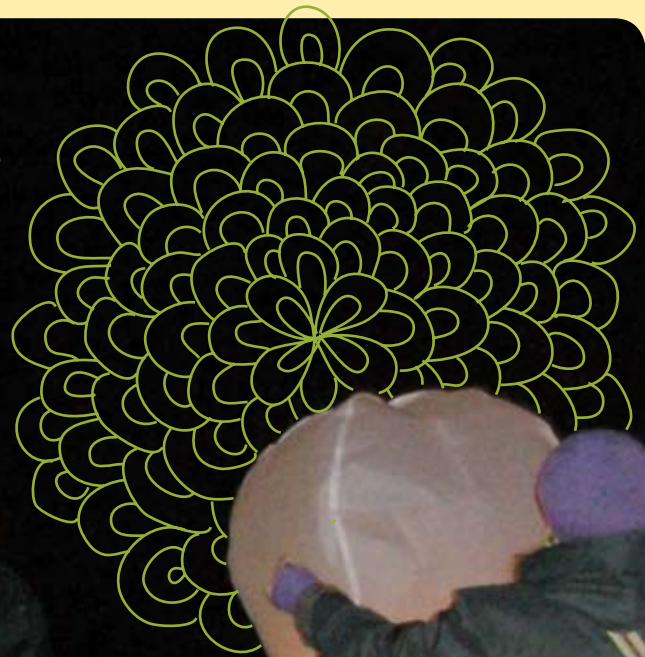


Ross-shire Women's Aid

Annual Report 2010



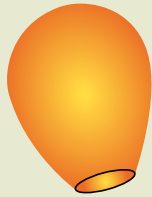
Message from the Chair of our Director's Group

2009-2010 has been a year of great change for Ross-shire Women's Aid with the employment of the first ever line manager for the organisation. I would like to put on record my thanks to all staff for their commitment to making the transition as smooth and trouble free as it has been. The decision to make this move was based on wanting to improve the services available to women, children and young people with experience of domestic abuse and through the commitment of the staff group this year has seen the services offered by RWA expand, while remaining at a high quality level.

In this year the organisation took the time to look at what our values are to try to ensure that the good points about collective working were captured and built into the new management structure.

These values are:

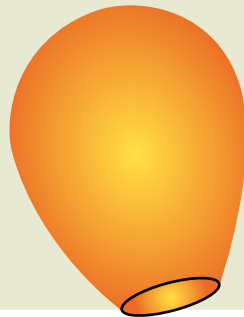
- **Feminist challenge for change** – while providing support we are also an organisation that challenges societal norms with regards the role and position of women. We believe abuse happens as a result of gender inequality and are committed to working towards eradicating this.
- **Person centred** – we work with and for the individual, in ways which best suit their needs and ensure everyone gets what they require from the organisation.
- **Values difference** – we recognize that everyone is different and we value this and will support this difference in service users and staff.
- **Engaged communication** – we do not communicate to but with. We involve service users and staff whenever appropriate and encourage two-way communication about our service.



I believe that as we approach our 30th anniversary that Ross-shire Women's Aid is in the perfect position to ensure that we live these and use them as a basis for developing our organisation, both for those who need to use our services and those who choose to work for us either in a paid or unpaid capacity.

While the financial future for RWA along with a great many other organisations is uncertain, we are in a better position now to weather the storm and to prove the need for our services and the quality of our service provision.

Maureen Macmillan
Chair Director's Group



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Achievements for 2009-2010



- Recruited and inducted new manager. This has allowed the organisation to draw down funding from the Scottish Government to employ children's workers to cover Skye, Lochalsh and Wester Ross. As a result of this we have also introduced 6 weekly support and supervision sessions for staff.
- Launched the enhanced response service in Skye and Lochalsh in conjunction with mental health and midwifery services.
- Introduced a new case management system which allows contacts with service users to be registered and gives a more accurate picture of the support being provided by the organisation.
- Updated the monitoring and evaluation system for the children and young people's service and introduced a new outcome evaluation framework for the women's service. This allows us to show the difference our work makes to the lives of those who use our services.
- Held a celebration with women, children and young people who use our services, during the 16 days of activism against violence against women, where Chinese lanterns were released along with the wishes of those present.
- An extra women's group being run in Dingwall. This provides support to women moving on from Domestic Abuse to help develop life skills, emotional intelligence, assertiveness and self esteem. We are now able to offer 20 places at our groups rather than 10.
- Awareness of the service has been raised in the local community, amongst agencies and with women, children and young people who may need to use our services.





This has involved:

- Developing a new poster to advertise our women's service in conjunction with women who use our service
 - Open day held at our refuge and office in Skye
 - Sessions provided to S4 classes
 - Women's health and wellbeing day held to mark international women's day.
- Management and governance systems enhanced, including new articles of association being developed and agreed at special AGM.
- Obtained additional office accommodation which gives us two support rooms for working with women, children and young people.



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SUPPORT ROSS-SHIRE
WOMEN'S AID.

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Who we help

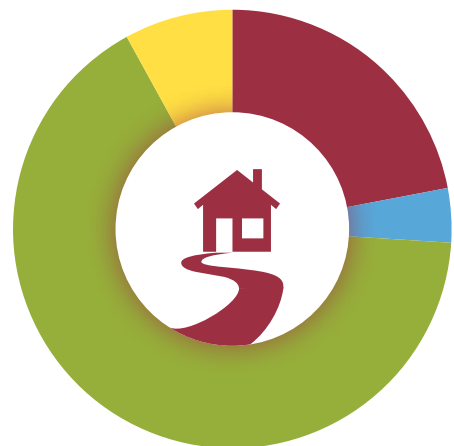
In October 2009 Ross-shire Women's Aid introduced a new case management system to log contacts with service users and to manage records electronically. From October to March we had contact with 137 women of these there were 24 requests for refuge. Regrettably we were unable to provide refuge accommodation to 16 women and 20 children and young people, instead support though our outreach service was offered.

Of the 137 women we supported the majority were from within the 25-49 age group, and 8 had some form of disability.

26% of the women we supported self referred, while 25% of our referrals came from the police. This increase in police referrals was as a result of our involvement in the pilot Multi-Agency Risk Assessment Conference which is being trialled in the Ross-shire area.

We worked with 57 children and young people this year, through our refuge, follow-on and outreach service.

Outcomes of refuge requests



- Admitted 22%
- Refuge not appropriate 4%
- Turned away (lack of space) 66%
- Didn't take up offer 8%

Plans for next year

Develop new awareness raising materials in conjunction with our service users

Recruit volunteers to help us deliver our services

Hold a number of events in the year to publicise the services we offer

Access additional safe temporary accommodation

Hold an evaluation event for service users to provide feedback on the work we do

Roll out the drop-in service to other outlying areas

Ensure the sustainability of our service by agreeing a Service Level Agreement with Highland Council and identifying alternative funding sources to continue our work

Financial information



Statement of Financial Activities

Incoming Resources

Incoming resources from generating funds:

Voluntary income

Activities for generating funds

Investment income

Incoming resources from charitable activities

Total Incoming Resources

Resources Expended

Charitable activities

Governance costs

Total Resources Expended

Net (outgoing)/incoming resources before transfers

Transfer between funds

Net Expenditure/Income for the year

Reconciliation of funds

Total funds brought forward

Total funds carried forward

(incorporating the Income and Expenditure Account) Year Ended 31 March 2010

Note	Unrestricted funds £	Restricted funds £	Total funds 2010 £	Total funds 2009 £
2	231,985	285,993	517,978	445,091
3	124	–	124	195
4	616	64	680	1,942
5	32,763	–	32,763	28,440
	265,488	286,057	551,545	475,668
6/7	(247,239)	(302,993)	(550,232)	(404,573)
8	(6,804)	(749)	(7,553)	(5,747)
	(254,043)	(303,742)	(557,785)	(410,320)
10	11,445	(17,685)	(6,240)	65,348
11	(7,971)	7,971	–	–
	3,474	(9,714)	(6,240)	65,348
	136,898	31,242	168,140	102,792
	140,372	21,528	161,900	168,140

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared. All of the above amounts relate to continuing activities.

familymatters

familymatters

Family law affects everyone. If you are separating from your spouse or partner and / or need advice about issues affecting children, then contact us. At Macleod and MacCallum we have been advising clients on matters of family law for many years, and have built up extensive experience and expertise in this area.

difficulttimes

Separation and divorce will affect many aspects of your life and that of your family. Many important and difficult decisions have to be made which can add to the emotional stress of your situation. Issues relating to children, money, property and possessions need to be resolved in the best interests of all concerned. You will need to ensure that you have good advice from your solicitor to support you through these difficult times. We can give you the support and advice you need.

ourteam

Our family law team, comprising Partners, Assistants, Trainee Solicitors and Paralegal / support staff, have between them many years experience in helping people deal with the consequences of a relationship breakdown and issues involving children. Whether you are married, in a Civil Partnership or cohabiting, we can offer comprehensive advice on all aspects of separation and divorce, including children, property and financial matters. We also deal with adoption and children's referral cases where children have been referred to the Children's Reporter.



contactus

To discuss any aspect of family law and for further information and an estimate of costs please contact

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"If it wasn't for the support of my Women's Aid worker I would never have had the courage to leave my ex"

"the cyp support worker has made a big impact on my child"

"I like the children's worker as they talk to me about my feelings instead of bottling them up and I feel better after talking to my worker as I know that she listens"

"If it wasn't for the help and care of Women's Aid I just don't know where I would be today. I know that I would be a broken woman, or crushed by abuse and not being able to do anything about it"

"I've done more in the last year, than in the last 20 thanks to Women's Aid"

"My child is more able to speak up for herself and what she needs as result of the support received"

“Thanks for believing”

A woman we have supported



www.rosswa.co.uk

Ross-shire Women's Aid is a registered Scottish charity. Number SC008514.