

new dawn new day

a brighter future for women

A photograph of a woman with red hair and tattoos on her hands and arms, holding a baby wrapped in a white blanket. The woman is smiling and looking down at the baby. The background is a plain, light-colored wall.

IMPACT REPORT

2021-2022

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CHANGING WOMENS LIVES

Our Purpose

We provide holistic and gender-responsive interventions for women who have experienced trauma, violence and abuse. We support women involved with the Criminal Justice System; women who access our service are referred directly via The Probation Service or the Police.

Our Leicester based Women's Centre provides a safe, supportive and trauma-informed environment for women referred into our services. We are inclusive, and work with women from a diverse range of backgrounds across Leicestershire and Rutland.

Our approach is tailored to each woman, to ensure individual needs are met, and the most relevant emotional and practical support is provided. We ensure women using our services are given agency and power over choices that affect their lives, in order to facilitate lasting change.

Our History

New Dawn New Day was set up as a community centre in 1987.

We've come a long way since then, but our overall mission remains the same - utilising partnership working to meet women's multiple, often complex needs.

Who we support

- Women involved with the Criminal Justice System
- Women whose circumstances place them at risk of criminal offending
- Women who have needs relating to mental health and emotional wellbeing
- Women who use substances to cope
- Victims and survivors of sexual and domestic violence and abuse



WHAT WE OFFER

Opportunities for Women

To volunteer and peer mentor, to access education, training and employment



Community Outreach

To provide support to women in their local communities when circumstances make it difficult to engage

One on One Support

Advice and advocacy alongside supported and coordinated referrals to specialist services



Psycho-educational and Therapeutic Groups

A safe space for women to learn about the impact of trauma, safer coping strategies, supporting emotional wellbeing and positive relationships

Holistic Support

Activities and groups to support emotional wellbeing, participation and improve sense of belonging

A Safe Space

An inclusive, gender-responsive environment for women to safely explore their experiences and emotions

WORKING WITH TRAUMA

What is Trauma?

Trauma is defined by the British Psychological Society as

'Something which can occur when an individual undergoes some sort of severely distressing or disturbing experience (whether it is an accident, the sudden loss of a loved one, physical or emotional abuse, etc) that they are unable to process in a healthy manner.'

Experiencing traumatic events, or complex trauma in childhood or adulthood can result in the formation of unsafe or unhelpful responses or adaptations. This is more likely if the trauma was not addressed or responded to appropriately at the time.

These responses can range from emotionally shutting down and struggling to express emotions and feelings, to behaviours which are interpreted by others as aggressive or anti-social.

Experiencing trauma, particularly long lasting or complex trauma, can physically alter the structure of the brain and affect how the nervous system operates. This can result in feeling very on edge and unsafe, and/or completely dissociative or shut down. These are normal responses to experiencing trauma, however the reactions and responses of others to these behaviours can cause individuals to feel that they are in some way abnormal, or that there is something wrong with them.



WORKING WITH TRAUMA

Trauma-Informed Practise

We adopt a trauma-informed approach, meaning that our entire organisation is geared towards reducing the impact of trauma on our clients.

We apply this approach to our staff and volunteers as well. We recognise and respond to the impact of vicarious trauma, 'second hand' trauma, which can occur as a result of working with traumatised individuals, as well as the impact of our own lived experience.

Trauma-informed practise is an ongoing journey of learning and responding to the needs of the women we work with.



We asked a sample of 40 women we were currently working with, or had recently finished working with, to share their experiences before, during and after receiving our support. All quotes used throughout our Impact Report are taken directly from this survey.

“Services need to understand a bit about what people go through in their childhood and how they behave. We don't choose to behave in this way, I don't like it, or my actions, but they need to understand the trauma and ask us why we do these things”

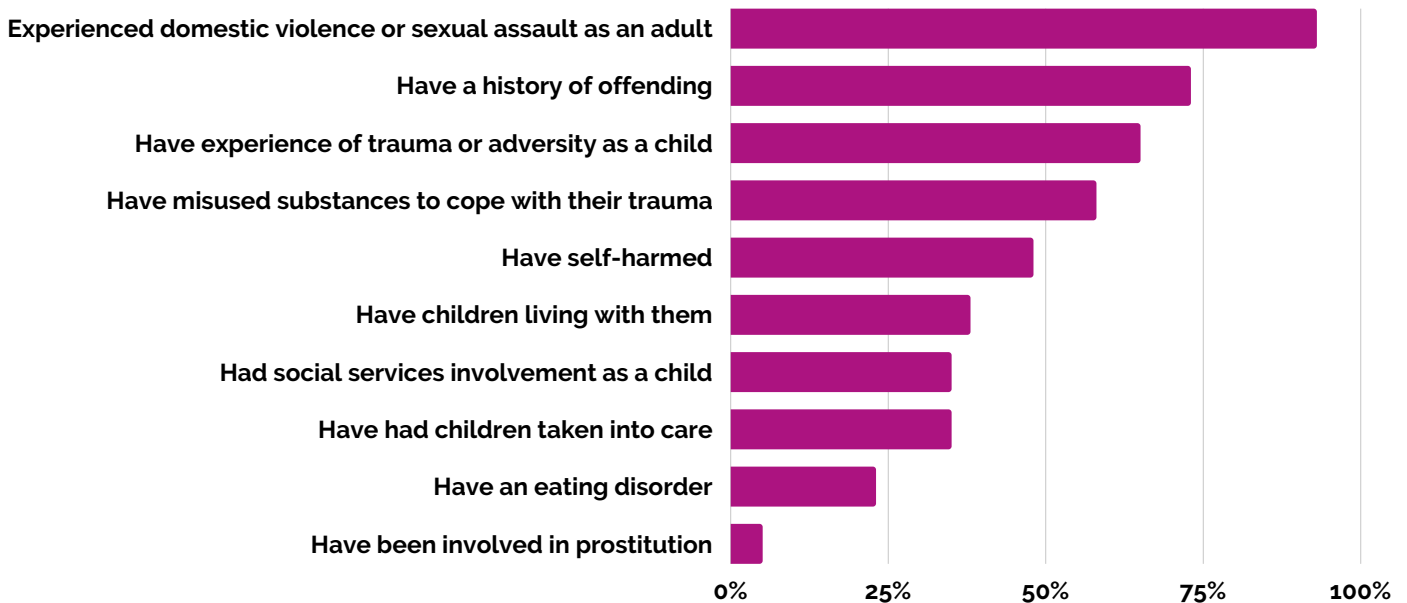
Client Survey Respondent

OUR IMPACT



About the women we work with

A recent snapshot of our clients needs



*Statistics taken from 2021 client survey of 40 participants

98% of clients responding to our survey would recommend NDND to other women

We specialise in working with women involved with the Criminal Justice System, who are referred by the Police or Probation Services. The Corston Report* (a 2006 review of vulnerable women in the criminal justice system) tells us that women in the Criminal Justice System are disproportionately more likely to:

- Have been a **looked after child**, growing up experiencing foster care
- **Self-harm** (Self harm is nearly 5x as high in women's prisons than in men's prisons)
- Have been subjected to **abuse from a family member** or someone they trusted
- Have been subjected to **rape or domestic abuse** in partner relationships
- Have been involved in **sex work or prostitution** in order to meet essential needs
- Experience **poorer physical health**
- Experience **poorer mental health and emotional wellbeing**, including symptoms associated with anxiety, depression and psychosis
- **Misuse substances**, often in order to cope with unbearable circumstances or feelings
- Have their **children taken into care**, resulting in further trauma for the mother and children

*Baroness Corston (2007), The Corston Report, A report by Baroness Jean Corston of a review of women with particular vulnerabilities in the Criminal Justice System

OUR PROJECTS

When women are referred into our service via the Police or through Probation, we can support them with a range of approaches, depending on their referral route into our organisation.

Diverting Women From Offending

Just Women Project

The Just Women Project is tailored to women who are at risk of repeat offending. Women are referred by the Police following an arrest, or by the Probation Service if they are serving a community sentence, or have been released on Licence from prison.

We work with the Ministry of Justice to reduce the likelihood of women reoffending, and offer an alternative to imprisonment. This approach keeps families together, retains jobs and homes and most importantly, gives women the support they deserve to make long lasting changes in their lives.

Our trauma-informed approach and specially tailored programmes are so effective that we have retained a contract with the Ministry of Justice for over 10 years. Last year we went into partnership with national organisation Changing Lives to deliver this contract, broadening the range of our services to women across Leicester and Leicestershire.

98% of women referred through Probation received a personalised support plan within 5 days of initial appointment

We supported
114
women referred
by Probation last year

Police Conditional Caution Project

This provides an alternative to imprisonment for women, focusing on early intervention and diversion. New Dawn New Day acts as the single point of contact for all women served with a Conditional Caution across Leicestershire.

Clients are each allocated a Practitioner, who works with them to identify immediate areas of need and to develop a holistic support plan, which could include referral to our partner agencies, including alcohol and substance misuse support, legal support, debt and finance support, domestic abuse services and sexual health services.

New Dawn New Day provides up to 6 one-to-one support sessions for women referred under a PCC in order to complete their Conditional Caution. Sessions are flexible within a timeframe, allowing women who are full or part time employed, or who have caring responsibilities to easily engage with our services.

We supported
46
women referred via a PCC
last year

OUR PROJECTS

Diverting Women From Offending

Police Community Resolution

We supported
67
women referred via a
CR last year

This project supports women arrested for domestic violence related offences as perpetrators. The reality for the majority of women referred under this pathway is that they are themselves victims of domestic violence and abuse.

A Community Resolution requires women to attend one or more sessions with a Practitioner, offering a vital window for intervention to address needs around domestic abuse within relationships and families.

Programmes are delivered to a groups of women which enables peer support, or on a one-to-one basis. Women attending programmes have the option to be considered for ongoing support, provided through our wider holistic services.

"I don't think the Police understand domestic violence at all, they didn't arrest my partner even though they could see what had happened. I was completely brainwashed and so when asked to make a statement, I couldn't make that decision.

The GP didn't make any kind of referral when I went to them with my broken nose even though I told them who had done it; I didn't feel strong enough to report it myself so I hoped they could put something in place but nothing happened"

Client Survey Respondent



DOMESTIC ABUSE SERVICES

Respite Rooms

36

Women have been supported into the Respite Rooms, along with their children and pets

In October 2021, we partnered with Panahghar, a Coventry based organisation specialising in working with Black, Asian and Minority Ethnic individuals who have been subjected to domestic abuse or honour based violence.

Respite Rooms is a pilot project, commissioned and funded by Leicester City Council and delivered in partnership with Panahghar. Respite Rooms provides safe supported accommodation for women and their children at risk of homelessness due to domestic violence and abuse. New Dawn New Day provides two Practitioners who provide wraparound support and a specialist, trauma-informed approach to women staying in Respite Rooms.

Respite Rooms also provides 11 fully furnished flats in a safe and secure location. Women staying at Respite Rooms are supported in their next steps to secure stable, longer term accommodation. Between Nov 2021 & June 2022, 36 women have been supported by Respite Rooms safe accommodation.

Independent Domestic Violence Advisor (IDVA)

Through Ministry of Justice funding, we appointed a specialist IDVA to work with women who are at high risk of domestic violence and abuse, as we know that this specialist service is essential.

The majority of women working with NDND have experienced domestic violence or abuse from a partner, ex partner or family member at some point in their lives. The resulting trauma can deeply affect women's emotional wellbeing and sense of safety.

Our IDVA supports women both practically and emotionally. They support with court hearings, obtaining non molestation orders and invoking Clare's Law, as well as finding refuge spaces, homeless declarations and securing safe accommodation.

"You have given me the courage to do things people take for granted. I will always remember you saying to me I am traumatised, not mad like I thought I was. With your continuing help and support I will recover"

Client Survey Respondent



OUR PLACE

In 2019, we received funding from The National Lottery Community Fund, as part of their Reaching Communities Initiative. This fund supports projects that work with their community to help them thrive. Our Place Project was developed following an evaluation we carried out in 2017. Feedback from respondents identified a number of key needs and observations

Our Place has worked with
306
women since the project began in 2020

- A desire for somewhere safe to go to be involved in something positive
- Opportunity to meet other women who have had similar experiences
- Opportunities to take part in activities to support wellbeing and build confidence, with an emphasis on wanting to take part in social and creative activities, meeting and sharing with peers more informally
- The need to 'give something back' and use lived experiences to help others going through similar

"Having successfully trained to be a Peer Mentor I feel that maybe I will be able to help others to reach closure with issues from their past. I also enjoy being part of the book club and film club - widening my reading and viewing experiences"

NDND Peer Mentor

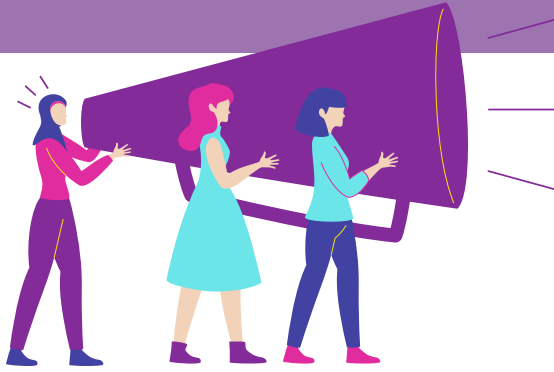


Our Place Project includes:

- Intensive wrap-around support –to enable participation in NDND services, for women who face barriers to engagement
- A Peer Support programme including a Women’s Group facilitated by Peer Mentors, a Peer Mentor training programme and integrated peer support and involvement at the very core of our work
- The recruitment and training of volunteers from the wider community to support the work of NDND
- A programme of holistic activities and workshops to support emotional well-being and promote confidence and connection

In 2021, 61 women took part in volunteer Beth's creative craft sessions. Participants said that they felt less isolated and enjoyed connecting with other women over the activities

THE DIFFERENCE WE MAKE



“when you walk into the centre it feels like a huge hug. The energy and atmosphere is so lovely, even talking on the phone to staff. It is a safe place. I can drop my walls”
Client Survey Respondent

The importance of Women’s Centres as ideal locations in which to provide holistic services for low risk women offenders with complex needs was first recognised in Baroness Corston’s report ‘Women with Vulnerabilities in the Criminal Justice System’ (Corston 2007)

Women’s centres such as New Dawn New Day are effective in their aims and provide better monetary value than imprisonment. A 2020 report by the Women’s Budget Group identified that:

- It costs £52,121 to keep a woman in prison for a year, not including indirect costs such as children going into care, lost housing and lost economic output
- A place at a women’s centre ranges between £1,223-£4,125 a year
- £2.84 is saved for every £1 spent on women’s centres (greater savings could be achieved if services are provided for all women who need them)

In 2021, women working with us reported the following benefits as a result of our support

98%	Felt more positive about their future
96%	Said they were less likely to reoffend as a result of our support
95%	Had a better understanding of trauma and how it had affected them
93%	Felt better about themselves
85%	Felt that they were now working better with other organisations and professionals
78%	Felt that their emotions were less overwhelming and out of control
77%	Had reduced their level of drug or alcohol misuse
75%	Had reduced their levels of self-harm
75%	Were feeling less lonely or isolated

BRENDA'S JOURNEY

From PCC referral to joining the NDND staff team



Brenda was referred to New Dawn New Day after receiving a Police Conditional Caution for theft. She felt extremely anxious and was struggling with feelings of intense shame around the offence. Brenda explained how a recent bereavement had turned her world upside down and seriously affected her mental health. She had also experienced domestic abuse in a previous relationship which had affected her confidence and self esteem.

Starting one-to-one sessions with her support worker, Brenda worked up to engaging in New Dawn New Day's group programmes, addressing emotions, relationships, trauma and creating positive life changes. She shared her learning and personal experiences with other women in the group, and was able to offer them her support, nurturing newer and less confident group members.

Brenda said that coming to New Dawn New Day has helped her feel less judgemental of others, and to understand the impact of trauma. This new understanding and outlook supported her when the opportunity to train as a Peer Mentor arose. Brenda embraced this role fully, volunteering to facilitate our weekly Women's Group and offering one-to-one peer support to women in the service. Peer support is a vital part of our work with women; often women referred to us have very little trust for services and professionals due to feeling let down or stigmatised in the past. Peer support breaks through this barrier and helps women to engage with New Dawn New Day's wider services, empowering them to benefit fully from our support.

In 2020, we received Government funding from the Tampon Tax Fund, enabling us to create a salaried post to increase one-to-one support for women using our service. Brenda applied and successfully obtained the role, due to her lived experience and ability to connect with others. She has been a wonderful addition to the team and offers extra support to women who need it, or who have struggled to engage. Her journey through New Dawn New Day, first as a client then a peer mentor, has given her a unique perspective and approach which hugely benefits our clients.

SHAZ'S JOURNEY

Understanding Trauma and getting back into Employment



Shaz was referred to New Dawn New Day after receiving a Police Conditional Caution following a domestic assault. She worked one-to-one with a Practitioner and was able to talk about what led up to the offence. Shaz had lost several family members in a few years, had been subjected to domestic violence and experienced a difficult childhood. After telling her employer about her offence, Shaz was suspended from her job as a result of the PCC.

Shaz attended our weekly Women's Group, a peer-facilitated social and support group. In response to Covid-19, the group had moved online. At first, Shaz felt unsure about whether she would be able to understand everyone due to hearing loss, but she found that she was able to lip read, enabling her to participate fully.

Groups were helpful to Shaz, she felt safe to share her own experiences and support the other women. She went onto join the 'Help Yourself, Helping Others' group, which supported women into education, volunteering or employment, with the opportunity to train as a volunteer Peer Mentor. Identifying her triggers, and understanding the impact of trauma on her emotional responses, really helped Shaz to better understand herself. When faced with difficult or uncomfortable situations, she is now able to use safer coping techniques and knows that she can access further support if she needs to.

She completed her Peer Mentor training and uses her lived experience to support other women. We were all so pleased to hear that Shaz successfully gained a new job, which increased her sense of confidence and belief in herself.

OUR IMPACT



All quotes are taken from our client survey respondents

"Since talking to you guys, I have received non-judgmental support and I didn't have this before. I had felt that no one cared before coming to NDND but I now feel heard and understood"

"Biggest is change is myself! I was in such a bad place for so many years the help I'm receiving has changed my life and my outlook on life in general"

"It's taught me how to integrate back into society with people via a group. And get through some of my worst moments one to one"

"Kept me alive. The emotional support has helped me to stay strong"

"The most important thing was realising I am not on my own and I have been able to share my experiences with others who have been through similar"

"Helped me to realise my relationship was abusive and overcome blaming myself"

OUR FUNDERS



National
Probation
Service



POLICE & CRIME
COMMISSIONER
for Leicestershire



Our Partners

CHANGING
LIVES



Panahghar
For Lives Free From Violence

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