

Impact Report


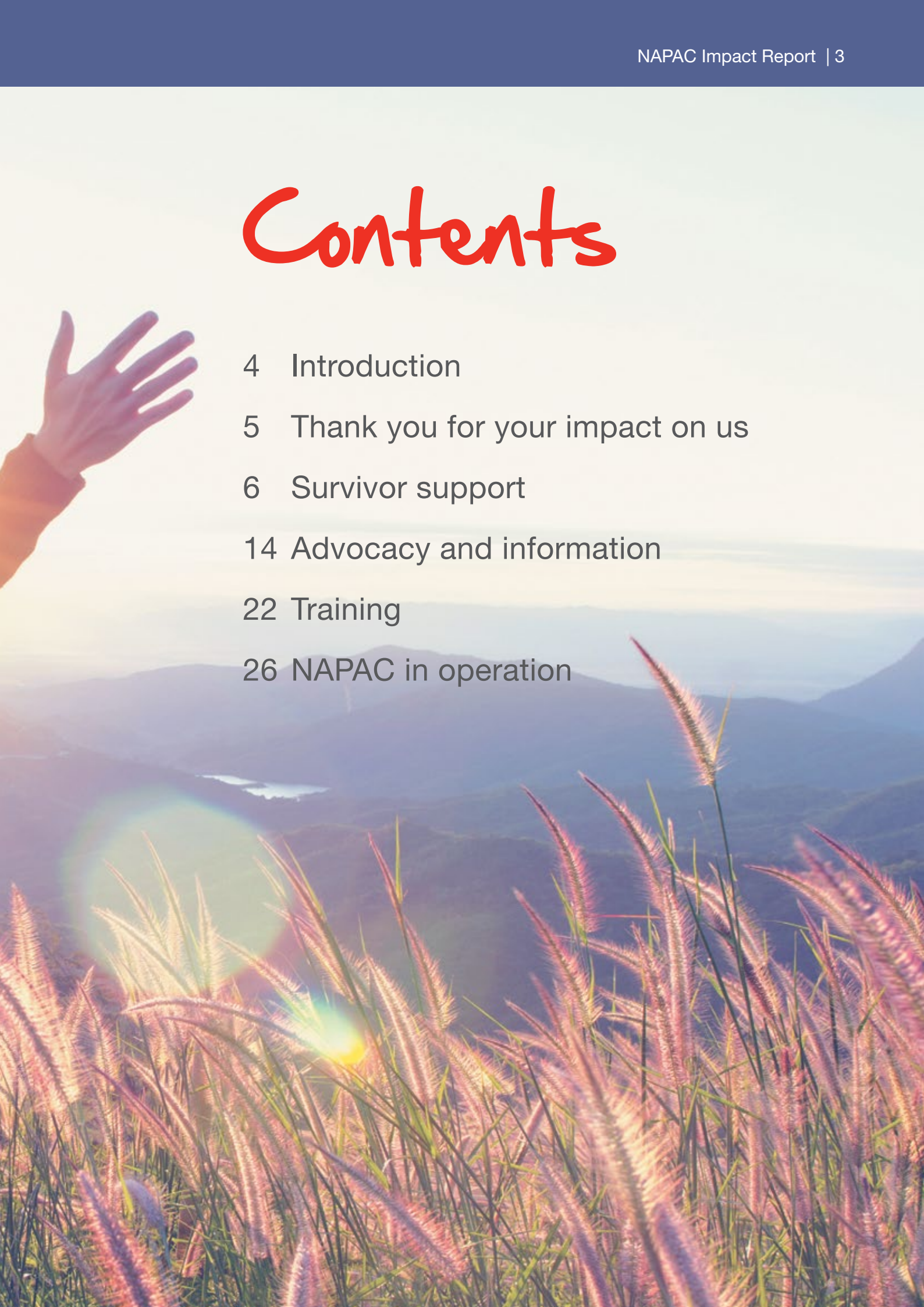
1 April 2020 to 31 March 2021



Supporting recovery
from childhood abuse



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Introduction

We are proud to present NAPAC's second impact report, which is a retrospective evaluation of our work during the financial year 1 April 2020 to 31 March 2021. This impact report can be read alone or alongside our annual accounts and strategic plan for a more comprehensive picture of NAPAC's activities and how we are realising our aims and objectives.

Through sharing more about NAPAC's work we aim to:

- contribute to the growing understanding of the support that adult survivors of abuse in childhood find useful, and
- further develop the ways in which professionals and services can develop to be more trauma-informed and avoid contributing to re-traumatisation.

This report is for anyone interested in NAPAC's work. We have built on the proxies and benchmarks for our unique service that were established in our first impact report, and are happy that this second report will help people further understand the impact and value of our work, focussing on our direct interactions with survivors.

Of course, this has been a year like no other. The COVID-19 pandemic and associated lockdown measures which came into effect in March 2020 had an enormous effect on UK society in general, and for victims and survivors in particular. In this report we explore in detail some of these effects and NAPAC's response to them. Like all other support services, NAPAC had to quickly adapt to the new circumstances, and we are proud that thanks to the hard work and commitment of our team, we were able to continue providing the service that victims and survivors need and deserve.

NAPAC's plan for future reporting

We produced our first impact report for the 2019-2020 financial year to collate and share the different things we were learning about our work. That initial impact report received a very positive response, and we are committed to producing impact reports now on an annual basis. This will provide transparency on how NAPAC is progressing against our strategy, and how in turn the strategy reflects what we are learning and how we are developing.



Thank you for your impact on us

We are hugely grateful that so many people choose to share their experiences with us. In confidence on the support services, in calls and emails, when they meet us at events and in meetings and share that they are a survivor too. That they know a survivor. That someone disclosed their abuse to them in the course of their work.

Every time you trust us with your stories, it matters.

In January 2020 the Office of National Statistics confirmed there are at least 8.5 million adults in England and Wales who experienced and survived abuse in childhood.

Many of those 8.5 million people still so often feel isolated. This is why sharing stories is important, and why we wanted to share our impact. The more we can do to support survivors, to train professionals working with survivors, to ensure adult survivors are included as part of national strategies and the safeguarding work of other organisations, the more people we can reach. That means that more people can disclose, can share their experiences, can offer support. That more people know they will be believed and know there are people who will listen.

Every time you thank us, it matters.

Thank you means you have been more able to talk and get support going forward. It means we have played a part in supporting your journey. We always want to be able to do more, and we are going to keep working to improve services for survivors, to make it easier to access the right support when it is needed, and to help more survivors lead happier, more fulfilling lives.

Sometimes, you tell us that talking has helped you. At the time, after a call, in an email, on social media, or years later in a letter. We get thank yous with donations, when people run or climb or undertake challenges, when people write about us, when people invite us to join panels, and with legacy gifts.

NAPAC is a small team, and our work is made possible by dedicated volunteers and trustees. We share your thanks across the team. Individuals are committed and work hard, but none of us could achieve so much without each other and without your trust.

We get angry and sad, hopeful and despondent too. We want to be able to change systems so no-one is re-traumatised when disclosing or seeking support for the abuse they suffered. We reflect on the similarities and differences to our own experiences. We feel kinship. We want to help, and always wish we could do more. This second impact report is part of NAPAC's continuing commitment to work and learn from our mistakes and achievements to reciprocate the trust placed in us

It is a huge privilege to work for you. Thank you.



Survivor support



“I couldn’t have wished for a better person to speak to.” – Survivor, 2021

COVID-19 experiences and challenges

These have been exceptional times. In late March 2020, the first lockdown began. Tier restrictions and further lockdowns were dominant features for the rest of the year. These measures impacted the delivery and availability of a wide range of services that survivors regularly used, including in-person therapies, GP appointments, and informal support networks and social gatherings.

The way many survivors used NAPAC's support services changed during the lockdowns, and in turn our services adapted to provide the support they needed.

The number of emails we received was much higher than in previous years. As more people were working at home, many found it harder to get the privacy they needed for a telephone call, so we saw a significant increase in survivors using the email support service. We recruited two new part-time Call and Email Handlers to help meet the change in demand.

Recovery from the trauma of abuse in childhood is an ongoing process, as there are always new challenges to face. Whilst the population at large was dealing with the challenging circumstances posed by COVID-19, survivors were also coping with complex issues and conflicts. We heard from many people who were struggling with an onslaught of triggers, with fewer opportunities to access support, including those who had been managing their trauma effectively for many years.

It was an emotionally charged time. The mix of lockdowns and other restrictions meant some people had no choice but to return to living with an abuser. We heard from many people who were home caring for an elderly parent, as the services they usually relied upon were not available. Others who were not in contact with their family were also struggling with concerns for their wellbeing. Some called us because they were disclosing abuse to the people they lived with, having spent more time together and feeling ready to tell them. We also heard from those people supporting survivors, seeking resources for themselves and the survivor, and we were glad to be able to talk with them and send copies of our booklets.

Survivors often tell us about feeling lonely and isolated, carrying the secrecy and shame of abuse before making a disclosure. The lockdowns and restrictions exacerbated these feelings. The coping mechanisms many used were no longer available, or required significant adjustments to access.

Most in-person therapies were not available during the lockdowns as there were strict restrictions on meeting indoors. Whilst some therapists could offer telephone or video options, many survivors needed to talk to us about feeling safe and secure with this way of working.

Mask-wearing and seeing other people wearing masks was triggering for some survivors. More people called NAPAC seeking support with panic attacks and severe flashbacks, especially those who had experienced asphyxiation in the context of non-recent abuse. For some survivors, masks were a significant trigger leading them to remember aspects of their abuse they had not yet processed. Without their regular support networks, this was especially difficult, and required exceptional resilience.

The focus on medical interventions was also very challenging for many people. There were survivors who contracted COVID-19. We heard from survivors struggling with being ill, sometimes severely, and fears about hospitalisation and losing autonomy. We also heard from medical professionals, survivors and those supporting others, seeking help managing vicarious trauma.

COVID-19 challenges

- Lockdowns and restrictions on travel
- No in-person appointments with GPs or therapists
- Lack of privacy at home
- Feeling more visible in public
- Masks being triggering
- Contracting COVID-19
- Caring for others who were unwell
- Fewer options for self-care

We support adult survivors of childhood abuse

Direct support by telephone and email

Due to COVID-19, NAPAC's support service was open thirty hours a week for eight months in 2020-2021, rather than the usual fifty-two hours per week. There were also adjustments to the number of staff able to attend the office at any one time, impacting the number of phonelines available, until the space was expanded and new staff could be recruited in September 2020.

Considering the reduced opening hours and number of phonelines available, the support service operated at 64% of the usual capacity across the year. This breaks down as 29% capacity from April to August 2020 (open 58% of our usual hours with 50% phonelines available), 58% between September and October (58% hours and 100% phonelines), and 100% from November to March 2021.

This year we provided support 6,059 times by phone and 2,558 times by email. NAPAC aims to support 10,000 people by phone and email each year. Despite the capacity of the service being at 64%, we achieved 86% of our target this year. **This is proportionally equivalent to exceeding our target by 35% in a usual year.** This is because at 64% capacity we expected to support 6,400 people, as at 100% we reach 10,000 people.

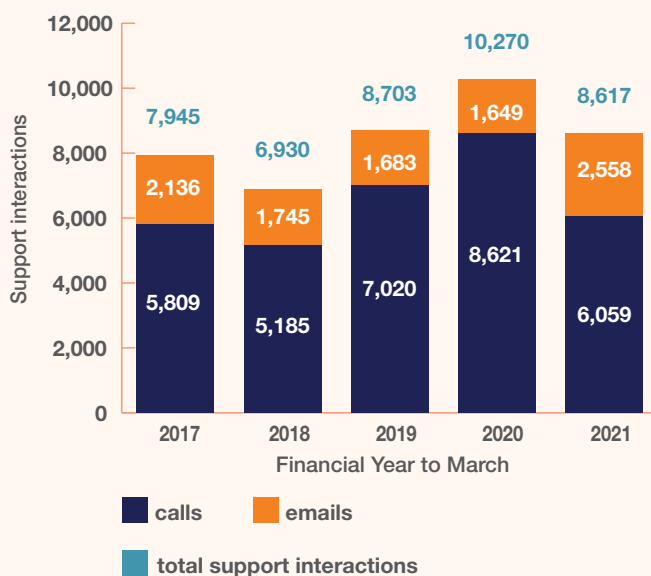
We are immensely proud of our survivor support team for their outstanding resilience and dedication in unprecedented circumstances. They have been providing exceptional support for survivors and to each other.

As many as 6,338 individuals tried calling the support line at least once between 1 April 2020 and 31 March 2021. We spoke to at least 2,857 individuals (unique callers) between 1 April 2020 and 31 March 2021, meaning at least 45% of people who tried to call the support line during this year were connected at least once. All emailers receive a response, usually within two working days.

'Non-recent' is our preferred term as there is nothing historic about the effects of trauma that we know survivors and victims' live with every day.

Support interactions each year

The 'Support interactions each year' graph shows the number of phone calls and emails we provided. In the year to March 2021, we provided 8,617 of the 10,000 target despite being at only 64% capacity across the year due to restrictions in place in order to operate safely during COVID-19.

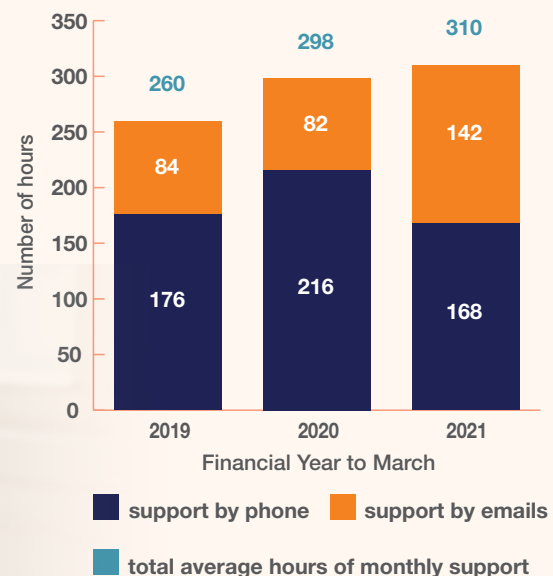


Average hours of support provided each month

The 'Average hours support provided each month' graph shows that we are providing more total hours of support year on year and also shows the growing importance of the email support service alongside telephone support.

Support by email was especially important this year because of both the reduced capacity of the telephone support line and the increase in people finding it harder to get privacy to make a call opting to email instead. This reflects the increasing complexity of the work, with more people calling and emailing needing specialist support and information, which takes more time to provide.

This year the average hours of support provided each month increased despite COVID reducing the capacity of our survivor support services.

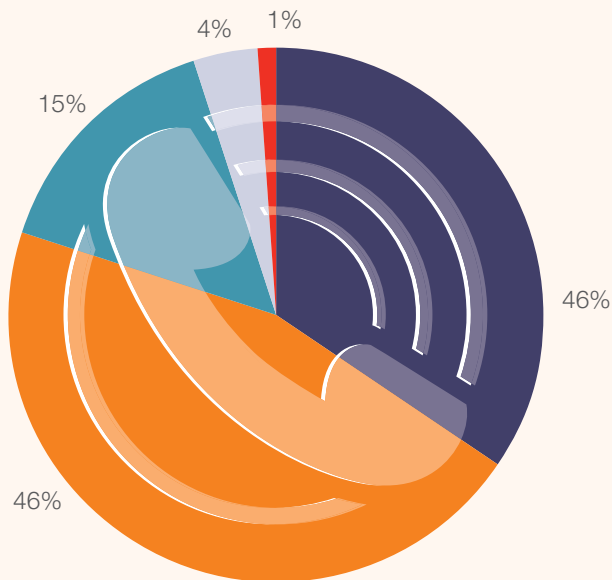


The impact of a call

Our services are confidential, but we have anonymous feedback from 30-50% of calls, voluntarily provided at the end of calls where appropriate. Feedback is asked through two questions, “do you feel we made a difference” and “how do you feel”. Sometimes only one of the questions is asked and they might be paraphrased, as it depends on what is appropriate for each call.

“There’s a conversation I had with NAPAC six months ago that I still think about today.” – Survivor, 2021

Do you feel we made a difference?

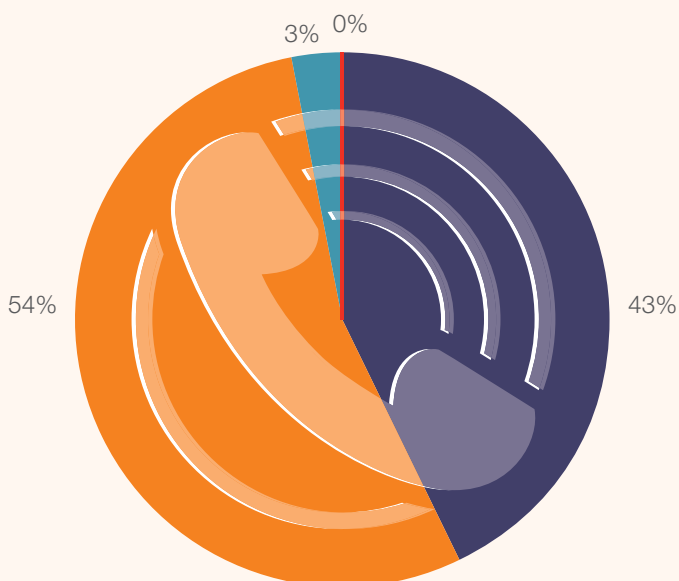


- Yes - we made them feel much better
- Yes - we made them feel a little better
- I don't know
- We made no difference
- No - we made them feel worse

This year, we asked about 30% of callers “do you feel we made a difference?” 81% of these callers said they felt more positive after their call and credited us with having provided support that changed how they felt for the better.

We made a positive difference for 81% of these callers.

How callers said they felt at the end of their call



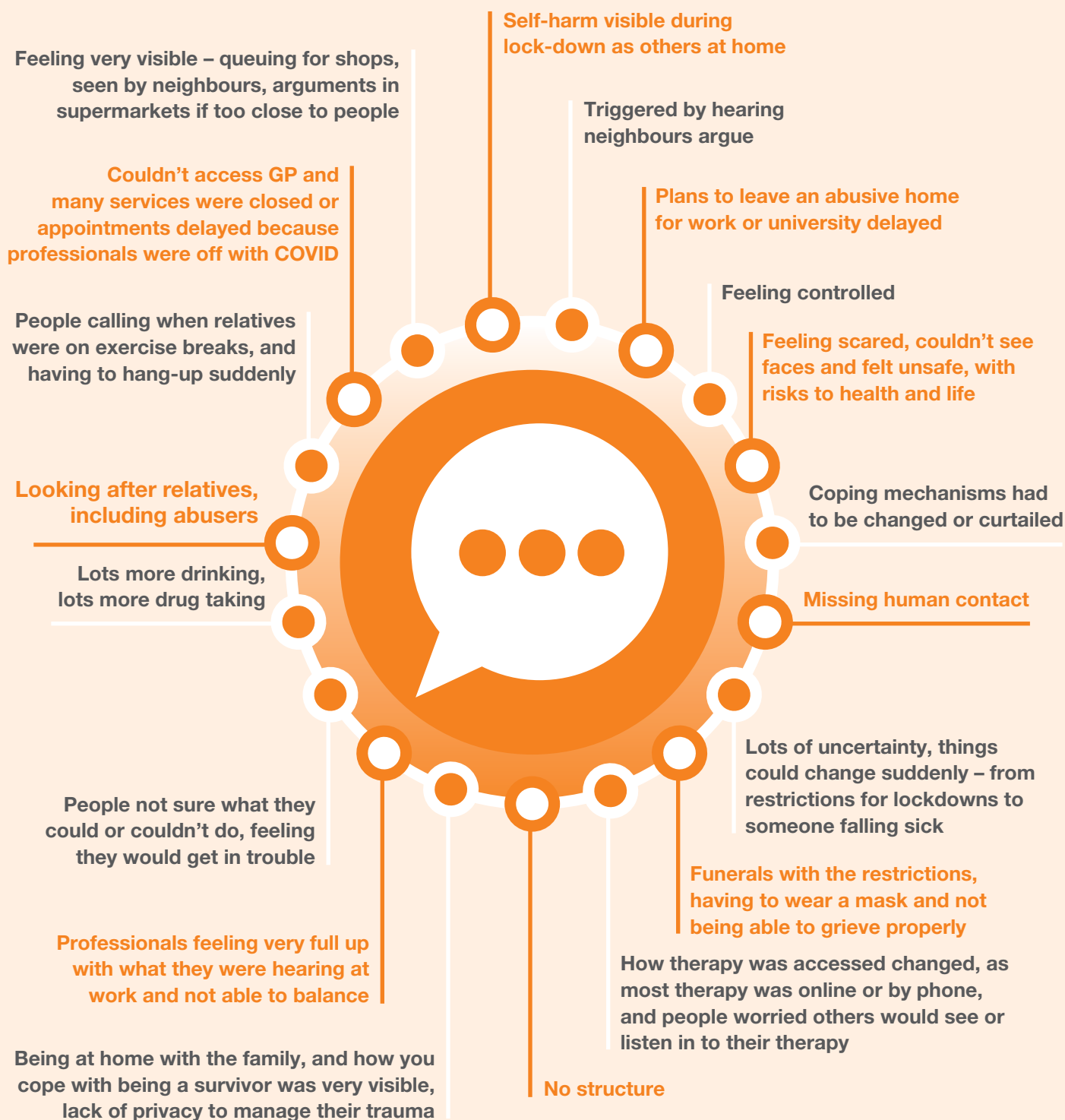
- Much better
- A little better
- No difference
- Worse

This year, we asked around half our callers at the end of their call (over 3,000 calls) about how they felt. Feedback is requested only where it is appropriate at the end of a call and is noted anonymously.

Almost all, 97%, said they felt better at the end of their call with NAPAC.

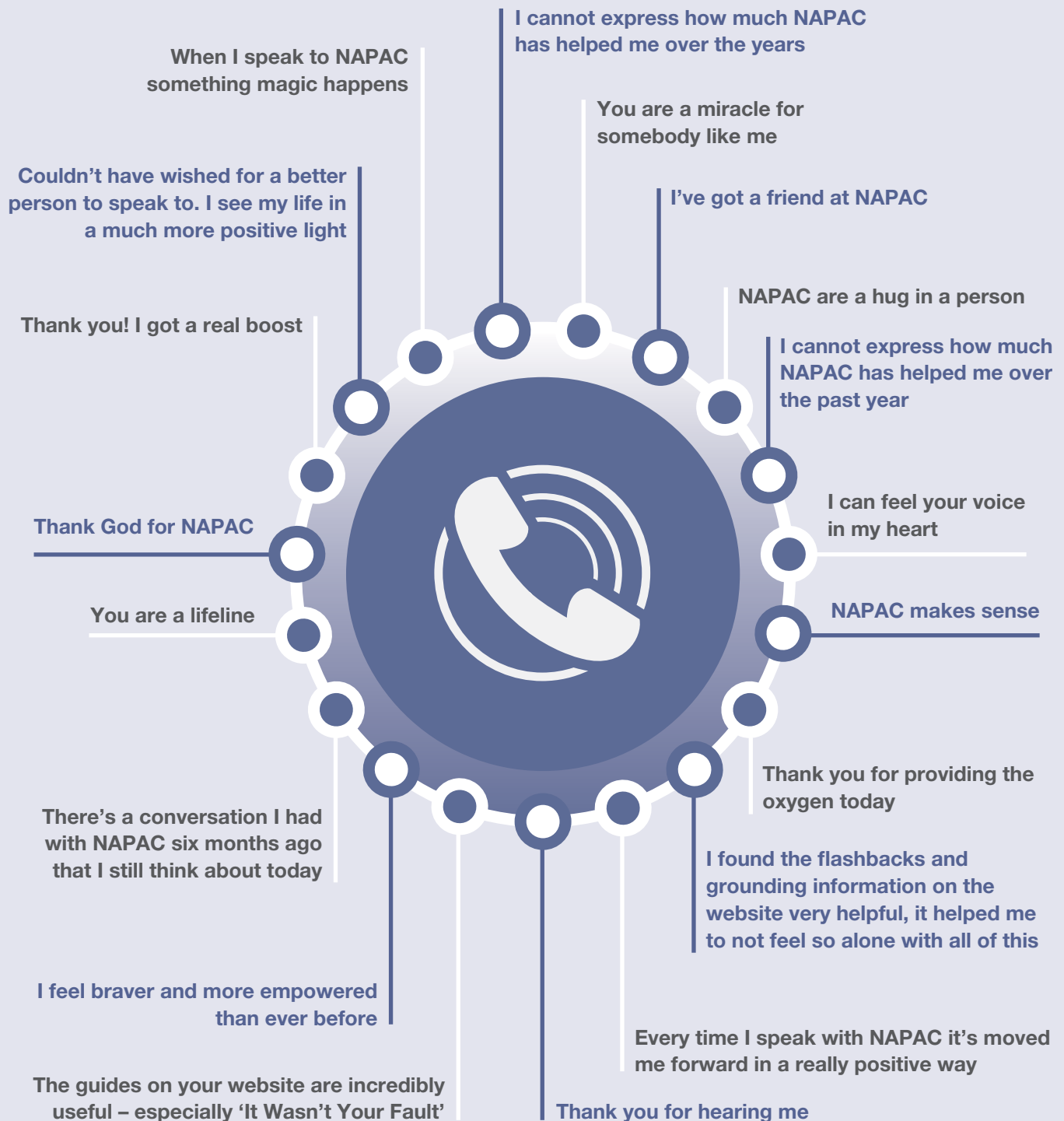
Impacts of COVID-19 on survivors

Reasons why people called, why people needed support



Impact of our support

How people feel after speaking with a Call Handler



Advocacy and information



We share our knowledge and expertise, advocating for survivors, improving understanding of the impacts of abuse and recovery from trauma.

Supporting survivors as an essential public health service

NAPAC's advocacy this year was shaped by COVID-19, as this was an issue of significant concern to people using our support services. We did not run an emergency funding appeal - instead our messaging emphasised that NAPAC was classified as an essential service and would stay open, sharing trustworthy sources of information and guidance for staying safe.

As people were finding it harder to make calls in lockdown, our online resources became more important. Many more people were emailing, including family and friends of survivors asking for information about how to support their loved ones. In response, we developed our seventh booklet, 'Supporting someone who was abused as a child'. This launched in September 2020 and is already one of our most requested booklets.

Our survivor support booklets were used 68,829 times during the year, for a total of 2,205 hours online. NAPAC's booklets are free to download so they can also be used offline, and hard copies are often mailed to callers and emailers requesting these from our survivor support service.

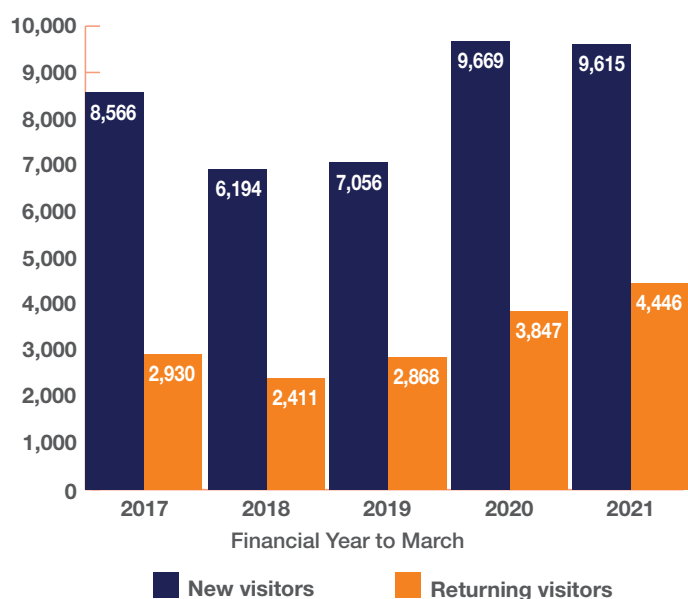
Our advocacy, including our communications and website, plays a really important role in enabling us to get more free resources to more survivors. Collaborating with different organisations to share learning makes it easier for someone who connects with one service to find others that can also help. This complements the direct support to individual survivors provided through our telephone and email support service, as well as the indirect support provided by professionals who we train in trauma-informed practice.



"The guides on your website are incredibly useful." – Survivor, 2021

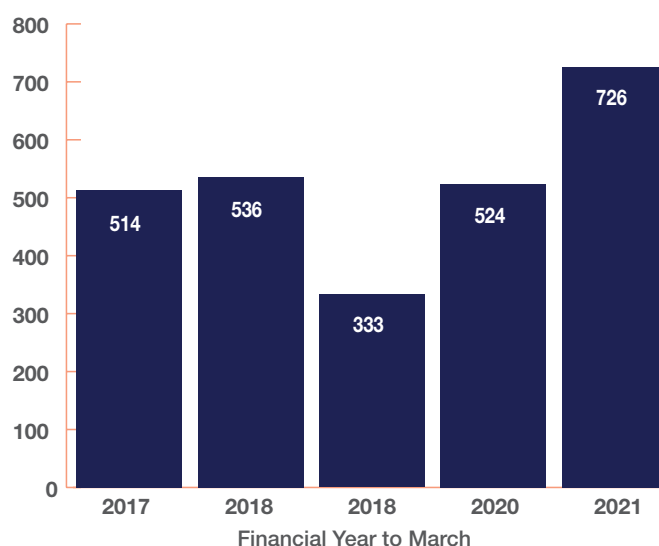
Reaching more survivors online

Monthly average number of website visitors



We are really pleased that so many people are using our website multiple times and spending more time each visit accessing more resources.

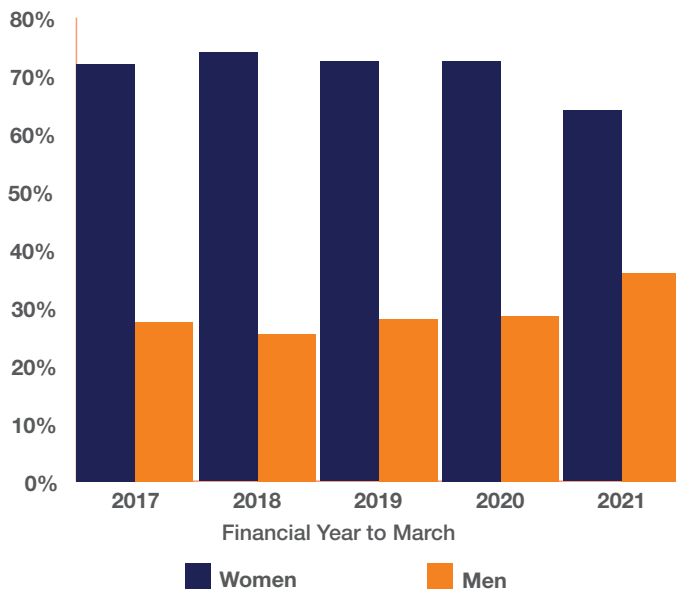
Average hours on our website each month



We know that many people found it harder to find privacy for a phone call last year, especially during the lockdowns and whilst working from home, and that keeping free resources available on our website was vital for a great many people.

There are over 8.5 million adult survivors of abuse in England and Wales (ONS, January 2020) and at NAPAC we are continually working to support more survivors.

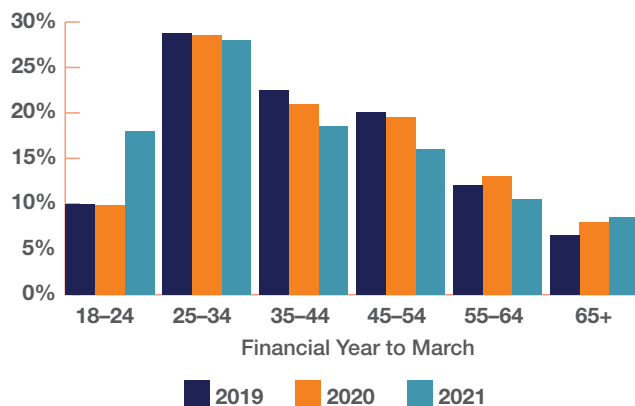
Gender of site visitors



The analytics data for our website provides basic demographic information, including binary data for gender. The data is a large anonymous sample of all website users. Over the last two years the proportion of men and women accessing our website has become more aligned with the proportion of men and women known to be survivors of childhood abuse; whilst there are differences depending on the types of abuse experienced, and whether it is reported to the police or a service like NAPAC, roughly two-thirds of survivors are women and one-third are men. There is not enough data for intersex, non-binary and trans people to be shown separately, but they were at least 1% of our service users in 2021.

As the UK's primary charity for all survivors of abuse in childhood, this is important because we want our resources to be relevant for and accessed by survivors of all genders.

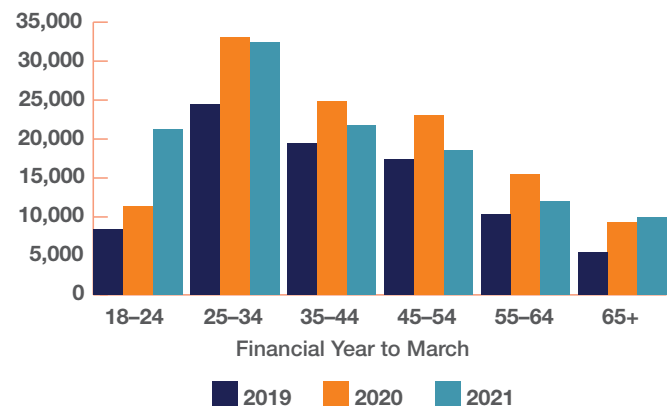
Age of website users - percentage



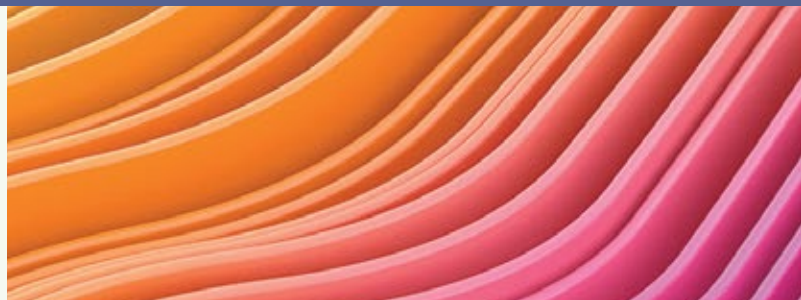
The number and proportion of younger adults, aged 18 to 24 years old, using our website increased significantly this year. These are mostly new site visitors, as the number of people using our website has also been increasing year-on-year.

This data is from a large, anonymous sample of all website sessions. We are pleased that more people are accessing our resources at a younger age, and we will continue to develop resources suitable for all survivors and to address the specific needs of different groups.

Age of website users - number



This year the 'Everyone's Invited' movement launched, encouraging young adults to disclose abuse they experienced at school and from peers. It launched in June 2020 and received a lot of media attention in January 2021 because of the thousands of stories being shared, indicating the scale of peer-on-peer abuse.



NAPAC's role in shaping the national response

The COVID-19 pandemic and lockdowns starting in March 2020 resulted in an unprecedented national response. One of the most important examples of this was the establishment of the Ministry of Justice's national 'COVID-19 Victim and Witness Silver Command Group'.

This Silver Command group was formed to advise and assist the Ministry of Justice in its aim to support victims and witnesses of crime in response to COVID-19, providing strategic direction, guidance, and oversight.

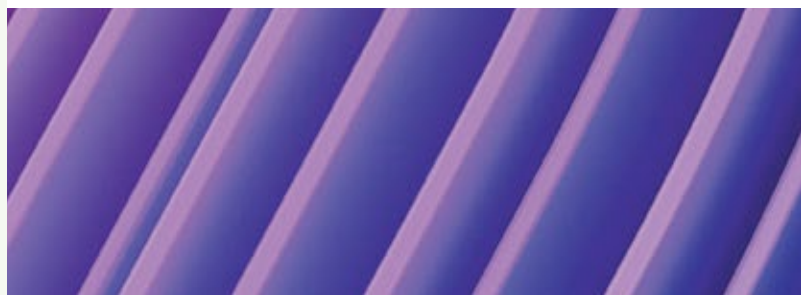
NAPAC's Chief Executive, Gabrielle Shaw, has been an active member of this Silver Command group since March 2020. Other groups and sectors represented include senior leaders from key government departments (Ministry of Justice; Home Office, Department of Health and Social Care; Ministry of Housing, Communities and Local Government), policing (National Police Chiefs' Council, Association of Police and Crime Commissioners), non-departmental public bodies (NHS England, Her Majesty's Courts and Tribunals Service, Victims' Commissioner, Domestic Abuse Commissioner, Crown Prosecution Service) and sector-leading organisations (Victim Support, Citizens' Advice, The Survivors Trust, Safe Lives and others).

Silver Command remains a highly influential and important forum. Initially, it was focused on shaping the emergency national response for victims and survivors across different areas as COVID-19 and lockdown hit. Over time however, it has evolved to look at medium and long-term support for victims and survivors more generally.

The excellent relationships NAPAC has cultivated within this forum continue to bear fruit. NAPAC is looked to for advice and guidance on various issues, and our contributions to the debate around data collection and use has been particularly valued.

Collaborations and contributions

- Home Office Steering Group discussions on costs of childhood sexual abuse
- Crown Prosecution Service redrafting of guidance to prosecutors on investigating non-recent childhood sexual abuse, several stages of consultation
- Crown Prosecution Service forum on male victims of sexual violence and Childhood Sexual Abuse forum, Violence Against Women and Girls external consultation group
- National Working Group on Childhood Sexual Abuse meetings
- Lambeth Council Redress scheme consultancy for submission to the Independent Inquiry into Child Sexual Abuse
- Quarterly meetings of the London Mayor's Office for Policing and Crime forum led by the Victims Commissioner for London
- A new regular fortnightly meeting with the national Victims Commissioner with sexual violence support organisations
- Ministry of Justice "It Still Matters" campaign raising awareness of support available for survivors of non-recent abuse, including NAPAC
- Church of England Diocese of London Past Case Review two reference group representing survivors
- Church of England Diocese of Guildford Past Case Review two reference group representing survivors



The launch of our first impact report

Complementing #ItStillMatters and Sexual Abuse and Sexual Violence Awareness Week, we launched NAPAC's first ever impact report on Tuesday 2 February 2021. We wanted to be more transparent about our work, without compromising the confidentiality of our services.

This second impact report has been influenced by the conversations we have had with survivors and other stakeholders since the launch of the first report. We will keep adapting content in future reports to allow more people to better understand what we do, our ways of working, and what we are able to achieve. Over the years these impact reports will show how we learn, adapt, and make progress in our mission of supporting all survivors of childhood abuse.

Kingfisher icon

We selected a kingfisher for the cover of our first impact report because they are vibrant and dynamic. It was popular and worked well so became an icon to accompany our logo.



Case-study: Supporting #ItStillMatters

The #ItStillMatters campaign launched on Monday 1 February 2021, coinciding with Sexual Abuse and Sexual Violence Awareness Week from 1 to 7 February. The campaign aimed at encouraging and enabling survivors of abuse to access support.

We reached three times as many people online during Sexual Abuse and Sexual Violence Awareness Week than during January and 30% more people accessed resources on our website.

We were able to draw attention to the fact that survivors of sexual abuse often experienced psychological and emotional abuse as well. We highlighted the pivotal impacts of making a first disclosure, of accessing support and having compassion for ourselves.



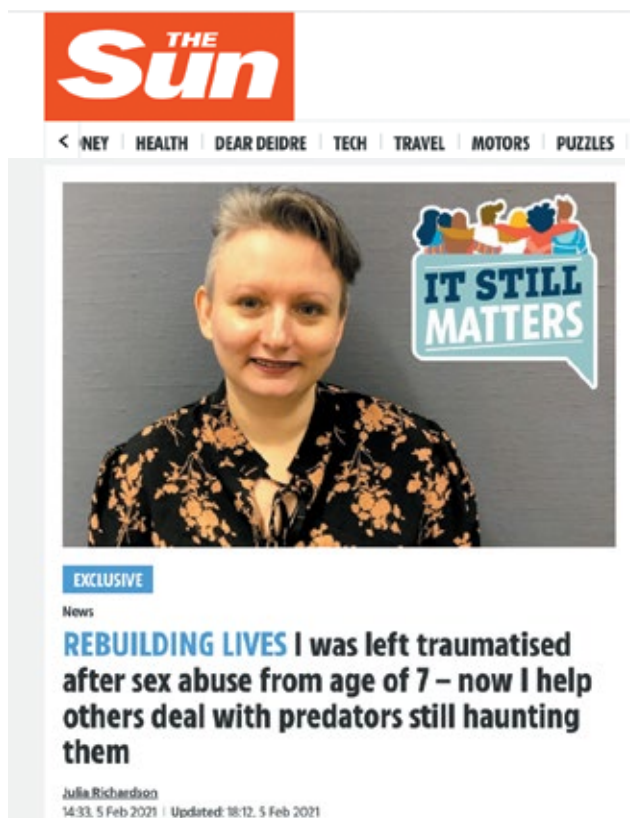
Supporting victims and survivors of sexual violence and abuse.

Whenever it happened...

#ItStillMatters

GOV.UK/sexualabusesupport

Campaign coverage



As part of #ItStillMatters, NAPAC was featured in *The Sun*, as part of their collaboration with the Ministry of Justice for this campaign. *The Sun* is estimated to reach over 38 million people worldwide across all its platforms (source - <https://www.newsworks.org.uk/titles-at-a-glance/the-sun/>).



NAPAC is also supporting the 'Stop Abuse Together' campaign led by the Cabinet Office, which launched this year and will continue in 2022. It is a collaborative campaign encouraging more people to report abuse and sharing information and signposting to organisations including NAPAC.

"I feel braver and more empowered than ever before." – Survivor, 2021

Training



NAPAC provides training in trauma-informed practice

COVID-19 presented challenges to NAPAC's training function, both for how it was delivered and how professionals could attend.

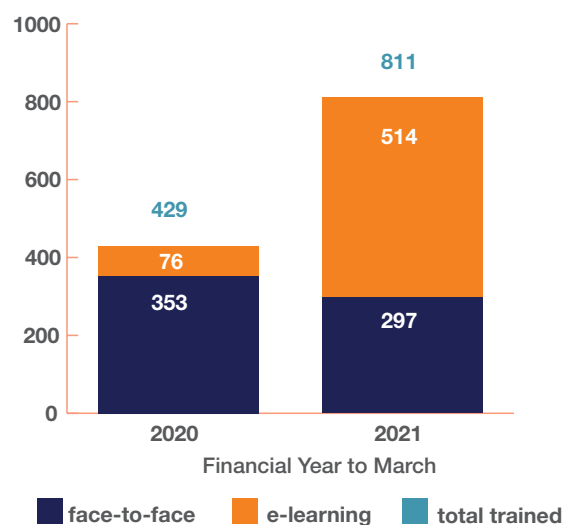
However, as well as transferring existing provision from in-person to online delivery, several important new modules were also developed.

This development was a response to the pressures survivors and professionals in support roles were experiencing directly and indirectly relating to COVID-19. There was more awareness and concern about vicarious trauma, with more professionals experiencing greater pressure and stress from more complex cases and increasingly difficult working conditions.

Some of the struggles faced by survivors were being experienced by professionals as well. Some sought training because they recognised these traumatic experiences and empathised more with their clients, wanting to provide a better service and better manage their own well-being.

Feedback has been very positive about both the content and delivery of our training, but most significantly about the impact the learning will have on the way professionals work and the support they receive.

Professionals trained



During 2021 more of our training had to be delivered online, and as more professionals were working remotely, our e-learning modules became more important and popular.

"I will use the different grounding approaches and NAPAC resources. I feel this was a good refresher course and it's good to be reminded of some of the nuances of trauma and how to work with this." – Training client, 2021

NAPAC's training modules

During the year NAPAC delivered two kinds of training modules to professionals supporting survivors:

- Supporting Adult Survivors of Childhood Abuse (SASCA) one-day workshop
- Supporting Adult Survivors of Childhood Abuse in a Trauma-Informed Way e-learning

During the year additional training modules were developed ready to deliver after April 2021:

- Vicarious Trauma and Resilience half day workshop
- Understanding Emotional and Narcissistic Abuse half day workshop
- Cultural Barriers to Disclosure of Abuse half day workshop
- Understanding Survivors' Stress Responses e-learning

Feedback from our training clients

When asked, 'how will your practice change as a result of the training?'

"I feel more able to address when the client says others have had worse. I feel more confident with legislation."

"Be more grounded and give client more space and time without any pressure providing that safe space and supportive environment with confidentiality and reassurance."

"I will be more mindful of my own self-care. The training has reminded me that this has to be a priority."

"Increased self-awareness, awareness of others, more emphasis on self-care and implementing self-care plan."

"Be more mindful of my early stress signs and warning signs in other colleagues."

"I am far more aware of the neurological impact of abuse, neglect and stress in general in life and during gestation. One thing that I have considered in the days since the training is the physiological symptoms that clients may present as potential indicators of historic abuse, neglect or stress."

"More mindful of the impact of ACEs and consider the question of 'What happened to you?'"

What stood out

The COVID-19 crisis caused significant challenges to delivering training. Prior to the pandemic, training workshops had been delivered face to face in person at client sites and in NAPAC offices. The introduction of lockdowns and Government social distancing guidance stopped in-person training.

NAPAC had to quickly create and pilot online training, which we did in conjunction with existing client partners in the NHS. Once we were sure that our high-quality standards could be maintained with online delivery, online training was rolled out to our existing organisational clients and we offered online training to individual practitioners to complement our existing e-learning.

During this year we showed resilience and adaptability to take opportunities to grow and meet the challenges.

The practical challenges of providing training during the pandemic had to be overcome because so many more professionals were themselves experiencing vicarious trauma. The services that remained open had more people reliant on them for support and treatment. NAPAC was experiencing this too, so our training was shaped by our own direct experience and what we were learning from survivors.

Training clients

Since August 2018, we have grown the training income and client base significantly year on year. Our reach has extended across many professionals who directly support (or encounter) adult survivors of abuse. The training continues to be well received across NHS Improving Access to Psychological Therapies services, where we work with a variety of professionals, including psychological wellbeing practitioners, counsellors, psychotherapists, cognitive behavioural therapists, clinical psychologists and clinical service managers. Our e-learning is particularly popular with counsellors and psychotherapists in private practice.

This is currently our main client-base, however we have worked with local council social workers, university wellbeing teams and other charities offering mental health support such as Mind. We are currently focussed on police teams working with cases of non-recent abuse.

“I found the flashbacks and grounding information of the website very helpful, it helped me to not feel so alone with all of this.” – Survivor, 2021

NAPAC in operation



We have four main services

- 1.** We run the UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse
- 2.** We run intensive psychoeducational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery
- 3.** We provide extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma
- 4.** We conduct advocacy and research, using our own data and working in partnership to raise survivors' voices in policy and practice across the UK





NAPAC provides the only free national support service for all adult survivors of any type of childhood abuse. We offer specialist, confidential support to adult victims and survivors, operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and our website provides free information for survivors and those supporting them.

As a trusted public health organisation, people use NAPAC's services to support their overall health and wellbeing and to build and improve their resilience. We see survivors making brave, positive choices every day – including asking for help when they need it.

Those using our services ask for support with a range of concerns, including anxiety, depression, isolation, reporting to the police, domestic and sexual violence, establishing personal boundaries, and complex post-traumatic stress. For many, contacting NAPAC is a first step to recovering from trauma and leading happier, more fulfilled lives

NAPAC is a small team, with 44 people involved in delivering all our services and managing all the facets of our work. Our 11 trustees are non-executive directors and are not paid for their time or contributions. Many of our 18 staff are part-time, working a pattern of shifts covering different days, equivalent to 13 full time posts. Over half of our staff team and all of our 15 volunteers are solely focused on delivering our survivor support service.

NAPAC's people 2021

18 
Staff

15 
Volunteers

11 
Trustees





Support interactions and other key data for 2021

Support interactions	2020	2021
Total number of call attempts	63,365	47,988
Total calls answered	8,621	6,059
Unique callers attempting to call	6,631	6,338
Total unique callers connected during the year	53%	45%
Support interactions by email	1,649	2,558
Hours of support provided via the telephone support line	2,586	2,020
Hours of support provided via email	989	1,705
Capacity of support service	100%	64%

The number of unique callers reflects only calls from uniquely distinguishable numbers that are not withheld. Calls are anonymous and confidential and we cannot identify individuals. Our call management system can tell if we have had a call from a number before or not. The same system also tells us the number of call attempts received on different days

and at different times. This helps us plan our shift patterns for staff and volunteers. This is all important for improving the service over time and it is helping us answer both more calls and more individual callers.

NAPAC's survivor support telephone and email service was at 64% capacity overall this year because of adaptations to operate safely during COVID-19.

Expenditure for each activity 01 April 2020 to 31 March 2021

Activity	Total expenditure	Per cent
Support line	£242,130	39%
Support groups	£47,242	8%
Information services	£77,361	13%
Safeguarding and governance	£115,972	19%
Training	£82,804	13%
Fundraising	£50,099	8%
Total	£615,609	100%

These are the figures used to produce the 'NAPAC Pound'.



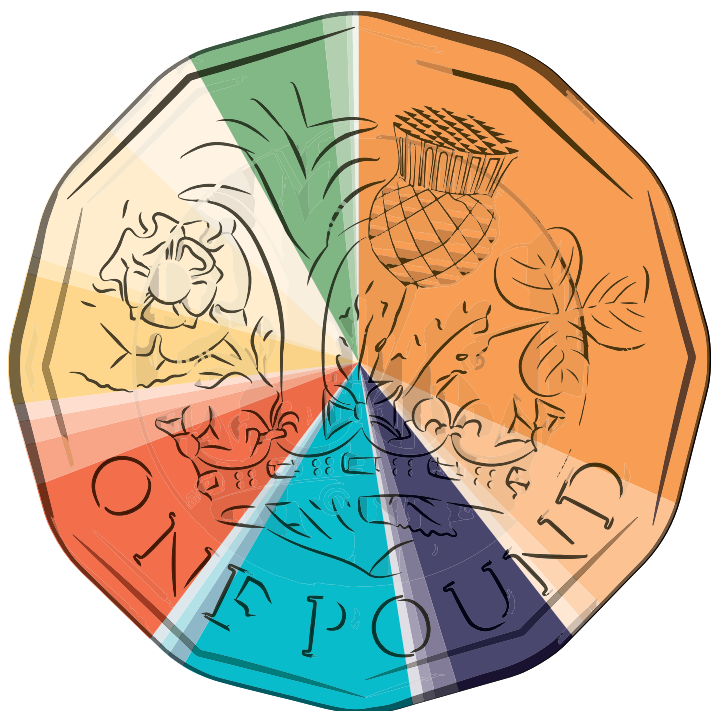
The NAPAC Pound

Being transparent about how we use our funding is important to us because we value the trust placed in us by those who support and donate to our work.

In 2021, 92p from every £1 donated to NAPAC was spent on our work supporting survivors.

The NAPAC pound shows how we spend our income as pennies in the pound, rather than as percentages, making it easier to show how each £1 donated helps survivors. Almost all our costs are from directly supporting survivors ourselves or providing advocacy and training to improve the support available for survivors accessing other services.

NAPAC Pound 2021



Support line 39p

Staff	37p
Accommodation	6p
Fees	1p
Communication	1p

Advocacy 13p

Staff	9p
Accommodation	2p
Fees	<1p
Communication	1p

Support group 8p

Staff	6p
Accommodation	1p
Fees	<1p
Communication	<1p

Safeguarding and governance 19p

Staff	6p
Accommodation	1p
Fees	7p
Communication	5p

Training 13p

Staff	9p
Accommodation	2p
Fees	<1p
Communication	<1p

Fundraising 8p

Staff	7p
Accommodation	1p
Fees	<1p
Communication	<1p

The NAPAC Pound explained

Support line: 39p – our support line is our flagship service, providing direct support to adult survivors of childhood abuse by telephone and email. It is our largest single expenditure. The higher costs this year included expanded office space and related equipment to allow social distancing.

Support groups: 8p – our psychoeducational support groups are intensive and they are usually provided face-to-face but could not run during 2020 and 2021 due to COVID-19. Instead, we redeveloped the materials and structure for online delivery. The pilot was launched at the end of this period, and we will share its success and what we've learnt in our next impact report.

Advocacy and information: 13p – our advocacy and information services provide our online support materials, including NAPAC's website and survivor booklets. It is also how we work to ensure that survivor voices are heard and their needs considered where decisions are made that will affect them, especially at government level.

Safeguarding and governance: 19p – this category ensures we are working effectively and safely for those we support and those who deliver our services, which faced unique challenges during 2021. These costs were necessarily slightly higher this year as we adapted to COVID. These expenses include our telephone and IT support, clinical supervision for staff, keeping our risk register up to date, and this year included personal protective equipment for staff and volunteers.

Training: 13p – the cost of delivering training is covered by the fees paid by training delegates and the income is being used to develop new modules, which will help raise additional funding for our support services and governance. Trainees learn how to work with and support survivors more effectively.

Fundraising: 8p – this is the only expense not directly associated with delivering support to survivors and we work hard to keep the costs low, whilst providing enough income to sustain our services. We did not run an emergency funding appeal during 2021. Instead, we focused these resources on advocacy and providing trustworthy and reassuring public health information for survivors.

Types of expenditure

As well as types of activity we can also look at our costs as types of expenses. This is a way of showing our costs using categories that are usual for most organisations in the UK.

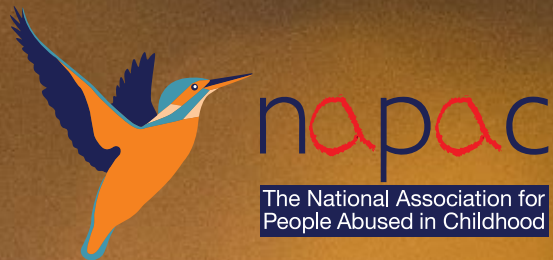
Staff: 72p – these costs are our largest expense because our core service is providing one to one support, delivered by experienced staff and trained volunteers.

Accommodation: 12p – for our office spaces in Stockport and London. We used shared offices to keep our overheads low but ensure we have reliable and secure space to work.

Fees: 8p – these include the cost of our insurance, audits, and other essential expenses for governance and safeguarding.

Communications: 8p – covers all our IT, website, and publication costs, such as our support service telephone lines and booklets for survivors.

“Thank you for hearing me.” – Survivor, 2021



napac.org.uk

Support line 0808 801 0331
free from mobiles or landlines

Charity No 1069802
Company No 3565696

