



Women's Aid Federation Northern Ireland's Regional Support Services provides information, support and guidance to 10 Women's Aid groups in Northern Ireland.

women's aid

Federation Northern Ireland

Regional support services

Women's Aid Federation Northern Ireland's Regional Support Services provides information, support and guidance to ten autonomous Women's Aid groups who deliver services to women, children and young people affected by domestic violence.

Regional Support Services responds to group's requests on management, development issues, policy, procedures, resources and information. Its key work in 2004/2005 was:

Capacity Building and Quality Standards.

Support services contributes to policy and development through participation in Women's Aid Federation Northern Ireland Policy Subgroup and through the Supporting People Working Group to address identified gaps to enable Women's Aid groups to meet all legal and contractual requirements.

Capacity Building, Finance and Fundraising

Support services provides a forum for information sharing and training and development of financial systems which promote good practice and addresses concerns and issues.

Recent developments in information systems

UK Refuge On Line is a secure on-line database of domestic violence/abuse services across the UK run in partnership between leading charities: Women's Aid Federation Northern Ireland; Refuge; Scottish Women's Aid; Welsh Women's Aid; and Women's Aid Federation of England. Regional Support Services manages and supports development of the system within Northern Ireland, and provides a management support and training service to all Women's Aid groups.

Clientlink Statistical Data System

Clientlink is an online system which enables Women's Aid to record the work undertaken with women accessing services; monitor key outcomes and its effectiveness and provide central statistics to inform service and policy development. Regional Support Services, is helping to pilot the system with a view to full implementation in during 2005.

Volunteer Project

This project promotes volunteering within five local Women's Aid groups based in the north and west of Northern Ireland. The project aims to promote good practice in volunteering.

Cross Regional Forums

Regional Support Services facilitates a number of practice subgroups whose overarching remit is :

- ♦ to identify and address issues of common concern
- ♦ to promote and develop effective and efficient practices
- ♦ to share information on development, progress and best practice.