

A silhouette of a woman with short hair, looking upwards and to the right. The background is a soft, warm gradient of orange and red, suggesting a sunset or sunrise over a body of water. The overall mood is hopeful and contemplative.

Edinburgh  
WOMEN'S AID

SUPPORTING SURVIVORS

# 2024-25

## IMPACT REPORT



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# OUR VISION

**Edinburgh Women's Aid's vision is a society that is free from domestic abuse.**

To that end, we have been providing critical support to women and children affected by domestic abuse for the past 50 years. We provide a range of services covering crisis support, recovery and prevention. We empower women, children and young people to make their own decisions and support them in this process. We work in partnership with other organisations and together we have developed an effective multi-disciplinary approach to dealing with domestic abuse across Edinburgh.

This report covers the period between 1 April 2024 and 31 March 2025.

PLEASE CONSIDER SUPPORTING US

Edinburgh  
Women's Aid  
(EWA) is proud  
to be Edinburgh's  
leading charity in  
the fight against  
domestic abuse.

Our work is only possible through the generous donations of the public, businesses, and trusts. Demand continues to increase and it's more crucial than ever to expand our resources to meet the needs of the women and children in Edinburgh who are seeking refuge from the trauma of domestic abuse. With your help, we can ensure that more women and children become safe, recover, and rebuild their lives free from fear and harm.

**If you are inspired by this report and would like to support us, we'd love to hear from you.**

**Please email us at [hello@edinwomensaid.co.uk](mailto:hello@edinwomensaid.co.uk).**

# OUR AIMS

We measure success in meeting our aims through:

Measuring the number of women and children who use our range of services

Achieving a high occupancy percentage for our refuges

Measuring the number of women and children who indicate that things have improved for them on their support plan

Receiving scores of 'good' or above in our Care Inspectorate inspections

Receiving positive feedback on our reports from our funders

Positive feedback from women and children regarding their interaction with our services.

# ACHIEVEMENTS AND PERFORMANCE

In order to achieve the aims, in 2024/25 Edinburgh Women's Aid offered a range of services, which included:

## TELEPHONE HELPLINE

Our crisis phone line was open from 10.00am to 3.00pm on Monday, Wednesday, Thursday and Friday; 10.00am - 7.00pm on Tuesday and 10.00am to 1.00pm on Saturday. An answerphone picks up calls received outside of these hours and gives the number of the National Domestic Abuse and Forced Marriage Helpline, which operates 24-hrs.

**"It made a real difference to have her situation validated."**

**"It felt good to be heard."**

**"I feel very at a loss as to what to do when everything is such a mess, talking to you gives me a sense of standing up for myself."**

## 1:1 CRISIS SUPPORT

Our drop-in service with no appointment necessary providing face to face support is available 1.00pm - 3.00pm on Monday, 10.00am - 3.00pm Wednesday, Thursday and Friday; 2.00pm - 7.00pm on Tuesdays; and 10.00am - 1.00pm on Saturdays. 1056 women used our Women's Crisis Support Services in 2024/25, either by telephone or face to face, an increase of over 7% from the previous year. 991 of these were new to the service.



## LOCALITIES SUPPORT

Our localities support workers continued to provide support in their local areas, this service is available by telephone, online and in face to face meetings. This service provides support to women who need long term ongoing support in their local area and works closely with locality partners such as housing, education, health and police. 202 women received one to one support from a locality keyworker in 2024/25, 96 of whom were new to the service.

**'I was grateful for the great emotional and mental support my support worker offered me each week, and for helping me understand that I wasn't alone in this process and that there were many other women like me. Edinburgh Women's Aid is a very good option for women who lack resources, or are unaware of them and are alone. It provides a warm environment where you can express yourself and be understood.'**

## REFUGE ACCOMMODATION

Where appropriate, Edinburgh Women's Aid offers safe, temporary accommodation to women and any accompanying children and young people who are homeless due to domestic abuse. There are two types of accommodation available, shared and individual flats. In normal circumstances shared accommodation involves up to four women/families sharing a house. Families have their own bedrooms, whilst the kitchen and other facilities are shared. This year we expanded our refuge offering by adding a further eight individual properties to the refuge estate.

**"Thanks so much for everything. This help with white goods will make a huge difference to me settling in. Thanks for the continued support of Women's Aid, you really make a difference"**

## 24 HOUR REFUGE SUPPORT

In addition to shared refuge, we have a property with eight individual flats together with an office and communal area. These flats are for women who may have additional needs such as physical/mental health, dependency and/or significant safety issues, and have 24-hour staff support. This service offers more intense support and works closely with external agencies to maximise long term goals. 47 women and 34 children found a safe place to stay in our refuges in 2024/25.

**“Thanks so very much for all your help and advice and for showing me that there is light at the end of the tunnel.”**

## CHILDREN & YOUNG PEOPLE IN REFUGE

Edinburgh Women’s Aid has always recognised the impact of domestic abuse on children and young people and provides support for them both in refuge and when moving on into permanent accommodation, to help them deal with recovery from abuse and with the difficult changes within their family environment. 34 children stayed in refuge in 2024/25 and received specialist children’s support while there, and after moving on if they wished.

**“My daughter was much calmer, and is feeling more safe and secure.”**



## CHILDREN & YOUNG PEOPLE

We also recognise that children and young people affected by domestic abuse may be in situations where their mother has not sought help or is not living in refuge. As such, we provide an outreach service based in Edinburgh localities often providing support to children and young people in their schools. 130 children received support through our outreach service in 2024/25, an increase of more than 20% on the previous year.

**“I’ve received a significant amount of support, teaching me how to better keep myself safe, and where to go if I ever feel unsafe.”**

## MOTHERS AIDING RECOVERY FROM DOMESTIC ABUSE (MARDA) SERVICE

The MARDA project supports mothers to support their children’s recovery and to rebuild their relationship after abuse. 52 mothers completed MARDA programmes in 2024/25.

**“My relationship with my children has improved greatly because I now take time to think and understand their issues/distresses more rather than being quick to judge and overreact. We can communicate better and identify emotions and talk through. It felt more positive.”**





## CHILDREN'S RIGHTS AND ADVOCACY SERVICE

This service works with children and young people who wish their voices to be heard in areas that affect their lives. Often these are children affected by court interventions in their lives due to domestic abuse. Our Children's Rights and Advocacy worker supported 45 CYP in 2024/25.

## ART THERAPY

Our children's art therapy project supported 12 children to make sense of their experiences and to recover from abuse. Sadly, due to a lack of funding we had to close this service in March 2025.

## EDINBURGH DOMESTIC ABUSE COURT SERVICE (EDDACS)

The EDDACS service provides support to women after police call-outs where the perpetrator has been taken into custody and enters the Edinburgh Domestic Abuse Court process. This is an independent court support service that provides support and information to women at the earliest opportunity, and also carries out a risk assessment and safety plan to identify interventions to reduce or manage risk. 701 women used the EDDACS service in 2024/25.

**"I feel I am being provided with information, you helped me see the light in the end of the tunnel. I feel like I have re-gained my voice and autonomy and can advocate better for myself as I am better informed now."**

## **WORKS 4 WOMEN PROJECT (W4W)**

In 2024/25 78 women engaged with our W4W project. This project provides employability support through groupwork and 1:1 individualised support to women from Edinburgh Women's Aid and Shakti Women's Aid.

**"I was going through a very rough phase of my life and I thought I might not be able to secure any job. My confidence increased and I learnt a lot of stuff. 1-1 support has helped me increase my knowledge."**

## **PEER SUPPORT SERVICE**

This service aims to build confidence in women who have used our services and who are looking to move forward with their lives. 52 women attended peer support sessions in 2024/25.

**"Just being together & feeling heard - support I have gained through these women is something I could get nowhere else."**

## COMPLEX NEEDS SERVICE

This service was launched on 1 April 2023, and in the 2024/25 year, our complex needs services supported 62 women who were dealing with the additional health consequences of domestic abuse, such as mental ill health or substance misuse.

**“If you didn’t support me to get to Change Grow Live (CGL) I wouldn’t have gone and wouldn’t be stable on a methadone prescription now, I can’t thank you enough for all you’ve done.”**

## THE CIVIL LEGAL SUPPORT SERVICE

Launched in September 2023, is a vital partnership between Scottish Women’s Aid (SWA), Edinburgh Women’s Aid (EWA), and Baker Gostelow Family Law. This collaboration is designed to provide rapid and accessible legal advice, interventions, and services to women and children affected by domestic abuse, addressing a critical gap in existing support structures. 378 women were referred for specialist legal assistance in the year 2024/25.

**“The legal team provided invaluable advice. This has really helped me feel more safe and secure knowing what my rights are. I can now avoid needing to move back into the property and can also return to collect belongings free from distress.”**

## HOUSING POLICY PROJECT

Launched in February 2024, with funding from Nationwide Building Society, this project aims to improve policy implementation, aiming to prevent homelessness and enhance housing options for women affected by domestic abuse. In 2024/25 66 women were supported through this service.

**“We are settling into new house amazing! Honestly this was the best thing that could ever happen, the feeling is so different here. It’s our home, finally a place where we can just thrive and live our best lives. No longer stuck in that house has changed my life massively. A weight like I’ve never known has lifted. So thank you honestly for all this help. It’s so appreciated you helping me and the kids get our lives on track and it’s been so positive everything that’s happening recently to the best outcome.”**

## FINANCIAL SUPPORT

In 2024/25 women continued to feel the effects of rising prices and economic hardship. We purchased supermarket vouchers, bus vouchers and safety equipment to the value of £34,909 to distribute directly to women in need.

## INSPECTION

Our Housing Support service was inspected by the Care Inspectorate in 2024 and gained grade 6 (excellent) in our service delivery and grade 5 (very good) in our staffing.



## INVOLVEMENT IN PARTNERSHIP FORUMS

**Edinburgh Women's Aid knows that the issues around domestic abuse cannot be addressed unless all agencies take them into consideration. In order to do this, we are leading or active members of many partnership forums.**

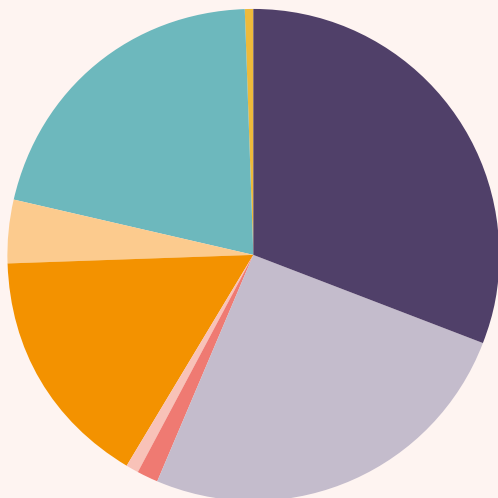
- **ESEC:** EWA Chairs the Equally Safe (Edinburgh) Committee, (previously known as Edinburgh Violence against Women Partnership).
- **MARAC:** EWA co-ordinates and co-chairs the Edinburgh Multi-Agency Risk Assessment Conference for high risk cases of domestic abuse.

- **MATAC:** EWA is a partner in the multi-agency tasking and co-ordinating meetings, which are co-ordinated by Police Scotland with the aim of holding high tariff perpetrators to account and sharing information to support the safety of women and their children.
- **DSDAS:** EWA continues its involvement in the Domestic Abuse Disclosure Scheme, which meets weekly to discuss whether a history of domestic abuse should be disclosed to a new partner.
- **Applied Research:** EWA continued with our strategic commitment to raising the voices of women and children affected by domestic abuse through our participation in applied research. Our PhD studentship, in partnership with the University of Edinburgh Social Work department, progressed successfully into its final year. This year, we also continued our participation in a range of Scottish Government research, working groups and consultations, including research into Economic Abuse; the review of MARAC nationally; and the interface between Civil and Criminal Justice in cases of domestic abuse.
- **EWA** aims to strengthen relationships with colleges, universities and third sector agencies. In this financial year we hosted counsellors and continued our ongoing partnership PhD, while successfully applying for funding for a second PhD with University of Edinburgh, which begins in Autumn 2025.
- **YPI:** EWA also engaged with young people through the Youth & Philanthropy Initiative in schools across Edinburgh. These sessions empowered students to educate their peers and school staff on domestic abuse and foster a deeper understanding of the issue.



# INCOME & EXPENDITURE

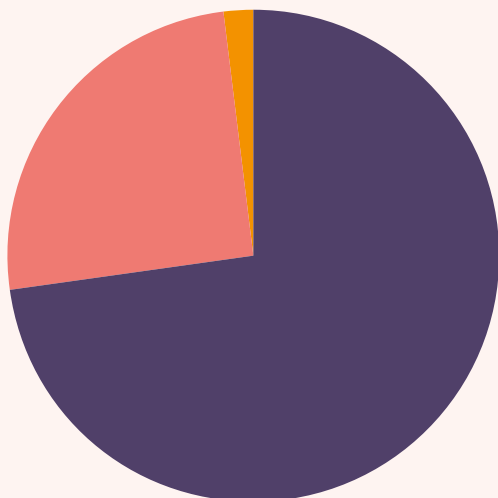
1 April 2024 - 31 March 2025



## Income

- City of Edinburgh Council (727,147)
- City of Edinburgh Council - Housing Support (£597,619)
- Housing Income (£36,613)
- Investment Income (17,033)
- Trufts & Foundations (£375,420)
- Donations (£92,938)
- Scottish Government (£492,709)
- Scottish Women's Aid (£7,830)

**Total £2,347,309**



## Expenditure

- Women's Services (£1,559,585)
- Children's Services and Court Support Services (£543,654)
- Fundraising (£36,415)

**Total £2,139,654**

Your ongoing support has made a profound impact on the lives of those we serve, and we are incredibly grateful for your dedication to our mission.

# A HEARTFELT THANK YOU TO OUR SUPPORTERS AND FUNDRAISERS

**We extend our deepest gratitude to the organisations and individuals who have generously supported Edinburgh Women's Aid throughout the year. Your contributions have been invaluable in helping us continue our vital work in supporting women and children affected by domestic abuse.**

## SPECIAL THANKS TO OUR MAJOR SUPPORTERS

The City of Edinburgh Council  
The Scottish Government  
UK Shared Prosperity Fund  
State Street  
Garfield Weston  
The Robertson Trust  
Scottish Legal Aid Board (Through Scottish Women's Aid)  
Smallwood Trust  
The RS MacDonald Charitable Trust  
National Lottery  
Nationwide Building Society  
Charles Hayward Foundation  
The Walter Scott Giving Group  
The Blackford Trust  
The Fairthorn Foundation  
The Tillyloss Trust  
Miss Great Britain  
St James Quarter  
Bird & Blend Tea Co.  
Edinburgh and Lothian Trust Fund  
Edinburgh Police Fund for Children



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

## TO OUR INDIVIDUAL DONORS AND CAMPAIGN SUPPORTERS

We also want to thank the many individuals who have donated regularly or supported our various campaigns. Your generosity plays a crucial role in enabling us to provide essential services and support to those in need.

## A SPECIAL THANK YOU TO OUR STAFF AND COMMUNITY

We are deeply appreciative of our staff members and the wider community who have participated in events like the Kiltwalk and other fundraising activities throughout the year. Your commitment and enthusiasm are truly inspiring, and your efforts have helped raise much-needed funds and awareness for our cause.

Together, we are making a difference in the lives of women and children facing domestic abuse, and we could not do it without the unwavering support of our donors, partners, and community.

## PLEASE CONSIDER SUPPORTING US

Edinburgh Women's Aid is proud to be Edinburgh's leading charity in the fight against domestic abuse. Our work is only possible through the generous donations of the public, businesses, and trusts.

As we continue to face increased demand for our services, it's more crucial than ever to expand our resources to meet the needs of the women and children in Edinburgh who are seeking refuge from the trauma of domestic abuse. With your help, we can ensure that more women and children become safe, recover, and rebuild their lives free from fear and harm.

**If you've been inspired by our report and would like to support us, we'd love to hear from you. Please call us at 0131 315 8111 or email us at [hello@edinwomensaid.co.uk](mailto:hello@edinwomensaid.co.uk).**

# WHO WE ARE

## PATRON

Malcolm Chisholm

## BOARD OF DIRECTORS

Morag Waller  
*(Chair, retired  
03/12/2024)*

Jessica MacDonald  
*(Vice Chair, Chair from  
03/12/2024)*

Lynn Dewar  
*(Treasurer)*

Danielle Trudeau  
*(Vice Chair from  
03/12/2024)*

Claire Patullo  
*(retired 05/06/2024)*

Fiona Bowen  
*(retired 29/08/2024)*

Hannah Gibson

Julie Moran  
*(retired 03/12/2024)*

Kate Heggie

Kirsty Steele

Kristine Bird

Margaret Yeaman

Martina Balaam

Rachel Hindson

## MANAGEMENT TEAM

Linda Rodgers (CEO)

Karen Griffiths (Deputy  
CEO)

Debbie Hunter  
(Fundraising Manager,  
Left 30/10/2024)

Julie MacDonald  
(Operational Manager)

Margaret Patrizio  
(Administration  
Manager)

Nicola Dhanda (Finance  
Manager)

Sinead Welsh  
(Operational Manager)

## STAFF TEAM

Ainuska Sheripkanova

Alison Thomas

Alison Lawrie

Amanda Garcia  
Bathellier

Amy Campbell

Anna Hawkes-Cumming

Anne Hay

Toni McCulloch

Beata Burchard

Bonnie Thomson

Cathy Todd

Catherine Eckersall

Charlotte Ronald

Charlotte Ooi

Cynthia Gimenez

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Dorota Oleksiewicz

Elaine Barclay

Eleftheria Minopoulou

Elizabeth O'Donnell

Fiona Black

Hannah Liddle

Hannah Ryan

Holly Cathcart

Humna Shakeel

Ines Lerena Garcia

Irene Bruce

Jane Crewe

Jennie Ranta

Joanna Baginska

Karen Drummond

Kate Molyneaux

Katharine Heritage

Kelly Mattiello

Laura Donald

Leanne Glancy

Leigh Fraser

Linda Miettinen

Linda Fairley

Lisa Dowie

Marie Love

Mariea Nairn

Michelle O'Rourke

Natalie MacKenzie

Noemi Dentice

Phoebe Baldwin

Rafaela Efstratiou

Roxana Sanchez

Sally Wild

Sana Ilyas

Sarah Jones

Shashika Heiyantuduwa

Siobhan Shanks

Uraska Ozimek

Veda Cher Runge

# CONTACT US

## HELPLINE AND DROP-IN OPENING HOURS

For support or to contact  
any of our support services,  
call **0131 315 8110**.

Our opening hours are:

<b>Mon</b>	<b>10am – 3pm</b> (Drop-in 1pm – 3pm)
<b>Tue</b>	<b>10pm – 7pm</b> (Drop-in 2pm – 7pm)
<b>Wed</b>	<b>10am – 3pm</b>
<b>Thu</b>	<b>10am – 3pm</b>
<b>Fri</b>	<b>10am – 3pm</b>
<b>Sat</b>	<b>10am – 1pm</b>
<b>Sun</b>	<b>Closed</b>

Or leave a message on our  
24-hour answer machine at  
**0131 315 8110**, or email us at  
**duty@edinwomensaid.co.uk**

You can drop in at our office  
during the above opening hours.

## GET IN TOUCH

For general office enquiries,  
call our business line:  
**0131 315 8111**, which is staffed  
Monday to Friday  
9.00am – 4.30pm.

## EMERGENCY HELPLINES OUT OF OFFICE HOURS

(run by other agencies)

### EMERGENCY SOCIAL WORK

**0800 731 6969**

### CITY OF EDINBURGH COUNCIL EMERGENCY HOUSING

**0131 200 2000**

### SCOTLAND'S DOMESTIC ABUSE AND FORCED MARRIAGE HELPLINE

**0800 027 1234 (24 Hour)**

**Edinburgh**  
**WOMEN'S AID**

SUPPORTING SURVIVORS

**4 Cheyne Street, Edinburgh EH4 1JB**

Edinburgh Women's Aid is a charity registered in  
Scotland, charity number SC028301, and a company  
limited by guarantee, company number SC237521