

What Good Looks Like – Service Delivery

Background

The Survivor Support Innovation and Development Fund is managed by Inspiring Scotland on behalf of Scottish Government. The Fund aims to enable third sector and other organisations to support the delivery of the Scottish Government’s strategic outcomes for survivors of sexual abuse. The high-level outcomes are that survivors have a healthy life, survivors have choice and control over the services they access, and survivors feel safe and secure. There are 25 charities supported by the current fund, receiving around £1.3m in 2019-20 and supporting over 2300 survivors a year across 32 local authorities.

This guide to service delivery has been prepared in collaboration with survivor charities who are supported by the Fund. A significant strength of portfolio working is the ability to share good practice across charities. A workshop took place in July 2019 and was attended by 14 staff from 13 different charities. The workshop involved a facilitated discussion on the current and emerging service delivery practice for survivor services, and improving internal effectiveness using digital resources and techniques.

The discussion was prompted by the following:

- How has interaction with survivors and service provision been adapted to meet the needs of survivors, e.g
 - face to face
 - telephone
 - outreach
 - online support
 - webchat/text/email
 - Facebook groups
- If you have changed the way you deliver services, how effective has this been for the charity and the survivor? What have you learned?
- What plans do charities have to deliver services in new ways going forward?

Thanks to

The following organisations were consulted in the preparation of this guide:

Addaction	Cornerstone
Mind Mosaic	Break the Silence
Izzy’s Promise	Linkliving
Glasgow Council on Alcohol	Say Women
Speak Out Scotland	Talk Now
Stop it Now	Moving on Ayrshire
Western Isles Rape Crisis Centre	

Current practice, impact and lessons about communication with survivors

- **Rurality** - digitisation can have a positive effect in rural settings by enabling charities to quickly reach more people. This comes with the downside of limited access to the internet. Discussion involved how to get around internet problems using different connection types. It was acknowledged that a common challenge is lack of IT expertise.
- **Tele-counselling** - is an effective way of interacting with survivors and is being used by some charities where the survivor is unable to attend a face to face meeting.
- **Survivor-led service delivery** – it is important that charities are survivor-led in order to adapt to survivors’ needs:
 - introduction of survivor groups such as advocacy, music, art, cookery have proven positive
 - peer support groups hold ‘conversation cafés’ which include other services such as police, GPs, local authority etc. Preparation on the discussion topic is carried out beforehand. Survivors report feeling empowered and gain personal growth through collaborative working.
 - open-ended therapy is preferred, however some charities have transitioned to time limited service access because of organisational constraints
 - accompanying survivors to appointments e.g. housing, finance, tribunals, police interviews/statements etc has been invaluable to their wellbeing. This can be costly for charities
 - supporting partners and families has a positive effect on the survivor’s journey and the families involved
 - travelling to survivors in rural areas enables more survivors to be reached and reduces their feelings of isolation. Meetings take place confidentially e.g. in GP surgeries. Safety of staff is paramount and checks are made before any outreach meetings taking place
 - different methods of delivering services need to be used for people with learning difficulties who are unable to retain information in the same way as others
- **Emergency services** - the charities in the survivor portfolio do not offer emergency services but some include referral routes to emergency service providers on their websites and out of hours phone messages
- **Digital tools** - Facebook, webchat, text, email, Skype, Facetime, online forums, survivor guides and self-help resources are all being used by charities to varying degrees. Virtual groups have been introduced or are being trialled. Many see these as support groups or stop-gaps for survivors awaiting other interventions
- **Online channels** – charities report that having a choice of online channels enables them to respond quickly and appropriately, particularly in a crisis situation
- **Videos** - the use of videos to support abuse prevention, particularly given the prevalence of social media, have proven effective with schools, colleges and universities

Current practice, impact and information around communication, training and digitisation internally

- **Strategy** - having a sustainable, cost-effective digital strategy, and getting buy-in from senior leaders is crucial to the effectiveness of digital strategy.
- **Benefits** – some charities reported benefits of using digital technology to store and process data. They also said that it improved their ability to interact with survivors as survivors could use a device of their choice. Some benefits include:
 - reduced paperwork for survivors by completing simplified online forms
 - survivor consultations help record effectiveness and support survivors to achieve their personal goals
 - streamlining internal processes
 - improved/speedy data analysis, helps with process improvements, data for grant applications
 - partnership development – improved accessibility of greater referral routes
 - reaching new audiences – websites and other technology are enabling people who don't like traditional communication methods (e.g. speaking on the phone) to reach out and get help
 - self-help information/resources available digitally can support survivors whilst they are waiting to see counsellors
 - helps to raise the profile of the charity, potential partners can find and contact them via online search
 - engenders trust as survivors can research the charity online to ascertain who they are and what they do before deciding if they are right for them
 - charity staff feel empowered as they are able to signpost to partners or to self help
 - staff engagement is improved as people learn new skills
- **Internal staff** – getting buy-in from staff may be a challenge, particularly for those not familiar with technology. The group discussed the benefits of robust training and the use of Digital Champions who can support staff who require it and to keep them updated
- **Data Collection** – all the groups use some form of digital tool to collect and analyse data and many are at different stages of development. One charity has invested in a new client management system. It was acknowledged that the cost of hardware also needs to be factored into any plans to upgrade systems, for example new servers
- **Online resources** such as Google analytics can help charities track interaction on their website and assess what is working and what they need to review/change
- **Staff training** - the group discussed the importance of appropriate training for staff who are communicating with survivors regardless of the method of communication
 - trauma awareness
 - self-harm and suicide awareness – (NB the following is information provided by the attendees of the workshop and not intended as an endorsement by us) - safeTALK and (ASIST) Applied Suicide Intervention Skills Training, see link below for more information

<https://www.eventbrite.co.uk/d/united-kingdom--irvine/asist/>

SCVO – digital evolution

SCVO report that 1 in 5 people in Scotland lack essential digital skills. They have resources, training and information on their website to support voluntary organisations in accessing digital requirements to suit their needs and will happily visit charities to discuss. Please contact Maddie Stark maddie.stark@scvo.org.uk or visit <https://scvo.org.uk/digital/participation>