Annual report 2011–2012

Women’s Aid Federation Northern Ireland
2012
Our Vision

Women’s Aid Federation Northern Ireland’s vision for the 21st century is the elimination of domestic violence.

Our Mission

Women’s Aid Federation Northern Ireland exists to challenge attitudes and beliefs which perpetuate domestic violence. We seek through our work to promote healthy and non-abusive relationships.

Our Goal

Women’s Aid Federation Northern Ireland strives to welcome and support all women, children and young people, including those with disabilities and those without, women from minority communities, different cultures, races, languages and sexual orientations and from a wide age range.
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This year Women’s Aid reviewed and updated our Journey to Freedom programme which has been provided for over 15 years to women, who have experienced, or are experiencing domestic violence. It was originally developed in North Down and Ards Women’s Aid, from a model widely used throughout Canadian refuges.

It is regarded by Women’s Aid across Northern Ireland as a core personal development group programme bringing alive Women’s Aid ethos of empowering women on their journey into a future free from abuse.

In the last year 720 women across Northern Ireland attended the Journey to Freedom programme; these programmes are at the heart of what Women’s Aid local groups support services offer.

Many of the women who have now completed their Journey to Freedom programme will have first contacted us through the 24 Hour Domestic Violence Helpline, which is open to all women and men affected by domestic violence.

This year was our seventh successful year of a Service Level Agreement jointly funded by the Northern Ireland Housing Executive, the Domestic & Sexual Violence Unit, DHSS&PS, and the Community Safety Unit, Department of Justice. During this year 43,949 calls were managed by the 24 Hour Domestic Violence Helpline, an increase of 14.5% on last year; the increase in numbers is evidence of our commitment to reach out to all victims.

This success is not achieved in isolation and we greatly appreciate the support shown by all political parties, government departments and key agencies throughout the year for our work.

We were delighted to be part of the OFMDFM pilot Emergency Fund, managed by Community Foundation NI, and assisted by the Red Cross, to assist destitute migrants who come to Northern Ireland and may become vulnerable through limited access to public funds and services. We are extremely concerned with the plight of women in this situation who are victims of domestic violence. They are trapped and unable to start their personal journey to freedom. This initiative is very welcome.

Thanks are due to all our funders who have supported our work throughout the year; a full list of funders appears on page 65.

Finally warm thanks are due to the committed members of the Federation Management Board and to the skilful leadership of the Director, Annie Campbell and all the enthusiastic and hard-working Federation staff and volunteer team.

Christine Whiteman
Chair
Women’s Aid Federation Northern Ireland
DIRECTOR’S REPORT

Women’s Aid continues to provide direct support to women, children and young people through our refuge and floating support services and to support all victims of domestic violence, women and men through the 24 Hour Domestic Violence Helpline. The safety planning, support plans, advice, children’s services, court support, understanding and empathy are central features of the wrap-around Women’s Aid service across Northern Ireland. Underpinning this is ongoing specialised accredited training for all staff and volunteers.

Women’s Aid is proud of the programmes we have produced, which include the personal development programme ‘Journey to Freedom’ for women; ‘You and Me, Mum’, designed to help mothers understand the effects of domestic violence on their children; to ‘Helping Hands’, a preventative education programme for girls and boys in primary school. They are drawn from the experiences of domestic and sexual violence of thousands of women, children and young people, and of what works to protect and support them.

This year we welcomed the decision by government to move towards an integrated domestic and sexual violence strategy with combined Action Plan. For Women’s Aid the horror of domestic and sexual violence has always been interlinked. Combining the strategies through a multi-agency partnership has the potential to improve vital services for victims and more effectively target all the perpetrators.

Women’s Aid local groups provided refuge throughout the year to 831 women and 586 children, whose home was no longer a safe place for them. This year 475 women had to be turned away because of a lack of bed spaces at the time; we will be continuing to monitor this worrying rise. Our Floating Support service gave support in the community to 3,663 women and 4,152 children; these numbers are increasing each year as our message of support reaches out further.

I would like to thank the Senior Managers, staff and volunteers of the ten local Women’s Aid groups for their hard work and expertise that make these figures possible.

Thanks are due for the invaluable support of the Federation Senior Management team of Sarah Mason and Deirdre Teague, together with all the talented and hard-working team of Federation staff and volunteers.

And finally many thanks to the dedicated volunteers who make up our Management Board, led by the Chair Christine Whiteman with great commitment and skill.

Annie Campbell
Director
Women’s Aid Federation Northern Ireland
25,196 incidents with a domestic motivation were reported to the PSNI in 2011/12.

The PSNI responded to a domestic incident every 21 minutes of every day of the year in Northern Ireland.

The total number of recorded offences of murder was 16. Those classified as having a domestic motivation totalled 3. Therefore 19% of all murders in Northern Ireland in 2011/12 had a domestic motivation.

The number of domestic abuse incidents recorded in 2011/12 is at the highest level since the data series was first compiled in 2004/05.

Domestic abuse crimes (10,387) represent approximately 10% of the overall crime in Northern Ireland (103,389).

There were almost 3 times as many domestic related crimes as drug offences.

There were more than 4 ½ times as many domestic related crimes as there were car thefts.

All data is taken from PSNI reports. Final figures for 1st April 2011 – 31 March 2012


2. Domestic Abuse Incidents and Crimes Recorded by the Police in Northern Ireland: Monthly Update to 31 March 2012. Published, 10 May 2012. PSNI Northern Ireland Statistics and Research Agency
Policy and lobbying work forms an essential part of Women’s Aid Federation’s work to challenge the attitudes and beliefs that perpetuate domestic violence by lobbying, campaigning and influencing the policy agenda.

During this year Gillian Clifford was the Federation’s Regional Policy & Information Co-ordinator, working in consultation with the ten local Women’s Aid groups in the development of policy positions. The overall policy & lobbying work is led by Annie Campbell, Director with lead roles on different issues assigned to Sarah Mason, Finance & Training Manager, Deirdre Teague, Helpline Manager and Gillian Clifford, Regional Policy & Information Co-ordinator. Gillian left her post in December 2011, having helped establish a firm foundation for our regional policy and lobbying work.

Women’s Aid welcomes the move to a combined domestic and sexual violence strategy recognising from supporting victims that sexual violence has often been an invisible part of the horror of domestic violence.

Tackling Violence At Home

Women’s Aid believes strongly that it is only through effective partnership work that we can achieve our vision of the elimination of domestic violence.

During this period we continued as active participants in the inter-agency Tackling Violence at Home Regional Strategic partnership, chaired by DHSS&PS and Department of Justice and answerable to the Inter-Ministerial Group on Domestic and Sexual Violence at Stormont.

During this year plans to combine the sexual violence and domestic violence strategies in 2013 were agreed.

As a first stage a combined Domestic and Sexual Violence and Abuse Action Plan was drafted to run from April 2012 to September 2013. The sub-groups of the Tackling Violence at Home worked hard on this inaugural joint Action Plan over the winter, with Women’s Aid Federation representatives inputting our expertise across the key themes of prevention, protection and support for victims of domestic and sexual violence.

Women’s Aid has places on the Regional Strategic Group (RSG), the Protection & Justice sub-group (Annie Campbell, Director chaired this sub-group during this period), the Prevention & Support sub-group, and the Children & Young People’s sub-group. We also play an active role in a range of working groups linked to the RSG. In
addition all of our local groups are active in their local Domestic Violence Partnerships which link into the work of the RSG of Tackling Violence at Home.

The Sexual Violence Strategy Strategic Board had been attended by mainly statutory agencies in comparison to the Tackling Violence at Home partnership model; we were pleased to note the decision to retain voluntary sector representation on the future merged Strategic Group.

We remain committed to contributing positively to strategic partnership work to take forward all that still remains to be done.

**Partnership in action:**

**MARAC**

Women’s Aid was fully involved in the operation across Northern Ireland of the Multi-Agency Risk Assessment Conferences (MARACs) which we regard as essential to protect high risk victims of domestic violence. We welcomed the establishment of a regional MARAC Operational Group in September, which we had pressed for, to ensure that a high standard of practice and a consistent approach is adopted and delivered in MARACs across Northern Ireland. Throughout this period we contributed positively to discussions at the MARAC Operational Group to agree an Information Sharing Agreement for MARACs. We remain committed to ensuring that MARAC is fully implemented.

**IDAP**

We continued to work in partnership with the Probation Board for Northern Ireland (PBNI) on the court mandated Integrated Domestic Abuse Programme (IDAP), for perpetrators of domestic violence, throughout this period. This involves Women’s Aid providing Women’s Safety workers to the four PBNI areas in Northern Ireland that run the programme. The aim of Women’s Aid involvement is to increase the protection and safety of women, partners and ex-partners, and children of perpetrators on the IDAP programme. This partnership has proved to be very successful. This year we also welcomed the opportunity to second a Women’s Aid worker into PBNI to work as a Women’s Safety worker and to roll out the programme and the Women’s Safety worker role into the Omagh area.

On an on-going basis we continue to provide information to politicians / councillors and key policy makers on the effects of domestic violence and the work of Women’s Aid across Northern Ireland.

During this period we pressed, alongside others on the Tackling Violence at Home Regional Strategic Group, for action to address the lack of a non-court mandated programme for perpetrators, and to support its development with support for partners and ex-partners of perpetrators who are on the programme an integral part of it. This has...
now been agreed as a key action within the combined Action Plan.

**Human Trafficking**

Women’s Aid continues to provide support for women victims of human trafficking and sexual exploitation, working in partnership with Migrant Help who support male victims. Women’s Aid Federation NI works with two of our local Women’s Aid groups to provide this support. Throughout this year we contributed to seminars and awareness raising sessions on human trafficking and remain committed to ensuring that the vital support needs of women who are victims of this modern day slavery are met.

**Keeping Domestic Violence on the Political & Policy Agenda:**

**Justice Committee**

Women’s Aid gave evidence on the issue of criminal justice services available to victims and witnesses of crime in Northern Ireland to the Justice Committee on 15 December 2011. Orla Conway, Senior Manager, Omagh Women’s Aid and Marie Brown, Foyle Women’s Aid gave the evidence.

**Political party manifestos**

Women’s Aid Federation NI actively lobbied all the main political parties during the run-up to the May 2011 election. Women’s Aid has had excellent support from all our main political parties over the years and we were delighted that as a result of these conversations all the main parties agreed to include key concerns of Women’s Aid within their manifestos.

We also contributed to the Women’s Sector manifesto and Patricia Lyness, Belfast & Lisburn Women’s Aid and Marie Brown, Foyle Women’s Aid spoke at two events to launch the women’s sector manifesto in April 2011.

**Assembly Debate**

On 6 June 2011 a motion in support of action on domestic violence proposed by Pam Lewis, MLA, received robust backing from MLAs across party lines within the Assembly with the motion passed unanimously.

We welcomed the motion, the widespread support for it and the work undertaken by the Minister for Justice and his department in taking it forward.

**Assembly Motion:** ‘That this Assembly calls on the Minister of Justice to ensure that addressing domestic violence is a priority for his Department; and that all the agreed processes and protocols in place are focused on protecting those most at risk.’

We look forward from this motion to continuing to work with our MLAs to increase essential preventative work on domestic violence and improve protection measures and support services for all victims.
Party Conferences

This year we took our stall and message out to our local politicians and attended all the main party political conferences.

It proved an excellent opportunity to inform political party members about the work of the 24 Hour Domestic Violence Helpline, open to all women and men affected by domestic violence, and the services our ten local Women’s Aid groups offer.

Engagement with Trade Unions

Trade Unions in Northern Ireland remain key supporters of the work of Women’s Aid.

This year Women’s Aid Federation NI successfully promoted preventative education and Women’s Aid services at both the ICTU Women’s Conference and the Ulster Teachers’ Union Conference in March 2012.

Public Affairs Strategy

Women’s Aid Federation NI, in consultation with our ten local Women’s Aid groups continues to implement a regional public affairs strategy which identifies key public policy issues facing our organisation and directly impacting the women and children who use our services across Northern Ireland.

Barriers to Justice: Changes to the Legal Aid Rules

Women’s Aid had identified as a major concern the cost of obtaining a Non-Molestation Order in Northern Ireland and lobbied hard to have this addressed. We were delighted when a pilot scheme was put in place last year which made it easier for victims of domestic violence to go to court and obtain Non-Molestation Orders. The Legal Aid Rule was amended to remove the upper earnings and capital limit for those seeking Legal Aid for Non-Molestation Order proceedings in Northern Ireland.

The result is that women automatically receive Legal Aid for these proceedings but may be required to make a one off contribution to the fees which will be based on legal aid fee rates rather than on private solicitor’s rates.

Justice Minister David Ford reviewed the impact of the pilot scheme and announced that from the beginning of 2012, they will operate on a permanent basis. We very much welcome this progressive step forward.

Women’s Aid remains committed to the view and to the objective that no victim of domestic violence should be required to pay for the legal protection they need.

Removing the barriers to justice which continue to exist, for women and children who have experienced domestic violence, remains a policy priority for Women’s Aid.

Women’s Aid believes it is a fundamental human right for women and children to live free from the threat of domestic violence. Where this violence is being perpetrated we believe that it is society’s responsibility to take action to protect the victim and bring the perpetrator to justice.
Connecting

We continue to develop and sustain our relationships with key partners across all sectors and participate actively on a number of policy fora. These include:

**Tackling Violence at Home strategy (TV@H) - DHSS&PS and DOJ**
- TV@H Regional Strategic Group
- TV@H Protection & Justice sub-group
- TV@H Prevention and Support sub-group
- TV@H Children & Young People’s sub-group
- TV@H Training sub-group
- TV@H MARAC Operational Group
- TV@H Perpetrators Programme working group

**Tackling Sexual Violence and Abuse Strategy - DHSS&PS**
- Sexual Violence Public Information Campaign sub-group
- Sexual Violence Support sub-group

**Children and Young People Strategic Partnership**
- Early Intervention sub-group

**Other**
- Children in Northern Ireland (CiNI) Policy Forum
- Child Maintenance & Enforcement Division Stakeholder Forum (CMED)
- Disability Action (Research)
- End Violence Against Women (NI) Working Group
- End Violence Against Women UK Expert Advisory group
- Human Trafficking Social Care Group, Department of Justice (with Belfast & Lisburn Women’s Aid & Foyle Women’s Aid)
- NICVA Women’s Policy Forum
- NI Human Rights Consortium
- NI Women’s European Platform
- OFMDFM Gender Advisory Panel
- OFMDFM Immigration Sub Group
- PBNI/IDAP Regional Steering Group
- Queens University DV Research Special Interest Group
- Rural Women’s Policy Forum
- Skills For Justice Steering Group
- Stranmillis College Safeguarding Forum
- UK/ROL (Refuge Online) London
- Women’s Ad Hoc Policy Group
- Women’s Aid Federations across the UK and the Republic of Ireland

**Access to Benefits/Entitlements: The Impact of the Welfare Reform Programme**

We remain concerned that women who have experienced domestic violence are reporting significant difficulties in accessing benefits/entitlements in Northern Ireland.

Women accessing Women’s Aid services often have no money or income, indeed they are often denied access to their own money by violent partners. Without financial and practical help to rebuild their lives and the lives of their children they are left destitute at a very vulnerable time.
Women’s Aid remains deeply concerned that the changes to the welfare system will operate to make it even more difficult for women to free themselves and their children from abusive relationships. We have identified in particular grave concerns around the proposed changes to the rules around Housing Benefit and the introduction of Universal Credit.

Our AGM in November 2011 highlighted the connections between ‘Global economics, welfare reform and the abuse of women’ with eminent speakers Professor Eileen Evason, University of Ulster and Dr Marilyn Waring, Institute of Public Policy at AUT University, New Zealand.

These proposed welfare reform changes will remain a policy priority for Women’s Aid.

**Women with No Recourse to Public Funds**

Women with no recourse to public funds (NRPF) are being denied access to safe refuge accommodation because refuges are dependent on government funding. These women are not eligible for benefits, such as housing benefit whilst in refuge, and prohibited from employment. As such, non-UK national victims of domestic and sexual violence are essentially trapped, faced with an impossible and inhumane choice between destitution and a life of violence and abuse.

Women’s Aid is willing and committed to providing support, emergency accommodation and assistance for all women and children who are victims of domestic violence however they are severely limited in their capacity to do so due to a lack of funding and resources.

**Emergency Fund**

In August 2011 OFMDFM provided funds managed by Community Foundation Northern Ireland, and assisted by the Red Cross, to assist destitute migrants who come to Northern Ireland and who may become vulnerable through, for example, limited access to public funds and services. Women’s Aid Federation NI were invited to participate in this pilot project and identified Local Women’s Aid groups who had high numbers of women and children who fell into this category for funding.

Four local groups participated, Belfast & Lisburn; Newry, Mourne, South Down & South Armagh; Cookstown & Dungannon and Omagh Women’s Aid over a period of time that spanned August 2011 to February 2012. During this time payments were made to 31
women and 46 children across our four local groups through which these families were given essential financial assistance from this emergency fund.

These funds were used to pay for food, fuel, toiletries, clothing and baby needs. The case studies from Women’s Aid highlighted not only the vulnerability these families were facing due to financial destitution but the added risk factors and stress caused by domestic violence within the home.

These small amounts of money made such a difference to the serious situations that these women were in and their gratitude is best displayed by this Christmas card for OFMDFM, which was made by the children of such a family who stayed in one of our refuges over the Christmas period 2011.

Children and Young People

Women’s Aid believe that every child living in a household where domestic violence is happening is a victim of abuse and is in need of protection and support services.

At present there continues to be a patchwork quilt of funding available to Women’s Aid and other organisations across Northern Ireland for essential support work with children and young people who have experienced domestic violence, with key areas of work under threat of closure due to lack of funding.

This year we worked hard on the development of a Women’s Aid Children and Young People’s strategy, which is due to be launched in May 2012. We will present this to government and key agencies to press for the rights of children and young people who are victims of domestic and sexual violence to the services they need.

We welcomed the opportunity in March 2012 for Annie Campbell, Director, to take a place on the Children & Young People’s Strategic Partnership (CYPSP). This key partnership brings together a range of agencies, including voluntary and community sector organisations, that aim to improve the lives of children and young people in Northern Ireland. We will work within the CYPSP to ensure that domestic and sexual violence is recognised as a critical issue blighting the lives of many children and young people.

Preventative education

Women’s Aid believes that preventative education work with all children and young people, in schools and community settings, is essential to ensure that attitudes within society are changed to the point where domestic violence is unacceptable and no child or young person is left without information or support.

This year we were delighted that the Department of Education agreed to fund a target of implementing Helping Hands
Preventative Education programme in 30% of primary schools by March 2012.

We were also very pleased to receive strong backing from the Regional Strategic Group of the Tackling Violence at Home for the continued roll out of Helping Hands to primary schools.

Protection & Justice issues:

Change to serving of Non-Molestation Orders (NMO’s)

This year we were extremely concerned with PSNI plans to transfer the responsibility of serving Non-Molestation Orders to the NI Courts & Tribunal Service due to financial constraints.

We used opportunities through the Tackling Violence At Home strategic partnership and other fora to express our deep concern at the implications the change would have for the safety and support of victims.

We were also alarmed that it would send a negative message out to the public that crimes related to domestic violence were not being seriously regarded. In addition there was a possibility that NI might follow the model in England where the cost for serving the order goes directly back to the women.

Support for our concerns came from a range of organisations, including Victim Support NI and the Law Society.

This matter was also raised at a NI Policing Board special domestic abuse meeting on 1st September 2011 to discuss the review of the NIPB Human Rights and Professional Standards Committee’s Thematic on Domestic Abuse.

Gillian Clifford, Patricia Lyness, Belfast & Lisburn Women’s Aid, Rosemary Magill and Fran O’Boyle, Women’s Aid in Antrim, Ballymena, Carrickfergus, Larne and Newtownabbey and Eileen Murphy, Newry & Mourne, South Down & South Armagh Women’s Aid attended this meeting and raised our concerns. The NI Policing Board Thematic Review had been supported by Women’s Aid, however, the recommendations in the review have not yet been fully delivered.

In late September 2011 we were informed that there would be no change at present in how orders are served and that the PSNI and the Courts and Tribunals Service would jointly engage with stakeholders to develop an agreed framework for serving non-molestation and occupation orders.

We welcomed this news and view it as evidence that partnership arrangements can be effective in ensuring the needs of victims are fully taken into account.

Domestic Violence Specialist Court

In September 2011 Annie Campbell, Director and Marie Brown, Senior Manager, Foyle Women’s Aid attended a study visit to Glasgow’s Domestic Abuse specialist court. The meeting had been arranged through the Tackling Violence At Home Protection & Justice Sub Group as a study visit. The visit

Women’s Aid strongly support the introduction of Domestic Violence Specialist courts into Northern Ireland to enable the development of best practice in multi-agency, integrated ways of working that place the victim at the heart of the process.
had been a great learning experience and highlighted ideas for best practice that could be used in Northern Ireland. A pilot Domestic Violence Specialist Court was launched in Foyle area for one day a month from October 2011 which we welcomed.

**Housing issues**

In February 2012 Women’s Aid Federation had an opportunity to meet with Nelson McCausland, MLA, Minister Department for Social Development to discuss housing matters including Women’s Aid partnerships with Housing Associations.

We will continue to work with DSD, NIHE and Housing Associations to ensure that all our refuges are fit for purpose for the 21st century.

POLICY RESPONSES

During the period 1st April 2011-31st March 2012, we responded to 17 policy consultations drawing on the expertise of Women’s Aid across Northern Ireland:

- Department of Justice - Building Safer, Shared and Confident Communities (The New Community Safety Strategy for NI)
- PSNI Service Procedure - Police Response to Stalking and Harassment
- Department of Work and Pensions - Strengthening Families, Promoting Parental Responsibility
- Department of Justice - Consultation on Long-Term Policing Objectives response
- Department of Employment & Learning – Consultation on Reducing the Number of Young People at Most Risk of Remaining Outside Education, Employment or Training (NEET)
- Northern Ireland Housing Executive – Consultation on the Housing Selection Scheme
- Department of Agriculture and Rural Development – Draft Rural White Paper Action Plan
- Government Equalities Office – Women’s Engagement: Strengthening Women’s Voices in Government
- NIHE Draft Homelessness Strategy 2011-16
- Department of Justice - Consultation on the Implementation of Policing and Community Safety Partnerships (PCSPs)
- Associate Parliamentary Group on Women, Peace and Security (APG, Westminster) - Call for Written Evidence for the APG Inquiry on UNSCR 1325 and Northern Ireland
- PSNI: Northern Ireland MARAC Information Sharing Agreement
- Health & Social Care Board: Consultation on the Draft NI Children and Young People’s Plan 2011-2014
- Written Submission to the Committee for Justice: Inquiry into the Criminal Justice Services Available to Victims & Witnesses of Crime in Northern Ireland
- Department for Social Development - Welfare Reform Bill (Northern Ireland) 2011: Equality Impact Assessment
- Contributed to CYPSP response to OFMDFM Programme for Government
REGIONAL TRAINING

Women’s Aid is the lead voluntary organisation in Northern Ireland addressing domestic violence. Women’s Aid exists to develop effective local support and prevention strategies for women, children and young people affected by domestic violence.

Training is a vital part of the work of Women’s Aid Federation Northern Ireland. It aims to develop highly skilled and qualified staff across Northern Ireland and to educate, inform and challenge the public, media and other agencies of the impact and effects of domestic violence.

Accredited Training Provided

- OCN level 3 Understanding Domestic Violence
- OCN level 3 Court Support Training
- OCN level 3 Training Skills for Trainers
- Protective Behaviours – accredited by PBUK
- Keeping Safe Child Protection - endorsed by Volunteer Now

Accredited Training

Women’s Aid Federation Northern Ireland is an accredited centre with Open College Network (OCN) and continues to effectively deliver accredited courses at level 3. Quality procedures include regular standardisation meetings and on-going recruitment of new assessors and verifiers.

Quotes from staff who took part

“Completing Training Skills for Trainers gave me the confidence to successfully deliver Social Guardian training to teachers.”

Training Team

Sarah Mason  -  Finance and Training Manager
Joanne Kelly  -  Regional Trainer (Job Share)
Debbie Mehaffy - Regional Trainer (Job Share)
## Internal Training Delivered

### April 2011 – March 2012

<table>
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<tr>
<th>Training</th>
<th>Accreditation</th>
<th>Duration</th>
<th>Content</th>
<th>Numbers Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding Domestic Violence</td>
<td>OCN Level 3</td>
<td>6 Days</td>
<td>Core training for all staff, including impact of domestic violence on children and young people.</td>
<td>27</td>
</tr>
<tr>
<td>Court Support Training</td>
<td>OCN Level 3</td>
<td>6 Days</td>
<td>Development of relevant skills to competently support women through the court process.</td>
<td>9</td>
</tr>
<tr>
<td>Training Skills for Trainers</td>
<td>OCN Level 3</td>
<td>3 Days</td>
<td>Aims to further develop skills in the design, delivery and evaluation of training programmes.</td>
<td>20</td>
</tr>
<tr>
<td>Train the Trainers to Develop Social Guardian Facilitators to deliver Helping Hands</td>
<td>ILM</td>
<td>2 Days</td>
<td>A two day train the trainers programme for Women's Aid staff to deliver Developing Social Guardians to deliver Helping Hands to teachers.</td>
<td>15</td>
</tr>
<tr>
<td>Effective Communication skills for Social Guardians delivering Helping Hands</td>
<td>ILM</td>
<td>2 Days</td>
<td>A two day training programme to enable participants to deliver Helping Hands.</td>
<td>22</td>
</tr>
<tr>
<td>Developing Social Guardians in Understanding Domestic Violence</td>
<td>TBC</td>
<td>1 Day</td>
<td>A one day training event to assist participants to understand the context of domestic violence and other forms of abuse as a repeat crime and the impact upon the lives of individuals.</td>
<td>28</td>
</tr>
<tr>
<td>Keeping Safe Child Protection</td>
<td>Youthnet</td>
<td>1.5 Days</td>
<td>This programme embeds Women's Aid Child Protection policy and procedures.</td>
<td>18</td>
</tr>
<tr>
<td>Keeping Safe Child Protection – Basic Awareness</td>
<td>Youthnet</td>
<td>3 hours</td>
<td>This programme embeds Women’s Aid Child Protection policy and procedures.</td>
<td>4</td>
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**TOTAL** 143
## External training delivered

<table>
<thead>
<tr>
<th>Training Provided</th>
<th>Agency</th>
<th>Duration</th>
<th>Numbers Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing Social Guardians to Deliver Helping Hands within Early Years</td>
<td>Eastern Childcare Partnership</td>
<td>2 Days</td>
<td>27</td>
</tr>
<tr>
<td>Developing Social Guardians in Understanding Domestic Violence within the workplace</td>
<td>ICTU</td>
<td>1 Day</td>
<td>6</td>
</tr>
<tr>
<td>Train the Trainers to Develop Social Guardian Facilitators to deliver Helping Hands</td>
<td>Women’s Aid Federation England (WAFE)</td>
<td>2 Days</td>
<td>4</td>
</tr>
<tr>
<td>You and Me, Mum-Train the Trainers</td>
<td>Women’s Aid Federation England (WAFE)</td>
<td>2 Days</td>
<td>4</td>
</tr>
<tr>
<td>Developing Social Guardians in Understanding Domestic Violence within the workplace</td>
<td>UNISON</td>
<td>1 day</td>
<td>9</td>
</tr>
<tr>
<td>Awareness of the Impact of Domestic Violence on Children and Young People</td>
<td>Action for Children</td>
<td>2 Days</td>
<td>8</td>
</tr>
<tr>
<td>Teachers Trained to deliver Helping Hands within Primary Schools</td>
<td>Education</td>
<td>2 Days</td>
<td>345</td>
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<tr>
<td>Awareness of the Impact of Domestic Violence</td>
<td>Probation Board Northern Ireland (PBNI)</td>
<td>1 Day</td>
<td>11</td>
</tr>
</tbody>
</table>

**TOTAL** 414

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### Quotes from external staff who took part

- "A very valuable training opportunity that has left me feeling a lot more confident in addressing D.V. within my profession."
- "Fantastic trainers, great facilities, warm, empathic and encouraging to participants."
- "Appropriate and sensitive information given in a way that will help us work with the women and children within our care."
**Comic Relief**

This joint initiative has created an excellent opportunity for networking with other UK Women’s Aid Federations in Scotland, England and Wales as part of a Comic Relief funded project. There are three agreed outcomes for the project which aims to produce a core curriculum for domestic violence training which takes account of the different roles and needs within the sector.

**Outcome One**
A core curriculum for domestic and sexual violence training will be agreed across the UK, ensuring a consistent approach to meeting the training needs of staff in all relevant sectors.

**Outcome Two**
Women’s Aid staff will be supported through Continuing Professional Development (CPD) to offer the best possible services to women, children and young people with experience of domestic abuse.

**Outcome Three**
A network of qualified and accredited trainers will be resourced to deliver training to meet the needs of staff in all relevant sectors.

**Examples of work completed to date include:**

- Development of new domestic violence training qualifications for the QCF (Qualifications & Credit Framework).
- Continuing professional development of staff supported through the completion of accredited training.
- Proposal to accredit a course “Domestic Violence Can Seriously Damage Your Health” through Royal College Nursing UK wide (CPD – 6 hours)
- The National Occupational Standards (NOS) for preventing and tackling domestic and sexual abuse/violence have been mapped to five agreed core job descriptions for the following roles:
  1. Support Worker – Refuge
  2. Support Worker – Outreach
  3. Support Worker – Children & Young People
  4. Support Worker – Helpline
  5. Support Worker – Independent Domestic Violence Advocate

**Conferences**

Women’s Aid Federation Northern Ireland successfully promoted preventative education and Women's Aid services at each of the following conferences:

- 1st & 2nd March 2012 - ICTU Women’s Conference, Belfast
- 22nd & 23rd March 2012 – Ulster Teachers’ Union Conference, Newcastle
As part of the UK wide partnership working with National Women’s Aid Federations, we have also delivered Train the Trainers on Developing Social Guardians to Deliver Helping Hands to the training team within Women’s Aid Federation England (WAFE). This will enable the delivery of the Train the Trainers programme to membership groups within WAFE and will support the roll out of the programme to Women’s Aid services across England.

**Institute of Leadership and Management (ILM)**

Women’s Aid Federation Northern Ireland is an Institute of Leadership & Management (ILM) Recognised Provider.

This enables the Federation to quality assure various programmes such as:

- Train the Trainers to Develop Social Guardian Facilitators to deliver Helping Hands.
- Effective Communication skills for Social Guardians delivering Helping Hands.

**Keeping Children Safe - Child Protection**

Women’s Aid Federation Northern Ireland delivers training on all areas of safeguarding children and young people experiencing domestic violence. In particular we deliver Keeping Children Safe - Child Protection training. This is a recognised and endorsed training programme developed by Volunteer Now which is supported by the Department of Health, Social Services and Public Safety and certified through Youthnet, who issue the Child Protection certificates on successful completion of the course. This programme is delivered by skilled accredited Keeping Safe trainers within Women’s Aid Federation.

All staff and volunteers regionally within Women’s Aid are trained on child protection as part of their core training.

**Keeping Children Safe** is a unique suite of modules which gives participants the opportunity to explore the current, relevant issues in safeguarding children including legislation, statistics and good practice.

Participants learn through a variety of methods including presentation, group work, scenarios and case studies.

<table>
<thead>
<tr>
<th>Module</th>
<th>Title</th>
<th>Suitable for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module 1 (3 Hours)</td>
<td>Keeping Children Safe: An Introduction</td>
<td>Staff/volunteers with no direct contact with children/young people</td>
</tr>
<tr>
<td>Module 2 (6 Hours)</td>
<td>Keeping Children Safe: training for staff &amp; volunteers (Includes module 1)</td>
<td>All staff/volunteers with direct contact with children/young people</td>
</tr>
<tr>
<td>Module 3 (6 Hours)</td>
<td>Keeping Children Safe: training for managers, supervisors and management committee members (Includes module 1)</td>
<td>Managers, supervisors and management committee members</td>
</tr>
</tbody>
</table>
A quote from a participant who took part:

“The use of scenarios helped to relate the child protection policy into practice”

Women’s Aid Federation Northern Ireland has also been supporting Volunteer Now as part of a working group looking at the review of the document ‘Our Duty to Care’.

Regional Training Initiatives with Local Women’s Aid Groups

- Eastern Child Care Partnership- Supporting those working in Early Years in understanding The Impact of Domestic Violence on Children & Young People.
- Teacher Training - Developing Social Guardians to deliver Helping Hands, a Women’s Aid prevention programme.
- Awareness of the Impact of Domestic Violence - Probation Board Northern Ireland (PBNI).
- Journey to Freedom – Women’s Aid Federation facilitated the sharing of programme materials and the development of a Facilitator’s Manual and resources to be used across the local groups. Thanks to all who took part in these very productive workshops.

In the last year 40 staff & volunteers within Women’s Aid have received Keeping Children Safe - Child Protection Certificates.
Journey to Freedom is a personal development group process for women who have experienced, (or who continue to experience), domestic violence. The process was originally developed by staff in North Down and Ards Women’s Aid in 1997, as a positive response to women, to enable them to address their experiences of domestic violence, move on and create positive change for themselves. It was adapted from a model widely used throughout Canadian refuges.

Over the years, staff from all Women’s Aid groups accessed facilitator training to enable them to deliver the Journey to Freedom group process to women. This training was provided by North Down and Ards Women’s Aid. In 2010, a need was recognised, initially through Regional Training meetings and by Causeway Women’s Aid, for a review of the current programme and for the development and publication of a facilitator’s manual, which would harness and share best practice across all Women’s Aid groups. As a result, the Journey to Freedom Review Group was established with a purpose to:

- Develop Journey to Freedom materials into a comprehensive, standardised pack with materials, facilitator’s notes, publicity materials and evaluation templates.
- Ensure existing good practice is shared across all groups.
- Establish and produce written guidelines for delivery of Journey to Freedom to ensure best practice and consistency across groups.

The new pack, whilst retaining the main structure, key activities and materials from the original process, has been updated and further developed by the review group to include both planning and operational issues to be considered when running groups. The pack has now been distributed to all local groups and feedback so far has been really positive about the benefits.

**Anticipated outcomes for women**

- Increased confidence/self esteem.
- Establishment of peer support.
- Clear understanding of domestic violence.
- Improved awareness of healthy, unhealthy and abusive relationships.
- Reduction in feelings of isolation, guilt and shame.
- Increased ability to process thoughts and understand experiences.
- Improved access to information, advice and support.

In the last year 720 women across Northern Ireland attended the Journey to Freedom programme.
• Provision of opportunities to access other services within Women's Aid and with other agencies.
• Increased skills and abilities.
• Development of a more positive outlook for themselves and their children.
• Improved relationships and attachments with children.
• Increased confidence in parenting role and abilities.

Anticipated outcomes for children

Children are safer and supported as a direct result of the above outcomes for mothers. As mothers become more aware of the impact domestic violence has had upon the whole family, they can begin to put in place the safety and support strategies to enhance the safety and well-being of their children. Women who have participated in the Journey to Freedom process report increased confidence in their parenting and a range of benefits for the whole family such as:

• A safer environment.
• The existence of a support framework for the whole family.
• A clearer understanding of the impact of domestic violence on children and how they can be supported.

Journey to Freedom: The Stepping Stones
Preventative Education Project

Women's Aid believes that preventative education work with all children and young people, in schools and community settings, is essential to ensure that attitudes within society are changed to the point where domestic violence is unacceptable and no child or young person is left without information or support.

Developing Social Guardians to Deliver Helping Hands

An external evaluation of the pilot project highlighted the many benefits of this training and demonstrated that it had achieved the overall aim of building capacity of primary school teachers. Building upon this success, we continued our lobbying to ensure this training could become mainstream across all primary schools in Northern Ireland.

The following table outlines the critical success indicators of the external evaluation of the pilot project.

<table>
<thead>
<tr>
<th>Critical Success Indicators</th>
<th>Strongly Agree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training provided participants with information and knowledge that will be of future use in safeguarding children.</td>
<td>93%</td>
<td>7%</td>
</tr>
<tr>
<td>Training increased participant’s knowledge of the concept of social guardians.</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>Training increased knowledge to safeguard all children who do not feel safe.</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td>Training increased knowledge to safeguard children affected by domestic abuse.</td>
<td>80%</td>
<td>20%</td>
</tr>
</tbody>
</table>

We were successful in achieving an action with target figures in the Tackling Violence at Home Action Plan to March 2012 with a target of implementing Helping Hands programmes in 30% of primary schools by March 2012.
We negotiated the majority of this funding process with the Department of Education and the remainder of the funds to achieve this target was provided through a successful bid to the Children & Young People’s Sub Group of the Tackling Violence at Home, supported and funded by Domestic & Sexual Violence Unit of the DHSS&PS.

**How Helping Hands assists teachers:**

- Provides a valuable resource to assist teachers and to deliver the Personal Development and Mutual Understanding aspect of the Northern Ireland Curriculum.
- Assists teachers to understand the context and impact of domestic violence in the lives of children and their families.
- Enables teachers to deliver the Helping Hands Programme linked to the Northern Ireland Curriculum.
- Assists teachers to develop preventative and early intervention strategies in relation to all children who do not feel safe, specifically children affected by domestic violence.
- Creates a shared language and tools for teachers and children to discuss feelings and safety.

**How Helping Hands helps children:**

- Develops children’s level of self-esteem and confidence.
- Enables children to explore and express feelings.
- Informs children of their right to feel safe at all times.
- Increases children’s abilities in safety planning.
- Encourages children to seek support when needed.
- Empowers children to identify their own personal support network.
- Explores how choice of behaviour can affect the feelings of others.
- Identifies ways to manage conflict.

**The way ahead**

We have already put in place a strategy to continue to deliver the programme to a further 160 primary school teachers across Northern Ireland beginning in September 2012.
The following table outlines the total numbers of schools and teachers across Northern Ireland who have participated in the Developing Social Guardians to Deliver Helping Hands:

As at 31 March 2012

<table>
<thead>
<tr>
<th>Education and Library Board Area</th>
<th>Total Primary Schools in area</th>
<th>Number of Schools involved</th>
<th>Number of Teachers trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belfast Education Library Board</td>
<td>84</td>
<td>18</td>
<td>48</td>
</tr>
<tr>
<td>North Eastern Education Library Board</td>
<td>210</td>
<td>55</td>
<td>75</td>
</tr>
<tr>
<td>South Eastern Education Library Board</td>
<td>153</td>
<td>48</td>
<td>59</td>
</tr>
<tr>
<td>Southern Education Library Board</td>
<td>227</td>
<td>42</td>
<td>60</td>
</tr>
<tr>
<td>Western Education Library Board</td>
<td>162</td>
<td>49</td>
<td>103</td>
</tr>
<tr>
<td><strong>Overall Total</strong></td>
<td><strong>836</strong></td>
<td><strong>212</strong></td>
<td><strong>345</strong></td>
</tr>
</tbody>
</table>

Key messages of the Helping Hands programme are:

“We all have the right to feel safe all the time”

“There is nothing so awful (or so small) that we cannot talk about it with someone”

“Others have the right to feel safe with us”
The aim of this 10 week programme is to empower, support and develop further understanding of the role of mothers in addressing the needs of their children and young people who have lived with domestic violence. Women’s Aid believes, through its ethos, that building the resilience of children and young people is essential.

Through the delivery of a Train the Trainers programme on You and Me, Mum we have now trained 97 Women’s Aid Facilitators throughout Northern Ireland to deliver the programme to mothers.

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**Thoughts from a participant who took part:**

"Excellent : Thank you I have been given this programme that will greatly enhance my work & the lives and relationships of Mums with their children & young people."

**Thoughts from mothers who have attended the programme:**

"It has made me more confident and my kids have noticed that I am more relaxed...in turn my kids have got more relaxed and we are talking and laughing again."

"I know I’m making a better connection with their feelings and confusion. Before I didn’t fully realise that their feelings were, so often, similar to my own.”

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We continue to monitor and evaluate the programme and offer facilitator training to Women’s Aid staff on an on-going basis.

Since it’s commencement in 2008, the You and Me, Mum programme has been delivered throughout Women’s Aid groups in Northern Ireland.

This year 72 mothers attended the You and Me, Mum programmes throughout local Women’s Aid groups making a total of 396 since it commenced.
As part of our commitment to develop partnership working and protocols with other voluntary and statutory agencies, we have delivered *Train the Trainer in You and Me, Mum* last year to Women’s Aid Federation England.

This will support the roll out of the programme to Women’s Aid services across England.

**The way ahead for You and Me, Mum**

Within the last year analysis of data has been collected from Local Women’s Aid Groups to gather experiences of facilitators delivering the You and Me, Mum programme and from mothers attending.

To date this information is informing the current strategic way forward for 2012-2013 and will support the development of an external evaluation.

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**Quotes from staff who took part:**

*“Very interesting with some key messages to be developed for an English context.”*

*“Very fruitful time picked up many ideas- Thank you very much.”*
The 24 Hour Domestic Violence Helpline is managed by Women’s Aid Federation Northern Ireland and is open to anyone affected by domestic violence. This Helpline service is available 24 hours a day, 7 days a week, 365 days a year.

This report covers the seventh successful year of the Service Level Agreement with Women’s Aid Federation Northern Ireland to manage the 24 Hour Domestic Violence Helpline which is funded by the Northern Ireland Housing Executive, the Domestic & Sexual Violence Unit, DHPPS&S and the Community Safety Unit, Department of Justice. The Helpline works closely with the PSNI, Social Services and our ten local Women’s Aid groups and a variety of other statutory and voluntary agencies.

With each year, awareness is increased in relation to domestic violence and with that awareness the calls to the 24 Hour Domestic Violence Helpline increase, with substantial increases in the number of calls from last year.

Helpline calls: April 2011 - March 2012

43,949 calls managed
41,633 calls answered
Email and Text Support Service

The 24 Hour Domestic Violence Helpline is a developing and growing service and we are led by our service users. With this in mind, the Helpline developed a dedicated Email and Text Service offering the same level of emotional support given to our callers through the telephone helpline service. The Helpline email service began in March 2012 with a “soft launch” before an official launch due in Autumn 2012. Through the introduction of the service, the Helpline had to embark on a unique training program for all staff and volunteers in providing emotional support through written communication together with practical email and text skills. The Helpline worked closely with a local IT company, Precept, in developing a tailor made system to meet the needs of the Helpline. This service is an exciting and new innovation in the life of the ever growing Helpline. We hope the numbers will increase in relation to text and email users with growing awareness of the service through publicity and promotional materials, our Facebook page and the Women’s Aid Federation Northern Ireland new website.

The Telephone Helplines Association Quality Standard

The 24 Hour Domestic Violence Helpline embarked on a big challenge this year, by beginning the assessment process to obtain the Telephone Helplines Association (THA) Quality Standard. THA Quality Standard defines and accredits best practice in helpline work.

The Helplines Standard is the only Standard that is specific to helpline activity but can be used for any helpline in the UK and Ireland, whether it is being delivered by the voluntary, public or commercial sector.

All staff and volunteers on the 24 Hour Domestic Violence Helpline worked hard during this year to provide our submission to THA later in 2012.
A total of 43,949 calls were managed during the year.

In the previous year (April 2010 – March 2011), the total was 38,296 calls managed.

This is a rise of 5,653 in calls managed; an increase of 14.5% in calls managed by the 24 Hour Domestic Violence Helpline.

(Calls managed include all calls answered and all calls made by Helpline staff to follow up specific support and advice. For example, arranging refuge accommodation for a woman may involve Helpline workers making a number of calls out.)
Number of calls answered by Helpline: 1st April 2011 – 31st March 2012

A total of 41,633 calls were answered during this year.

In the previous year (April 2010 – March 2011) the total number of calls answered was 35,783.

This is a rise of 5,850 in calls answered; an increase of 16% in the number of calls answered by the 24 Hour Domestic Violence Helpline.
The strike rate is the percentage of incoming calls answered compared to the remaining percentage of incoming callers who find the line engaged. The Helpline is proud to have achieved a steady strike rate of 83% throughout the year. This is 8% higher than the Telephones Helpline Associations recommended strike rate of 75%.

This table outlines the categories of callers to the Helpline. The majority of callers to the service are from women, which reflects the levels of domestic violence experienced by women.

A total of 476 men contacted the Helpline. They were signposted to Men’s Advisory Project, Men’s Action Network, Tara Centre, Aisling Centre and a variety of other support services. This equates to 1% of calls answered. The total of male callers for the previous year was 395. This represents an increase of 81 callers.

Calls from foreign nationals and black and minority ethnic women:
1st April 2011 – 31st March 2012

A total of 223 calls to the service were from foreign nationals and black and minority ethnic women. The total for last year was 146. This represents an increase of 77 callers.
Health and well-being issues raised by women callers: 1st April 2011 – 31st March 2012

- Mental health: anxiety, suicidal thoughts, panic attacks. A minority of callers have a diagnosed mental illness. (68% of callers)
- Addiction: alcohol, illegal drugs, prescribed medication. (17% of callers)
- Other health impairments: epilepsy, diabetes. (13% of callers)
- Unknown: did not disclose. (10% of callers)
- Mobility issues: difficulty walking, wheelchair user. (10% of callers)

The majority of woman callers to the Helpline have experienced a negative impact upon their emotional well-being as a result of domestic violence.

These categories may overlap e.g. mental health and addiction.
Referrals to other Women’s Aid services: 1st April 2011 - 31st March 2012

Floating support is an outreach service to provide support to women victims of domestic violence to enable them to remain in their own homes.

During this period, 9,003 callers were given information on floating support services, an increase of 16% from 7,760 in the previous year.

Helpline Volunteers: Hours contributed

Volunteers are a core part of the Helpline team: throughout the year they contributed a total of 3,412 hours to the service, an average of 9 hours per day, 365 days of the year.

Volunteers receive training in domestic violence awareness raising, listening skills, child protection, housing issues, legal options, LGBT awareness, trauma and grief, sexual violence and trafficking, men experiencing domestic violence, helpline skills, email and text skills, signposting and the impact of domestic violence on children. There is also comprehensive IT Training in relation to UKROL, In-Form and email and text systems and procedures. The Helpline provides new
volunteer training annually. Volunteering on the Helpline can be demanding but the reward is in knowing that they are part of a team which delivers an essential service.

Helpline calls have increased, with three lines open during busy periods, which would not be possible without the valuable contribution made by our volunteers.

The total value of this contribution in kind is £40,976. This represents the mean average hourly bank staff rate of £10.05 per hour multiplied by 3,412 hours, plus associated employers costs of £6,686 costs. This is a major contribution to the operating costs and reflects 20% of the overall staff costs.

**Helpline Outreach Project**

The Helpline outreach project reached out to many projects this year including young people. Through research carried out at a local University we found that awareness was low among 16-25 year olds and we wanted to rectify this. The Helpline developed a facebook page and attended regional events at local further education colleges across Northern Ireland.

There was also a focus on black and minority ethnic groups and the Helpline team attended events through the Women's Information Group and forged links with the Polish Association.

All the local political party conferences were also attended by members of the Helpline Team. This was highly beneficial, giving us an opportunity to talk to local councillors, MLA's and MP's to highlight the services of Women’s Aid within Northern Ireland and specifically highlighting the developing helpline service available to women and men affected by domestic violence in Northern Ireland.

The Helpline team continued its relationship with the LGBT Community by attending events such as Pride, Anti-Homophobic Week and the LGBT Christmas Fair. The Helpline team continue to develop our relationship with the community and greatly appreciate their continued support.
Ongoing training and supervision

Staff and volunteers are highly trained, including dealing with suicidal callers and our team have attended both PIPS and ASIST training to help support callers dealing with self-harm. The 24 Hour Domestic Violence Helpline Team have engaged in training with WAVE including, Trauma and Grief, Compassion Fatigue and Trauma and Addiction. Other external training includes Mental Health First Aid which is essential with the increase in callers disclosing mental health issues. Members of the Helpline team also attended training on Men Experiencing Domestic Violence with Respect in England, the training provided a practical toolkit which the team found invaluable. Focus also remains on sexual violence and rape and training continues in this area to update and increase the skills base of all Helpline workers.

One to one supervision and group supervision is provided for all staff and volunteers, to ensure their wellbeing and to ensure good ethical practice in dealing with the wide breadth of calls coming into the Helpline.
We would like to say a big thank you to all our volunteers who give their time to the 24 Hour Domestic Violence Helpline.

Helpline volunteers contributed 3,412 hours; an amazing contribution in kind of £40,976.

Their passion and commitment is greatly valued and appreciated.
Statistical data can never provide the full picture of the impact on women and children of living with the devastating effects of domestic violence. Statistics do however show the extent of need for support for victims of domestic violence, and offer a brief snapshot of the work carried out by our ten local Women’s Aid groups in Northern Ireland, who are members of Women’s Aid Federation Northern Ireland.

**Refuge**

A total of 831 women and 586 children stayed in Women’s Aid refuges during this year. These figures show a slight decrease from 2010-11. However, there is also a corresponding rise in the number of women who were unable to be accommodated in refuge due to the refuge being full at the time requested, and a rise in the number of women accessing Floating Support and other outreach services. In the last year, 475 women were unable to access refuge services because there were no beds available for them, a rise of 116 from last year. These figures show that refuge services are as vital as ever for women and children who are victims of domestic violence – on average, 4 women and children come to stay in refuge every day because they are not safe in their own homes.

**Number of Women and Children Staying in Refuge: April 2011 – March 2012**

- **831** women stayed in refuges
- **586** children stayed in refuges
Age Range

Domestic violence affects women of all ages. It is important to recognise that many women suffer for years before reaching out for support.

The age range of women staying in Women’s Aid refuges is illustrated in the chart below. The most predominant age group this year is the 26 – 35 year olds, who represent 33.5% of all women staying in refuge this year. The second highest group are the 16 – 25 year olds, who make up 27.5% of those staying in refuge. Overall, 81% of women in refuge this year were aged between 16 and 45. 17.5% of women were aged between 46 and 65, and 1% of women who stayed in our refuges were over 66 years old.

Age range of women staying in Women’s Aid refuges: 1st April 2011 - 31st March 2012

[Pie chart showing age range]

- 16-25 years old (27.5%)
- 26-35 years old (33.5%)
- 36-45 years old (20%)
- 46-55 years old (13%)
- 56-65 years old (4.5%)
- 66+ years old (1%)
- Unknown (0.5%)

Length of stay of women & children in Women’s Aid refuges: 1st April 2011 - 31st March 2012

[Pie chart showing length of stay]

- Less Than 1 week (29%)
- 1-2 weeks (11%)
- 3-4 weeks (6%)
- 1-6 Months (29%)
- 6 months-1 year (7%)
- Over 1 year (16%)
- Still in refuge (2%)
Floating Support

The number of women accessing floating support and outreach services across Northern Ireland has again increased in 2011-12. A total of 3,663 women accessed Floating Support services this year, which represents a 6% increase on 2010-11. 4,152 children were indirectly supported through the floating support service, representing an increase of 11% on 2010-11.

Referrals to floating support can come from a variety of sources, including the 24 Hour Domestic Violence Helpline, which is open to anyone affected by domestic violence. Among the agencies contacting Women’s Aid to refer women to our services are:

- PSNI
- Social Services
- Nurses / Doctors / midwives / healthcare professionals
- NI Housing Executive
- Probation Board NI
- Simon Community
- Triangle Housing
- Solicitors
- Other Women’s Aid groups
- Citizen Advice Bureaux
- Gingerbread NI
- Victim Support NI
- YMCA
- SureStart
- Political parties
- Church groups
- Travellers’ Support Committee
- Community Mental Health
- Homecare
- NIACRO
- Community Addiction
- CAMHS
- Schools

An additional 1,909 women accessed other outreach services provided by Women’s Aid groups across Northern Ireland, bringing the total number of women accessing all community-based services to 5,572. This growing area of support enables women and their children to access support whilst remaining in their own homes and communities.
Numbers of women and children supported through Floating Support:
1st April 2011 – 31st March 2012

3,663 women were supported through Floating Support

4,152 children were indirectly supported through Floating Support

Numbers of women and children supported through Floating Support 09/10 and 10/11 and 11/12

<table>
<thead>
<tr>
<th>Year</th>
<th>Women</th>
<th>Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/10</td>
<td>2938</td>
<td>3617</td>
</tr>
<tr>
<td>10/11</td>
<td>3663</td>
<td>3450</td>
</tr>
<tr>
<td>11/12</td>
<td>3739</td>
<td>4152</td>
</tr>
</tbody>
</table>
Black & Minority Ethnic Women

As Northern Ireland continues to become an increasingly diverse society, so Women’s Aid works to rise to this challenge and ensure that our services are inclusive for all women and children. Women’s Aid has published information leaflets in 12 different languages. In addition our 24 Hour Domestic Violence Helpline, which is open to anyone affected by domestic violence, uses Language Line translation and interpretation service which all of our ten local Women’s Aid groups can access. In 2011-12, 221 women from black and minority ethnic communities, including the Travelling community, were accommodated in our local refuges. This is an increase from 194 women in 2010-11. 182 women from BME communities accessed Floating Support services, a similar figure to the 189 women in 2010-11.

Women’s Aid is actively seeking ways to reach out to women and children from all communities who need our services.

Women from black, minority and ethnic communities accommodated in Women’s Aid Refuges: 1st April 2011 - 31st March 2012

221 women from black, minority and ethnic communities, including the travelling community, stayed in refuge

182 women from black, minority and ethnic communities accessed our floating support services
No Recourse to Public Funds

The number of women who are victims of domestic violence and have no recourse to public funds in Northern Ireland continues to be a source of concern for Women’s Aid. Between 1st April 2011 and 31st March 2012, a total of 68 women with no recourse to public funds stayed in our refuges. Women’s Aid strives to help as many women in this harrowing situation as possible. However without dedicated emergency funds to provide for their basic needs, many of these women are left with no choice but to stay in an abusive relationship.

Disability

The number of women coming into our local refuges who disclosed having a disability, including addictions, was 196. This represents an increase of 5 on 2010-11 figures. A further 831 women with a disability were helped through Floating Support. This is a similar number to the 833 women with disabilities using Floating Support in 2010-11, and a significant increase on the 436 women with disabilities who accessed the service in 2009-10.

Numbers of disabled women using Floating Support 09/10 and 10/11

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/10</td>
<td>436</td>
</tr>
<tr>
<td>10/11</td>
<td>833</td>
</tr>
<tr>
<td>11/12</td>
<td>831</td>
</tr>
</tbody>
</table>

Support for women and children: April 2011-March 2012

- 586 children stayed at our refuges, and a further 4,152 children were indirectly supported through Floating Support.
- 106 women were supported during their pregnancies, a rise of 32 from 2010-11.
- 17 babies were born to women staying in refuges, a rise of 5 from 2010-11.
- 1,440 children used Women’s Aid crèche facilities.
- 9,413 children took part in Women’s Aid domestic violence programmes in their schools.
Women's Aid Federation
Northern Ireland

129 University Street,
Belfast, BT7 1HP
tel: 028 9024 9041
fax: 028 9023 9296
e-mail: info@womensaidni.org
www.womensaidni.org

24 Hour Domestic Violence Helpline 0800 917 1414
Email: 24hrsupport@dvhelpline.org Text SUPPORT to 07797805839

Open to all women and men affected by domestic violence
<table>
<thead>
<tr>
<th>No.</th>
<th>Women’s Aid</th>
<th>Address</th>
<th>Telephone 1</th>
<th>Telephone 2</th>
<th>Email</th>
<th>Website</th>
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<tbody>
<tr>
<td>1.</td>
<td>Belfast &amp; Lisburn Women’s Aid</td>
<td>30 Adelaide Park, Belfast, BT9 6FY</td>
<td>028 9066 6049, 028 9068 2874</td>
<td>email: <a href="mailto:admin@belfastwomensaid.org.uk">admin@belfastwomensaid.org.uk</a></td>
<td>web: <a href="http://www.belfastwomensaid.org.uk">www.belfastwomensaid.org.uk</a></td>
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<td>2.</td>
<td>Causeway Women’s Aid</td>
<td>23 Abbey Street, Coleraine, BT52 1DU</td>
<td>028 7035 6573, 028 7032 6949</td>
<td>email: <a href="mailto:womensaidcoleraine@btinternet.com">womensaidcoleraine@btinternet.com</a></td>
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<td>3.</td>
<td>Cookstown &amp; Dungannon Women’s Aid</td>
<td>27 Old Coagh Road, Cookstown, BT80 8QG</td>
<td>028 8676 9300, 028 8676 9300</td>
<td>email: <a href="mailto:womensaidcookstown@hotmail.com">womensaidcookstown@hotmail.com</a></td>
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<td>4.</td>
<td>Craigavon &amp; Banbridge Women’s Aid</td>
<td>Office 1, Floor 1, Legahory Centre, Craigavon BT65 5BE</td>
<td>028 3834 3256, 028 3832 2277</td>
<td>email: <a href="mailto:info@craigavonbanbridgewomensaid.org.uk">info@craigavonbanbridgewomensaid.org.uk</a></td>
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<td>5.</td>
<td>Fermanagh Women’s Aid</td>
<td>27a High Street, Enniskillen, BT74 7DQ</td>
<td>028 6632 8898, 028 6632 8859</td>
<td>email: <a href="mailto:womensaidfermanagh@btopenworld.com">womensaidfermanagh@btopenworld.com</a></td>
<td></td>
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<td>6.</td>
<td>Foyle Women’s Aid</td>
<td>Pathways, 24 Pump Street, Derry, BT48 6JG</td>
<td>028 7128 0060, 028 7128 0061</td>
<td>email: <a href="mailto:admin@foylewomensaid.org">admin@foylewomensaid.org</a></td>
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<td>7.</td>
<td>North Down &amp; Ards Women’s Aid</td>
<td>18 Bingham Street, Bangor, BT20 5DW</td>
<td>028 9127 3196, 028 9145 5245</td>
<td>email: <a href="mailto:ndawomensaid@hotmail.com">ndawomensaid@hotmail.com</a></td>
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<td>8.</td>
<td>Omagh Women’s Aid</td>
<td>27 Market Street, Omagh, BT78 1EL</td>
<td>028 8224 1414, 028 8224 1414</td>
<td>email: <a href="mailto:info@omaghwomensaid.org">info@omaghwomensaid.org</a></td>
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<td>9.</td>
<td>Women’s Aid in Antrim, Ballymena, Carrickfergus, Larne &amp; Newtownabbey</td>
<td>2 Cullybackey Road, Ballymena, BT43 5DF</td>
<td>028 2563 2136, 028 2565 3304</td>
<td>email: <a href="mailto:womensaidareaoffice@btconnect.com">womensaidareaoffice@btconnect.com</a></td>
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<td>10.</td>
<td>Women’s Aid Newry, Mourne, South Down &amp; South Armagh</td>
<td>7 Downshire Place, Belfast Road, Newry BT34 1DZ</td>
<td>028 3025 0765, 028 3026 9606</td>
<td>email: <a href="mailto:newrywomensaid@btconnect.com">newrywomensaid@btconnect.com</a></td>
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**Notes:**
- The contact details provided include telephone numbers, fax numbers, and email addresses.
- The websites listed for each group provide more information and resources.
- The documents include the city names and addresses for each location, making it easy to locate the services.
Women’s Aid in Antrim, Ballymena, Carrickfergus, Larne and Newtownabbey

Safe Haven Garden
In September 2011, we were delighted to have completed our Safe Haven Garden, funded by Big Lottery, People’s Millions. The garden complements the facilities at Grace House, Antrim and will be used by service users across the area.

Investors in People
In November 2011, we were delighted to have received the “Investors in People” award.

Young Voices Group
In December 2011, our “Young Voices” group performed their successful play ‘Family Portrait-Voice of a Victim’ in PSNI Training College. The play was a huge success and was performed in front of an audience which included Chief Constable Matt Baggott. Feedback was extremely positive and is a true credit to the commitment and hard work of the young people involved.

MBE
In January 2012, we were delighted that our Area Manager, Rosemary Magill was awarded an MBE in the New Year’s Honors List. We congratulate Rosemary on this prestigious achievement.

Big Lottery Funding
In March 2012, we were awarded funding from the Big Lottery –Reaching Out, Empowering Young People Programme. This funding will run for three years and will enable us to provide much needed services for children and young people.

Belfast and Lisburn Women’s Aid

Innovative partnership working
This year saw Belfast and Lisburn Women’s Aid achieve its vision to develop a new and innovative model of partnership working with social services. We received £900,000 from the Big Lottery Improving Futures Programme to develop a partnership with the Belfast and South Eastern Health Trusts and North Down and Ards Women’s Aid. This will establish a team of 10 staff, including a Health Visitor. These Women’s Aid staff are co-located within the 7 social services Gateway teams across the two Trust areas. Children (aged 5-10 years) and their mothers who have been assessed as low risk by social services will have immediate access to early intervention and prevention services at the point of referral. This innovative approach aims to minimise risk and harm, improve outcomes and reduce repeat
occurrences through multi-agency contact in their lives.

**Demand for services**

Belfast and Lisburn Women’s Aid continued to meet the increasing demand for services. Our skilled and experienced staff continue to deliver services to a high standard to young women, older women, women with disabilities, with drug and alcohol dependency, with mental health problems and women who were trafficked into Northern Ireland.

**Children and young people’s work**

Staff and young people using our services contributed to the development of the regional Women’s Aid Strategy “Our Place Safe Space.” Childcare staff and volunteers delivered a number of “Helping Hands” sessions to primary school teachers to build their capacity to respond to children who disclosed domestic violence.

**Partnership working**

Staff played a key role in both the Belfast and South Eastern Domestic Violence Partnerships through presenting at conferences and seminars and contributing to the combined Domestic and Sexual Violence Action Plan.

Partnerships were also strengthened through One Stop Shops, MARAC and close working with social services. We also worked with the Probation Service to provide a Women’s Safety Worker attached to the IDAP perpetrator programme. Work with the PSNI, Belfast Health Trust and the Housing Executive enabled the PSNI Support Workers in the PPU’S to continue. We also worked with Probation and the Prison Service for women leaving prison and with the DOJ and Migrant Help for women who were trafficked.

**Restructuring**

After a long and productive process of meetings and discussions, over the past 2 years, examining the possibilities for restructuring with North Down & Ards Women’s Aid, it was decided that a merger was not in the best interests of either group at this time, however positive collaborative work will continue.

**Causeway Women’s Aid**

**Journey travelled model**

Causeway Women’s Aid’s core aim is to respond to women and children who are victims of domestic violence. In the knowledge that domestic violence impacts on women and children’s whole lives we therefore must be equipped to respond to numerous needs.

The table above demonstrates the mapping of outcomes within the journey travelled model that we have adopted for tracking changes in service users circumstances through their engagement with us. This table relates to the work of the Domestic Violence Post project and shows that there has been improvement in all assessed areas. This model is used to allow us to:

- evaluate performance
- identify needs
- develop appropriate support plans
- identify organisation training and development
o give a visual representation to service users of the difference their efforts have made

**Working through change**

2011-2012 has seen Causeway Women’s Aid continue to develop and deliver services during times of regional change. Managing in times of regional change can be troubling but more often than not presents opportunities to forge new collaborative approaches to our work.

During 2011-2012 we have seen progress in the following areas:

- working with the PSNI in resource provision and quality assurance
- cementing links with Children’s Services to develop partnership working and information sharing
- increased MARAC responses
- increasing involvement with government consultations
- introduction of a journey travelled model to evaluate our services
- training for teachers.

**Partnership with Foyle Women’s Aid**

Our agreement to work in partnership with Foyle Women’s Aid remains and this will be developed further in the near future and has been warmly welcomed by Supporting People.

**Cookstown and Dungannon Women’s Aid**

**Heading For Healthy Relationships and Helping Hands Programmes**

This year has seen an increase in the number of young people participating in the Heading for Healthy Relationships programme in post primary schools. In total, 334 young people whose ages ranged from 14-19 years availed of the programme. Sixteen programmes were delivered throughout Magherafelt, Cookstown and Dungannon Council areas. The Helping Hands programme was delivered in 26 primary schools across Cookstown, Dungannon and Magherafelt districts with a total of 547 pupils participating.

**Social Guardian Training**

We delivered two sessions of Social Guardian training to teachers from a total of 24 schools within our area. Positive feedback from the teachers included this quote “the Developing Social Guardians programme provided an understanding of the triggers that can cause stress in children’s lives and how these can be identified in behaviours and actions”.

**Building Community Pharmacy Project**

In conjunction with Moneymore Pharmacy, we successfully delivered the Pharmacy Project for the second year. Over the 6 month period, a total of 30 women availed of the health and wellbeing sessions and a crèche was provided for children. Practical sessions were also included in the project such as a cookery demonstration, Christmas craft making and a day trip to Charis. The project closed with a pampering session and a celebration event which had a very good attendance and was enjoyed by all.

**Domestic Violence Awareness**

Raising awareness of domestic violence has continued to be an integral part of the work carried out by Cookstown and Dungannon Women’s Aid. Throughout the past year a total of 10 domestic violence awareness raising and information sessions were delivered to a total of 167 participants. A range of individuals from statutory, voluntary and community organisations have benefitted from these sessions.
White Ribbon Campaign
We held a White Ribbon coffee morning in December 2012, this was a great opportunity to promote the work of Cookstown and Dungannon Women’s Aid, to raise awareness of the White Ribbon Campaign and to fundraise. This event was very well attended by a variety of people including MLA’s, Councillors and health visitors.

Craigavon and Banbridge Executive Committee Changes
We were fortunate this year, to elect a new Chairperson Geraldine Rice. With her strategic vision, Geraldine has already moved Craigavon and Banbridge Women’s Aid forward in many ways. We also strengthened our governance structure and recruited new women to the Management Committee who bring new skills to help us plan and manage into the future in uncertain times.

Staff Changes
During this year some team members moved on, including the Senior Manager. During this year we also recruited a Senior Child Worker, 2 Refuge Workers and Bank Staff.

Outreach Support Service
The demand for outreach support continues to remain extremely high with 448 women accessing our outreach services this year.

MARAC
Craigavon and Banbridge Women’s Aid was active in the roll out of MARAC. Staff were trained in the various MARAC processes and the benefits to women in terms of faster multi-agency support for women assessed at high risk of domestic violence.

Schools Prevention Programme
Staff co-facilitated, in partnership with CSP, NSPCC and PSNI, 5 ‘Beat It’ school drama workshops. The workshops were attended by over 780 students across Craigavon, Banbridge and Armagh areas. The ‘Beat It’ workshops aimed to increase the awareness among 14-16 year old children, of domestic abuse and healthy relationships.

Our Senior Child Worker also delivered 10 “I am Special” programmes to primary school children. In total 282 children aged 8-10 attended. 12 Healthy Relationships programmes were also delivered in post primary schools and 224 young people aged 14-16 attended these. All preventative programmes have been extremely well received by children and young people.

Training and Support Programmes
Three 12 week support programmes (Journey to Freedom and You and Me Mum) have been delivered this year with a total of 32 women attending.

Fermanagh Women’s Aid
New Resource Centre
We are delighted to have confirmation of a new Resource Centre which we look forward to moving into within the next year. This has been achieved through the Western Health and Social Care Trust’s commitment to improving services for women and children in Fermanagh.

Cross-border project
We are pleased to have secured £56,000 from the Department of Foreign Affairs for a cross border training and collaboration project. We are excited about the opportunities this initiative will bring for staff and women.
Training
It has been a busy year for training and staff has successfully delivered training to 60 Early Years workers in Fermanagh. The training has focused upon raising awareness of domestic violence, the referral processes and danger signs. The feedback from training has been extremely positive, highlighting the key learning that has resulted.

Social Guardian training
In the past year we are delighted to have delivered the Social Guardian training to 44 teachers across Fermanagh. This valuable training helps teachers to deliver the Helping Hands pack to pupils to increase awareness of safety and support. The training has been extremely well received by all who attended and feedback has been very positive.

Demand for services
The unprecedented demand for services continues to increase. This includes a 40% increase in children directly accessing the service as well as a 10% increase in women accessing Floating Support. A team of committed staff continues to strive to meet this increasing demand without waiting lists.

Foyle Women’s Aid
Independent units
Foyle Women’s Aid has been very successful in the completion of nine independent units within Ashleywood, Ardmore. We are delighted with the finished units which are now occupied by women and families.

Funding for new facilities
We have been successful in securing funding for a new Childcare Centre and The Ashleywood Hub. With the completion of plans and strategies we are now in the position to allow builders to go on site to commence work, with work to be completed late Spring. We are excited about these new developments and the difference they will make for women and children experiencing domestic violence.

Restructuring
FWA have now successfully completed the restructuring of our organisation through our Change Management Programme.

Avert receives award
Our sister company Avert has received an award from Derry City Council for, “Best Social Enterprise of the Year”.

Justice Centre
Foyle Women’s Aid is now in partnership with the European Alliance and has entered into an agreement to buy the Old Convent for its re-development into a Justice Centre. This is an exciting and progressive development for us and we look forward to progress in the year ahead.

North Down and Ards Women’s Aid
Restructuring
After a long and productive process of meetings and discussions, over the past 2 years, examining the possibilities for restructuring with Belfast and Lisburn Women’s Aid, it was decided that a merger was not in the best interests of either group at this time, however positive collaborative work will continue.

Strategic Plan
The Management Committee of North Down and Ards Women’s Aid have developed a strategic plan 2012-2015. The strategic plan provides the organisation with a tool to strengthen sustainability and will also
provide clear direction in uncertain times. The plan seeks to highlight the challenges and opportunities which exist, in both the internal and external environment, and to present our commitment to addressing these in a strategic and structured way.

**Children’s summer scheme and fun trips**

We would like to take this opportunity to thank the anonymous donor who donated money to be used especially for the children. In summer 2011, 37 children were enrolled in ‘Summer Fun’ over 6 different leisure venues. The activities ranged from, basketball, gymnastics, trampoline, swimming, volleyball and much more.

Christmas 2011 was extra special this year with 20 children and 14 adults enjoying a trip to Coco’s in Newcastle and afterwards to see Santa in the Mournes. Another 20 children enjoyed outings to the Pantomime and Streamvale Farm. There were also separate days out arranged for families who would normally not be able to afford it.

**Funding**

We are delighted to have been successful in our bid for Children In Need funding. The funding will provide for a much needed 3 year Children’s Services Coordinator post.

**Omagh Women’s Aid**

**Restructuring**

It has been another busy year for Omagh Women’s Aid. Much time and energy was given over to exploring the benefits of merging with another Women’s Aid group. After very careful exploration of all the issues, it was decided that the time was not right to proceed. Thereafter, we embarked on an internal review of our own structures, policies and procedures. This piece of work is on-going, but has already led to some changes and service improvement for women and children affected by domestic violence.

**Giving evidence at Stormont**

In its efforts to influence and improve responses to women and children affected by domestic violence, Omagh Women’s Aid gave evidence to the Stormont Justice Committee and attended a seminar at Hillsborough to highlight the impact of crimes on victims and explore ways of making the justice system more victim focussed.

**New partnerships**

We are delighted to have secured a place on the new partnership set up under the auspices of the Health and Social Care Board to plan and commission services for children in the West. This vehicle should allow for the voices of children and young people affected by domestic violence to be better heard. At the refuge, we saw our housing association merge with Clanmil Housing Association and are looking forward to developing a good relationship with them and reaping the benefits of being part of a much larger family.

**Delivery of training**

Staff have been busy delivering training to social services and other agencies, delivering WAFNI’s exciting new Social Guardian training and delivering Helping Hands and heading for Healthy Relationships in local schools and youth settings.

**Expansion of team**

The staff team has expanded with the welcome introduction of a Women’s Safety Worker, in response to the roll-out of the Probation Board’s Integrated Domestic Abuse Programme to the Omagh area and the appointment of young person’s support worker, funded by Comic Relief.
Women’s Aid in Newry, Mourne, South Down and South Armagh/Armagh City and District

Partnership working
Women’s Aid in Newry, Mourne, South Down and South Armagh /Armagh City & District has worked very closely with a wide range of agencies throughout the year to ensure that awareness of the impact of Domestic Violence & Abuse on victims is kept to the forefront of all relevant agencies.

Funding opportunities
Through several funding opportunities we have been able to facilitate the secondment of two experienced Support Workers to the PSNI in E District and Women’s Safety worker for the PBNI IDAP programme.

Training provision
We were successful in securing funding to undertake joint work with the PSNI to provide training to all MARAC representatives in the Southern Trust area with Don Hennessey, Domestic Violence perpetrators profile and Zoe Lodrick, Trauma training. Both events were extremely well attended and very successful and enabled us to strengthen our work with all MARAC multi agency partners. Throughout the year we continue to deliver Domestic Violence & Abuse training to a wide range of professionals, agencies and groups.

Women and children’s voices
We continue to ensure that women and children’s voices are heard at all strategic levels within the Southern Trust Health & Social Care area through participation at a wide range of operational and strategic meetings such as LASP, Child Protection Panel, Locality group, the local Domestic Violence Partnership and Women’s Aid Regional Forum.
NORTHERN IRELAND WOMEN’S AID FEDERATION LTD
(COMPANY LIMITED BY GUARANTEE)

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2012

Company Information

Management
Board
Christine Whiteman (Chair)
Lorna McAlpine (Vice-Chair)
Anne McMahon (Secretary)
Margaret McMahon (Treasurer)
Karen Cooney
Iris Elliot
Adeline Frew
Elsie Jordan
Tara Maguire
Ursula Marshall
Bronagh McKee

Secretary
Anne McMahon

Bankers
First Trust Bank
Donegall Square North
Belfast

Solicitors
Flynn & McGettrick
9 Clarence Street
Belfast
BT2 8DY

Registered Office
129 University Street
Belfast
BT7 1HP

Charity Number
XN 45049

Registration Number
NI 021741

Governing Document
Memorandum and Articles of Association

Legal Status
Company Limited by Guarantee
The Management Board (Board of Directors) presents their report and financial statements for the year ended 31 March 2012.

**Objects of the Charity**

The aims of the Charity (which has ten member groups throughout Northern Ireland) have been encapsulated in the following mission statement:

*Northern Ireland Women’s Aid Federation exists to challenge attitudes and beliefs that perpetuate domestic violence. We seek, through our work, to promote healthy and non-abusive relationships.*

**The following are key aims of the Organisation:**

Women’s Aid is the lead voluntary organisation in Northern Ireland addressing domestic violence and providing services for women and children. We recognise domestic violence as one form of violence against women. Women’s Aid seeks to challenge attitudes and beliefs that perpetuate domestic violence and, through our work, promote healthy and non-abusive relationships.

To oversee the delivery of a strategic and operational plan and development of a new strategic plan post 2012.

The core work of Women’s Aid Federation Northern Ireland is structured under the four key aims:

1. **Challenge attitudes and beliefs / policy**
   - Challenge the attitudes and beliefs that perpetuate domestic violence by lobbying, campaigning and influencing the policy agenda
   - To educate and inform the public, media, police, courts, social services and other agencies of the impact of domestic violence.

2. **Prevent Domestic Violence**
   - To advise and support all relevant agencies in the development of domestic violence policies, protocols and service delivery.
   - To work in partnership with all relevant agencies to ensure a joined up response to domestic violence.

3. **Support grassroots work**
   - To provide a range of support services to enable women who are leaving a violent situation to rebuild their lives and the lives of their children.
   - To provide a range of support services to children and young people who have experienced domestic violence.
   - To run preventative education programmes in schools and other settings.

4. **Support the work of local Women’s Aid groups**
   - As the umbrella body tackling domestic violence in Northern Ireland we co-ordinate and lead local Women’s Aid groups on all regional initiatives and developments.
   - Develop and support local Women’s Aid groups to provide refuge accommodation to women and their children suffering mental, physical or sexual abuse within the home.
• To manage the 24 Hour Domestic Violence Helpline which provides the key co-ordination role for women accessing refuge and other services. (Funded under a separate Service Level Agreement)

• Develop and deliver a range of child protection training through Regional Children’s Planning meetings with Women’s Aid local groups. This supports the provision of services to children and young people who have experienced domestic violence.

• Work with local Women’s Aid groups to develop and sustain a regional fundraising strategy.

4. Manage and Develop Resources

Manage and develop resources – personnel, financial resources, estate – to meet the challenges of a changing political, economic and social policy environment

• To ensure effective leadership and management through good governance and support to our Board of Trustees.

• To manage, supervise and train all staff and volunteers on a continuing basis.

• To maintain rigorous financial auditing and accounting systems.

• To consider the impact of the Review of Administration on the Federation and local Women’s Aid groups. A change process is currently being facilitated by the Federation.

• To identify and secure funding for new premises for Women’s Aid Federation NI offering disabled access, safety of night workers access, secure parking and adequate space for training and development.

• To oversee the delivery of the current strategic and operational plan and development of a new strategic plan post 2012.

Decision Making Structures

The governing body of Women’s Aid Federation, the Management Board, is drawn from membership of our affiliated groups and expertise from external co-options. The Management Board is responsible for the strategic direction of the organisation and oversees the management of the organisation. The day-to-day management and operation of the activities are carried out by a staff team, lead by the Director and Management Team, who also report regularly to the Board.

Identified Risks

Uncertain and short term funding continues to make future planning extremely difficult. We will continue to negotiate with government departments to extend their commitment to ensure that our core work can effectively continue and secure the sustainability of all our projects. Some projects continue to be at risk with short-term funding.

Volunteers

Volunteers play a key role in all the services of Women’s Aid. We are able to sustain our 24 Hour Domestic Violence Helpline with the vital support of our volunteers. The Management Board members (Directors) also volunteer their time freely to attend regular monthly Board meetings, sub groups and offer ongoing support to the organisation.
Review of the transactions and financial position of Women’s Aid Federation

Women’s Aid Federation’s funds have mainly been applied to the objects specified by each project’s funders. It is policy to meet all restricted fund deficits by transfers from the accumulated unrestricted funds.

The Statement of Financial Activities indicates that the Organisation had incoming resources of £1,031,987 in the year which exceeded resources expended of £996,630 by £35,357 and this amount has been transferred to the Organisation’s accumulated funds.

The Balance Sheet at 31 March 2012 shows a net Accumulated Funds balance at that date of £535,656.

No significant events have occurred since that date of the Balance Sheet which affect the Organisation or which materially affect these financial statements.

Fixed Assets

There were no additions to fixed assets during the year.

The following persons were members of the Management Board at some time during the year to 31 March 2012: -

Christine Whiteman  Adeline Frew
Lorna McAlpine  Elsie Jordan
Anne McMahon  Margaret Kennedy
Margaret McMahon  Ursula Marshall
Karen Cooney  Tara Maguire
Iris Elliot  Bronagh McKee

The Management Board in each year shall consist of one member nominated by each affiliated group. If a Group has no-one able to serve, its committee may ask a second member of another group to act on their behalf. In the event that there are insufficient nominations and/or an identified skills deficit, the Management Board will seek co-options.

Reserves Policy

The charity’s policy is to retain a level of free reserves, which matches the needs of the organisation, both at the current time and in the foreseeable future. The reserves required should be sufficient to meet committed grant expenditure and the running costs for a period equivalent to six months annual expenditure. The charity will continue to monitor compliance with this policy on a regular basis and the Board will review the appropriateness of the policy annually.

Charitable Status

Northern Ireland Women’s Aid Federation Ltd enjoys charitable status by the authority of the Inland Revenue under reference XN 45049.

Members

The members of the company at 31 March 2012 were as follows: -

• Belfast & Lisburn Women’s Aid
• Fermanagh Women’s Aid
• Causeway Women’s Aid
• Foyle Women’s Aid
• Cookstown & Dungannon Women’s Aid
• North Down & Ards Women’s Aid
• Craigavon & Banbridge Women’s Aid
• Omagh Women’s Aid
Statement of directors’ responsibilities

The directors are responsible for preparing the Report of the Directors and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the directors are required to

• Select suitable accounting policies and then apply them consistently;
• Observe the methods and principles in the Charity SORP;
• Make judgements and estimates that are reasonable and prudent;
• Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to disclosure of information to Auditors

So far as the Board of Directors are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the charitable company’s auditors are unaware, and each director has taken all the steps that they ought to have taken as a director in order to make them aware of any audit information and to establish that the charitable company’s auditors are aware of that information.

Auditors

The auditors, Lynn, Drake & Co Ltd, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

By Order of the Management Board

Anne McMahon
Secretary
11 August 2012
Independent Auditors’ Report to the members of
Northern Ireland Women’s Aid Federation Ltd.

We have audited the financial statements of
Northern Ireland Women’s Aid Federation
Ltd for the Year Ended 31 March 2012
which comprise the statement of financial
activities, the balance sheet and the related
notes. These financial statements have been
prepared under the historical cost convention.

This report is made solely to the charity’s
Members, as a body in accordance with
Chapter 3 of Part 16 of the Companies Act
2006. Our audit work has been undertaken
so that we might state to the charitable
company’s Members those matters we are
required to state to them in an auditors’ report
and for no other purpose. To the fullest extent
permitted by law, we do not accept or assume
responsibility to anyone other than the charity
and the charity’s Members as a body, for our
audit work, for this report, or for the opinions
we have formed.

Respective responsibilities of the management
board and auditors

The management boards’ responsibilities for
preparing the annual report and the financial
statements in accordance with applicable
Northern Ireland law and United Kingdom
Accounting Standards are set out in the
statement of directors’ responsibilities.

Our responsibility is to audit the financial
statements in accordance with the relevant
legal and regulatory requirements and
International Standards on Auditing (UK and
Ireland).

We report to you our opinion as to whether
the financial statements give a true and fair
view, are properly prepared in accordance
with United Kingdom Generally Accepted
Accounting Practice and are prepared in
accordance with the Companies Act 2006.
We also report to you whether, in our opinion
the information given in the Directors’ Report
is consistent with the financial statements.

In addition, we report to you if, in our
opinion, the charitable company has not
kept adequate accounting records, if the
charitable company’s financial statements are
not in agreement with the accounting records
and returns, if we have not received all the
information and explanations we require for
our audit, or if certain disclosures of directors
remuneration specified by law are not made.

We read the report of the management
board and consider the implications for our
report if we become aware of any apparent
misstatements within it.

Basis of Opinion

We conducted our audit in accordance with
International Standards on Auditing (UK and
Ireland) issued by the Auditing Practices
Board. An audit includes examination, on
a test basis, of evidence relevant to the
amounts and disclosures in the financial
statements. It also includes an assessment of
the significant estimates and judgments made
by the management board in the preparation
of the financial statements, and of whether
the accounting policies are appropriate to
the company’s circumstances, consistently
applied and adequately disclosed.

We planned and performed our audit so as
to obtain all the information and explanations
which we considered necessary in order
to provide us with sufficient evidence
to give reasonable assurance that the
financial statements are free from material
misstatement, whether caused by fraud or other irregularities or error. In forming our opinion we also evaluated the overall adequacy of the presentation of the information in the financial statements.

**Opinion**

In our opinion:

- the financial statements give a true and fair view of the state of the charitable company’s affairs as at 31 March 2012 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;

- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to smaller entities;

- the financial statements have been prepared in accordance with the Companies Act 2006; and

- the information given in the directors’ report is consistent with the financial statements.

Alistair Wells (Senior Statutory Auditor)
11 August 2012

For and on behalf of Lynn, Drake & Co Ltd
Chartered Accountants and Registered Auditors
40 Main Street
Moira
BT67 0LQ
## Statement of Financial Activities for the Year Ended 31 March 2012

<table>
<thead>
<tr>
<th>Unrestricted Funds</th>
<th>Designated Funds</th>
<th>Restricted Funds</th>
<th>Total Funds 2012</th>
<th>Total Funds 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
</tbody>
</table>

### Incoming Resources

**Activities in furtherance of the Charity’s objectives:**
- **Grants Receivable**: £35,729
- **Income from charitable activities**: £43,602

**Activities for generating funds:**
- **Interest receivable**: £429

**Total Incoming Resources**

<table>
<thead>
<tr>
<th>£</th>
<th></th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>79,760</td>
<td>-</td>
<td>952,227</td>
<td>1,031,987</td>
<td>944,114</td>
</tr>
</tbody>
</table>

### Resources Expended

**Costs of generating funds:**
- £21,600

**Charitable Expenditure:**
- **Costs in furtherance of charitable objectives**: £953,476
- **Management and Administration of the Charity**: £21,554

**Total Resources Expended**

<table>
<thead>
<tr>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>-</td>
<td>996,630</td>
<td>996,630</td>
<td>859,041</td>
</tr>
</tbody>
</table>

### Net (Outgoing)/Incoming Resources

- **Before Transfers**: £79,760
- **Transfer between Funds**: (£55,100)

**Net Incoming Resources for the Year**

<table>
<thead>
<tr>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>24,660</td>
<td>55,000</td>
<td>(44,303)</td>
<td>35,357</td>
<td>85,073</td>
</tr>
</tbody>
</table>

**Funds Balance brought forward at 1 April 2011**

<table>
<thead>
<tr>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>133,354</td>
<td>132,500</td>
<td>234,445</td>
<td>500,299</td>
<td>415,226</td>
</tr>
</tbody>
</table>

**Net Movement in Funds in Year to 31 March 2012**

<table>
<thead>
<tr>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>24,660</td>
<td>55,000</td>
<td>(44,303)</td>
<td>35,357</td>
<td>85,073</td>
</tr>
</tbody>
</table>

**Fund Balance carried forward at 31 March 2012**

<table>
<thead>
<tr>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>158,014</td>
<td>187,500</td>
<td>190,142</td>
<td>535,656</td>
<td>500,299</td>
</tr>
</tbody>
</table>

There were no recognised gains or losses other than those included in the statement of financial activities above.
## Northern Ireland Women’s Aid Federation Ltd (Company Limited By Guarantee)

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2012

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed Assets</strong></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Tangible Fixed Assets</td>
<td>53,000</td>
<td>53,000</td>
</tr>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debtors &amp; Prepayments</td>
<td>157,031</td>
<td>52,230</td>
</tr>
<tr>
<td>Bank Accounts</td>
<td>404,882</td>
<td>417,016</td>
</tr>
<tr>
<td>Cash in Hand</td>
<td>98</td>
<td>301</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>562,011</td>
<td>469,547</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amounts falling due within one year</td>
<td>(79,355)</td>
<td>(22,248)</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Net Current Assets</strong></td>
<td>482,656</td>
<td>447,299</td>
</tr>
<tr>
<td><strong>Total Assets Less Current Liabilities</strong></td>
<td>535,656</td>
<td>500,299</td>
</tr>
<tr>
<td><strong>Liabilities</strong> – Amounts falling due after more than one year</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Provisions and Charges</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deferred Capital Grant Reserve</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td>535,656</td>
<td>500,299</td>
</tr>
<tr>
<td><strong>Represented By: Accumulated Funds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestricted – General</td>
<td>158,014</td>
<td>133,354</td>
</tr>
<tr>
<td>Unrestricted – Designated</td>
<td>187,500</td>
<td>132,500</td>
</tr>
<tr>
<td>Restricted</td>
<td>190,142</td>
<td>234,445</td>
</tr>
<tr>
<td><strong>Balance at 31 March 2012</strong></td>
<td>535,656</td>
<td>500,299</td>
</tr>
</tbody>
</table>

Approved by the Management Board on 11 August 2012 and signed on its behalf by:

Christine Whiteman  
Margaret McMahon
Women’s Aid Federation Northern Ireland would like to thank all our donors for their on-going support and acknowledgement of our work and for enabling the continuation of so many vital projects.

- Charities Aid Foundation
- Comic Relief
- Community Foundation Northern Ireland
- Community Safety Unit, Department of Justice
- Department of Education
- Domestic & Sexual Violence Unit, Department of Health, Social Services & Public Safety
- Health & Social Care Board
- Individual Donors
- Migrant Help
- NIE Staff and Pensioners Charity Fund
- Northern Ireland Housing Executive
- Probation Board Northern Ireland
- Volunteers
Women’s Aid Federation NI Organisational Chart

Management Board

Annie Campbell
Director

Deirdre Teague
Helpline Manager

Sonya Lutton
Deputy Helpline Manager

Louise Higgins
Regional Policy & Information Co-ordinator

Sarah Mason
Finance and Training Manager

Suzanne McIlwee
HR & Admin Co-ordinator

Emma Watson
Office Administrator

Alison McEvoy
Finance & Fundraising Asst

Joanne Kelly
Regional Trainer (Job Share)

Debbie Mehaffy
Regional Trainer (Job Share)

Bank Staff

Volunteers

Mary Baird PT
Helpline Night Worker

Rita Moore PT
Helpline Night Worker

Margaret Pierce
Helpline Night Worker

Linda Hamilton
Helpline Worker PT

Madeline Maxwell
Helpline Worker PT

Claire Porter
Helpline Worker PT

Lisa Leslie
Helpline Worker PT

Gail Currie
Helpline Worker PT

Elaine Hoey
Helpline Worker PT

Rita Moore PT
Helpline Night Worker

Mary Baird PT
Helpline Night Worker

Margaret Pierce
Helpline Night Worker

Linda Hamilton
Helpline Worker PT

Madeline Maxwell
Helpline Worker PT

Claire Porter
Helpline Worker PT

Lisa Leslie
Helpline Worker PT

Gail Currie
Helpline Worker PT

Elaine Hoey
Helpline Worker PT

(Current structure as of September 2012)
Reach out. Help is at hand.

24 Hour Domestic Violence Helpline

0800 917 14 14

Email: 24hrsupport@dvhelpline.org
Text SUPPORT to 07797805839
Free phone from landline, call backs for mobiles
Translation service available
Open to all women and men affected by domestic violence

Managed by Women’s Aid Federation Northern Ireland