



mosac

Mosac Strategic Plan 2019-2022

Executive Summary. Mosac takes a unique whole family approach to supporting victims of child sexual abuse and their non-abusing parents and siblings. Mosac was established as a user led organisation in 1992 by four Mums' whose own children had been sexually abused, and understood that other families desperately needed bespoke, non-judgemental support.

We have strengthened our holistic model of listening, therapy, training and advocacy that supports families affected by child sexual abuse along every step of the recovery journey:



Since 1992, Mosac have supported over 50,000 child victims and their protective non-abusing families. This year 100% reported improved personal insight, 80% improved relationships.



71% of children who were on a child protection plan regained stability with the protective parent and were removed from the plan.



Our work results in savings for society. Every child that is removed from a child protection plan saves social care at least £450 a month.

We're proud of our achievements but reports of child sexual abuse are increasing, and it is still a severely hidden issue. Specialist support for the whole non-abusing family is increasingly rare. Unfortunately, due to limited resources our services are mostly part-time, and we have long waiting lists in place. Many families live too far away to access our services, and struggle to find free non-judgemental support in their local area.

We have always been a user-led organisation, and this ambitious new strategic plan has been developed to respond directly to our clients' needs. Over the next three years we will:

- Expand our existing services, and develop innovative approaches across the country;
- Work with professionals and families to reduce and prevent child sexual abuse;
- Use our unique insight and experience to reduce stigma and create social change; and
- Become a Centre of Excellence to keep raising standards of services for families affected by child sexual abuse, and the professionals who work with them.

Together we can help 3,000 families of children who have been sexually abused to recover and move on positively with their lives, by 2022.



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About Mosac

Our Vision: All families of children who have been sexually abused receive the help that they need to move on positively with their lives.

Our Mission: To provide support in a safe and non-judgemental environment for non-abusing parents and carers whose children have been sexually abused.

Our Services: We help families at a time of extreme trauma caused by child sexual abuse (CSA) – providing emotional and practical support to young victims, siblings and non-abusing parents so that they can move on positively with their lives together. We build resilience and confidence, alleviate isolation, improve mental health and well-being, and empower protective parents* with the skills and knowledge to safeguard their children in the future.

Our holistic model provides families with support along every step of the recovery journey. Clients typically benefit from more than one of our services as they progress forwards:

National Helpline: Provides a safe space, listening ear and valuable support for non-abusing parents, carers and professionals.

Play Therapy: Children aged 4-18 years are supported by expert therapists to make sense of their traumatic and confusing experiences in a safe supportive environment. Through play and creative arts with activities and mediums such as art, sandplay, clay and role-play, children gain insight, and can process their experiences in their own time and way. Our Filial Play Therapy helps rebuild the bond between a parent or carer and their child, providing them with a toolkit to move forwards together when play therapy ends.



Parent/Carer Therapy: Non-abusing parents are supported by therapists to rebuild confidence, alleviate isolation, and gain the skills needed to safeguard themselves and their children, preventing further abuse. We also teach attachment play techniques to undertake at home, supporting their child to engage, re-developing parent-child bonds that have been lost or broken from their traumatic experience.

Advocacy & Advice: Specialist advice and guidance to ensure the best possible outcomes for the victim and their family. Our tailored support includes: Dealing with criminal and family court proceedings – preparation, assessments, attending hearings; Advocating with third parties such as Child and Family Court Advisory Support Service, Social Services, police officers and lawyers; Support with specific issues - divorce, debt, housing and education.

Workshops for Parents: We offer a range of training workshops for non-abusing parents with topics including safeguarding their children, supporting their child's healing, and confidence/parenting skills. These are delivered on a one to one basis or in a group setting.

Training for Professionals: Based on nearly three decades of our unique, frontline service delivery experience, our specialist training offers professionals the opportunity to further their understanding of child sexual abuse and increase their understanding of the impact of long-term manipulation by perpetrators on the whole family. All of our courses are delivered by expert trainers, supported by our own case studies, and tailored to meet individual training needs.

*Note: * A protective parent is a non-abusing parent*

The challenges we face

- **An estimated 1 in 20 children in the UK have been sexually abused¹;**
- Between 2013-2017 reported child sexual abuse cases in England and Wales doubled²;
- Most children who experience sexual abuse were abused by someone they knew. Mosac's own statistics show that 74% of perpetrators live in the family home;
- In 2017, the number of child protection cases categorised as CSA were significantly higher outside London - 69% more cases in North West, 40% more in East Midlands²;
- In 2017, only 8.5% of reported child sexual offence prosecutions resulted in a conviction²

Reports of child sexual abuse are on the rise across the country. However, it remains a severely undisclosed issue, and most child sexual abuse is never reported to officials. Tailored and specialist support for the whole family is increasingly hard to find.

Mosac's Statistics: Our helpline receives calls every day from non-abusing parents who have just found out that their child has been sexually abused: most victims we support are abused by a family member; **62% of perpetrators are the parent of the victim.** Within our Advocacy cases, **70% are immediate or imminent safeguarding issues for children.**

Certain people face greater barriers to disclosing CSA and accessing support. High levels of secrecy, shame and stigma within some black, Asian and minority ethnic (BAME) groups can increase barriers to disclosure. Disabled children are three times more likely than non-disabled children to be victims of child sexual abuse. In 2017-18 Mosac experienced a spike in calls to the Helpline from non-abusing fathers.

We experience year on year increases in demand for our support. Sadly, we have an increasingly large waiting list for our counselling services. Many callers live too far away or face other barriers such as childcare costs, disabilities or safeguarding concerns. **Last year we were unable to support 128 parents from outside our catchment area**, with common issues being huge NHS waiting lists and lack of specialist support in their local area.

We are supporting more clients with increasingly complex needs. The protective parents have often experienced long-term abuse by the perpetrator of CSA in their home – they are manipulated and portrayed as isolated and unstable to social services or the police. This portrayal is commonly used against the protective parent in the family court; reducing likelihood of conviction and in some cases placing the child with the abusing parent. This creates a cycle of emotional trauma that our clients find impossible to escape alone.

The Cost of CSA: Alongside the long-term impact on child victims and their families, CSA results in significant economic costs for society. The initial costs for social services to support a child placed onto a child protection plan are at least £5,321, with ongoing monthly costs of £328 for as long as the child remains on protection³. This is only a small part of the costs for social care alone, and does not include the inevitable associated costs of health care, education and the criminal justice system when dealing with CSA.

The work that Mosac does saves statutory services thousands of pounds every year. Demonstrating the full savings that we make for society through a cost impact analysis is key to securing new partners and income streams.

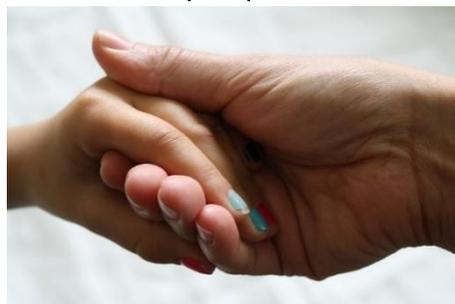
¹ NSPCC Briefing 2019

² CSA Centre – Scale and Nature Report 2019

³ Conti, G. et al (2017) The economic cost of child maltreatment in the UK: a preliminary study. London: NSPCC

Client Feedback: All our work is client led – during the initial assessment phase we support each family to identify their own personal needs and goals for the future. This year as part of our ongoing evaluation and monitoring of services, we conducted a consultation with our recent and current clients to design a strategic plan that directly responded to their needs. This is what we learned:

- 100% agreed that Mosac had met their requirements
- 93% actively supported local peer support groups for protective parents to reduce isolation
- 80% supported the idea of shorter-term counselling – such as one-off trauma sessions, or catch-up sessions



Feedback from our clients:

“The children are both happier, we feel so much closer and we’ve found how to be a family together again and have fun” **Play Therapy Parent**

“It has helped my child in such a positive way, she has felt secure and her attitude to life has totally changed. Within 6 months, it has changed our lives.” **Play Therapy Parent**

“You never think it will happen to you but if you did then you think you will cope better than you will.... I know I couldn’t have coped without your help.” **Advocacy client**

“Thank you so much for listening to me today. I was grateful that you seemed to completely understand the complexities around sexual abuse and the far-reaching consequences for the individual, mothers & the rest of the family. Thank you, you understood & although our telephone call was less than half an hour it made a positive difference”. **Helpline Caller**

“You have been a guiding light in a very dark time, You have given me a base to begin to rebuild my family, You have shown compassion, kindness and friendship, diplomacy, protection advice and expertise. A protective blanket during a time when it was solely needed. I thank you from the bottom of my heart”. **Counselling Client**



Strategy Plan Aims

Based on our own experience and evidence from our clients, we have developed the following strategic aims for Mosac over the next three years:

1. More than 3,000 families affected by child sexual abuse are supported to build resilience, recover, and move forward together:

- Grow our helpline to answer twice the number of calls – 3,600 callers by 2022;
- Expand our therapy programmes and introduce extended opening times. Double the number of protective parents receiving our long-term counselling support, and a 70% increase in children receiving our long-term Play Therapy support;
- New therapeutic services introduced to support families across the country including a skype counselling pilot; shorter-term therapy workshops; and family therapy;
- Recruit and train more experienced volunteers - with 115 volunteers by 2022;
- Peer Support network developed for protective parents – starting with an online forum, and localised face-to-face groups.

2. Child sexual abuse is reduced and prevented

- Parent workshops delivered across the country, training the trainer within national partners to improve safeguarding skills and prevent further abuse;
- Trauma informed training expanded nationally – supporting frontline workers, including social workers and police officers, to better understand the impact of CSA, how to recognise abuse, and work with vulnerable families;
- Develop Filial Play Therapy to rebuild bond between protective parent and child.

3. Targeted support for those facing greater barriers

- Build partnerships with organisations working with those facing greater barriers to disclosing CSA - to increase understanding of CSA and access to support;
- Reduce barriers to accessing support by introducing skype counselling, shorter term therapy sessions and parent training workshops across the country;
- Develop specific training for professionals.

4. Raise awareness, increase understanding and reduce stigma of CSA

- The unique insight and experience from our clients is shared to reduce stigma and create social change with key stakeholders and decision makers;
- Working in partnership with other charitable organisations, statutory services and the press and social media to raise public awareness of the issues faced by families.

5. Become a Centre of Excellence for families affected by child sexual abuse, and the professionals who work with them

- To raise standards of service across the sector and statutory services;
- Provide a forum for professionals to share best practice;
- Support professionals to develop a trauma informed approach to better support and understand families affected by CSA.

Strategic Plan Budget. In order to achieve this plan, we need to increase staff capacity and introduce vital new roles. We must to raise over £1 million in the next three years.

Expenditure £	2019-20	2020-21	2021-22
Staff salaries and on costs	226,811	308,000	353,500
Direct project delivery costs	17,570	44,150	47,850
Overhead costs	69,904	70,100	79,400
Total Expenditure	314,285	422,250	480,750

Delivery Plan

To achieve our strategic aims, we have developed the following plans, linked to our different programme areas, that will directly support over 3,000 families by 2022.

Organisation-wide

- **Inclusivity.** Mosac will continue to champion diversity and inclusion – specifically by supporting more protective fathers to access support, and those facing greater barriers to accessing help such as disabled or BAME victims
- **Partnership.** Building working partnerships with organisations across the country to better support CSA victims facing greater barriers to accessing help – such as BAME, refugee and disability organisations, non-abusing fathers
- **Impact.** Sharing our impact with a wider audience. Mosac will reach out to government and the public to challenge stigma surrounding CSA – through social media, tv, press and building contacts within local and national government to affect social change

Project	2019-20	2020-21	2021-22
Increase diversity of service users	Awareness raising to engage BAME, refugee, people with disabilities and non-abusing fathers	Continue	Continue
Partnerships	Develop new relationships/ joint initiatives with organisations working with harder to reach BAME and refugee communities	Continue	Continue
Social Change	Share Mosac case studies with key stakeholders and decision makers eg MoJ; London Victims Commissioner; IICSA	Continue through communication and media work	Continue

Helpline Service

The majority of our clients self-refer to us through our national helpline, this service is the first point of contact for our clients and we want to double the amount of calls we can take.

Our priority is to expand this into a full time, 5 days per week service so that the protective parents, carers, friends and professionals who call us at a time of crisis receive instant support, when they need it. We will increase the Helpline Manager role to a full-time post in 2019, and recruit more volunteers so that we can double the number of calls by 2022

Project	2019-20	2020-21	2021-22
Helpline Manager	5 days a week from Jan 2020	Continue	Continue
Helpline Volunteers	Recruit, train and induct 5 new volunteers	Recruit, train and induct 10 new volunteers	Recruit, train and induct 10 new volunteers

Clinical Services

We will expand our effective therapy services to directly support 500 children and their non-abusing parents/ carers who have been impacted by child sexual abuse:

- Face to face play therapy and filial play therapy will be increased from 3 days to 5 days per week, recruiting an additional play therapist and volunteers to support this work;
- Adult therapy sessions for protective parents and carers on a face-to-face basis will be increased to a 5 day per week service in 2020;
- Develop new approaches to supporting more families across the country, with new part-time therapists. These will include a skype counselling pilot testing shorter-term support; weekend and evening services; one-off trauma support sessions; and family therapy sessions;

Project	2019-20	2020-21	2021-22
Child Therapy – face-to-face support sessions	4 days per week service	Expanded to 5 days a week service	Continue
Filial Play therapy	Continue	Continue	Continue
Adult therapy – face-to-face support sessions	4 days per week service	Expanded to 5 days per week service	Continue
Evening / weekend sessions			Pilot
Skype sessions across country		Pilot	Continue
Family therapy sessions			Pilot

Training and Peer Support

This will be the highest area of growth for Mosac – directly supporting over 600 parents, professionals and volunteers across the country to better support families affected by child sexual abuse, and to prevent it from happening again:

- Training to become accredited and systemised to enable other organisations to learn from our approach, and to maintain high quality standards;
- Workshop training for parents – including one to one sessions focusing on individual needs, and group sessions with a syllabus developed for expanding the programme nationally. Training the trainer in organisations across the country to reach even more families;
- Training for professionals – developing including trauma informed approaches for social workers and police to prevent further abuse and better support victims and their protective parents. Business plan developed to secure increased trading income from this activity;
- Training for volunteers – this strategic plan will not be possible without the support of increased numbers of committed volunteers. A volunteer manager to be recruited in 2020 to recruit and support volunteers; volunteers to be trained by Mosac trainer over 4-10 weeks
- Peer Support – starting with development of an online forum in 2019 enabling protective parents to support each other and feed into Mosac’s services and strategic direction.
- A new volunteer manager will be recruited in 2020 and will develop face-to-face peer groups and client progression routes including wellbeing activities such as mindfulness, gardening, yoga; employment and training support; and parent pamper days.

Project	2019-20	2020-21	2021-22
Workshops for parents	Training sessions London	Recruit training officer to deliver sessions London	Expand nationally and online
Training for professionals	Pilot training for social workers and police officers; share Mosac case studies with frontline workers	Establish forum for professionals to share best practice; Deliver training programme in London	Expand nationally - train the trainers
Training for volunteers	Training programme 4-10 weeks delivered by training manager	Recruit new volunteer manager to recruit, induct and support volunteers; training to continue by TM	Continue
Peer Support	Research and develop model for on-line forum	Peer support in London; on-line Forum started	Face-to-face peer groups nationally

Advocacy & Advice

- We will maintain our current Advocacy & Advice team at 5 days per week for the next year, before adding an additional part time manager to support 50% more families currently on the waiting list for our support;
- Our new volunteer manager will recruit and support increased numbers of volunteers to support families at lengthy and stressful court hearings.

Project	2019-20	2020-21	2021-22
Advocacy & Advice service	1 FTE working 5 days per week	1.5 FTE working 5 days per week from Q4	Continue
Court support volunteers	Maintain level of support	Recruit more volunteers in South East and London	Recruit more volunteers across country

Central Services

In order to achieve Mosac's strategic aims, we need a well-resourced central team and delivery of the following objectives:

- This year we have increased the capacity of our CEO from 3 days to 4 days per week;
- We have introduced the vital new role of Admin Worker to support the staff team and allow the CEO to spend more time building relationships with funders and partners;
- Mosac will become a centre of excellence for families affected by CSA, and the professionals that work with them. We will achieve this through reviewing and tightening our impact measurement framework; pulling together our unique evidence and learnings into freely available reports, toolkits and resources; creating accredited training packages; and commissioning and independent evaluation into our work;
- Maximising our impact – by developing a package of freely downloadable resources, toolkits and guides for each area of our work, disseminating to over 4,000 individuals;

Project	2019-20	2020-21	2021-22
CEO capacity increased	0.8 FTE	Continue	Continue
New Admin Worker	0.2 FTE	Continue	Continue
Centre of Excellence	Preparation	Consultant commissioned	Continue
New building costs		As new projects begin	Continue

How we will achieve and measure our plan

- 1. Financial systems.** Robust financial budgets are maintained and reviewed regularly for each area of work, ensuring full cost recovery is included and sustained.
- 2. Impact Measurement:** Monitoring of future projects needs and current trends is key to demonstrating Mosac's USP in increasingly competitive environment. Independent evaluation will help to demonstrate our social and economic impact on society.
- 3. Fundraising & Communications Culture** with whole organisation able to feed into fundraising activities – cultivating a strong externally-facing brand that raises profile with commissioners, trusts, corporates and the public. Trustees, volunteers and staff are well resourced resources to support with fundraising and communications.
- 4. Governance:** Appoint trustees who can lead specific areas of improvement – including fundraising, finance and communications. All policies/procedures are up to date and new requirements of potential funders – including quality standards and statutory commissioning – are explored and implemented.
- 5. Networks and Partnerships:** CEO and staff have capacity to build relationships with partners and funders across local and national area.
- 6. Earned Income:** Explore and maximise traded income opportunities including training, Mosac practitioner accreditations, and room hire.
- 7. Learning and Evaluating:** Develop indicators and targets to monitor progress of strategic plan across the organisation. Clients are able to feed into all areas of Mosac's work.

About Mosac

Our Values:

Our Values encapsulate how we work as individuals and as an organisation. We are committed to being:

- **Inclusive:** creating a culture of warmth and belonging, where everyone is welcome and treated equally;
- **Empowering:** the participation, involvement and empowerment of all beneficiaries, staff, trustees and volunteers;
- **Compassionate:** we go the extra mile to support the emotional and physical well-being of our clients;
- **Non-judgemental:** everyone we come into contact with is treated as an individual and we listen to our clients
- **Excellent:** We are committed to delivering the highest standards of service;
- **Professional:** We are experts in our field and work with others to improve all services for our clients

Our History:

Mosac was established as a user led organisation in 1992 by four Mums' whose own children had been sexually abused. Mosac has built a strong reputation for understanding and involving clients who fall between the gaps in other service provision. We build trust by working holistically – providing non-judgemental and personally tailored services that support vulnerable children, young people and families at a time of extreme trauma.

Our Team:

We have a uniquely experienced and dedicated team of staff and volunteers, some with a lived experience as a non-abusing parent or as a sexually abused child. Our engaged Board of Trustees bring a range of skills and experiences including: working for Lewisham Child and Adolescent Mental Health services and as safeguarding lead in the borough; tutor/supervisor on Goldsmiths Psychotherapy MA; CSA psychotherapists; finance, communications and charity management.

“Wonderful to be volunteering for such an empowering and ambitious organisation. Its not often that you work with heroes every day – this includes the staff and the parents who are supporting their kids – I feel privileged”

Highly skilled volunteers are the lifeblood of our organisation, with long-term committed volunteers supporting all areas of our work. They receive full training, regular clinical supervision and expenses to operate our helpline, conduct counselling sessions and support the wider team. **Last year our volunteers delivered over 3,000 hours of support to families affected by CSA, equating to two full time staff!**



We simply wouldn't exist without the generosity and support from dedicated organisations and individuals. Over the past three years we have received funding and pro-bono support from many sources, including fundraising events, the local community, and trusts and foundations.

Partnerships

Our family-based approach is unique and increasingly in demand. Other organisations support the child, but our model empowers non-abusing parents and carers to support their family to build stronger relationships and move forward *together*. Many clients come to us after feeling let down by other services: we bring lived experience, are non-judgemental, and completely independent.

Mosac has excellent working relationships with partner organisations across London and the South East region to encourage referrals and collaborative working. We work closely with the police, social services, schools and other organisations including NSPCC, CAMHS, Lighthouse and The Havens – supporting our clients to access and navigate complex statutory systems and processes. We regularly signpost clients to other organisations that can support them with employment, education or social activities.

“MOSAC provides important and much needed work to support the non-abusing parents and carers of children who have been sexually abused and in doing so helps to reduce the likelihood of the child being abused again” Peter Wanless, CEO at NSPCC

Mosac is a key member of Survivors Trust – a national umbrella body supporting specialist abuse organisations. We attend their London Forum to promote collaborative working and referrals from similar organisations across the capital. Our Chief Executive has been invited to chair their new South East Families Forum. We are an active member of Healthy London Partnership’s CSA Transformation Programme Steering Group. Through these partnerships we know that our services are unique and much in demand; our whole family support model complements other child-focused services by providing support for the parents/carers to build skills and resilience.

Monitoring & Evaluation

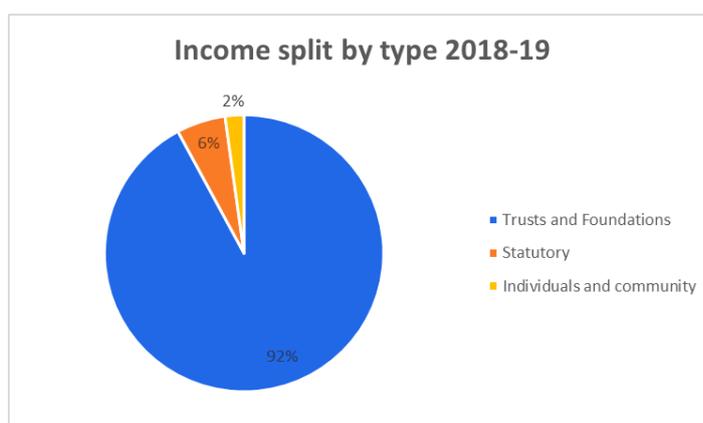
We have developed a monitoring framework so that adults, children and young people can express how they feel about our services. If a child is too young or not able to verbally discuss their experiences, we work creatively using the arts, sandplay, music, puppets etc. We continue to review client feedback regularly to reflect, develop and monitor our services to meet the changing needs of our clients, and to develop this strategic plan.

Our Financial Position:

	2015-16 audited	2016-17 audited	2017-18 audited	2018-19 management accounts
Income (£)	220,690	282,781	244,244	249,079
Expenditure (£)	223,876	290,034	248,499	233,728
Unrestricted Reserves (£)	72,496	63,221	53,647	47,920

Where our money comes from:

- 92% of income now coming from Trusts and Foundations
- Statutory funding at 6%
- Individuals and community funding at 2%



Strategic Context

Threats – Internal

- People are not able to access support when they need it. Waiting list in operation and many clients live outside of our London/South East area of operation
- Safeguarding – client trust and safety is key. Need robust safeguarding practices procedures in place
- Client satisfaction – due to the sensitive and highly personalised nature of our work, client satisfaction is paramount
- Less victims disclosing CSA and accessing support, particularly in harder to reach groups such as disability/BAME
- Strategic direction is vital, ensuring our services respond directly to client need, and align with our mission
- Retention and recruitment of highly skilled staff, volunteers and trustees

Threats – External

- Partnerships – capacity of other organisations to work with us. Need to work in partnership to make real change and support more families
- Systemic issues with how families affected by CSA are supported across statutory and other service providers
- Stigma faced by families – difficult subject for people to understand/discuss and for social change to take place
- Funding – core funding and long-term stability is highly important and increasingly difficult to secure
- Economic issues impacting funding and partnerships – specifically with uncertainty of Brexit
- Negative perceptions of child sex abuse – unwillingness or inability to face the problem

Opportunities – Internal

- Expansion of our services across London, South East and nationally is key, along with innovative approaches including skype counselling and short-term support
- We have strong safeguarding procedures to ensure that clients are protected. Overseen by new safeguarding lead trustee
- Our work is client-led, empowering individuals to identify their own personal goals and regularly reflect/feedback
- Outreach working with these groups has started reaching new clients is a priority going forward, with many bids in development
- Development of a new three-year strategic plan co-designed with staff, trustees, volunteers and clients
- Staff salary review conducted. Staff welfare plan in place with supervision a priority

Opportunities – External

- Increased capacity for staff team to build new partnerships across country, and develop new partnership programmes and secure funding
- Support and train other services to work more effectively with families and reduce further abuse
- Capitalise on increased media attention on subject. Build relationships with press/public using Mosac's unique insight
- Development of a realistic three-year fundraising strategy to achieve our strategic plan, and diversify our income
- Identified as a key risk and reviewed regularly by trustees. Mitigated against in the fundraising strategy
- Building on strong networks already established to challenge perceptions

Case Studies

Case Study from our Play Therapist, 2018:

T was 12 when I met his mum in assessment. She described the abuse that he had experienced from his cousin, which mum thought had been happening from when T was 5 and his cousin was aged 14. T disclosed the sexual acts that he had been subjected to over a long period of time and mum said he had broken down, expressing he needed to get it out. She said he was angry, confused and additionally experienced a massive sense of loss and grief when he could no longer see his cousin.

Mum went on to report overwhelming feelings of stress and anger for T, he was finding it difficult to regulate and calm himself, feeling totally out of control at times. She said he was having horrifying nightmares and had started to sleep in her bed. He was now struggling at school with his peers and being bullied. His confidence and sense of self had been shaken massively and now felt powerless, blaming himself for everything that had happened.

When I first met T in therapy, he was very polite with a gentle nature. From the onset of therapy he was very playful, expressive and communicative with me. He loved the sand and creating stories with multiple figures and themes. It was clear that his stories were representative of his life and experiences, and throughout his play therapy he created what he called 'chapters,' each week exploring different relationship dynamics and processing many feelings. With every session it was visible that his confidence was growing and he was learning to gain some clarity over really painful and confusing situations. He was playing out and expressing his internal and external worlds through the sand and the stories he created.

Towards the end of his sessions he was clearly gaining mastery over his traumatic experiences and was able to talk to me openly, learning and gaining insight into his thoughts, feelings and sense of self. At the end he expressed how much he had gained from the sessions and was sad that he was ending. In the last session he revisited everything he had done, vocalising his feelings along the way.

His mum wrote in the feedback; ***"I feel play therapy has helped him in every way. He has had a place to just be and be a child, and from that has improved every aspect in his life, despite what he has been through. He is able to express and manage his emotions much better, no longer having outbreaks at school - and that is a big thing. He definitely has more self-confidence and I have seen him develop healthy relationships - play therapy has stopped him feeling alone and feel supported. It really helped my son, and I feel Mosac let the light shine in when there was only darkness."***

Case Study from our Clinical Services Manager, 2019:

Client C is a 32-year-old woman and mother of one. Client C had approached Mosac after her daughter had been removed from her by a court and given to her ex-husband who was also the biological Father and the alleged abuser of her child. Client C was allowed supervised access weekly to her child. The courts and social services had determined that the mother, Client C, was not telling the truth and that her accusations were malicious and untrue. The initial counselling assessment was highly charged, and client C was in severe distress although still able to give a detailed account of what had led to her contacting Mosac. I assessed Client C and found her to be a warm, intelligent thoughtful person and agreed therapy could take place immediately with an experienced counsellor.

The Therapy: Client C was offered a year's therapy (our standard offer) at Mosac attending sessions once a week during term times. During the initial few weeks of therapy it transpired that her child was making fresh allegations to a teacher at school regarding her father. Both the experienced therapist and I found Client C to be trustworthy, thoughtful and determined to place her daughters needs above her own. During what was an incredibly challenging time when her child was revealing further abuse, including allegations of the father raping another woman in front of the child, Client C worked through her difficult feelings with her therapist in an emotional, open and undefended manner. The clients counselling sessions leading up to the Christmas break were extremely difficult as the child was due to be interviewed again by the police and social services who had by now, recognised that the father's home was an unsafe place to be. They placed Client C's 6-year-old child into foster care, pending further investigation and social service reports. This meant that the child was in foster care over Christmas and the New Year.

The bond created by the therapist with Client C was important and extremely holding. It became a safe space for her to talk through all her fears, worry and trauma. This allowed her to be stronger when she saw her child and to be more resilient when talking with her lawyers and attending all the court dates that she had to endure. A few weeks after Christmas and after many lengthy court dates to consider the case, the judge in family court issued a very rare apology to Client C and returned her daughter back to her with full custody.

Client C returned to the therapy room after the two weeks away at legal proceedings and was able to recognise that although she had her child back, the repercussions of the last few months were so huge that her need for the therapeutic space was greater than ever. To have a place to work through her feelings, to be able to begin the difficult work of integrating her extremely traumatised and vulnerable child back into her family home was not going to be an easy task. Our therapeutic support helped Client C to fully help her child and begin the long journey of recovery together.

Case Study from our Advocacy Manager, 2018-19:

A client called Mosac's helpline in 2018 with urgent safeguarding needs. Her eldest daughter (in her late teens) had just moved out. The daughter had then disclosed to her Mum that her father had been sexually abusing her and her sister for years while Mum had been at work. The daughter said that the father had threatened to hurt their mother if they disclosed, so we had serious safeguarding concerns.

When our client first called us for help, her daughter did not want to speak to the authorities, which is not uncommon. However, without a police report, and due to the threats issued by the father, we felt there were serious safeguarding issues to be resolved. We explained to the mother what these issues were so that she was able to explain to her daughter why she needed to speak to the authorities. We arranged for the mother and her youngest daughter to go into a refuge immediately and also helped her make a benefits application that she was eligible for.

After advice from our advocacy manager to her protective parent, the eldest daughter did speak with the police and a criminal investigation began. We supported the family through the 'achieving best evidence' interviews and the evidence gathering process.

Unfortunately, the client's housing benefits were not being paid on time which had left her in debt and unable to move. We created a written payment schedule and attended a meeting with the client to resolve the debt. With our support, the client and her daughters were re-housed soon afterwards. The client said she would not have been able to "figure out why she wasn't getting re housed or where the problem was", without our help.

We supported the family through the criminal trial. The accused was found not guilty. The eldest daughter had stayed away from court on the day of the verdict. She was distraught at the outcome and was not at home when our client returned. The client felt that she didn't know what to say to help her daughter understand the outcome of the trial. We supported the mother whilst she looked for her daughter. Afterwards the client contacted us and said:

"...my child told me later that she had gone off to kill herself and I didn't know what to do or where to find her. I felt so helpless. You gave me clarity when I couldn't think. You told me to put out a message to her friends on Facebook and we found her and you gave me the words to say to help her and supported us all through this. You literally saved my child's life.... I don't know if you realise that"

The father who had been accused by the eldest daughter, then made an application through the family court for contact with the youngest daughter. The family were traumatised all over again. It is common for accused or convicted parents to exercise their parental rights in family court as the law currently allows for this. We have supported the mother to make initial responses to the family court to challenge this application and to apply for a "C8" order, holding her address and contact details confidential. We have found a firm of solicitors that provide legal aid in family proceedings and can assist our client. We continue to support the mother to help protect her children, and herself.

Case Study from our Helpline Manager: A non-abusing Mum who received support from our Helpline in 2018-19 has written the following testimonial for us which outlines her son's case:

"I would like to thank you for the support I received from an understanding voice on the other end of your helpline to the legal support provided. My son told me of his abuse at age 4. His abuser was not prosecuted as there was not enough evidence to take it to CPS. The whole procedure at the time had many flaws which in hindsight I wish I had controlled more.

3 years on his abuser started private law proceedings. A fact finding hearing took place where it was said my son was 'confused' and his father had only touched his inner-thigh. The Judge decided that my son had formulated a story and gained adult attention, based on probability the abuse never happened in the eyes of the court.

The 'only' option was CCI (Cafcass contact intervention). There were only 2 'prep-sessions' of 1 hour each for my son before he was due to attend supervised contact. Speaking to MOSAC helped me understand how I was able to show cooperation and even support the contact to the court but show belief to my son. My son, aged 7, showed his strength of character and was able to articulate to the supervisor what he remembered. His strength enabled him to clearly tell the supervisor he did not want to see his father as he knew what happened was wrong.

Although the judge continued to believe her decision was correct she did take into consideration the wishes and feelings of my son. We were granted a prohibited steps order and in-direct contact 4 times a year by email. My address remains confidential.

In such a difficult situation this is the best we could've hoped for. Without your charity giving me advice on how to handle the situation I would not have been able to stay strong and fight. He is not ashamed, there is no elephant in the room. If he wants to talk about it we do so freely and openly and I use the advice given to help explain.

I am hopeful that closure has been given to my son, that the heartbreak and distress caused by the law proceedings will heal and that I am strong enough to help him through my guilt. So much of his childhood has been taken but I feel he is able to move on and finally enjoy being a child.

For any parent dealing with this unrepresented and feeling under the spotlight, I would recommend contacting yourselves even if it's just to let off steam. Words cannot express how grateful I am to your charity."

Please get in touch

If you would like any more information about our services or how we could work together to prevent child sexual abuse, please contact us on:

Address: **Brockley, London, SE4**

To make an appointment please contact us on our helpline number 0800 980 1958.

Email: **info@mosac.org.uk**

Office Phone Number: **0203 638 6291**

Website: **www.mosac.org.uk**

Social media: [Twitter @mosacuk](#) and [Facebook @Mosac.uk](#)

National Helpline Freephone: 0800 980 1958

Our free helpline provides a safe space, listening ear and valuable support for non-abusing parents, carers and professionals.

Alternatively you can call on 020 8293 9990 (charges apply and may vary, subject to your network provider)



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