



# ANNUAL REPORT

**2011-12**



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## BOARD OF TRUSTEES REPORT

On behalf of the board of Trustees I take great pleasure in looking back on another successful year working with the impressive NAWA team. North Ayrshire Women's Aid continues to build on the expertise it has gained from its 30 years of experience delivering services to women, children and young people who have experienced abuse.

Everyone is aware that the future will bring changes in the allocation of financial and other resources to charitable organisations such as NAWA, changes which reflect the current political and financial scene. In particular we need to be ready to take advantage of opportunities in a more competitive funding environment.

All these developments bring new challenges to our hardworking and resourceful management team who continue to deal with the daily demands of NAWA as well as preparing for future eventualities. NAWA has worked hard to successfully secure funding and 2012-13 will be a year of consolidation for the organisation. The focus will be on the smooth implementation of new projects. The coming year will see the new projects integrated into the overall work of the organisation and collaborations with key partner agencies will ensure that individual project and organisational and strategic objectives are met.

The services delivery team continue to anticipate and meet the needs of women, children and young people. Consistently high standards continue to be maintained in spite of NAWA's services being hugely stretched; with high levels of occupancy in refuges and scatter flats. The day to day crises of women and their families continue to be the main focus of the NAWA Service team.

In order to ensure that workers continue to be fully equipped to meet these future challenges an emphasis was placed on training and development. During this year a range of training and developmental opportunities were undertaken in many areas including Child Protection, Lone Working and Dynamic Risk Assessment. A further four workers have started their SVQ level 3 in Community Justice to meet the future requirement for registration with SSSC and the Team Leaders have commenced training as an additional SVQ Assessor and Internal Verifier.

NAWA remains fully committed to its ethos to increase its accessibility by widely disseminating its message and raising awareness and to this end a market research report was commissioned to ascertain external perceptions of the organisation, the key findings of which will be considered in the coming year.

(continued)

The creation of three subgroups, [human resources, finance and standards] has allowed better use of the directors and management team's limited time and a deepening of understanding for the group concerned in each of these spheres. Last year In November 2011, one of our longstanding Trustees, Kay Hall, stepped down from the board at the AGM and we welcomed a new trustee Jenna Gossman who brings her expertise in law. A trustee who had been absent due to work commitments has returned to the area and we were pleased to welcome her back to the Board. The Directors would like to take this opportunity to join me in thanking all our workers for their commitment and dedication throughout 2012 and we look forward to working with you on the challenges of 2013.

Jacqui Smallwood on behalf of the Board of Directors

### **NAWA Board of Directors sub-committees at 31 March 2012**

#### **Finance**

Jacqui Smallwood

Yvonne Orr

Flora Brown

Renee Smith

#### **HR**

Gillian Croan

Anne Clarke

#### **Standards**

Janice Busby

Irene Campbell

Jenna Gossman



**Jacqui Smallwood**  
**Chairperson**

## BUSINESS MANAGER'S REPORT

2011-12 was another busy year and our efforts were rewarded by further success in securing new funds for projects which will be launched in 2012-13 in partnership with agencies including North Ayrshire Council and NHS Ayrshire and Arran.

NAWA has achieved significant growth over the last few years and by the end of 2012 will employ 38 staff, and will be managing 11 projects, five of which are new since 2010, funded by the Scottish Power Energy People Trust, Robertson Trust/North Ayrshire Council, Comic Relief, the Big Lottery and the Scottish Government Violence against Women Fund.

Funding awarded in February 2011 by the Robertson Trust, matched by North Ayrshire Council, has enabled the development of a three year Violence against Women Prevention Project in two local schools which started in April 2011. Over 300 young people are engaged in this project which involves participating in three workshops in each spring/summer term followed by an Arts project later in the year, the work from which has been displayed in a range of public buildings throughout North Ayrshire during the UN 16 days of activism against Violence against Women. The project aims to raise awareness about the impact of, and change attitudes towards domestic abuse and the wider violence against women agenda and is being fully evaluated with interim findings being available towards the ends of 2012.

Looking ahead, Housing Benefit Reform, part of the wider Welfare Reform proposal from Westminster, which is due to be implemented in 2013, could have a significant impact on income so a key priority will be to identify and develop opportunities to generate additional funding, in order to safeguard the future of refuge services.

In 2011-12, through funding from Opp2mise and North Ayrshire Council Economic Development, NAWA contracted IBP Strategy and Research to undertake market research into external perceptions of the organisation, a piece of work which has been very useful particularly in informing the development of a Marketing Strategy and the Business Plan for 2013-16.

Sheena Campbell  
Business Manager



## SERVICE MANAGER'S REPORT

North Ayrshire women's Aid has continued through 2011/12 to deliver a high quality service to women, children and young people experiencing domestic abuse in North Ayrshire. Our core services of counselling support, refuge, outreach, addictions support and children's service (support in refuge and outreach) have provided person centred and holistic support to women, children and young people with complex problems in crisis situations.

The effects of domestic abuse takes its toll on health and wellbeing and this year the impact of poverty has been even more apparent –forced to leave home and start over again with little or no immediate income can be one of the most difficult factors in breaking free from an abusive relationship. A great deal of work therefore has gone into supporting women and their children re-establishing themselves in their new home and this has happened with fundraising and practical help from community groups. The provision of emergency food parcels/ welcome packs, funds to provide starter packs for new homes and the work of our Stay Warm Project tackling fuel poverty has been a great assistance in maximising the positive outcomes for women and children.

Following on to the developments of last year the Young Women's Group programme has been established covering group work on self esteem, healthy relationships, safety planning and practical skills. The first group has been received well and the Young Voices group will be developed in the autumn of 2012 with membership drawn from the group work programme.

The work of two projects, the Advocacy Project and the Children Experiencing Domestic Abuse Recovery Programme (Cedar), in the coming year will bring exciting and innovative ways of working to create a successful multi-agency delivery of new services for women, children and young people and provide new and complementary services in North Ayrshire.

Once again this year I would like to take the opportunity to thank the workers for their skill, caring and commitment through the year, the directors for their time, support and vision and the individuals and groups in the community for their ongoing awareness and support.

Anne Paton  
Service Manager



## WHAT'S DIFFERENT ABOUT NORTH AYRSHIRE WOMEN'S AID?

**North Ayrshire Women's Aid is a unique specialist service which provides the full package of emotional and practical support that is both needed and valued by women and children affected by domestic abuse.**

*"Unique and different service. All done under one roof and happens there and then, not weeks later. Takes the worry out of things"*

*"Support you through everything. Whatever you need they seem to know about. Encourage you to do things for yourself but support you through it – everything from life skills, financial, coping skills, healthcare etc."*

*"With Women's Aid it is personal and you are a human being"*

We are the specialists in helping women and children that are affected by domestic abuse and are independent of the public sector.

*"They're specialised in what they do involving abuse and all the things that go with it"*

*"More dedicated, more understanding and more aware of circumstances and situations"*

(IBP Strategy & Research: North Ayrshire Women's Aid Market Research Study 2012)

## NAWA SERVICES AND PROJECTS

North Ayrshire Women's Aid operates from two bases in Saltcoats - the public office in Union Street and Pearl's Centre for Women in Hamilton Street. The public office is the registered office for the organisation's business and is the base for the Management, Administration and Finance teams. Pearl's Centre is an outreach facility for women and families.

### CORE SERVICES

North Ayrshire Women's Aid had five contracts with North Ayrshire Council Housing services for the delivery of core services.



### Counselling and Support Services

The first contact many women have with NAWA is at the public office in Union Street, Saltcoats. Here women are offered support within a safe and comfortable environment in three main areas:

- Support and Information – emotional support and practical support with, for example, benefits, housing and legal rights. Workers provide information to help women make informed choices and decisions regarding their future and can also, when appropriate, accompany women to appointments and court hearings.
- Counselling – continued support is offered to help women move on from the long term effects of domestic abuse.
- Crisis Work – supporting women, and their children, to access a safe temporary home.

**During 2011-12 NAWA provided office-based support to 547 women.**

*“Whole rapport with you from the minute you make contact”*

*“Warm, eager to listen.... and they made me feel at ease. Couldn't have told them about my circumstances if I wasn't made to feel comfortable and welcome”*

## Housing Services – for women on their own and for women with their children

NAWA has 24 secure refuge spaces throughout North Ayrshire which offer a safe temporary fully furnished home for women and children who are fleeing domestic abuse. These vary from en-suite rooms and family units with communal living areas to three-bedroom family homes, mostly within purpose-built buildings. Support workers provide services including:

- Crisis Work – as well as providing a safe temporary home, we help with benefits including housing benefit, access to medical care, housing etc.
- Continuing Support – emotional and practical support while women and children living in refuge await a new home.
- Moving On – we assist women with the transition to their new home and community.

Children’s workers in refuge mirror the support given to their mothers with one to one sessions with Children’s Support Workers focusing on exploring and resolving their issues in relation to domestic abuse they have suffered or witnessed.

**During 2011-12 NAWA supported 110 women and 77 children in our safe temporary homes.**



We are accessible, locally-based and offer a welcoming, homely, safe and supportive environment.

*“Provide a home not just accommodation”*

*“Superb.....In contact with other people in same situation and made friends from that. Peer support. Gave me enough confidence to consider going to college to study to give back what I've received”*

## Outreach Support Services (women)

NAWA provides outreach services for women who have lived in refuge and are moving to their new home. This involves practical support including help with benefits, accessing grants and services, and emotional support. The service also provides ongoing support to women living in North Ayrshire who have experienced domestic abuse but who have not accessed refuge.

**Pearl's Centre** is a purpose built facility where women can “drop-in” or make appointments for information and support, and can access a range of services including:

- Groupwork – a structured 12 week group work programme for women who have recently left refuge accommodation. This programme is designed to raise self-esteem and confidence, as well as enable participants to benefit from the support of other women who have shared similar experiences.
- Lunch club – one day per week with activities and speakers covering a comprehensive range of subjects (Parenting, Welfare Rights, Anti-smoking, Arts & Crafts, Healthy Eating, etc).
- The Lavender Room – alternative therapies for women who have experienced domestic abuse.
- Say Women (Glasgow) – Pearl's Centre acts as an outreach base for Say Women (Glasgow) who offer a counselling service for young women (age 16-25) in North Ayrshire who have experienced childhood sexual abuse.
- The Centre is also now the base for Maps 4 U – a new one-stop-shop multi-agency support initiative for women developed by North Ayrshire Social Work Services

**In 2011-12 Outreach Workers supported 131 women.**

Women who have experienced domestic abuse have told us that they want and need practical and emotional support that is delivered **by women, for women** which is what we provide.

*“Women understand women”*

*“Nice to know it's just women. Makes you feel safe”*

## Addictions Support Services

NAWA Addictions Workers provide support for women who are experiencing or have experienced domestic abuse who also have developed alcohol, illegal drug and/or prescription drugs addictions. The workers support women to engage with services, secure their stay in refuge and provide follow-on outreach support when they are re-located to a new home.

The ability of our Addictions Workers to address the abuse, the addiction and the links between them, at the same time, is unique in Scotland. This dual approach is critical in the woman's recovery and offers a far greater chance of her being able to move on with her life, free of both abuse and addiction.

**In 2011-12 NAWA provided addictions support to 53 women.**

**Children's Outreach Support Services** (funded by North Ayrshire Council and the Scottish Government).

Children's Outreach provides dedicated support for children and young people who have moved on from refuge or who have not lived in refuge but have or are experiencing domestic abuse and who can benefit from a safe environment to talk about their experiences. Children or young people can be referred through their mother but also access the service in their own right.



Our specialist Children's Outreach Workers closely liaise with schools throughout North Ayrshire, giving the schools the opportunity to refer children and young people in their care. Schools also provide a safe place to meet young children

**In 2011-12 NAWA provided outreach support to 91 children**

*"They helped my daughter communicate how she felt in her own way and helped her move on"*

*"They build up the children's confidence. Support them through transitional period. Work with them until they are ready to move on".*

(All comments are taken from responses received as part of the IBP Strategy & Research: North Ayrshire Women's Aid market Research Study 2012)

## PROJECTS

### Young Women's Support Group

The Young Women's Group has been designed to work as a twelve week programme for young women who have experienced domestic abuse and are ages 16-25, bridging the gap between one to one support and living independently the community.



The twelve week programme includes sessions on healthy relationships, positive choices, dealing with difficult emotions, building self esteem, keeping safe, understanding domestic abuse, managing finances and looking to their future.

The first twelve week programme provided the following feedback from participants:

- The young women expressed their pride and sense of achievement during group activities and felt more confident at the end of the course.
- Half of the group are applying for college courses and employment. They stated that their outlook for the future is positive.
- The sharing of experiences at the group sessions was important as they felt a sense of wellbeing and self worth through peer support from fellow survivors.
- The young women reported that they had an increase awareness of healthy relationships and feel better informed about gender abuse, recognising the behaviour of the abuser and have the ability and knowledge to keep safe.

The first group of young women took part with enthusiasm, commitment and tackled making life changes with great positivity. The majority will now become involved in the work of the Young Voices Group in the coming year developing materials and a DVD of their experiences to support other young women in the community.



**Stay Warm** – funded by Energy People Trust from 2010-12.

The project aims to raise awareness of energy efficiency and income maximisation in a bid to ensure affordable warmth to sustain women, and their families, in refuge and when they are re-housed. The fund includes crisis funding for women in hardship to assist with fuel bills and purchasing energy efficient white goods.

**During 2011-12, 183 women received crisis payments and direct support through this project.**



**Prevention Project** in two local schools – funded by the Robertson Trust, North Ayrshire Council and the Community Health Partnership from 2011-14. 300 young people in two local schools area are participating in this three year project which aims to raise awareness about the impact of, and change attitudes towards domestic abuse and the wider violence against women agenda. It also aims support young people to be able to identify the key signs of, and be less likely to tolerate abusive behaviour in their intimate relationships and to make positive choices in how to conduct themselves within relationships.



## HEALTHY WORKING LIVES

In March 2012, we achieved the Healthy Working Lives silver standard and were also awarded the Mental Health and Wellbeing Commendation.

The work for the Silver Award included taking part in Mentally Healthy Workplaces training, promoting both healthy eating and physical activity, supporting staff attendance, and avoiding accidents in the workplace.



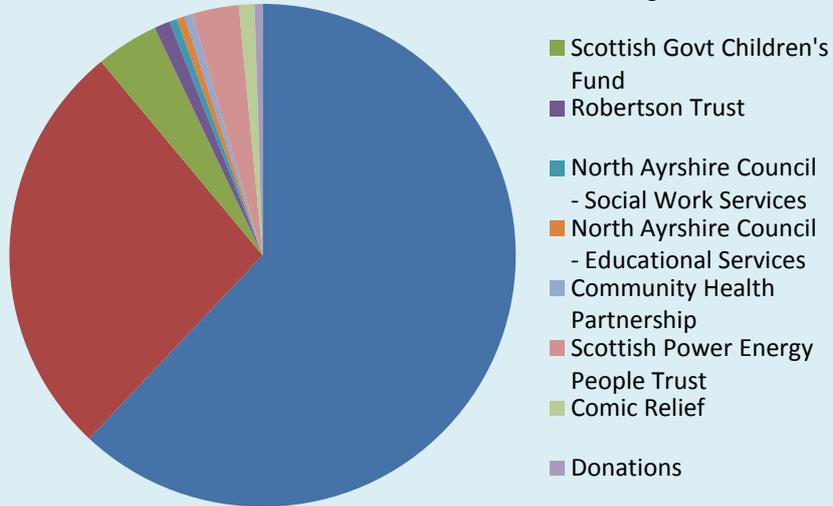
The Mental Health and Wellbeing Commendation Award was achieved by developing the Health & Safety Executive Stress Standards in the workplace, by providing mental health awareness campaigns and activities for staff and by implementing a workplace mental health and well-being policy.

This was a challenging piece of work but there have been many benefits to our organisation of being involved in the Healthy Working Lives Awards, including reduced sickness absence, improved wellbeing leading to improved performance, more informed and more active staff.

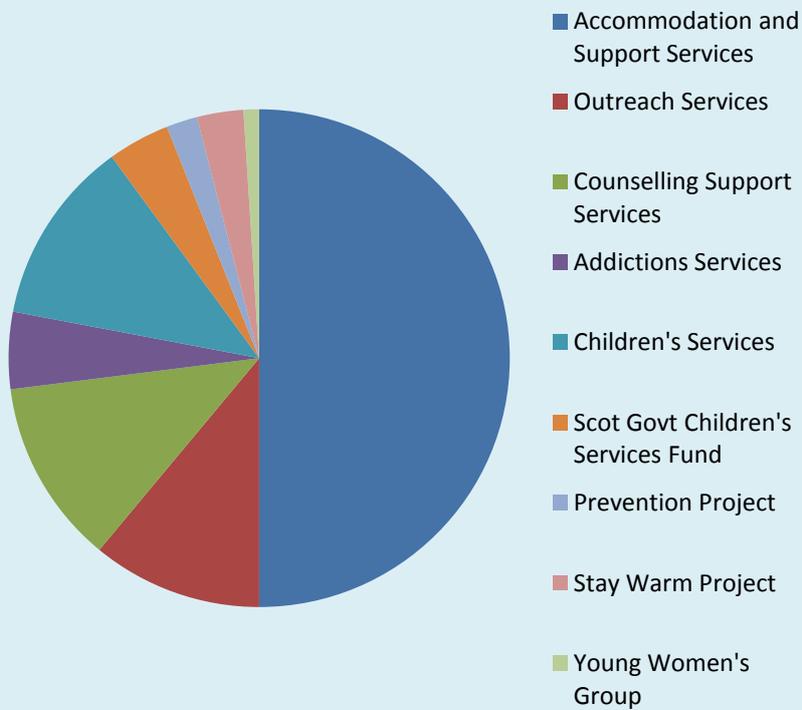


## NORTH AYRSHIRE WOMEN'S AID FUNDING AND PROJECTS

### 2011-12 Income



### 2011-12 Projects



## STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 2012

	<u>Unrestricted</u> <u>Funds</u> £	<u>Restricted</u> <u>Funds</u> £	<u>Total</u> <u>Funds</u> £	<u>Prior Year</u> <u>Funds</u> £
<u>Income Resources</u>				
Donations, Legacies & Grants	2,942	112,322	115,289	89,669
<u>Income from Operating Activities</u>				
Activities in furtherance of aims	4,169	1,208,597	1,212,741	1,161,275
Investment Income	436	-	436	270
<hr/>				
<u>Total Incoming Resources</u>	7,547	1,320,920	1,328,467	1,249,214
<u>Charitable Expenditure</u>				
Cost of Activities in furtherance of the charity's objectives	8,159	1,194,932	1,203,091	1,204,282
Management & Administration of the charity	-	217	217	4,884
<u>Total Reserves Expended</u>	8,159	1,195,149	1,203,308	1,209,166
<u>Net Movement in Funds</u>	(611)	125,770	125,159	40,048
Gross Transfer between funds	132,145	(132,145)	-	-
Total Funds brought forward	<u>105,655</u>	<u>-</u>	<u>263,959</u>	<u>223,911</u>
<u>Total Funds carried forward</u>	237,189	151,929	389,118	263,959

We confirm that the above figures have been properly extracted from the full audited accounts of North Ayrshire Women's Aid for the year to 31 March 2012. Full copies of the audited accounts are available from the registered office. Bruce Fairgrieve, BSc, CA, Registered Auditor, John Kerr & Company CA, 32a Hamilton Street, Saltcoats KA21 5DS

## THANK YOU!

North Ayrshire Women's Aid would like to say a big thank you to all of their staff and to their funders, partners and supporters without whom, women, children and young people who have experienced domestic abuse would not have had access to the quality specialist support and unique service which we offer.

### **Main Funders:**

Robertson Trust

North Ayrshire Council

Scottish Government

Robertson Trust

Energy People Trust

Comic Relief

### **Grants:**

North Ayrshire Council

Frank Buttle

Children in Need

Cash for kids

Glasspool Charity Trust

### **Other Supporters:**

Moorpark golf Club

Energy Solutions (Hunterston)

Taylor and Henderson

Marathon Oil

Trinity Church, Saltcoats

### **DSM**

St Vincent de Paul

Classique Blinds

Keegan and Pennykid

Beith Parish Church

St Mary's Church, Irvine

Kilbirnie Old Kirk

High Church, Stevenston

Linus Project

Scottish Southern Energy

### **Key Partner Agencies**

Scottish Women's Aid

North Ayrshire Council

Cunninghame Housing Association

NHS Ayrshire and Arran

Strathclyde Police

Say Women

Break the Silence

Special thanks to the many generous individuals organisations and groups in the community who support our work with cash donations and gifts of Christmas presents, selection boxes, Easter Eggs, toiletry and grocery packs, children's toys, clothes and household goods. As a small organisation we really do make a difference to people's lives. To protect our women we cannot tell you who receives what, but we can tell you that it goes a long way and is hugely appreciated.

*“Every year, hundreds of women and children in North Ayrshire are physically and mentally scarred from the effects of domestic abuse, many of whom are homeless and living in poverty. With your help, they can start to recover and to rebuild their lives through the specialist care and support which they need, and only we can provide.”*

If you would like to give a donation to North Ayrshire Women’s Aid, please contact Sheena Campbell or use the link below.

<https://mydonate.bt.com/charities/northayrshirewomensaid>

Thank you



North Ayrshire Women’s Aid  
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**Tel 01294 602424**

Fax 01294 601415

Website [www.nawomensaid.org.uk](http://www.nawomensaid.org.uk)

Open 9am – 4pm Monday to Friday

Outwith office hours please call the national helpline on  
0800 027 1234

