

Family Help Darlington CIO Newsletter for Staff, Trustees, Friends, Clients, Volunteers and Supporters.

Family Help wins the National... Domestic Abuse Support Organisation of the Year

It's time for Family Help to invest in a trophy cabinet as the charity receives another award!

In the last edition of our newsletter, we announced that Family Help had been awarded Best Domestic Abuse Support Service in the North East in the 2020 SME Enterprise Awards.

And now, we are thrilled to announce that Family Help has been recognised on a national scale in CorporateLiveWire's Innovation and Excellence Awards.

We have worked tirelessly to ensure the provision of our service throughout the COVID-19 pandemic and our innovative approaches meant that we were one of the first refuges in the UK to be fully-operational following the first national lockdown in March 2020.



Corporate Livewire was so impressed with our achievements that not only have they awarded us Domestic Abuse Support Organisation of the Year - United Kingdom, but they have nominated us for the same accolade in the global awards...

Wish us luck!

Welcome to the 2nd edition of In the Loop - Family Help's quarterly newsletter

- Family Help wins Best Domestic Abuse Support Organisation of the Year
- Christmas in the Refuge
- The Big Give Update
- News from the Playroom
- Refuge Refreshed
- Hartbeeps Fundraiser
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Christmas in the Refuge...

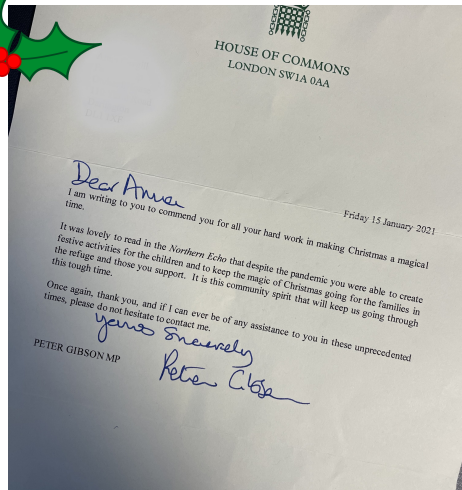
We are well into 2021 now but the Family Help team are still recovering from the overwhelming support from the community at Christmas!

From individuals to community groups, local businesses to national supermarket chains... the generosity of our local community was not hindered by COVID-19 and we were able to facilitate donations in a COVID-safe way.

Our clients and their children were so grateful to receive donations of toys, gifts, sweet treats, Christmas dinner and Christmas Eve boxes. We even had a visit from Santa!



Pictured: Santa with Julie Wright, a local resident who asked those that came to view her brightly decorated house to donate gifts for our families



We are proud to have been recognised by our local MP Peter Gibson for our efforts in making the festive period a special time for our clients and their children.



Pictured; Family Help's Gemma Cordey with Daisy Pattison and Councillor Darrien Wright

From all of us at Family Help, we'd like to say a huge thank you to the local community for your overwhelming support; without your help the magical Christmas we were able to provide to our families would not have been possible.

UPDATE: The Big Give Christmas Challenge

In our last newsletter, we told you about our aim to raise £4,000 with the Big Give Christmas Challenge.

We are thrilled to tell you that we smashed our target and raised a fantastic **£4,660** for our campaign... 'Family Help... Not just for Christmas'.



A huge thank you to all who donated or helped to spread the word of our fundraising campaign. Your donations will help us to provide our current and future clients with a well-deserved respite, relaxation and rehabilitation programme in 2021.

We are so grateful and overwhelmed by the support from all of our supporters. Thank you.

News from the Playroom...

Statistics say that the majority of children in an abusive home witness the violence and abuse that occurs. And in 90% of cases, children are in the same or the next room.

Art therapy allows children to process what has happened to them and helps to reduce stress and anxiety.



We asked some of the children staying at the refuge to tell us how art therapy makes them feel; they said it makes them feel **'relaxed'** and they enjoy being able to be **'creative'**.



"We always see an improvement in mood with all the children after art and craft activities. The freedom to express themselves and have fun is a real release for the children when often they don't have the language or skills to express and process their emotions" **Rebecca, Children and Young People's Worker.**



'In a world where you can be anything, be kind'

The playroom in our refuge provides a safe, positive environment for children to learn important life skills through play.



Our Children and Young People's Workers have created a 'positivity wall' with encouraging quotes promoting confidence and kindness, which is so important for our children on their journey to safer and more positive outcomes.

Refuge Refreshed...



When clients come into our refuge, they often arrive with very little.

At Family Help, we like to ensure our families feel at home right away. Coming into a refuge, miles from home, can be unsettling for our clients and their children - they miss the familiarity of home - which is why it is so important that our refuge is homely and welcoming.

The refuge is undergoing a refresh currently and if you



would like to support us with the donation of new single bedding, cushions, table and floor lamps, artificial plants etc then please get in touch...

contactus@familyhelp.org.uk

Hartbeeps raises over £1,000 for Family Help with raffle

Local resident, Ali Harrison, who runs Hartbeeps Darlington, has raised an outstanding £1,030.00 for Family Help by holding a raffle with highly-coveted prizes!

Ali reached out to the parents and carers of her little clients, as well as her wider network on Facebook, and managed to sell an incredible number of tickets.



Pictured: Ali Harrison of Hartbeeps Darlington.

Ali contacted local businesses for prizes and had an amazing response ... the incredible selection of prizes included photo shoots, a stunt driving experience, cakes, gift sets, hair and beauty vouchers and a family swim session.

We are so grateful for Ali's amazing support, in these difficult times, donations make such a difference to the families staying with us.

For more information about Hartbeeps' musical classes for baby, toddler and pre-school children, email ali.harrison@hartbeeps.com.



Football Fundraiser



Middlesbrough Football Club very kindly donated a shirt and football signed by the first team for Family Help to raise worthwhile funds. The raffle was a huge success with the prize winner receiving the MFC goodies on Christmas Day!



Pictured left to right: MFC's Neil Maddison and Sam Collins with Family Help's Gemma Cordey.

Thanks to Neil Maddison for facilitating this incredibly kind donation of MFC memorabilia.

Words from our CEO...

2021 marks the 45th anniversary of Family Help's provision of refuge and support to domestic abuse victims. The charity has come a long way since 1976 when it occupied a small terraced house in the town centre and was run by a group of volunteers...

But the passion and dedication of all those involved with Family Help remains steadfast. I would like to thank each staff member, Trustee, volunteer, supporter and grant body that has enabled us to continue providing our award-winning service to our clients in these turbulent times.

Here's to some form of normality returning soon so that we can see more of you in person and celebrate our 45th anniversary in style... Please keep your eyes peeled for announcements.

A handwritten signature in black ink that reads "Carole".

Future-proofing the Refuge

When the pandemic hit, it soon became apparent that we needed to alter the way in which we operated and that things would never be quite the same again.

In light of this 'new normal' we had to future-proof the refuge, which involved the creation of a new office space... known as the 'Studio'. This has enabled us to continue to provide our full service.

Thanks to funding from the Ministry of Housing Communities and Local Government, we were able to secure a new portakabin with mess facilities and room for three socially-distanced work spaces (pictured below).



Amazon Smile - Shop til you drop!

Calling all Amazon shoppers! If you use Amazon, you can now raise funds for Family Help while you shop!

You shop...
...Amazon gives

smile.amazon.co.uk

“Family Help Darlington CIO”

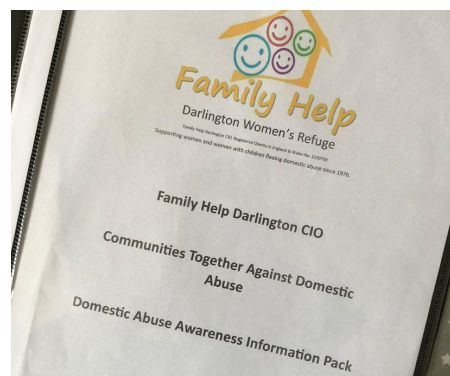
Head to **smileamazon.co.uk** and choose 'Family Help Darlington CIO' from the list of charities to support us every time you shop on Amazon this way!

You must shop using the smileamazon.co.uk website for this to work. If you have the Amazon app, you can link your Amazon Smile account so that you can raise funds for our charity this way too.

Happy Shopping!

Domestic Abuse Awareness Packs

We have been busy preparing and distributing Domestic Abuse Awareness packs to local businesses - each pack contains useful information about support services as well as guidance for managers of staff experiencing domestic abuse .



If you feel that your business or workplace could benefit from our information pack then please get in touch. Our contact details can be found at the end of this newsletter.

Knowledge is power...

Introducing our new feature 'Knowledge is power' where we will be suggesting books that educate about domestic abuse. Our first recommendation is...

The Devil at Home by Rachel Williams

The Devil at Home is a brave and honest account of Rachel Williams' real-life experience of domestic abuse. In this candid account, Rachel shines a light on the many different types of abuse in the hope that, like her, more victims will live to tell their tale.

With a foreword by Michael Sheen and commendation from Victoria Derbyshire, The Devil at Home is available via Amazon... Remember to use AmazonSmile and select 'Family Help Darlington CIO' as your chosen charity to help raise funds for our cause.



'Family Help... A place to call home'

Who we are...

Established in 1976, Family Help Darlington CIO is an award-winning independent charity, which is home to Darlington's only women's refuge - one of the longest-standing refuges in the UK.

For those that need it, Family Help provides safe temporary accommodation in a purpose-built refuge.

Every year, Family Help accommodates around 60 women and 100 children, providing them with a safe, welcoming home and a supportive team who encourage progress towards positive and safe outcomes.

What we do...

Not only is Family Help home to Darlington's women's refuge, it also provides an emotional and practical support service to all of its clients.



Family Help provides a holistic package with in-house counselling, children and young people's workers and move-on support to help clients with legal matters, finances, housing and benefits.

What our clients say...

We have helped many clients to move on in the last few months and we are proud of the recent feedback received...

'The refuge is a safe haven with a family feel'

'Staff have been non-judgemental and really supportive'

'The support received exceeded my expectations'



Ways to donate to Family Help...



Facebook Donate

www.facebook.com/FamilyHelpDarlington/app



PayPal Giving

www.paypal.com/fundraiser/charity/3217555



Virgin Money Giving

uk.virginmoneygiving.com Charity ID -1015746

If you would like further information on ways you can support us, please email contactus@familyhelp.org.uk

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