

 **SURVIVORS  
MANCHESTER**  
break the silence, it stops with us!



# It's About Quality

Striving for the best!

# Introducing...



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**Trustee &  
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# Knowledge is Understanding

Some boys and men are more often targets of sexual abuse or sexual assault. Risk of sexual abuse escalates if a boy:

- has a learning or physical disability
- is subjected to other forms of maltreatment in the home
- comes from an impoverished and/or single-parent family
- is same sex attracted
- spends time in institutional care (Crome 2006:5)
- 75% - 81% of victims of Clergy Abuse are male
- Age at time of victimisation 5% Under 5, 28% 5-9yrs, 46% 10-14yrs, 10% 15-17yrs.
- 80% multiple episodes of sexual abuse
- 78% in one institution, 16% in two institutions, 6% in three or more
- 64% by single perpetrator, 36% by multiple (Australian Royal Commission into Institutional Responses to Child Sexual Abuse 2017; John Jay College of Criminal Justice, 2004; Parkinson, Oates et al., 2009)

# Male Quality Standards



## 1. LEADERSHIP AND GOVERNANCE

The service provider:

- 1.1 Is an incorporated legal entity and has a defined aim and objectives
- 1.2 Has a strategic plan, which focuses on long term sustainability of service delivery for its clients
- 1.3 Has policies and procedures in place specifically for supporting male clients
- 1.4 Has adequate financial controls in place to safeguard funds intended to support male clients
- 1.5 Ensures staff have appropriate experience, training and/or qualifications to support male clients
- 1.6 Demonstrates a culture of inclusivity with a visible male presence across the organisation

## 2. ACCESS AND ENGAGEMENT

The service provider:

- 2.1 Utilises male-specific and culturally sensitive marketing for its services for male victims/survivors, reflecting the diversity of the community it supports
- 2.2 Has a strategy for engaging with marginalised and disadvantaged male victims/survivors in the community it supports
- 2.3 Ensures equitable access to all services and premises for all clients, regardless of gender or other protected characteristic
- 2.4 Ensures its premises are welcoming and accessible to all clients, regardless of gender or other protected characteristic

## 3. SERVICE DELIVERY

The service provider:

- 3.1 Ensures leaders and staff understand how males response to trauma and have developed appropriate services to meet their needs
- 3.2 Empowers male clients to identify the services they need and adopts a flexible approach to engagement
- 3.3 Ensures staff can identify male clients in need of urgent support or those 'in crisis' and can manage risk accordingly
- 3.4 Adheres to all appropriate ethical and regulatory frameworks
- 3.5 Ensures all male clients can choose the gender of the professional(s) supporting them
- 3.6 Ensures that individual risk and needs assessments are carried out with all male clients
- 3.7 Ensures bespoke support plans are developed for all clients, based on their individual needs
- 3.8 Has established referral pathways to other services that may benefit its male clients
- 3.9 Is transparent about whether it supports perpetrators of sexual offences and has implemented policies to ensure client safety is maintained at all times

## 4. OUTCOMES AND EVALUATION

The service provider:

- 4.1 Has a process for encouraging feedback from male clients including those who chose not to proceed with support
- 4.2 Has a client consultative panel or user group that includes representation from its male clients
- 4.3 Identifies and monitors client outcomes
- 4.4 Collects and analyses outcome data to understand whether it is making a positive impact on the lives of its male clients
- 4.5 Reviews data, evaluation and feedback from male clients to develop new and innovative services

# Continuous Professional Development

All the staff and Board are committed to ensuring that our continuous professional development and service development remains a priority.



QUALITY STANDARDS  
for Independent Sexual  
Violence Adviser Services

We are **currently** submitting our application for:

- ISVA Standards Accreditation
- BACP Service Accreditation



From a workforce point of view, Survivors Manchester is:

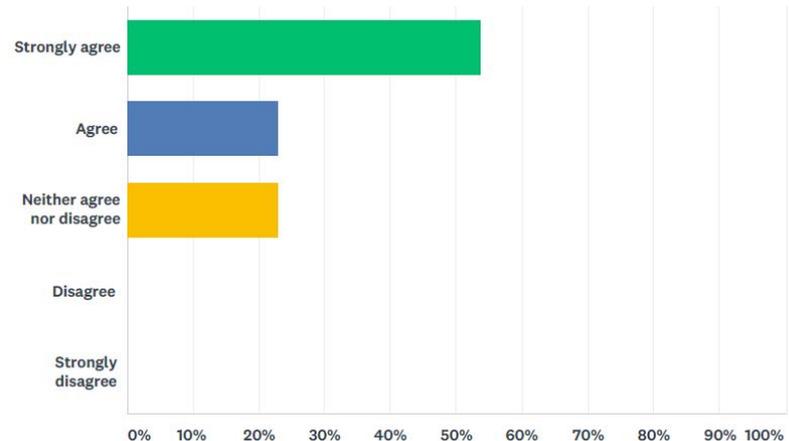
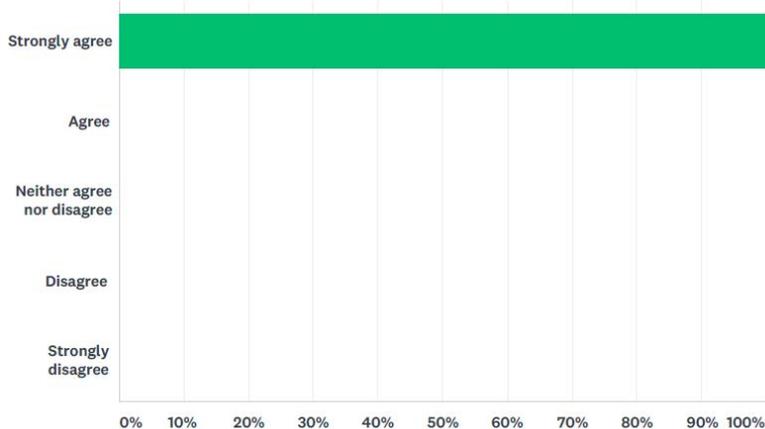
- Introducing a new Personal Development Review programme, developed with the organisation and our HR Consultant
- Encouraging all our therapists to become BACP Accredited, providing time and practical support to meet the criteria and be successful with the award

# Investing in Our People

Survivors Manchester is committed to investing in the health, wellbeing and development of its workforce, whether a paid employee or one of our amazing volunteers.

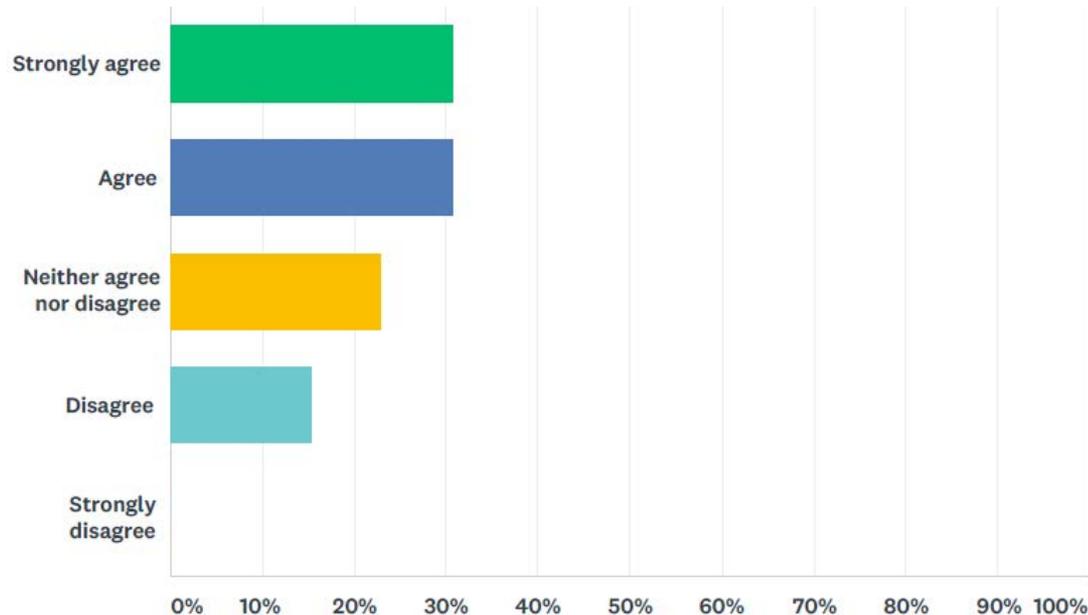
**Q1:** I am proud to work for Survivors Manchester

**Q3:** Survivors Manchester motivates me to go beyond what I would in a similar role elsewhere



# Staff Survey Results

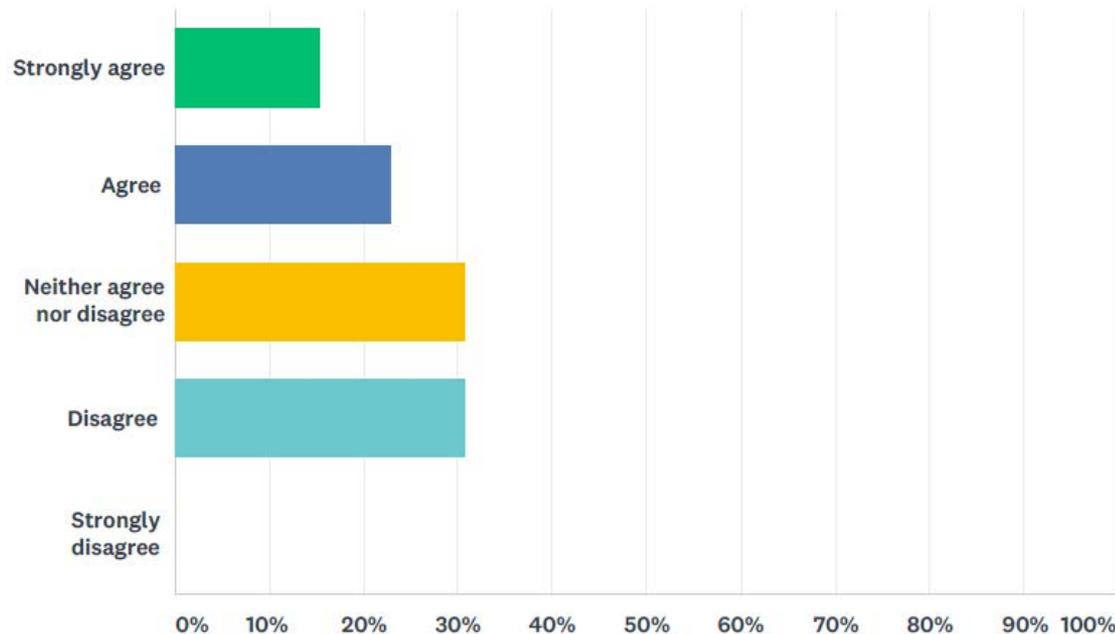
In the question *"I receive the right amount of recognition for good work"*, 38% of the workforce were either neutral or disagreed with the statement.



The Board and Senior Management team have addressed this through our CEO monthly staff updates and working with external HR Manager to develop regular feedback loops and PDRs.

# Staff Survey Results

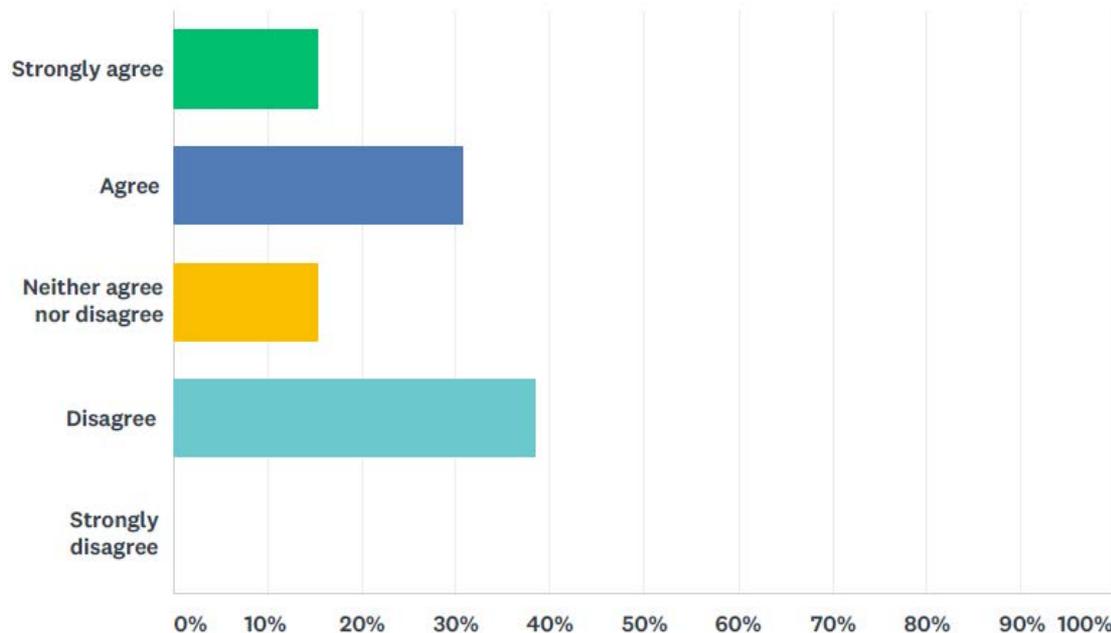
Working in sexual violence sector is at times difficult as dealing with highly stressful situations and trauma can have an impact on the workforce.



31% of employees remained neutral and 31% stated they felt stretched and strained. The Senior Management team responded with vicarious trauma training, expert external clinical supervision for all client facing staff and 'self care' plans for back office staff.

# Staff Survey Results

As a charity, it's important that we financially remunerate the workforce that is fair to the role, equitable to the external market, and is reviewed regularly.



When asked if they felt they were rewarded in line with the external market, over 50% were neutral or didn't think they were. The Board listened and commissioned an independent HR Consultant to review roles, responsibilities and rewards.

# #Teamwork

As we move forward into the next decade and we increase the workforce, the Board are committed to continue to learn from staffs experience and inform others on potential vicarious and secondary trauma affecting the workforce; and focusing on our organisational self care.

