

## RESETTLEMENT TEAM REPORT

The Resettlement service is for women who have either moved on from refuge accommodation or have accessed the service via the crisis line or via referrals. Resettlement provides support for women who are rebuilding their lives after an abusive relationship. The support is person centred and is both practical and emotional in nature, enabling women to settle into permanent accommodation. The support can be long term up to 12 months although we adapt the service accordingly to support women dealing with the after effects of domestic abuse.

The Resettlement team comprises of 1 full time worker 35 hours, and 2 part time posts 20 hours and 17 hours. In the last year despite funding constraints we supported 56 women mostly on a long term basis. The feedback we receive from women using the service overall is very positive, as women value the service. We are also open to suggestions from service users on new ways of working.



You can contact or refer to the Resettlement team on 0131 315 8115

## WHAT WOMEN'S AID MEANS TO ME

When I first contacted Women's Aid, I was terrified.

Not of my abusive ex, but of what EWA might say. Apart from my GP, no professional had taken me seriously before – and I didn't blame them. After all, I'd been divorced from my abuser for several years, he'd never put me in hospital, I'd managed to keep the roof over me and my daughter's heads...so surely, I was wasting their valuable time? I was convinced I'd be told to get a grip. But my supportive brother had persuaded me to give Women's Aid a call – so I did.

The response I got moved me to tears – a kind voice at the end of the phone encouraged me to talk. She listened as I blurted out my history – that my ex-husband had never got out of our lives; how, although he couldn't hurt me physically anymore, he used any emotional or psychological means available to make me feel under siege; that he'd physically and emotionally abused my daughter; that all the memories I'd fought to bury were overwhelming me; that I didn't feel I could go on anymore.

The voice reassured me that I was entitled to help, that it was never too late to seek it – and that I would be put in touch with an Outreach Worker as soon as possible.

Within days, I had met my allocated worker and was receiving sensitive, practical, invaluable support. This marked a huge turning point in my life.

EWA have given me and my daughter so much. My worker found places on the Cedar Project for my daughter and me. She has provided me with vital concrete and emotional help - suggesting books and websites to read, listening to me when I felt overwhelming guilt and despair, accompanying me to a solicitor's, suggesting ways to deal with the panic and anger which sometimes seemed to rule my life. She gently questions me when I blame myself and reminds me that you can only be responsible for your own behaviour – not the abusive actions of others. She always encourages me and never judges me.

My daughter is now getting excellent help and support from an EWA Children & Young People's worker. We both have a long way to go, but I have hope for the future for the first time in my adult life.

So, what does Women's Aid mean to me? Well, everything I've just written about, which has improved the quality of both mine and my daughter's lives immeasurably. But the one thing I cannot quantify, that's truly priceless is simple – they believed me.

## FINANCES

### INCOME

Donations & appeals	4,142
Grants and Housing Income	953,825
Bank Interest	3,552
Other Income	2,500
Total Income	964,019

### EXPENDITURE

Staff Costs	671,622
Service Delivery Costs	159,626
Administrative Costs	96,132
Governance Costs	12,729
Total Expenditure	940,109

*I had no choice, I had to flee or else  
It could have been the death of me  
Now my home was gone and I did not  
know  
Anywhere that I could go, only that I must  
run  
But where and how? I rest a few days with  
someone dear  
who hears my cry, help me for I am  
hurting  
Sadness and sorrow for so many years  
Well up inside and now come the tears  
Hot tears, sobbing like it will never stop  
Where did the courage come from?  
To leave everything and go, I pray a  
prayer*

*Suddenly help comes, I find myself in  
caring hands  
Of people who understand, I am allowed  
to tell at last  
Many painful things, wounds of words  
and deeds  
My healing has begun. I am put in a place  
of safety  
I can rest and rest is oh so sweet, thankful  
I will always be to the lovely caring  
people who came  
Along side of me helping me each step of  
the way  
Into my new future and it is good very  
good  
I now have a new home of my own  
Thank you for these people Lord  
Edinburgh Women's Aid and others*

## ACKNOWLEDGEMENTS

### MAIN FUNDERS

CEC Supporting People, CEC Children and Families, Scottish Government Violence Against Women Fund, Scottish Government CYPEDA Fund, Streetsmart.

### SUPPORTERS

Balerno Parish Church, Canonmills Baptist Church, Corstophrine Old Parish Church, Fairmilehead Parish Church, Liberton Kirk, Morningside United Church, Murrayfield Parish Church, St Johns Church Lothian Road, St John the Baptist Church, Aegon, BNY Mellon, HSBC Forth House, MRC McLean, Scotmid Co-op, St Margaret's School, Stewarts Melville College, Tesco, Wight Chiropractic Clinic, SuzanneTanner, Unison Health, Audit Scotland, Scottish Gas, T S Macdonald, JS Taylor, Mr & Mrs Olson, S Flack, Maclay Murray & Spence, FS Mackay, GYE, A Christianson, MA Thomson, Craigmount High School, Charities Aid, R Low, Cornelian Asset Managers, Worldwide Church of God, Avenel trust, Edinburgh Sculpture Workshop, Gareth Davies at Lyceum Theatre, The Gate Worldwide Ltd and The Rotary Club. Thank you to those who have supported us anonymously and those inadvertently left off this list.

### STAFF MEMBERS

Michele Corcoran, Evelyn Jardine, Marie Nairn, Susan Rae, Debbie Bell, Claire Philpot, Miku Healey, Ann Monaghan, Val, Waugh, Wing Li, Karen Griffiths, Mary Innes, Mary Sinclair, Lee McCormack, Rachel Gollan, Suzanne Moran, Sherry Singh, Alison Roxburgh, Christine Monaghan, Catriona Robertson, Margaret Gibson, Jasmine Clark, Mauline Zvaita, Lindsey Raeburn, Cathy Todd, Allison Pupkis, Susan McWalter. *Goodbye and thanks to Elaine Hamilton, Kelly Seery and Bobby Berry. Hello and welcome to Rosie Smith and Catherine Heaven*

### BOARD MEMBERS

Helen Farmer, Lesley McFall, Dorothy Denholm, Morag Henderson, Tamara Mulherin, Christine Bennet. *Goodbye and thanks to Catherine Harper, Melanie Nairn, Dawn Kofie, Linda MacDonald and Sandra Elgey. Hello and welcome to Vicki Di Ciacca, Maxine Cuffe, Elizabeth MacFarlane, Naomi Healy Cathcart, Rita Biermann.*



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# EDINBURGH WOMEN'S AID

## ANNUAL REPORT 2009 - 2010

## CHAIR'S REPORT

EWA continues to provide high quality support services to women and their children who are at risk of or are experiencing domestic abuse.

It is important that women know of the support that EWA provides. Many different strategies have been used to make this information easily available. This year a website has been developed, and it is hoped that this will give women and children more information about the nature of domestic abuse, its effect in families and of the support that is available through EWA.

EWA has 27 staff involved in delivering services across various teams within the organisational structure. A management structure has been put in place to ensure that staff members are supported, and women and children seeking support receive a high level of service delivery. The quality of care and support has been recognised in the care commission inspection reports.

There have been many challenges over the past year, relating both to financial and personnel matters. The uncertainty of funding impacts on staff morale and, in order to support management and staff, a human resources organisation and a counselling service are now being used.

This year a review of the organisational structure of EWA and our management systems has been researched and a report written, and the recommendations from this report are now being implemented.

Funding for EWA services comes from a variety of sources – from funding and contracts with local government to provide core services, through to time limited funding from the Scottish Government to develop services, and charitable trust support for additional work. A funding strategy has now been drafted which clearly highlights the areas where the organisation is vulnerable and includes suggestions on supplementary strands of funding which will be explored in the coming months.

The Board of Trustees of EWA has recently recruited new members, and there are currently 12 trustees. All board members are volunteers who are committed to working to ensure that EWA will continue to provide temporary accommodation and support for the women and children who seek our help.

## MANAGER'S REPORT

The principal aim of Edinburgh Women's Aid is to provide information, support, crisis counselling and, where appropriate, temporary accommodation to women and any accompanying children and young people, who have experienced or are at risk of domestic abuse. Edinburgh Women's Aid also aims to raise awareness of issues in relation to domestic abuse and to work with other organisations to develop strategies to address these issues.

The services have continued to grow and demand has continued to increase which is positive in that women are seeking help to improve their lives but negative in that Domestic Abuse is still an issue in today's society. Demand for our safe accommodation has increased and, despite having 5 more spaces, we still have to turn people away. The lack of suitable permanent accommodation means that women are in refuge for longer compounding the situation with regard to available refuge space.

In the coming years, EWA, as with all third sector organisations, face the challenge of maintaining and developing services within an ever decreasing budget. The VAW and CYPEDA funding, both from the Scottish Government are due to end on 31st March 2011. To date, there is no guarantee that this funding will be an option for the future. The City of Edinburgh Council are also predicting difficult decisions regarding budgets and services over the next few years with no service being immune to cuts. The Board and Staff will need to be creative in order to meet the challenges of continuing to provide a range of relevant services and meet the increasing demand with less resources.

Long term sick leave, including my own, and personnel issues have added to the already stressful workload of staff and have impacted on all services. This has been testing for everyone involved however, as always, staff have worked hard to ensure that absences have not negatively affected service users. The Trustees, who are all volunteers, have also had to contribute many additional hours to deal with these added tasks.

I would like to thank the staff for their continued commitment and dedication to ensuring a quality service for women and their patience in these challenging times as, without an excellent staff team, we could not provide a service. I would also like to thank the Board, who voluntarily give their time and expertise to ensure good governance for Edinburgh Women's Aid.

Michele Corcoran  
Manager



## REFUGE REPORT

It has been an exciting year in refuge with the opening of 4 new premises. The new premises give 8 spaces, all with their own toilet and bathroom/shower facilities. These premises also have spacious living areas and kitchens which makes sharing these facilities much easier.

We are delighted with the improvement this has made to our accommodation standards and this has been reflected in the feedback from the families who have been placed there.

Whilst we closed a refuge which was no longer fit for purpose, the new premises gave us an increase of 5 spaces bringing the total number of shared refuge spaces up to 21. The occupancy level has been high and, despite the increase in number of spaces, we are still turning people away due to lack of space.

Through the project set up on a pilot basis to help women with no recourse to Public Funds (Sojourner Project) we have been able to offer accommodation and associated support to 7 women whom we would otherwise have had to turn away. With the support from ourselves and the Sojourner Project, 6 women have been given indefinite leave to remain and 1 is waiting for the outcome of an appeal.

We look forward to the coming year and to further improving the standard of shared refuge accommodation.

In 2009/10, 99 women, with or without children and young people, were admitted to refuge. The occupancy rates for accommodation were shared 73% and individual 86%.

## 24 REPORT

The purpose built refuge continues to be busy providing 24/7 support with accommodation for woman and any accompanying children experiencing domestic abuse where shared is not suitable for their individual needs. The project comprises of 8 individual flats, with communal community room, counselling room and office space including staff bedroom/toilets.

The staff continue to support women and any accompanying children through a variety of activities and individual support sessions. We provide an intense support package tailored to a woman's individual needs including adhoc/planned childcare.

See table for some of the areas woman may need support with.

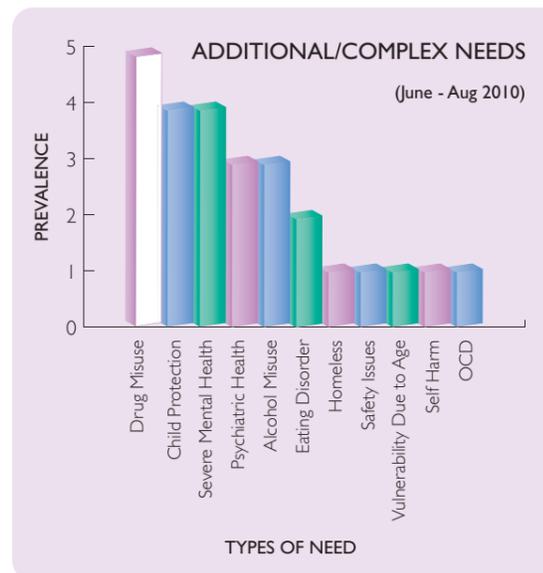
A woman's length of stay at 24/7 refuge varies although they can stay up to 6 months or longer depending on the individual needs of women and any accompanying children.

In October 09 the project changed from a waking night worker at the project to a sleep-in night worker. However women still have access to a staff member for support through the night should a crisis or an emergency situation arise. So far to date women and children have had the opportunity to take part in activities organised and facilitated by staff. These have included Art and craft, beauty therapy, film nights and coffee mornings.

Women in refuge have an opportunity to become involved in the Community room meetings which are held regularly and where they can put forward suggestions on ways in which to improve the service provided for them at refuge.

We continue to network with other agencies including Social work, health and local community and this can give women and children the opportunity to receive the optimum support they need. This also enables us to link women up with social networks, providing support when women move on from refuge to more permanent accommodation.

On behalf of JS Staff Team.



## OUTREACH REPORT

The Outreach service is offered to women in the city who, for whatever reason, find it difficult to access the service at Stockbridge. An Outreach worker will arrange to meet a woman in a safe place locally to provide information and emotional and practical support.

We offer support to women who are staying in temporary accommodation due to domestic abuse and also accompany women to appointments at solicitors housing and social work. We currently have a drop in service based at Wester Hailes Medical Centre for a half a day a week for local women to access.

The Outreach Team is an integral part of Edinburgh Women's Aid services and consists of 1 full and one part time post, which are funded by the Scottish Government. The demand for the service continues to grow and in the last year we supported 109 new referrals. We also offer ongoing support to around up to 30 women per month. The feedback received from women about the service is very positive.

The Outreach service also works to raise the profile of Edinburgh Women's Aid by building positive relationships with other local agencies, and attending community events.

The workers continue to attend regular training to maintain a good work practice and personal development.

## CYP REPORT

Edinburgh Women's Aid Children and Young Peoples(CYP)Service Team comprises of 3 Full Time Staff and Two Part Time Staff. At present we have a vacancy for 1 Full Time Staff Member. Last year, 395 children and young people were supported through refuge, resettlement and outreach service.

We have to say goodbye this year to Kelly Seery who has moved onto pastures new. We would like to say thanks to Kelly for all her hard work and contribution to the team and wish her well in her new post.

We have a new member in the team, Rosie Smith. The team is looking forward to working with Rosie and welcomes her as a valued member of the team.

### REFUGE/RESETTLEMENT SERVICES:

This part of the service has continued to provide practical, emotional and peer support to CYP in refuge and those in resettlement through one to one support, as well as group activities.

During the school holidays we have offered activities such as bowling, cinema, ceramic centre, Linlithgow Palace. These were enjoyed by some of the CYP's who were living in our refuges at this time

### OUTREACH:

This part of the service continues to provide support to CYP's who are living in the community; this support is mostly provided within the child or young person's school.

The outreach team was also involved with Forest Schools and during the summer holidays took to our local woods where they participated in outdoor activities.

This was received really well with both the CYP's and their mums, it allowed them time to be outdoors away from their chaotic daily lives and work as a team with peers and family members.

We have also worked closely with the CEDAR Project and have had 2 members of the team facilitate groups for Children and Young People.

We have also as a team had a successful Care Commission Report this year and have been busy writing an Operational Plan for future development of the service.

At present the team are undertaking training with the City of Edinburgh Council in line with their Getting It Right For Every Child (GIRFEC) program which is being rolled out throughout the city for both statutory and voluntary groups.

We would like to say a HUGE Thanks to Lankelly Chase for their donation to fund the summer activities and all those individuals and organizations who kindly donated gifts to us at Christmas and Easter, helping women and children to enjoy the festive season.

To contact or refer to the Children and Young Peoples Service TEL: 0131 315 8116

## DUTY REPORT

As always, duty remains busy and is the referral point for all Edinburgh Women's Aid services so it essential that this service is open, accessible and runs efficiently. Women have the option of making an appointment or just 'dropping in' and we feel, at the moment, it is still appropriate to offer this choice. This does however give logistical challenges when faced with both planned and unplanned staff absences and the service relies heavily on co-operation from all staff.

Last year, 1024 women were supported through the office telephone and drop in service.

We have now begun to look at the possibility and potential benefit of using volunteers for this service. It is essential that any volunteers take part in a programme which has appropriate training and support to ensure the best outcomes for both service users and volunteers themselves and so, this will be in place prior to any recruitment process. We are hopeful that the programme will not be restricted to the duty service and we will be able to expand the involvement of volunteers in other areas.

As stated above, the duty service can be very busy with crisis calls and 'drop ins' either planned or unplanned. The calls and 'drop ins' can have distressing content however the positive side is that the woman has contacted us for support and/or information and has taken the first step to changing her life. It has to be remembered that leaving an abusive relationship is a process which can take days, week, months and sometimes years and the response a woman gets in that first contact can determine how she chooses to proceed.