ian's mum died suddenly, he became a carer for his dad, Bill, who had early onset dementia. During this time Ian had to have a knee replaced so ended up being on sick leave, but still had the responsibilities of caring for Bill.

Unfortunately after the operation he was unable to continue his job as a carer, going from a full time wage to no pay. As well as financial struggles, he found full time caring for his dad 24/7 difficult. Ian's dad died in January last year. Ian felt like since then, everything came crashing down. He had no parents, bills to pay and things to sort out. Ian really struggled with the loss and all his new responsibilities. At his local job centre, it was recommended that he contact Valley House. After reaching out, he began working with Valley House every two weeks. A support worker helped him to find out which benefits he was entitled to, supported him to make payment plans and explored ways to improve his overall wellbeing. His initial Valley House worker was promoted, so Ian was assigned a new member of staff to continue the work. Ian has said that the transfer was smooth and the support he has been given every week is invaluable.

Having someone to talk to has really helped Ian as (not wanting to burden them), he doesn't talk to his family. He feels his mental health has definitely improved, and is currently on a waiting list for counselling with us.

Ian feels he's been in 'limbo' for the last four years but now has someone helping him move forward.

To see more about Ian, check out our quick Q&A here:  
<https://www.youtube.com/watch?v=N8ArNPvGwqs&t=1s>

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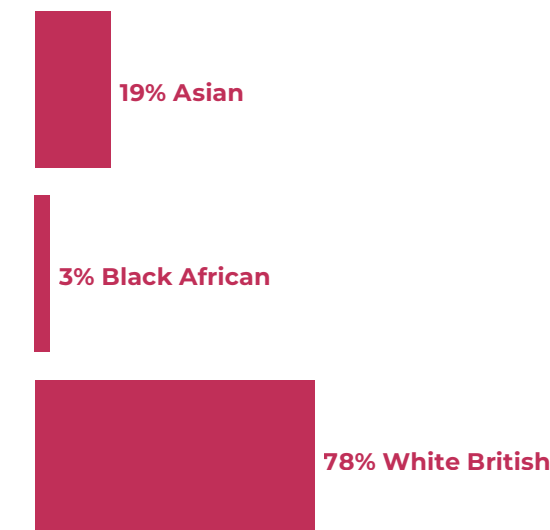


# Counselling Service

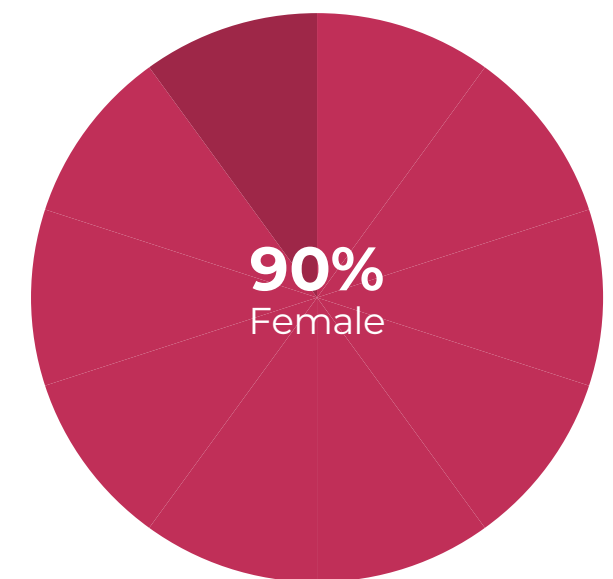
## What's Changed?

During 2019/20 the Counselling Service worked with a total of 30 individuals. As part of the review of our Counselling Service offer in 2018/19, we allocated our own internal funds to recruit a Counselling Co-ordinator to support this service more effectively. This took place in June 2019. As a result of this allocation of resources we have seen an increase in counsellors within the service from 3 to 12, creating additional capacity to open up the service to a greater number of people.

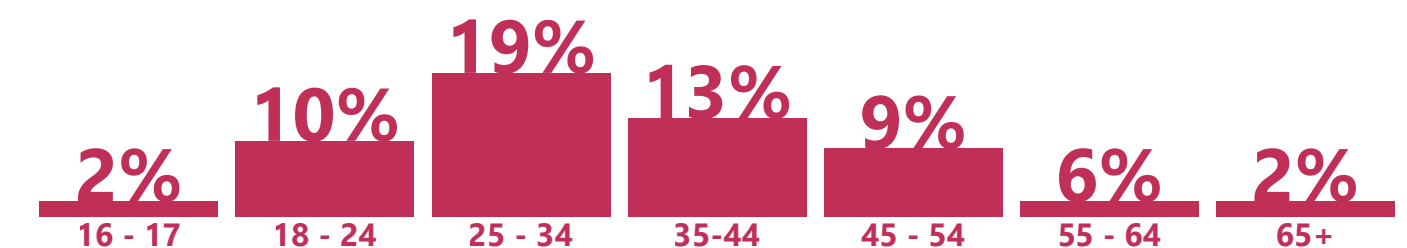
### Ethnicity Split



### Gender Split



### Age Split



“The Counselling assessment was the first time in a long time I didn't feel rushed and I felt someone really wanted to listen to me and help me





# Naomi's Story

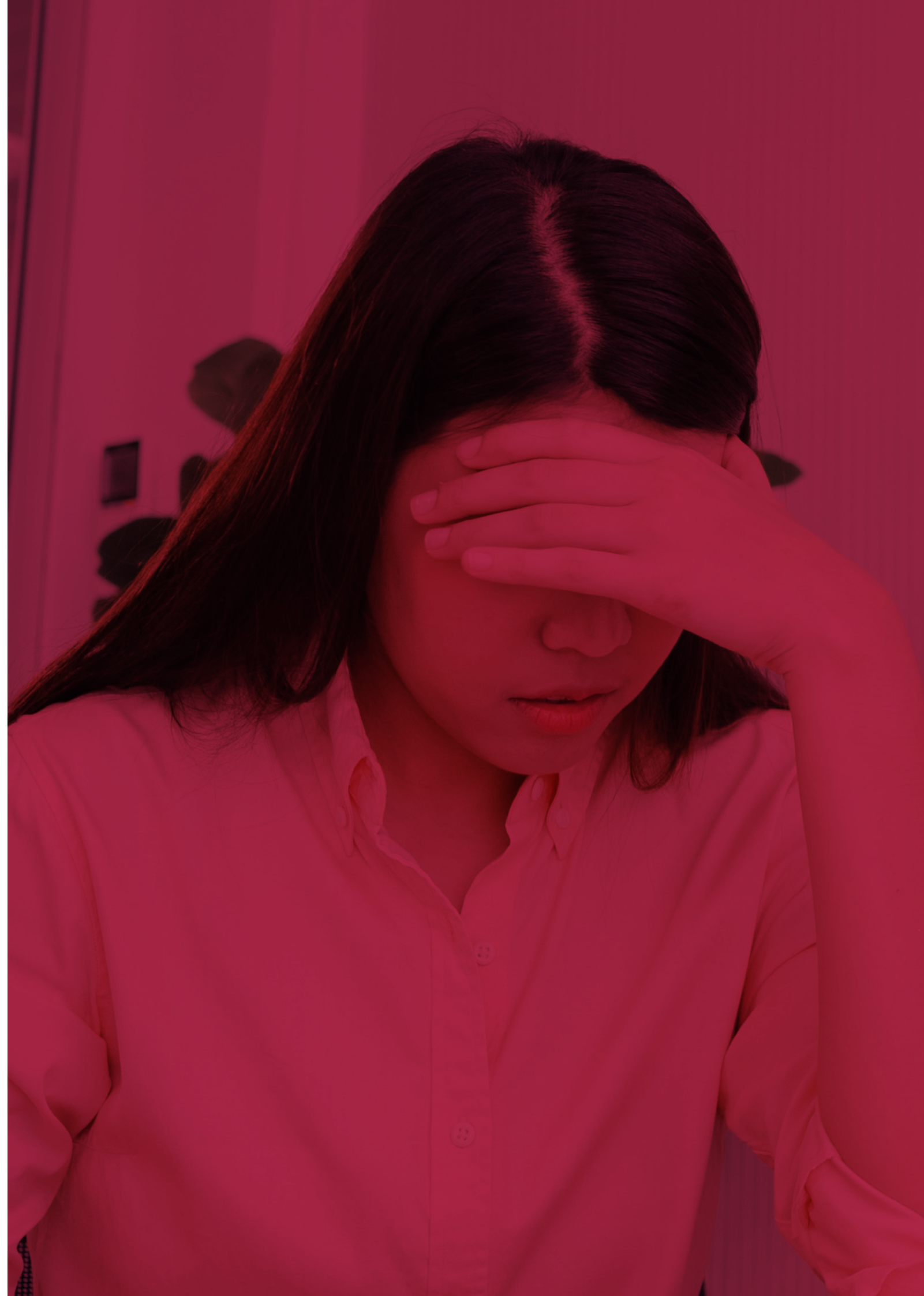
Naomi has just finished 6 months of counselling with Valley House originally referred in by the DA service.

I was helped in getting a court order through the DA team last year and provided with a safe, new property.

I was so nervous originally about starting counselling as I thought it would make me feel worse talking about difficult things again. The counselling was sometimes difficult but I looked forward to every week as I knew that after each session I was starting to understand more and more of what happened to me and why I was in the situation I was.

My counsellor was really nice and I felt she really understood domestic abuse and didn't judge me for being young and silly which I had felt before. Counselling helped me to feel less to blame for some of what has happened and that has helped me with my confidence and believing that it will not happen again.

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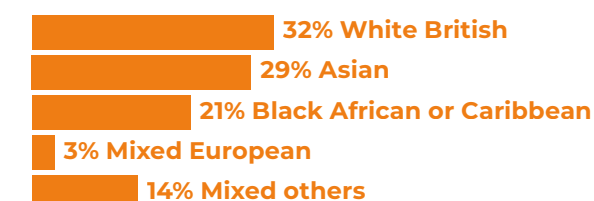
# Nursery

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.

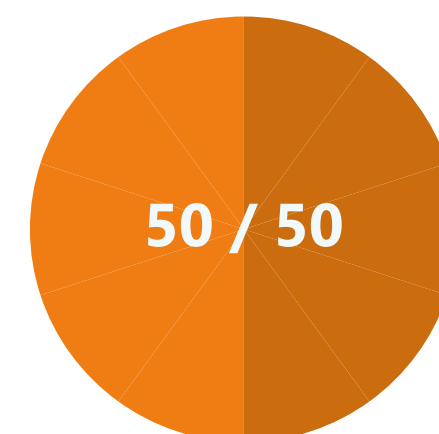
## Who we support

Valley House runs 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 2019/20 139 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. However, our families can have multiple disaDantages. Despite this, 70% of our two and three year olds met their development targets.

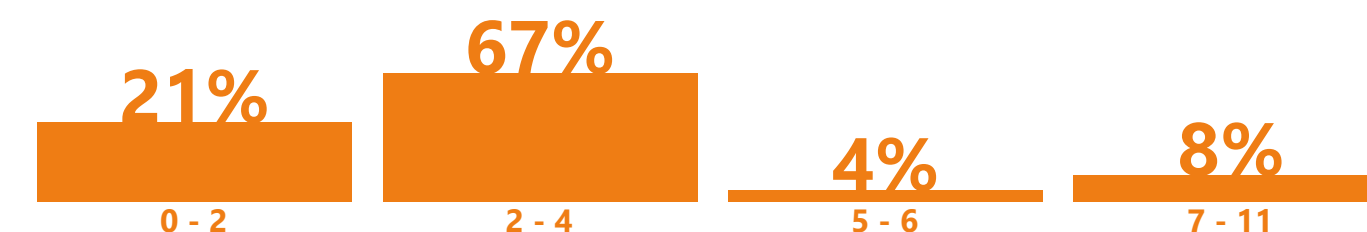
### Ethnicity Split



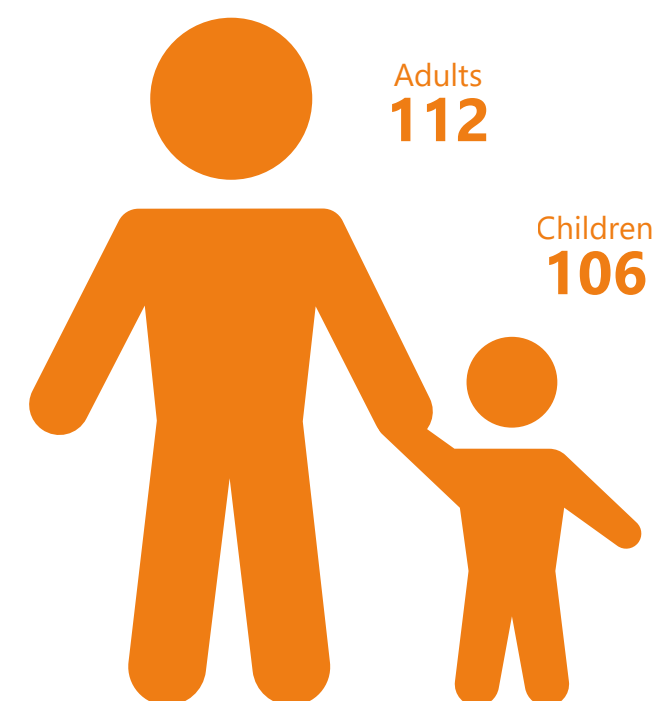
### Gender Split



### Age Split



### Total Parents Helped



“The staff here are fantastic. They always have time for you and give great advice. We also have a lot of laughs. I am very grateful for the time they have given to my little boy who has come on in leaps and bounds. Thank you, ladies.”



# Freddy's Story

Freddy was diagnosed with autism shortly after joining The Nursery. We helped him develop his communication skills and get ready for the transition to school.

When Freddy joined us he had little speech and used gestures to communicate. The first few months of nursery were challenging for Freddy. Unexpected or loud noises upset him so much he would cover his ears and lash out, sometimes banging his head.

Freddy was also uncomfortable at nappy changing time – he disliked anyone other than his parents to tend to his personal care. Building relationships with staff and other children was hard for Freddy as he preferred to be alone.

## Supporting Freddy

We made sure our staff had autism training to help us understand life from Freddy's perspective. We spent time having in-depth conversations with Freddy's parents and we carefully observed his interactions at nursery. This helped us understand what would trigger Freddy's behaviour and how to plan for and meet his developmental needs.

Freddy had regular one-to-one time with his keyworker which helped him develop trust. He started forming friendships with other children and nappy changes became far less stressful for him.

## Progress

When Freddy left for school, two years later, his speech was fluent and he had built stable relationships with significant adults in his life.

We are so proud of Freddy and how far he has come.

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# Youth Service

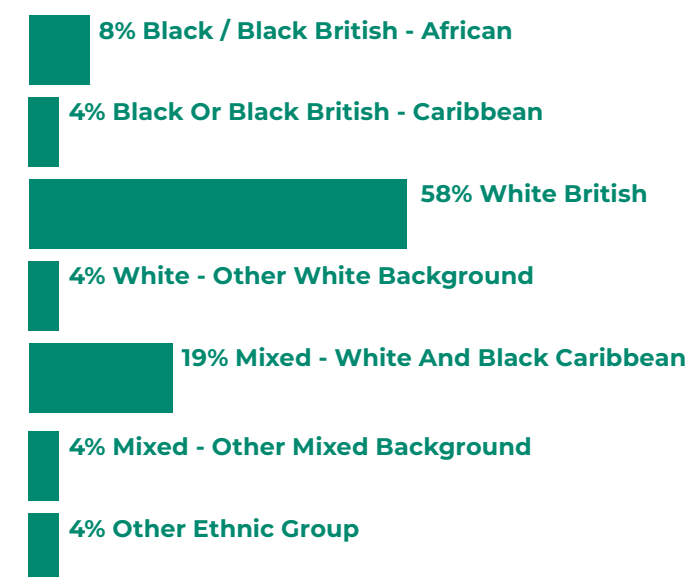
## Who we support

During 2019/20 the Youth Service worked with a total of 26 young people. There were 2 funding streams, delivering the following services:

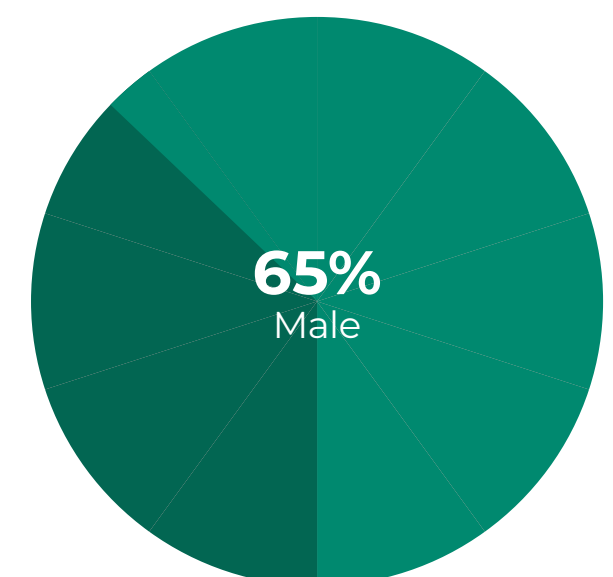
The Future Proof programme funded by UK Youth gave us the opportunity to deliver the accredited Youth Achievement Award at Bronze Level which 3 young people completed.

Our weekly youth group is funded by Big Lottery and we are part of a consortium of youth providers led by YMCA. Over the last year we have had 26 young people regularly attend these sessions. The external evaluation of these sessions highlighted the safe and welcoming environment created by the staff delivering these open access sessions.

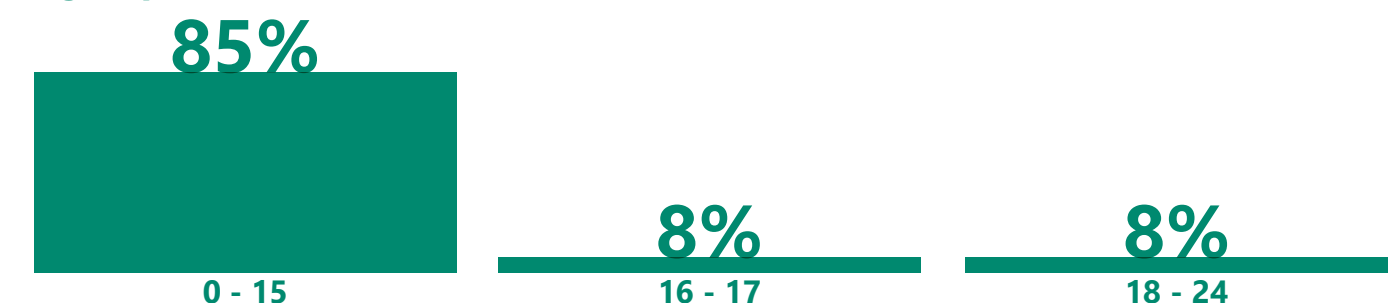
### Ethnicity Split



### Gender Split



### Age Split



“ I went into them at rock bottom, but slowly things did get better. I now know how to deal with my emotions... I can get out of bed in the morning. I know I am worth something and I deserve to be happy. ”





## THANK YOU

### TO OUR FUNDERS / DONATORS:

Co-op Logistics	Board Members	Acellerate
Morrisons Binley	Coventry Partnership Trust	Alan Higgs
Morrisons Holyhead Road	Newfield Trust	Cov CAB
Amazon	General Charities	Rooted
Foodbank	Village Gym	Help Through Crisis
Unipart	Coventry City Council	MHCLG
TJ Huges	Public Health	Staff family / friends
Lynette Page Colin	European Social Fund	

**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

JustGiving



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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