

# Impact Report

2023-2024



A healing light for sufferers  
of abuse and trauma

## Introduction

We are honoured to present the 2023-24 Impact Report for Nour. This report encapsulates the essence of our mission—to support survivors of abuse, advocate for social justice, and foster resilience within communities. Our work is a testament to the strength and courage of survivors, and this report highlights both quantitative achievements and the profound qualitative impact we have made together.

## Our values

At Nour, our core values embody a profound commitment to supporting and uplifting survivors of abuse, while fostering an environment of compassion, healing, and growth. These values are the guiding principles of our mission to serve those in need, advocate for change and increase awareness on critical issues surrounding all forms of abuse.

- **Commitment to social justice** - We tirelessly advocate for the rights of those impacted by domestic abuse, sexual violence and all forms of child abuse. We are committed to challenging systems of inequality and oppression and promoting equity and justice for all. This commitment guides our approach to all our services and internal operations, aiming to create a society free from violence and abuse, founded on compassion and justice.
- **Grounded in anti-oppressive principles** - We critically examine the intersections of oppression affecting survivors, including gender, class, faith and race, to deepen our understanding of how policies, narratives and processes affect survivors of abuse. We use this understanding to shape our policies and internal practices, to ensure we serve with integrity and inclusivity.
- **Trauma-informed lens and practice** - Understanding the profound impact of trauma, we provide services that are sensitive to the needs of survivors. Our trauma-informed approach ensures that all interactions and interventions are delivered with care, avoiding re-traumatisation and supporting holistic healing. Recognising the unique lived experiences of each survivor, our services meet people where they are, in the way they need, fostering an environment of safety and trust, in which survivors can heal and lead more meaningful lives.
- **Culturally attuned** - We honour and respect the unique lived experiences of our clients, ensuring our services provide safety for everyone to engage meaningfully. We encourage discourse on cultural and social contexts, and the nuanced and diverse ways individuals experience these, particularly in our work with minoritised communities.
- **Working collaboratively** - We are acutely aware of the impacts of power imbalances on survivors of abuse. We partner with survivors, grassroots organisations, and other stakeholders, creating a network that supports holistic, wrap-around care and advocates for systemic change.
- **Always compassionate** - We believe in the power of compassion as a cornerstone of healing. Our services are built on empathic engagement, ensuring that every individual feels seen, heard, and valued. By offering a safe space where survivors can share experiences without fear of judgment, we nurture their journey towards recovery and healing.
- **Deeply relational** - We acknowledge, cultivate, and harness the healing power of relationships founded on genuine, compassionate, empathic, and non-judgmental connections.

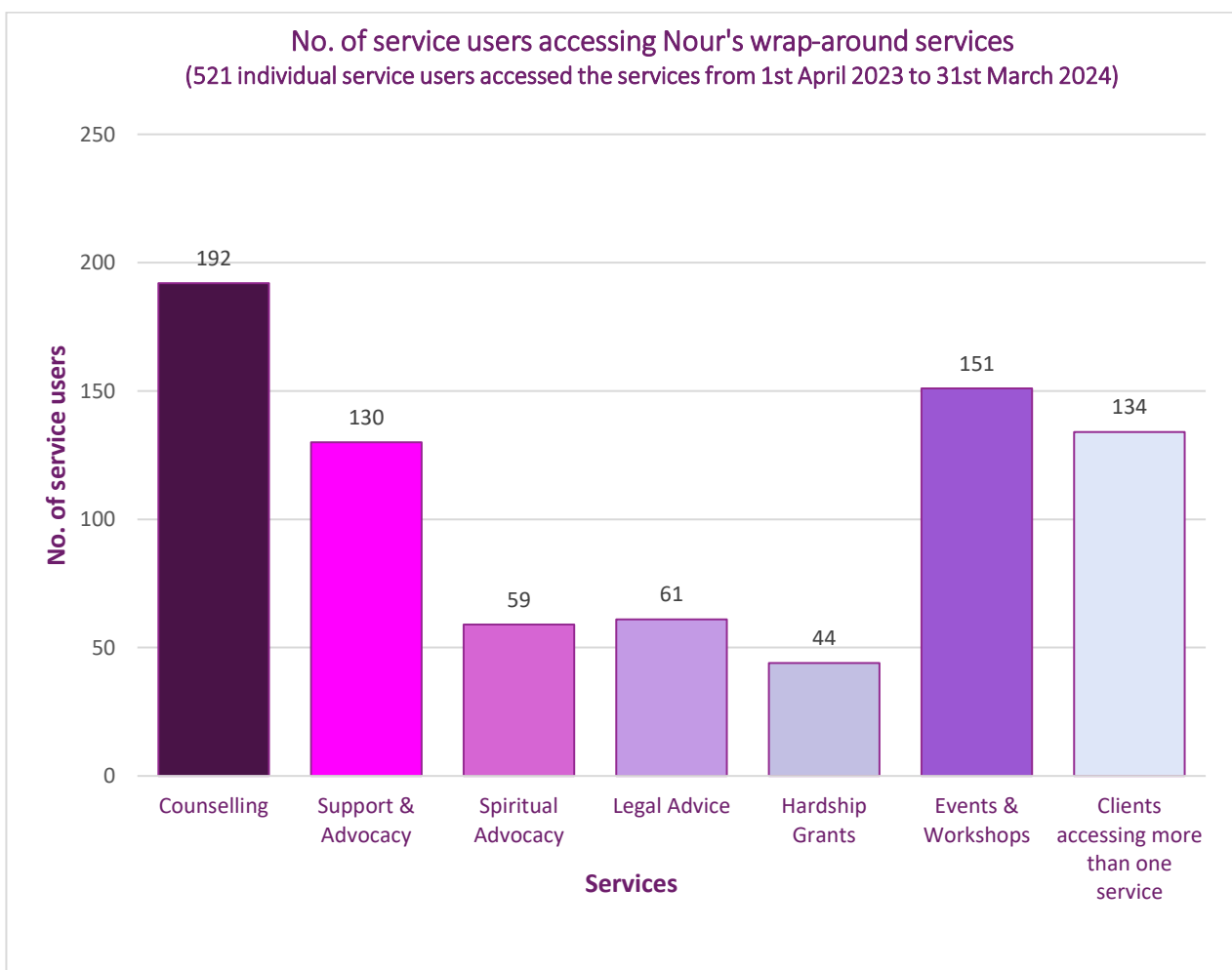
## Our Approach

Our approach is rooted in a deep commitment to social justice, with every aspect of our work informed by empathy, respect, and an unwavering dedication to uplifting and empowering those affected by abuse. In our commitment to fostering a world where support systems truly resonate with those they aim to assist, we recognise the paramount importance of incorporating feedback loops. These loops are especially vital when they actively involve survivors from marginalised communities in evaluating and enhancing our services. Such an inclusive process ensures that our support mechanisms accurately reflect the real needs of the individuals we are dedicated to serving. By intentionally including these voices in our decision-making processes, we can tailor our services with greater precision, mirroring the rich tapestry of experiences and needs within the community.

Through this dedicated assessment, we seek to create a more inclusive and nurturing environment, one that acknowledges and respects the unique journeys of all individuals. It is our belief that by attentively listening to and acting upon the feedback from survivors, we can make meaningful strides towards better meeting their needs, fostering a sense of belonging, and providing them with a platform to influence the evolution of support services contributing to their healing and empowerment. Through this, we strive to be an ally, deeply committed to uplifting and supporting every individual's journey towards healing and justice.

## Our Services

In the period between 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024 Nour's services were accessed by **521** individual service users. The chart below illustrates the number of service users accessing each service, and the number of service users who accessed more than one service.



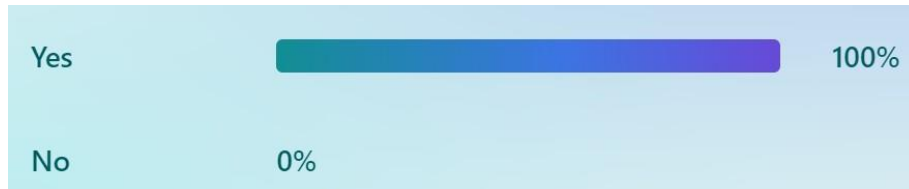
The next sections will present data from feedback received across our core services:

- Trauma-informed counselling service
- Support & Advocacy services (inclusive of legal advice and spiritual advocacy services)
- Hardship grants service

## Trauma-informed Counselling Service – feedback from service users

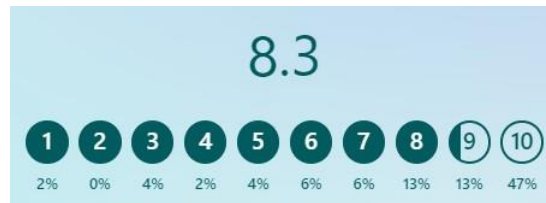
### Have you found therapy helpful?

Feedback from all respondents:

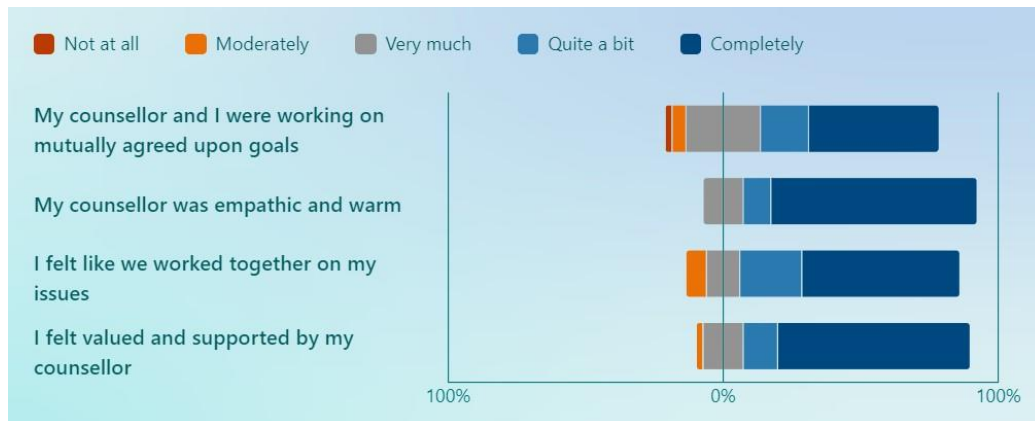


### How did you find the assessment process? 1 is not comfortable at all. 10 is very comfortable.

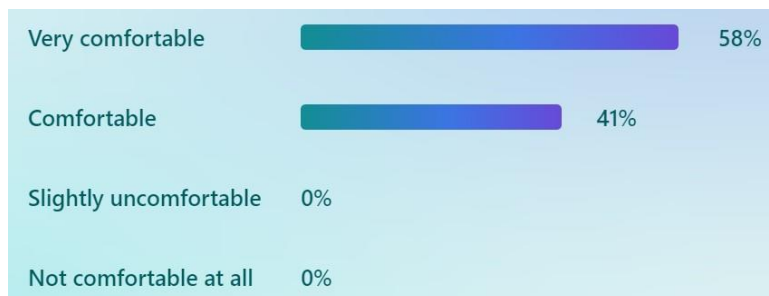
Average score from all respondents:



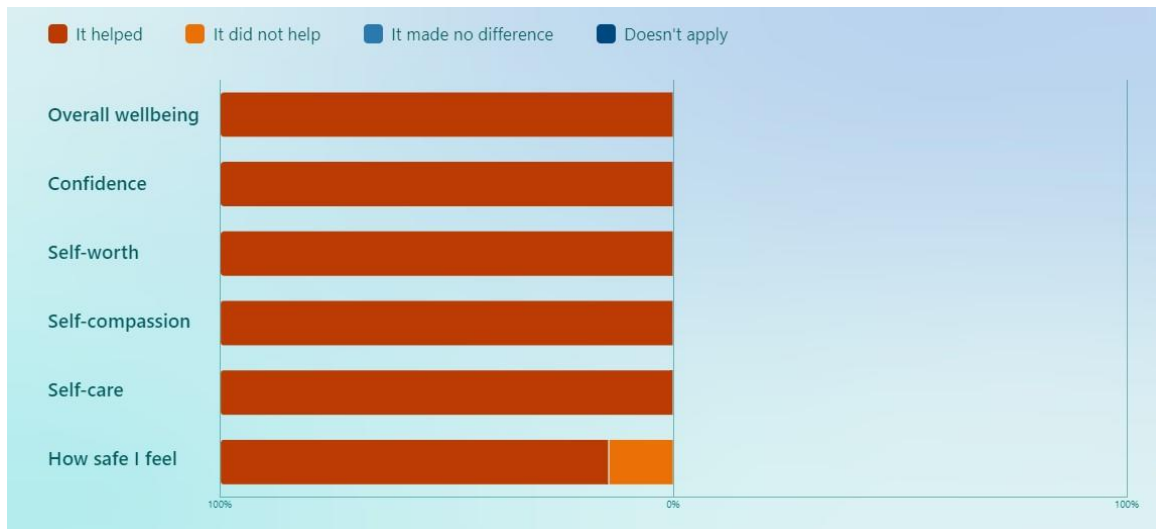
The following sentences describe some of the ways a person may think or feel about his or her counsellor. When you read these descriptions, think about your most recent session only.



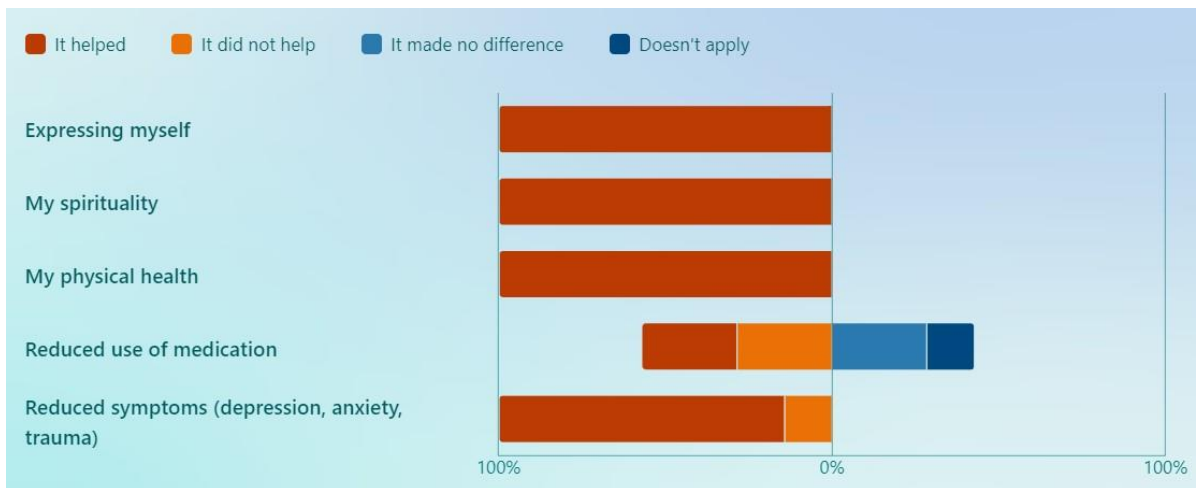
### How comfortable did you feel in the presence of your counsellor in your most recent session?



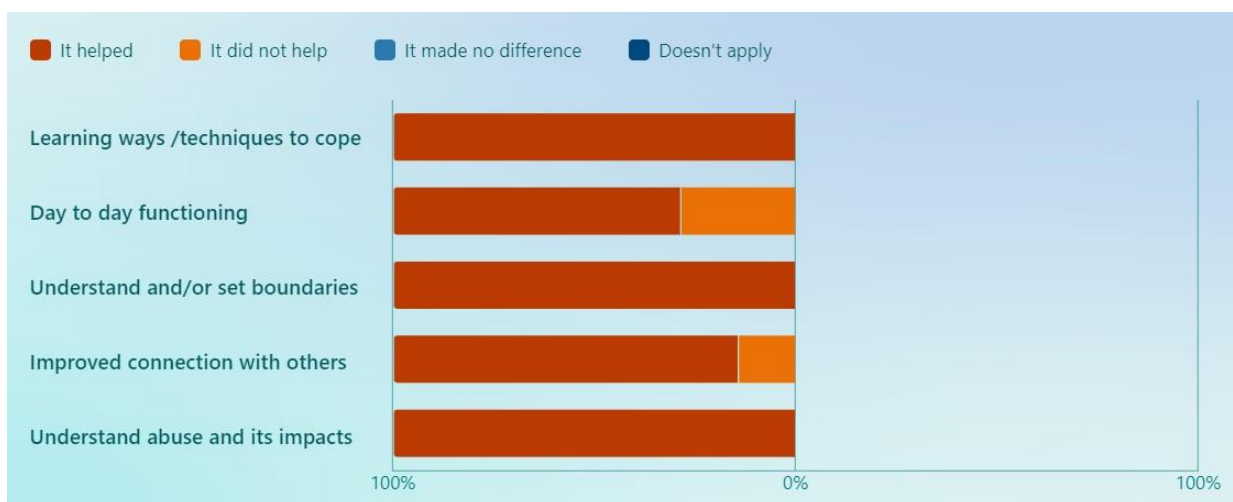
Which of the following areas related to your self do feel the counselling has helped you with?



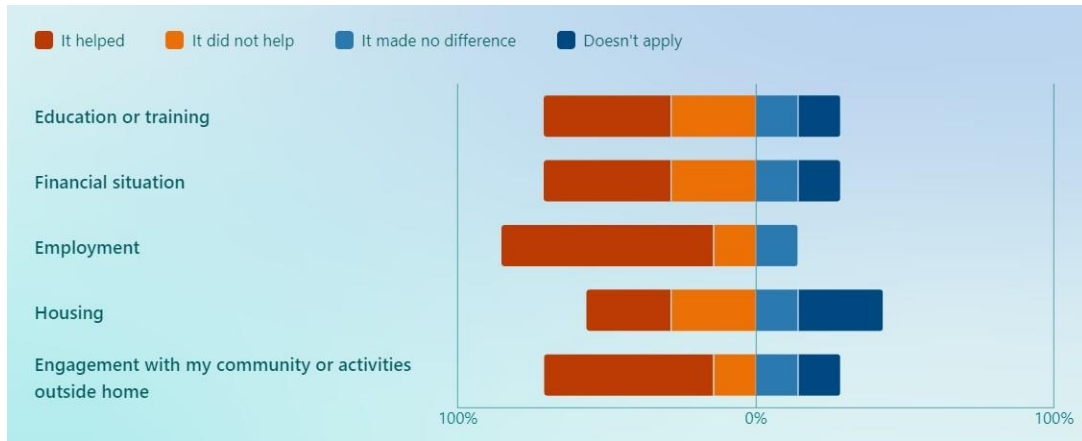
Which of the following areas related to your self do feel the counselling has helped you with?



Which of the following areas of your life has the counselling been helpful for?



Which of the following areas of your life have improved as a direct or indirect result of the counselling?

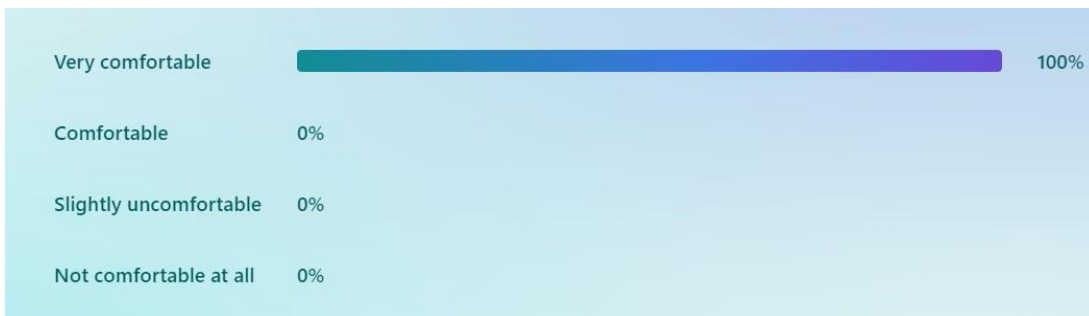


Support & Advocacy Services (inclusive of legal advice and spiritual advocacy services) – feedback from service users

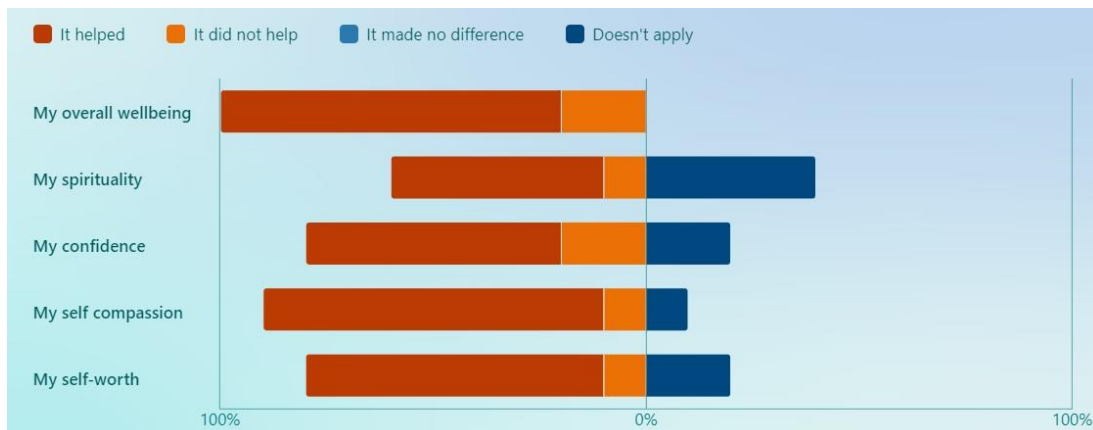
How helpful did you find the service you accessed? 1 is not very helpful at all 10 is very helpful.  
Average score from all respondents:



How comfortable did you feel with your interaction with Nour's advocacy & support team member(s)?



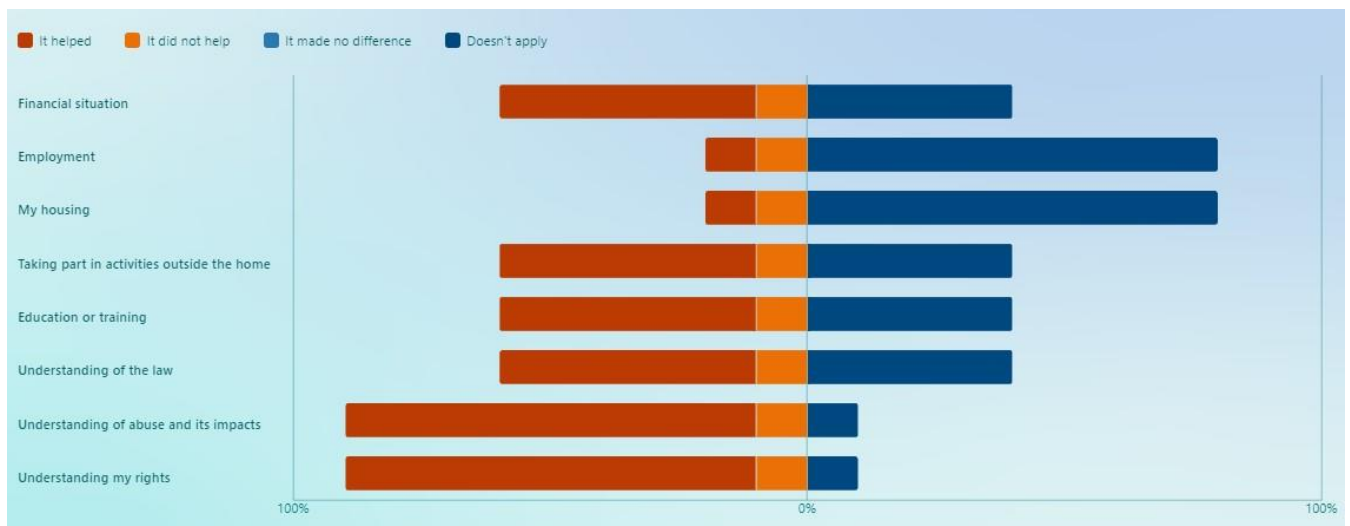
Which of the following areas related to your self do you feel Nour's support & advocacy service has helped you with?



Which of the following areas related to your self do feel Nour's support & advocacy service has helped you with?

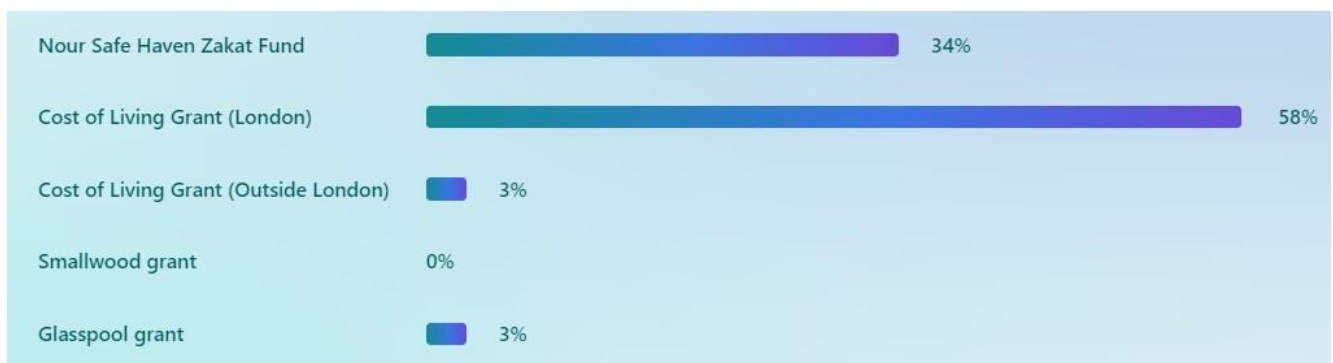


Which of the following areas in your life has there been an improvement in as a direct or indirect result of Nour's service?



### Hardship Grants Service – feedback from service users

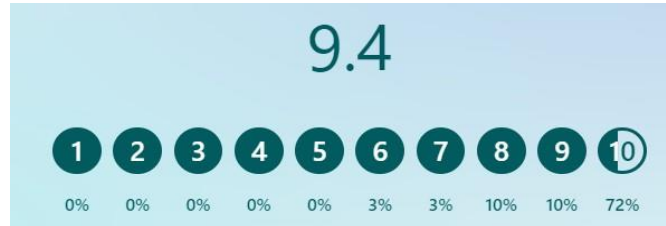
Which Nour Hardship Grant did you access?



How would you rate the grant application process? 1 is not very easy at all 10 is extremely easy.  
Average score from all respondents:



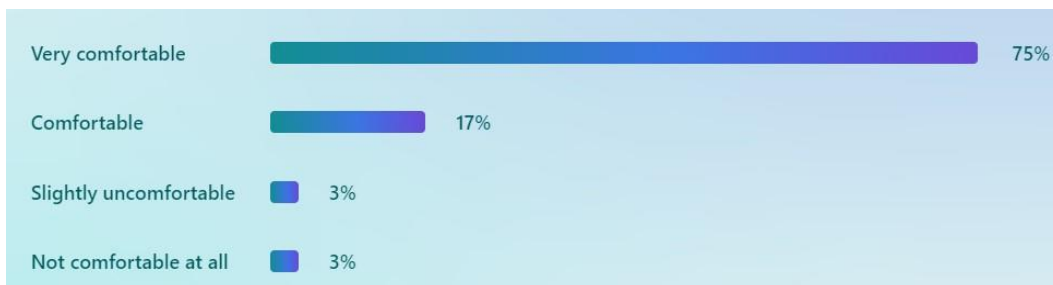
How helpful did you find the service you accessed? 1 is not very helpful at all 10 is very helpful.  
Average score from all respondents:



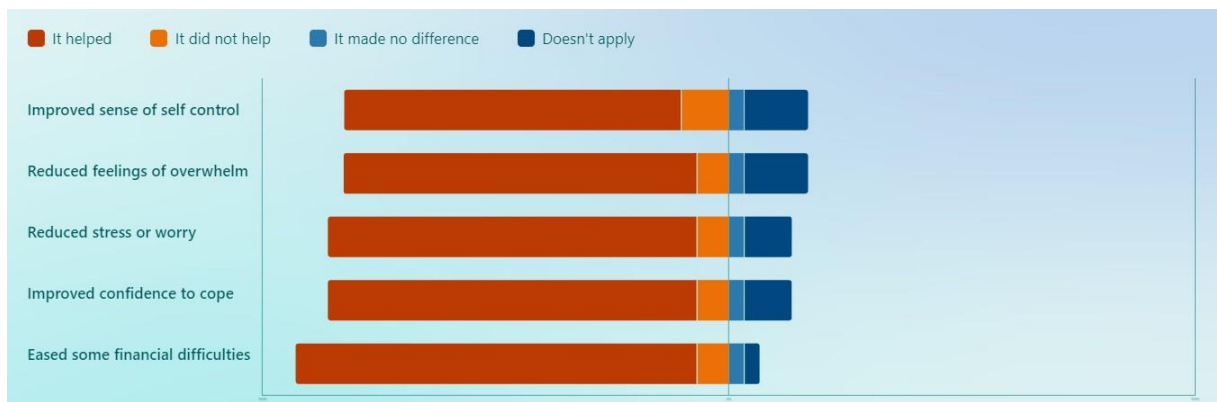
Do you feel you were treated with respect and compassion by Nour's hardship grants team member(s)?



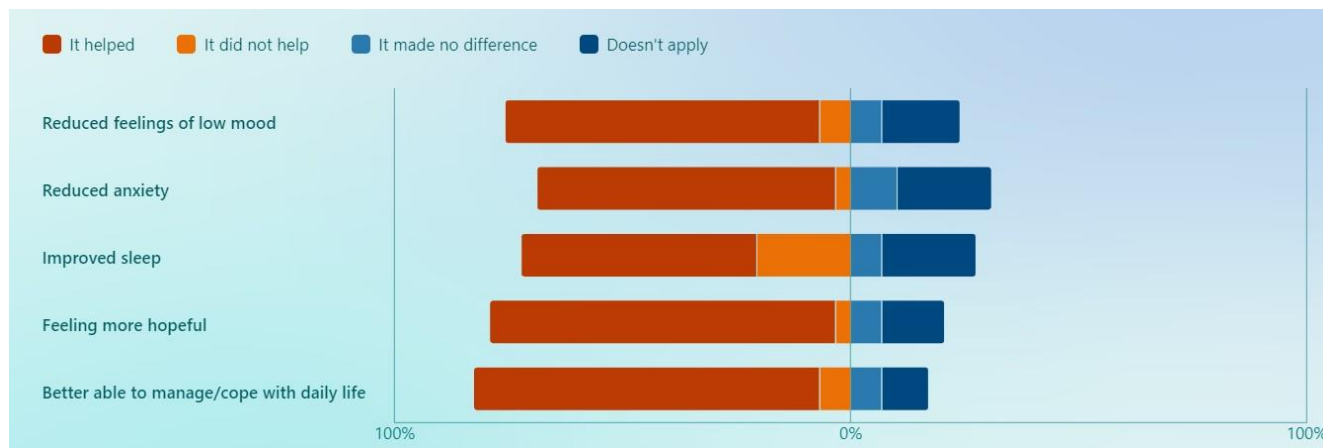
How comfortable did you feel with your interaction with Nour's hardship grants team member(s)?



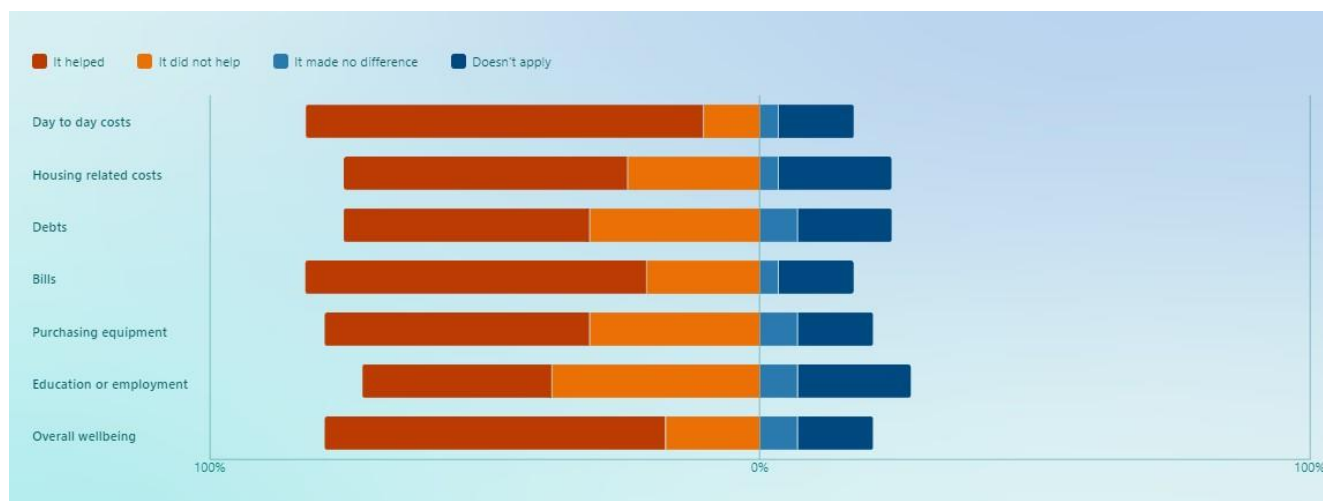
Which of the following areas related to your self do you feel the Nour's hardship grants service has helped you with?



Which of the following areas related to your self do you feel the Nour's hardship grants service has helped you with?



Which of the following areas in your life has there been an improvement in as a direct or indirect result of Nour's hardship grants service?



**It's not just numbers!**

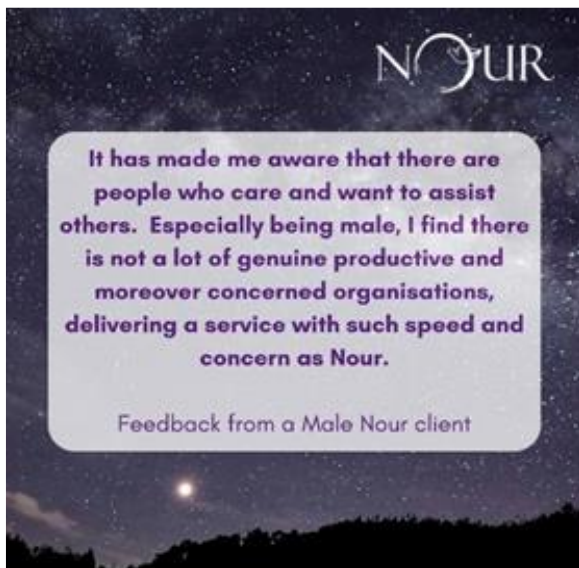
- Each number we present in our reports represents more than just a statistic; it signifies a person's journey toward healing and recovery.
- Behind every quantitative figure lies the story of an individual who has endured abuse and is now working toward reclaiming their life.
- When we say 521 survivors were supported, we are talking about 521 human beings with their unique experiences, struggles, and triumphs.
- Every data cited on improvement in wellbeing or mental health is a testament to personal battles fought and won.
- These figures underscore the capacity for resilience and the transformative power of trauma-informed, culturally attuned and compassionate services.
- Our mission is not just to achieve numbers but to change lives, one person at a time.
- Our approach creates a ripple effect, creating positive change in individuals, families and communities.



## Lived experiences – in their words

While quantitative data offers a glimpse into our impact, qualitative feedback and survivors' lived experiences provide a profound understanding of our work's true value. Listening to survivors' stories in their own words allows us to appreciate the nuances of their journeys and the profound significance of their recovery. These narratives illuminate individual struggles, resilience, courage, and determination that numbers alone cannot convey. They reveal the deeper meaning of the healing process and the profound impact of being heard, validated, supported, and understood.

Giving a voice to those who have often been silenced is a cornerstone of our mission. It ensures survivors are recognised not just as data points but as human beings with unique, valuable stories. By sharing their experiences, survivors contribute to a richer, more comprehensive picture of the challenges they face and the support they need. This, in turn, informs and enhances our services, making them more effective and empathetic. Empowering survivors to tell their stories helps build a culture of understanding and compassion, breaking down the stigma surrounding abuse and fostering a community where every voice is heard and valued.



"I have grown stronger as an individual and made much more effort to resolve my anxiety issue as well as get out of an abusive marriage which I was stuck in for nearly 14 years. My confidence is coming back and I've learnt self- help skills which have also help me re-gain some self-esteem. I actually feel like I am a human being and can breathe again. I feel alive and liberated."

"Genuinely changed my whole perspective and outlook on dealing with my inner conflicts."

"I felt safe and heard. I just needed to be in that moment without judgment. She made me feel like I could just take a moment."

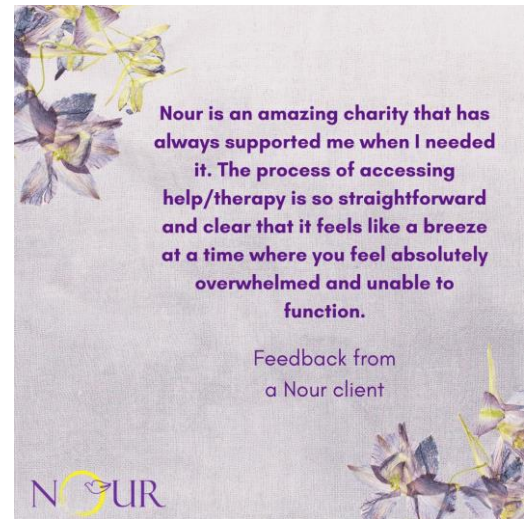
"Wonderful, and in awe of their compassion."

"My counsellor makes me feel seen, heard, understood and validated. She allows me to connect the dots and express myself in my most honest true self with no feeling of judgement at all. She helps me understand things outside of my feelings and have epiphanies about the long-lasting effect of my trauma."



"Therapy literally transformed my life in every possible sense. Therapy put my broken pieces together. It brought every confusion to clarity, and brought me to a whole new level of awareness and consciousness of myself. A vital, vital, vital aspect was that the therapist was an ethnic minority Muslim. This is huge because there is a shared cultural and spiritual understanding, so I do not have to exhaust myself to explain and educate someone else on my identity and background, before I even get to my own trauma. Nour brought me back home. Home to me. My heart, my identity, my values, my self-esteem, my desires, my religion, my culture. All from a place of consciousness. peace and resilience."

"There has been a drastic change in my life thanks to therapy through Nour. I have overcome and worked through a lot of my personal traumas and how it affected my life on a day to day basis. I have learnt to come to terms with everything that I have been through. Nour has helped me now to have a positive outlook in life. A lot of my personal issues which I spoke about in therapy were more related to cultural and faith-based issues, which I found helpful to explore in therapy. Therapy also helped me to gain the confidence to go into further education. This year I started my Psychology degree through Open University and so excited to see where this takes me. Counselling has helped me to understand my triggers going forward in new relationships and has helped me to better understand my boundaries."

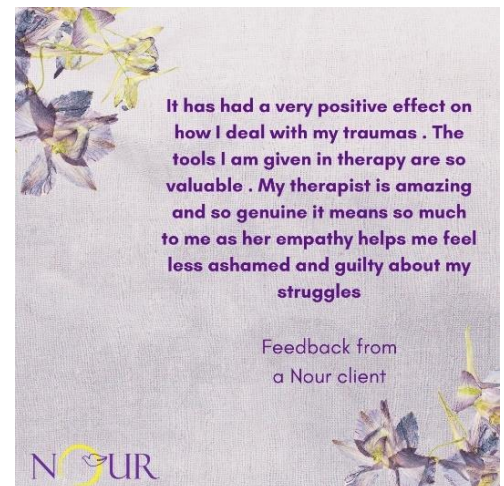


"I feel much better after the sessions and with gratitude and more focus on being positive. I realise how strong I am. And that the odd wobble is ok and emotions are ok too."

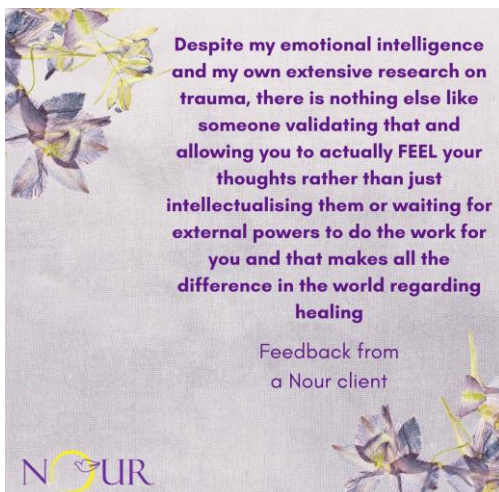
"I am not the only one that is benefitting from Nour services. Because I am happy and mentally well, my children enjoy my company too. A happy mum results in a happy, healthy family. I hope people continue to support the work Nour does, because you might not know the magnitude of the good work you are all doing. But I can tell you it is outstanding."



"I would like these services to be widely available for the



"Very professional, compassionate staff."



"Extremely grateful and appreciative of having these sessions. My counsellor was amazing. Such a great listener and was so supportive and has really helped me with my problems."

"I am able to express my difficulties with my counsellor and I feel she listens to me which has helped me to talk about things which I couldn't talk about previously for many years. I feel I want to be happy again after having these counselling sessions."

### Financial Support Case Study

In December 2023, we received a referral for a client who was 8-months pregnant, she placed in emergency accommodation due to fleeing from an abuse relationship, Birmingham resident who was signposted to us from Sisters Project. The client had no recourse to public funds so could not access statutory benefits or financial support, she could not afford to buy anything for her expectant baby, she had complications that meant her baby would most likely be delivered prematurely. Our Grants Officer contacted the client and confirmed that she would be applicable for our internal Grants Fund and completed the form with her over the phone as she could not do this by herself. The processing of the application can take up to 3 weeks, but it was fast-tracked due to the urgent situation. The client was facing a lot of stress as she was not prepared for the baby's arrival and she was uncertain about when the baby would arrive. Collation of documentation and the processing of the application was completed, and client received payment within a week. The grant helped the client buy baby items such as milk, nappies, bottles, cot before the baby arrived, this provided huge relief and reduced her stress levels. The client expressed joy and gratitude for the help received from Nour and she also contacted us to inform us of the birth of the baby which had everything it needed to be cared for properly.

### Financial Support Case Study – Saleha (Pseudonym)

Saleha was referred by Hestia Women's refuge in London. Saleha was working for the NHS in the UK on a work visa, her husband and 3 young children were dependents on the visa. Her husband had been abusive when they were living in South Asia, but Saleha hoped their new circumstances would change her husband's behaviour. She was receiving a good salary; her children had settled into school, but the abuse continued.

The family returned to South Asia after Saleha's father became unwell. This is when she discovered her husband's plan to leave her and marry another woman in the UK. Saleha was now expecting their fourth child, but this did not stop her husband from locking her in the house for several days, severely beating her, and withholding her passport, in an attempt to prevent her from travelling back to the UK with him.

Saleha had suffered horrific injuries and was taken to the hospital by her family when her husband finally released her; she sadly suffered a miscarriage following the attack. Feeling their daughter was not safe, the family retrieved her documents and arranged tickets for the Saleha and her children to return to the UK.

Due to restrictions and difficulties with her original visa, upon return to the UK Saleha's financial situation was dire. Her reduced income meant she could not afford basic necessities, and she went into overdraft. Her support worker at the refuge referred Saleha to Nour for emotional and financial support, in the hope she could receive help with her debts and purchase essential items.

Saleha was awarded a grant that helped her clear her debts and buy essential living items, this reduced her stress significantly and enabled her to focus on healing from the abuse; it enabled her to focus on the future and move towards rebuilding her life.

#### *Feedback from Saleha*

*I was assisted by a Nour staff member who did her best in listening to me with great emotional support. I wish in the future I can be like her. I received the greatest help from Nour. I was treated with complete respect and humanity, which I never received from the day I am struggling, with any other social or support worker from other organisations. Nour services are the best support services, especially for the ladies with children in need. It is just not only supportive financially but also emotionally.*

## Support & Advocacy Case Study

A client was referred for counselling and emotional support, she was placed on the counselling waiting list and started receiving 1:1 support with the Advocacy & Support Lead. During phone conversations, the client shared the immense struggle she had endured due to long-term abuse. After the birth of her two daughters, the client realised she was in an abusive relationship. She was restricted from using electricity and gas by the perpetrator, leaving her unable to heat her home or cook. The client was subjected to daily verbal abuse at the beginning, but she soon started to face physical abuse. She was continuously put down and berated, making her feel like an inadequate mother. Eventually, the client managed to leave the relationship, but she is struggling to move on from the abuse as it has left her with trauma. She tries to stay strong for her children's sake, but she is tormented by her experiences and is deeply concerned about her mental well-being. The client is concerned and deflated, experiencing a significant loss of confidence, and struggling with daily tasks. Due to the severity of her experience and needs, the client will be offered priority counselling. However, the client emphasised that the emotional support she receives helps her to manage her emotions and anxiety throughout the week. Aside from this support, the client has no one to share her worries with or feel that she is cared about- the support is effectively a lifeline. In receiving this support, she can be a better parent to her children who are solely reliant on her.

## Halima's Counselling Journey

### Halima through her counsellor's words

Halima (pseudonym to preserve anonymity) made a referral to Nour during her struggle in her relationship. Her husband was emotionally and psychologically abusive, using gaslighting and manipulation tactics to keep her in the marriage. She has a lot of potential to thrive but felt like she wasted her life despite all the achievements she had.

She was uprooted from her country because of war, has been a lot of movement in her life including her education. No one talked about psychological struggles and difficulties growing up, she has learnt to continue despite the losses and the pain. She repressed her emotions therefore was in denial of her truth. She was guarded in her defences. She did not have the courage to move on and live the life that she desired.

In our work together we completed a life map of all the events that had a significant impact on her. We spent time on reflecting and understanding her story and history. We looked at her relationship patterns and attachment style.

We worked on the self-blame. There was a critical harsh voice that affected her in all areas of her life. She immediately took the blame and had tendency to please others all the time. She had an intellectual side to her in which she was trying to understand everything rather than feeling the experience. We worked on this together with somatic experiencing. It helped her to connect her to her feelings and lived experience. There was resistance in the beginning however as the relationship built and she felt safe she opened up and allowed herself to be vulnerable. She reported that she felt stronger with the tools she learnt in these sessions.

She is more hopeful for her future now that she is able to notice her triggers. She doesn't react immediately. She is able to connect and process her emotions. She has applied for training course and would like to teach in a primary school. She has planned a short holiday for herself which she had never done before.

She had noticed that she comfort-eats, she criticises and judges herself harshly and she constantly second guesses & self-doubts; which literally stopped her going after her goals. She is more compassionate with herself now and flexible in her thoughts and beliefs.

### Feedback from Halima:

*I'm getting back to myself, thinking of myself and more willing to cut ties with things that I feel hold me back.*

*I was blessed with the counsellor I got, she was patient and easy to talk to. I felt that she was more of a friend rather than counsellor because she was encouraging. I would say the service was beneficial to me and had it been a paid service I would not have afforded it. I would also suggest a follow up service to continue the support that the counselling provided.*

## Mina's Counselling Journey

### Mina through her counsellor's words

Mina (pseudonym to preserve anonymity) made a referral to Nour after her relationship breakdown. She had suffered with somatic pain for many years. Her GP has advised her counselling to manage her stress levels and anxiety. She had Post traumatic Symptoms which has caused most of the symptoms she was experiencing. At the beginning of our work, she reported that she felt down, and lack of motivation thus her daily routine was impacted. As a result, she lost confidence and felt low in her self-worth.

She went through psychological, emotional, and financial abuse. To current date her ex-husband has been continuing the abuse through financial affairs. He has been manipulating the system and the client. She grew up in a dysfunctional home, abandoned by her mother during her teens and lost her father at 11 years of age. She struggled with her studies and had to parent her younger siblings. She had to survive by constantly pleasing others and not saying no to others requests and needs. Mina left university at the 2nd year due to her ex-husband's manipulation and became a housewife. Mina started counselling very disconnected from her emotions.

Mina has 3 children and has dedicated herself to her kids and duties and neglected herself over the years. She had no support from her family which she felt the loss of and still made her resentful. However, she had a handful of friends who have been supportive in her difficult times. She had a very strong belief that she is not good enough and deeply ingrained feelings of loneliness. All this impacted on her wellbeing and in her ability to support her children in the best possible way.

In our work together we worked on her trauma and attachment style mainly and her defence mechanisms; suppression and avoiding such as minimising traumatic experiences and her denial of them. We also explored the way she relates to others and her roles and how she has managed them. She wanted support with stress management. She now has tools to deal with her stressors more effectively. She was holding very tightly to her past and the vicious cycles she was trapped in. We worked through these to release herself out of them to be able to move on.

She was able to grieve for all the losses she had in her past and learned to connect to her inner child more. She feels more integrated in herself. As a result, her sense of self has started to improve. She is still processing the loss of identity and looking to improve herself in different ways.

She can now notice her patterns in relationships and the way she has been relating to others. She is attending to her needs now and taking more care of herself. Practising saying no and setting boundaries. She has been involved with more activities that give her pleasure and sense of achievement. She has started to give tuition to young kids, this makes her feel more confident in herself. She is able to relate to her children better and be more present for them.

She is more hopeful for her future now that she is able to notice her triggers. She doesn't react immediately. She is able to connect and process her emotions. She has applied for training course and would like to teach in a primary school. She has planned a short holiday for herself which she had never done before.

### Feedback from Mina:

*After trying many universal therapists and not having found any connection with the therapist, I came to Nour. I instantly felt comfortable and heard, and from here the journey of my recovery began.*

*From not looking forward to sessions I began to look forward to my weekly sessions and formed a bond with my therapist which I will cherish for many years to come. Non-judgmental, a listening ear and a safe place, and slowly I began to come out of this dark place feeling hopeful once again. Therapy sessions gave me a new outlook, helped shape my thinking and showed me the light at the end of the tunnel. This is what my fantastic therapist helped me to achieve. Forever grateful.*

## Conclusion

This impact report is more than a summary of our achievements; it is an honouring of every survivor of abuse. of resilience and the power of community. Every number, every story, and every piece of feedback is a reminder of why we do what we do and the difference we make together.

Throughout the year, we encountered numerous challenges and opportunities. Our journey would not have been possible without the unwavering support of our funders, stakeholders, community members, donors, statutory bodies, fundraising trusts, and most of all, our beneficiaries. Your generosity and belief in our mission have fuelled our efforts and inspired us to reach new heights.

Looking ahead, Nour is committed to expanding our reach and enhancing the services we provide. With a continued focus on integrating more holistic and innovative approaches, co-creating projects and services by really listening to the voices of survivors of abuse. By collaborating with other organisations and leveraging technology, we strive to amplify our impact and continue making a difference in the lives of those we serve. Together, we can strive to create a world where every individual can thrive, live in peace, and lead a more meaningful life in a more just, equitable and compassionate society.