

**NAI'S HOUSE**

2023

**IMPACT**

**REPORT**

# THEY THINK WE'RE FAB.

Nai's House has been a **life saver** for my daughter, where other services had failed. I truly believe without this wonderful charity my daughter may not be here today. We owe them so much as a family-Thank you for all you do.

**Mum, Jan 2023**

It was **good to talk** to new people and relax.

**Young Person Group Participant, July 2023**

I am really grateful for help from Nai's House and Chloe in particular. It is very important to have support from someone who went through similar struggles themselves, so they understand what my daughter is feeling and they can relate to her and that why they (Nai's House) can help better. My daughter was able to **open up and talk** to Chloe, which she couldn't do with Early Help workers, Helios, CAMHS or pastoral at school or even at A&E when she was suicidal and self harming. And now she is talking to Chloe openly and comfortably, and has started her healing process, Thank you!

**Mum, Feb 2023**

We have been attending sessions for approximately 8 weeks. We have been made to feel welcome and relaxed. My daughter started off very quiet but has come out of herself since starting the sessions. She's happy to come and comes out **relaxed and happy**. She wasn't attending school but has started to go in one afternoon a week and we are progressing to more afternoons. I highly recommend Nai's House, they have been a great help to me and my daughter.

**Mum, Feb 2023**

I really liked how **chill** it was here and how you don't really have to worry about the politics that come with friendships and can just be a weirdo.

**Support Group Participant, June 2023**

Great group, love the **energy, chill and fun**.

**Girls Group Participant, June 2023**

I've been coming to Nai's House for 6 months. It has been so therapeutic and has helped me on my journey to accept suicide. Still have a long way to go on my journey for acceptance but this has helped me. Staff are lovely, **no judgment**, plenty of talking, games and much more.

**Crisis Support Guest, Jan 2023**

Unfortunately my son took his own life in July 2022. I did not know where to turn too and begged Nai's House for support. We have had group meetings at Nai's House, for me and my family which has given us much support. When I have needed support I can ring and someone is **there to listen**. Nai's House has given me hope for the future and to know it's ok not to be ok and express negative feelings.

**Mum, April 2023**

I'd probably be dead if it wasn't for Nai's House.

**Guest 14**

Everyone else is weird like me. It's been **better than any of the other things** I've tried to do to get better.

**SPLASH Participant, 15**

Nai's House have been a saving grace and i'm convinced my daughter would not be alive today if it wasn't for them. They have stood in my corner and **supported me** when I have needed them and I know as a family we can **reach out at any time**.

**Mum, July 2023**

Thank you for all you did, without you I'm **sure my daughter wouldn't be here**. She still struggles at times but knows how to help herself. She is now working part time whilst attending college and is hopeful for a happier future.

**Mum, July 2023**

Every town needs a Nai's House.

**Suicide Prevention Trainer, 2022**

As an external educator I'm only there for a couple of hours a week and this has only been for a few months. Despite this, I feel as though I have been working with them for years. The team have a **wealth of knowledge and experience** that enables them to deliver outstanding support. What makes Nai's House so effective, alongside this, is the passion and commitment that the team shows towards those they support; whether its advocating for the needs of their people or working to increase the scope of their outreach, Nai's House are unrelenting in their work.

**Professional, August 2023**

# HELLO AND WELCOME

Hi and thank you for taking a look at our impact report.

After my daughter's suicide in 2017 I started developing Nai's House, more than anything, I wanted to offer support that would prevent children and young adults from taking their own lives, because the help my daughter needed didn't exist.

Since our inception almost four years ago, and as the only youth mental health support service in Oxfordshire delivering specific support for suicidality and self harm, we have grown into a much-needed community resource. Our team size, service delivery and referral rate has tripled since 2019. As an organisation that prides itself on changing the way young people receive mental health support, we know our approach is pioneering, works, and is exactly what campaigners and charities such as Young Minds, The Children's Society, The Children's Commissioner are asking for. Not to mention young people themselves.

Our successes have landed us at a pivotal point in our journey and we need greater opportunities for financial growth in order to meet the increasing demand for our service. Over the next year, in addition to implementing more support options, we will be focusing on our fundraising strategy to ensure we have the resources to continue delivering the life-saving work of Nai's House.

Finally, I'd like to offer a heartfelt thank you to our guests and their families, and everyone out there who supports us in one way or another, including our local and wider community who have supported us consistently and generously over the last four years. And to our Frontline Team who deliver our service. I am amazingly lucky to have these awesome humans on my team who get it and are passionate about what we do, Nai's House wouldn't be what it is without them, thank you hugely for all you do ♥

With warmest wishes

**Gem Barrett**  
Founder and CEO

**NAI'S HOUSE**





# WHO WE ARE

Our mission is to reduce suicide, self harm and poor emotional and mental wellbeing in under 30's by providing suicide prevention and holistic mental health support to offer life saving skills and strategies for now and the future, an increased sense of self and improved quality of life.

Nai's House provides a safe and confidential space for our guests to receive 1-2-1 support, participate in support groups or activities and attend life enhancing workshops in a non-clinical environment.

The Charity was created out of personal experience and is delivered by passionate, trained volunteers. We offer community based, easy to access, holistic mental health support to our guests. As a person centred service we see each of our guests as a unique being in their own right and work alongside them to explore their thoughts, feelings and actions to provide tailored support specific to their needs.

We understand that poor emotional and mental wellbeing can be brought about by a range of factors and that combined with a developing brain it can be challenging to cope with all the feelings and thoughts that arise out of life experiences. We understand how those thoughts and feelings can play out and how important it is for young people to have someone to speak with who can offer them information and strategies to be able to regulate and manage their emotional and mental wellbeing, as well as the challenges that life presents.

## FRONTLINE TEAM

  
**7**  
Supporters

  
**3**  
Qualified  
Counsellors

  
**2**  
Student  
Counsellors

  
**4**  
Support  
Assistants

# WHAT WE DO.

## WORKSHOPS

  
Youth  
Bereavement

  
Survivors of Suicide  
Actions (18+)

  
SPLASH (11-17)

  
Upbeat  
(with Community Albums)

## HOLISTIC







  
Complementary  
treatments

  
Creative  
Activities

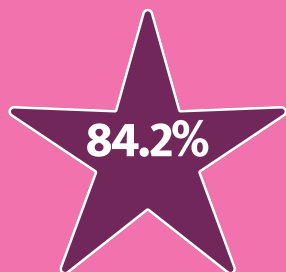
  
Music and  
Media

  
Education and  
training

## SUPPORT GROUPS

-  Parents & Carers Support
-  Girls
-  Boys
-  LGBTQUIA+
-  Bereavement
-  Survivors Of Suicide Action
-  Suicide Prevention: Looking At Self-Harm

## FEEDBACK



of our guests scored us 9+ for how heard, understood and respected they felt in their session



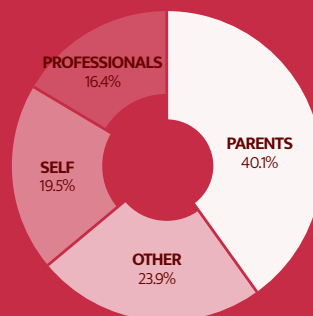
of guests rated us 9+ for their overall satisfaction with our support



of guests scored us 9+ when asked how likely they would be to recommend Nai's House

# 451

TOTAL REFERRALS (JAN 2022 - AUG 2023)



## 30

GUESTS BEING  
MONITORED FOR SUICIDE  
AND SELF HARM

## 4320

1-2-1 SUPPORT SESSIONS  
IN ONE YEAR (2022-23)

## 90

GUESTS CURRENTLY  
RECEIVING 1-2-1 SUPPORT

## 64

INDIVIDUALS ATTENDING  
OUR RANGE OF SUPPORT  
GROUPS AND WORKSHOPS

# OUR IMPACT

## AWARDS AND NOMINATIONS

Bicester Town Council **Good Citizen Award:**  
Shirin McGregor, Supporter and Trauma Mentor

Cherwell Love Where You Live Award: **Voluntary Organisation of the Year**  
2022 (sponsored by Sanctuary Housing) Winner, Nai's House

OCVA Highly Commended **Young volunteer of the year 2023:**  
Amber Knewman, Supporter and Trauma Mentor

Nominee for **OCVA Volunteer Organisation** of the year 2023

Nominated for **Cherwell Business Awards: Charity and Community 2023**  
(Winners Announced 8.09.2023)

# CASE STUDIES

## Summer 2021: Kelly, age 13

Support ongoing

Kelly had been struggling with suicidal thoughts, self harm urges, isolation, loneliness, anxiety, lack of self esteem and confidence, trust issues, trauma, and had stopped attending school as a result. Kelly began weekly sessions with a Supporter with the aim to build trust and create a safe environment for Kelly to speak openly in. Kelly had a large number of professionals already involved in discussing what should happen for them. Kelly had no voice in this discussion. It was made clear to all professionals the risk that was posed to Kelly's life by their failings in their duty of care. Kelly and the Supporter explored what was driving their suicidality and self harm. Together, they discussed ways of finding solutions to help Kelly express themselves and feel heard.

Kelly's lack of access to education meant that they were lacking structure. To remedy this, Nai's House sourced alternative education provisions, including a tutor and music lessons. This was held at Nai's House, a space that Kelly found safe and comfortable, during term times to give Kelly a sense of purpose and stimulate their mind.

Kelly has since reported reduced suicidality and self harm, and is more confident socially. Kelly has performed at 2 public events as part of their music journey and regularly feels comfortable enough to be at Nai's House without their mum.

## Winter 2020: Maria, age 30

Ongoing support

Maria had reached out to Nai's House for support after leaving a domestically violent, abusive and controlling relationship that resulted in feelings of suicidality and self harm. Maria had a history of ACEs (adverse childhood experiences) that had impacted her wellbeing as a teenager and was also displaying signs of an eating disorder and trauma.

Maria was actively suicidal and self harming, many welfare checks and calls to 999 were made. Maria took suicide action on multiple occasions, on three of those occasions she had to be resuscitated. Her BMI was dangerously low, but not low enough to be admitted at the point of referral. There have been many barriers and challenges in getting the right help for Maria as well as a lack of care, compassion, understanding or urgency. Maria's case highlights the failings of multiple agencies to keep a victim and children safe and alive, how manipulative perpetrators can be when other services become involved, and especially how services are not informed enough on the topic of DA/V (domestic abuse/violence) and CC (control and coercion) and the link to suicide. Maria's ex-partner used their children, the social worker, the benefits system, and the family court process to exert control and authority over Maria with the sole aim of causing further distress, harm and ill health to Maria. Adult safeguarding failed to respond to a referral, Children's services failed to respond meaningfully to a stage 2 complaint, and AMHT closed Maria's case once she was admitted to an Eating Disorder Unit in Autumn 2022.

DA/V and CC continue.

Maria has been discharged from the Eating Disorder unit and is back home and seeing her children regularly. Maria has regular sessions with her Supporter to assist her with rebuilding her life, making plans for the future and keeping her safe.

## Summer 2020: Holly, age 13

Closed down: Spring 2023

Holly attended weekly sessions at Nai's House to seek support with their suicidality, self harm, gender identity issues, isolation, selective mutism and problems at school that resulted in refusal to attend. Holly's suicidality and self harm were monitored and explored with their Supporter to find ways to reduce the drivers. School was a significant issue, so Nai's House arranged with school to implement accommodations whilst Holly was there to make it easier for Holly to engage, focus and achieve.

Relationships with Holly's family were also problematic and work around communication and expressing thoughts and feelings effectively was undertaken. Mum and dad were signposted to Horizon Plan for some information around self harm and Nai's House helped mum and Holly to improve their relationship.

Holly felt unclear about their purpose or future, so together with their Supporter a range of options that fit their expectations and circumvented pressures were explored. Through the safe space provided for Holly, they were able to speak freely about and explore various aspects of their identity, as well as lots of work on values and beliefs to increase self esteem.

Holly now attends college and is completing a level 3 qualification, they have a part time job and have a good circle of friends with whom they often go out. Holly no longer has suicidal thoughts and can manage any self harm urges as they arise.

# NHS COSTS

**£102m**  
Annual cost of  
suicide to  
Oxfordshire

**£60**

Based on 12  
students in  
school

**£5.08**

Per student attending  
emotional resilience  
programme in school

**£229**

1-2-1 Support  
provided in  
school

**£20,610**

Based on all  
school ages YP's  
receiving support

**£2061**

based on in  
school 1-2-1  
support

**£2338**

Average cost of  
referral to  
community  
CAMHS team

**£1,054,438**

Savings based  
on 451 referrals  
to Nai's House

**£10.2m**

Based on 6  
lives saved

**£809**

per self harm  
presentation

**£24,270**

based on 30  
guests self-  
harming

 COSTS INCURRED BY THE NHS

 SAVINGS TO THE NHS THROUGH NAI'S HOUSE PROVISIONS



# WHAT IS THE MOST IMPORTANT THING WE NEED TO ADDRESS IN ORDER TO PREVENT SUICIDE?

The government has released the results to their 2022 Mental Health and Wellbeing Plan: Call for Evidence\*. Approximately 5000 people shared their views and experiences to inform the government's recommendations for areas of improvement within mental health services.

It's great that the government is now in alignment with what Nai's House has been delivering for the last four years!

\* <https://www.gov.uk/government/consultations/mental-health-and-wellbeing-plan-discussion-paper-and-call-for-evidence/outcome/mental-health-and-wellbeing-plan-discussion-paper-and-call-for-evidence-results>

We are not a box ticking organisation, but these are boxes we are more than happy to tick.

## KEY THEMES IDENTIFIED

## NAI'S HOUSE

Access to services	✓
Addressing Poverty	✓
Breaking down stigma	✓
Crisis Support	✓
Early Intervention	✓
Preventative	✓
Voluntary sector support	
Holistic, personal support	✓
Identifying and addressing the risk of suicide	✓
Impact of schools on mental health	✓
Impact of tech and social media on mental health	✓
Improved continuity of care	✓
Join-up of services	✓
Funding for services	
Support for parents	✓
Support for vulnerable groups	✓
Support in the community	✓
Training, education and increased awareness	✓
Understanding and addressing the wider determinants of mental health	✓

# FINANCIALS

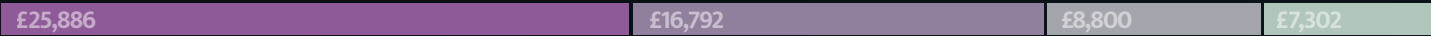
## INCOME



Foundations **£38,500** (41%) Fundraising **£25,868** (27%) Private Donations **£24,156** (26%) Schools **£4,923** (5%) Local Government **£1,000** (1%)

TOTAL ROUNDED INCOME: **£94,500**

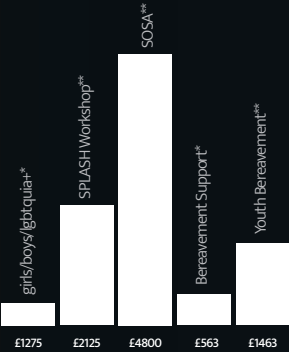
## EXPENDITURE



1-2-1 Support **£25,886** (44%) Overheads **£16,792** (29%) Group Support **£8,800** (15%) Training & Development **£7,302** (12%)

TOTAL ROUNDED EXPENDITURE: **£58,800**

## COSTS PER ANNUM OF ALL GROUPS & WORKSHOPS: £10,225



\* Monthly \*\*3 workshops/year  
SOSA - Survivors of suicide action  
SPLASH - Suicide prevention and looking at self-harm

## TEAM DEVELOPMENT COSTS

DBS:  
**£18pp** (incl. VAT)

Training costs for supporters:  
**£2925**

Training costs for counsellors:  
**£510**

Training costs for Bereavement supporters:  
**£443**

**NAI'S HOUSE**

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📍 Garth House, Garth Park, Bicester

[www.naishouse.org.uk](http://www.naishouse.org.uk)

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If you'd like to support us follow  
the QR code to donate on line



**Reach out,**  
We'll be there.

**NAI'SHOUSE**

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