

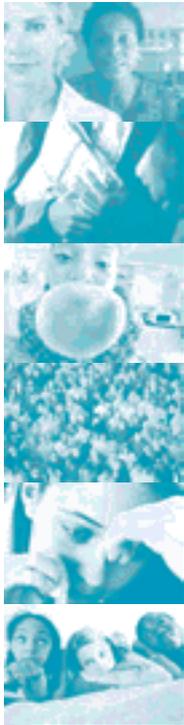
WORKING TO ELIMINATE  
DOMESTIC VIOLENCE

Annual Report 2001 - 2002



Northern Ireland Women's Aid Federation





———— NIWAF staff throughout the year ————

Angela Courtney - Director  
Jan Power - PA to Director & Management Board  
Sarah Mason - Finance Manager  
Ann Daly - Finance Worker/Receptionist  
Maureen Greer - DTP Operator/Administrator  
Arlene Robertson - Administration Worker  
Fiona Devlin - Administration Worker \*  
Lorna Dougherty - Area Management Co-ordinator  
Eithne Gilligan - Regional Development Worker  
Charlene Craig - Information Development Worker  
Cecilia Whitehorn - Training Co-ordinator \*  
Sandra McNamee - Young Persons' Development worker \*  
Sandra Broghan - Equality Project Worker \*  
Deirdre Teague - Helpline Co-ordinator  
Sonya Lutton - Helpline Worker (with volunteer responsibilities)  
Seanagh Turner - Helpline Worker \*

\* Has since left their post at NIWAF

**New workers from April 2002**

Anne Graham - Operations Manager  
Debbie Mehaffy - Young Persons' Development Worker  
Oonagh Cullen- Training Worker  
Nicola Duff - Fundraiser & Finance Assistant  
Diane Ewart - Helpline Worker

———— what is domestic violence? ————

Domestic violence is the intentional and persistent physical, emotional, sexual or mental abuse of one person by another, with whom they have or have had an intimate relationship. Over 90 % of reported cases of such violence are by men against women.

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## regional overview

As we often say, there are no “quick fixes” to domestic violence. We are either part of the solution or part of the problem. I am very pleased to present our Annual Report, which illustrates the high level of commitment and creativity throughout the organisation in working on the solutions to domestic violence. The services provided by all parts of the organisation continue to grow and develop. Reading about them is one thing, but seeing them in the round and helping them develop is a privilege shared by NIWAF staff.

For the first time in many years there were lots of changes in staffing. Those who moved on were Cecilia Whitehorn, Eimear Alesbury, Sandra McNamee, Sandra Broghan and Fiona Devlin. They will be missed but never forgotten. NIWAF benefited enormously from their talents and energy. I thank them all, as well as my colleagues who, with me, still have our shoulders to the mast guiding the organisation as we “go with the flow”.

The flow of events in policy implementation was moved on considerably. Supporting People is a key area for the regional organisation and all of the groups. Eithne Gilligan was seconded to the Supporting People Project Team of the Northern Ireland Housing Executive, from where she continues to support and guide us all in those uncharted waters.

Other government policies will impact on how we develop, for example: Investing in Health; District Partnerships, including policing partnerships and community safety strategies, all have their place in the Programme for Government.

The Helpline was reviewed by Deloitte & Touche and an additional staff member appointed as a result. Our ability to operate 24 hours is wholly dependent on the input and commitment of volunteers and requires ongoing and high profile recruitment. A development plan has been drawn up incorporating the recommendations of the review.



Greater potential to provide support for local groups is expected to flow from the operational re-structuring completed to date. However, further development is needed from a regional support team to undertake direct work with individual groups during a time of extensive change and opportunity in the funding environment.

In the coming year NIWAF will continue to respond to the changing social, political and funding environment from a sense of security based on past achievement, and with a sense of purpose born out of a thorough examination of organisational needs and the knowledge that our stakeholders and statutory partners are fully involved in the process. The Department of Health, Social Services and Public Safety and the Northern Ireland Office both contribute to the core costs of NIWAF services.

We share a common aim to effectively tackle domestic violence in Northern Ireland. The DHSS core grant commitment was re-affirmed after a successful 'Desk Evaluation' during the

latter part of the year.

European funding channelled through TWN and Proteus has assisted in the development of extensive volunteer training programmes, which support the work and result in staff and volunteers receiving accredited training.

The Equality Project, which embraces the needs of ethnic minority and disabled women and other minority groups, has provided training within Women's Aid on these and liaison with other volunteer agencies has also developed through this work. We are now able to expand the Equality Project for another year thanks to the Atlantic Philanthropies.

We are working to ensure that tackling domestic violence is central in all policies and procedures that are relevant to moving forward to a peaceful and just society in which women can take part with confidence and free from the fear of violence in the home.

*Angela Courtney*  
Director



# training

Skills sharing is one of the long-standing principles of working practice in Women's Aid. In recent years, we have been able to enhance and formalise the process through the development of work based learning.

Training and accreditation to high standards benefits service users and the women and children who come to Women's Aid deserve only the best from us. Both volunteers and paid staff have enthusiastically taken advantage of the opportunities opened up by National Vocational Qualifications (NVQ's) and NEBS Certificates.

NIWAF has forged partnerships with other organisations to form the Care Assessment Centre of Northern Ireland (CACNI) and with the Open College Network to have courses developed by the NIWAF training team accredited.

'Supervisory Management Skills' enabled Team Leaders in local Women's Aid groups to access a course leading to the Management Certificate NEBS which was 'customised' for Women's Aid. The Forum for Community Work Education assisted with this

development which resulted in passes for Marie Brown, Cora De Baroid, Lorna Dougherty, Hilary Forrester, Harriet Johnston, Jane Kremer, Gail McFerran, Jennifer Pedlow, Deirdre Teague and Rosemary Yates, who were presented with their certificates at the November Federation Forum meeting. Thanks are due to Cecilia Whitehorn and all of the course participants.

Women's Aid now has an infrastructure, which enables work based assessment in social care at Level III to continue. Work based assessors, internal verifiers, workers and volunteers were enabled to gain the highly sought qualification. Now that we have the infrastructure, we need to build upon it and use it. All accredited work based learning programmes rely on evidence gathering of best practice measured against carefully developed criteria, laid down by training organisations within the sector.

The Community Justice National Training Organisation (CJNTO) is the latest to develop standards, which have relevance for our work. Community Safety & Victim Support standards are



relevant at Level III for refuge and centre staff and at Level IV for managers. We look forward to working with CJNTO to pilot these. Gaining accreditation through work-based learning is challenging, it takes a lot of time and effort but all those who have completed it think that it's well worth it.

Cecilia Whitehorn has moved on from Women's Aid to work in a different setting and we'd like to wish her well. We take this opportunity to express our appreciation for her vision as well as hard work which enabled this work to develop to such a high standard.



The photograph shows the presentation of NVQ Level 3 Certificates in December 2001. From left; Leila McFall, Kate Shiels, Hazel McWilliams, Josie Shields, Bernie Tulin, Patricia Lyness (IV), Joan Turkington and Diane Ewart (IV).

## children & young people

A DENI grant has enabled the **Young Persons' Development Project** (YPDP) to begin a new phase of development from 2001. Building on the previous programmes that saw the establishment of new training courses, youth packs, training materials and support structures, the project worked towards three primary aims:

- To develop collaborative partnerships with Education and Library Boards to raise awareness of the issue of domestic violence within local schools and youth clubs.
- To increase the capacity of local Women's Aid groups to sustain the ongoing work with schools and youth clubs in their own area, beyond the project's duration.
- To pilot education programmes to enable and encourage children and young people to develop protective and preventative strategies which enhance their safety and well being.

### Internal Training

**Children Under Stress  
Child Protection  
Protective Behaviours  
Protective Behaviours for  
Children Under Stress (accredited  
course)  
Training the Trainers in Children  
Under Stress  
Training the Trainers in No Fear  
Powerful Girls – Powerful  
Women**

Training materials specific to the issue of children and domestic violence were updated and produced.

Demand for training increased both internally and externally and continued throughout the year. To facilitate such a demand in all areas, a "Training the Trainers" course in "Children Under Stress" was developed and a comprehensive training manual to accompany this was produced. Many local groups deliver such training themselves.



The YPDP has assisted North Down & Ards Women's Aid in the development process and designed the course materials for 'Transformers' now being piloted by the group. It is a ten-week course designed specifically for 8-10 year olds who have experienced domestic violence within the home.

**Prevention** work has developed rapidly in local groups. A recent survey has shown that 100% of Women's Aid groups have carried out some form of preventative work in schools. 40% of groups have worked with 5 – 10 schools and 20% have worked with 15+. Work was occurring on a regular basis. All groups had accessed support from the Young Persons' Development Project to take this work forward.



The main thrust of the project since April has been the development of the '**Helping Hands**' activity pack. This has involved working with children in refuges, aftercare settings and externally with primary schools. The pilots have

proved to be very encouraging and teachers have identified several areas where the pack is in alignment with the curriculum and they believe that it makes a very significant contribution to resource material in several areas within the curriculum. The pack has been designed to increase children's awareness of safety and to enable them to access support. It will be officially launched in the spring 2002.

There continues to be much interest in the project from agencies outside Northern Ireland. Angela Courtney from NIWAF gave a presentation to teachers in Helsinki organised and funded by STAKIS an agency of the Finnish government. She was also a keynote speaker at a multi disciplinary conference in Kilkenny on the Effects of Domestic Violence on Children organised with the South Eastern Health Board.



## Information Services

NIWAF's Information Project continued to provide an invaluable service to agencies working with women and children who experience domestic violence. The **website** continued to grow in size and popularity - getting around 400 hits per day.



During the year NIWAF published a new **information pack** which contains seven leaflets entitled;

- NIWAF Services,
- Volunteering Opportunities,
- Know Your Rights,
- Seeking Help,
- Challenging Attitudes to domestic violence,
- Children and Domestic Violence,
- No Fear Here- information for young people.



A new poster was also printed to accompany the information pack. These leaflets were distributed to local groups and to a wide range of voluntary and statutory agencies.

NIWAF's '**Violence on the Edge**', research report showed how support services have traditionally been formulated and targeted at white English speaking women, meaning many women from different cultural backgrounds are unaware of Northern Ireland Women's Aid. The report recommended that information leaflets should be printed in different languages.



Dear Women's Aid,

My name is Kelly and I am a student and I have to say that the Women's Aid website is very effective and well presented!

For all who suffer at the hands of abuse, I hope for them that they finally get the happiness that every human being deserves!

For all those that help people in these horrific circumstances, I think you are all doing a terrific job and should be very proud of yourselves.

Keep up the BRILLIANT work!

Kelly (a Derry Student).

This year, the Charter Cash Grant Scheme enabled the production of four domestic violence information leaflets in **Chinese, Urdu, Hindi** and **Arabic**. The leaflet contains information on domestic violence and how to seek help from Women's Aid.

The leaflets have been distributed to local Women's Aid groups and to specific ethnic minority community groups throughout Northern Ireland. The translated information is also available on NIWAF's website [www.niwaf.org](http://www.niwaf.org).

It is hoped that these leaflets will make a real difference for women from ethnic communities who may have previously been unaware of the support available to them. There are plans to translate the leaflet into Thai and Portugese in the near future.

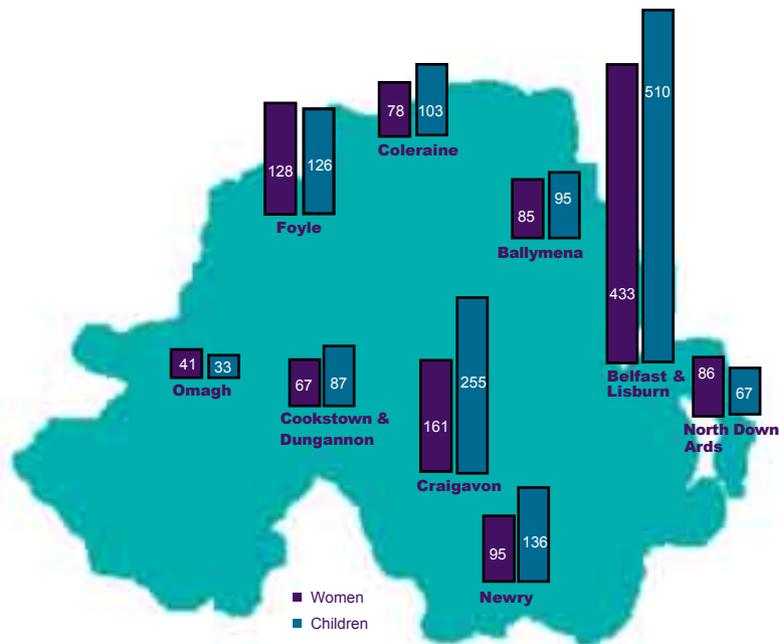


# local groups

From 1st April 2001 to 31st March 2002.....

- 1,174 women and 1,412 children were accommodated in Women's Aid refuges throughout Northern Ireland.
- The local groups responded to 21,584 telephone requests for advice and support.
- At least 5,358 women used the local resource centres (courses, one-one, aftercare etc.).

Women and children accommodated in refuges





**B**elfast Women's Aid has never been noted for letting the dust settle or for being complacent about the work that it has achieved, and this year has been no exception. In July, Belfast and the Women's Aid group in Lisburn merged to form one much larger group now called Belfast and Lisburn Women's Aid.

Whilst over the years there has continued to be a high demand for accommodation, there have been significant changes in the composition of the women/families coming for refuge and because of this PricewaterhouseCoopers were commissioned to review the suitability of refuge accommodation. Recommendations were to demolish and rebuild one of the refuges to suit smaller families and women without dependant children. The largest refuge, established in 1978, was suggested.

Architects have been engaged and work is underway to raise the one million-pounds needed to start the work early in 2003.

The breadth and diversity of work undertaken by Women's Aid in Belfast and Lisburn illustrates what can be

achieved when years of experience is pooled to develop and deliver training packages and programmes.

The work is political, in that it challenges long held attitudes within the individual. The on-going development of inter-agency forums across Belfast and Lisburn has meant there is a ready made structure for delivering this training. It has been delivered to numerous agencies such as new recruits of the Police Service for Northern Ireland, social work students, health visitors, nurses, probation officers, church groups, community groups, etc.....

Volunteers of different ages, and from different backgrounds and cultures have brought a cultural diversity that continues to facilitate mutual learning for all in Belfast and Lisburn. Links with overseas projects continues through the EVS programme and in well-established partnerships with Eirene (Germany) and Brethren Volunteer Service (USA).

"Working in a climate of under-funding and therefore fewer resources has challenged our work, yet the dedication of workers paid and unpaid, who rose to the occasion, has meant the challenges have been met this year."

### Courses Offered

Reflexology & Massage  
Body Talks  
Child Protection  
Journey to Freedom  
Adult Literacy & Numeracy  
Delta Parenting Programme  
Beauty Therapy

The new purpose built refuge of **Newry Women's Aid** has been operating for just over a year now and has been positively received by all the families who lived there during the year.

The introduction of weekly reflexology and massage provides an opportunity for mothers and their children to enjoy a new experience while reducing stress levels. Through revision of current practice, policies and procedures, refuge staff have been spending time preparing for the implementation of 'Supporting People' which is expected in April 03.

Training continues to be a very busy project both internally and externally for a wide range of agencies. Two new courses have been introduced; 'Body Talks Workshop' was designed and delivered to address the physical, emotional and sexual identity of a woman, while community sector 'Child Protection' training was delivered both internally and externally.

Involvement in Newry and Mourne Inter-agency Forum continues to be an intrinsic part of their work. Aside from the sub-group development, perhaps the most significant development for

the Forum this year was the production of 'Guidelines for Dealing with Pregnancy and Domestic Abuse'.

As per previous years, the development of placement students and volunteers retained momentum. An additional 11 staff proficient in administration, support work and childcare were placed through the Princes Trust, the Governments Worktrack Scheme, the New Deal Lone Parent Initiative, the Give and Take Young Lone Parent Scheme and Newry And Kilkeel College.

From the establishment of a Fundraising Subgroup to a successful Peace II application which will support the new 'Stepping Stones' training programme, it has been a significant year in terms of fundraising. With centre salaries, running costs and programme costs secured for a further 2 years, this grant has come at a crucial stage, lending time to the implementation of recommendations from the research on centre sustainability, which was completed during the year.

With Newry now boasting city status, active pursuit of capital to fund development will be carried out with considerably more optimism.

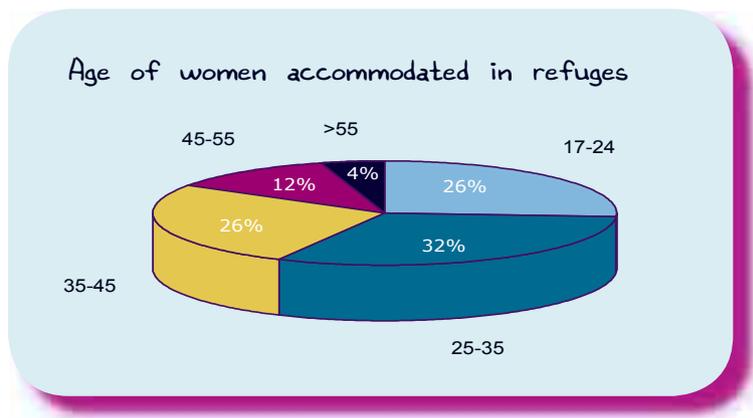


**Ballymena** Women's Aid is continuing to develop and expand its services, working in partnership with other agencies such as the Antrim, Ballymena and Larne Domestic Violence Forums. Training is provided on request to these groups as well as to statutory and voluntary agencies. An awareness raising strategy is also underway to advertise and inform the public of the services and help provided by our organisation.

The Personal Development courses, including "My Life, My Choices" and "Journey to Freedom" group work for women are proving very popular. Afterschools Club will be on offer to support children. The new Women's Resource Centre will open in September 2002, providing support and training opportunities for all women.

The residents at the refuge continue to be supported by visits from health visitors and other advisory groups. Also provided are recreational activities promoting personal development and relaxation.

The PREP (Practical and Relevant Education Programme) targeting school children using educational packs such as "Helping Hands" and "No Fear" is ongoing. A new outreach clinic is in development in Larne thereby extending the outreach services, which already include Cullybackey, Randalstown, Toomebridge and Ballymena, not forgetting the excellent work done at the Drop-In Centre in Antrim.



**F**ermanagh Women's Aid has again had a very busy and productive year. The Resource Centre has become known and respected by the wider community and other organisations in Fermanagh. Statistics reflect this, showing an increase in service provision to women and children in the area.

An outreach programme continues county wide with clinics held in Belleek, Lisnaskea, Irvinstown and more recently, the Erne Hospital Health Centre.

"We thank the staff and volunteers for their hard work and commitment in the last year. Our strong management team have helped us to carry on with the work of sustaining services in Fermanagh. We have to constantly battle for core funding and this still remains a priority to sustain the services."

Brenda Whitley, Chairperson.

The community childcare work and development of services has increased and workers have been busy delivering preventative programmes for children in homework clubs, schools and under 'Sure Start'. Almost 100 children from a local special needs school have completed the 'No Fear' and "Helping Hands' programme and **CONGRATULATIONS** to them!

Courses for women have again proved very popular in the Centre and are well attended by women from the Aftercare Project and women from the wider community.

The local interagency domestic violence forum has had a productive year with a number of subgroups actively developing projects to enhance better services for women and children. A pocket sized safety card has been produced and distributed throughout the county.



**N**orth Down & Ards Women's Aid has been busy in all areas of service provision. After discussions had taken place with the women, it was decided that evening group work would be introduced within the refuge. The feedback received has been encouraging as the women find the course both challenging and supportive.

The Bangor Centre continues to offer both evening and daytime 'Journey to Freedom' groups along with other appropriate courses. There are two 'Transformer' courses running each week for the 8-12 year olds and a 'Teenage Transformer' group for 12-16 year olds was introduced this year. Referrals from Social Services for children to attend these groups has increased as women have highlighted the positive difference they have made for their children.

The Newtownards Centre's referrals have increased last year and surgeries in the peninsular area have proved to be invaluable for women in the rural area. The Development Worker has linked in with Surestart and is co-facilitating 'My life - My Choices' in community settings. The schools work has also increased and preventative work is carried out in five schools on a regular basis.

Aftercare support continues to facilitate women in many ways; accompaniment to court, case conferences and one-to-one sessions provides women with the individual support she requires at a particular time of her life.

The high standard of support women and children receive is due to the commitment and skills of paid and unpaid workers who work as a team to provide this necessary service.

### Who was the abuser?

- 51% Boyfriend/partner**
- 32% Husband,**
- 3% Ex-husband**

**The remainder was made up of: ex-boyfriend, other family member, fiancée and friend.**

This data was collected from women who stayed in Women's Aid refuges throughout Northern Ireland.

### Horizon House

- Drop-In
- Coffee Morning
- Move On Journey to Freedom
  - Charis Women's Group,
  - Counselling Provision.
- Outreach/Aftercare Services.
  - Case Conferences
  - Contact Arrangements
- Family Group Conferencing
  - Family Therapy
  - Room Hire

**Craigavon & Banbridge** Women's Aid have had a second year of lower occupancy and at one stage Annagh House closed for a short time, the first in its history. This reflects the changing needs of women and children experiencing abuse in the home.

The Aftercare Programme including an Aftercare Young Persons' Group continued to provide support and help to those women who resettle or return home.

"Kidz Korner" supports the success of Horizon House with daily childcare for all programmes as well as special activities offered such as arts, crafts, story telling and video club, not forgetting summer scheme and seasonal parties.

Outreach in the community is one of the busiest strands of their project both in Horizon House and in the community itself (i.e. visiting women at home) with complimentary Outreach Clinics in Craigavon and Portadown. There are two clinics still under development, one in Craigavon with the Travellers Support Committee and one in Armagh

with the Citizens Advice Bureau and Police Service Northern Ireland.

No Fear is delivered to many local schools following the previous years successful pilot.

Participation in the pilot "Men Overcoming Domestic Violence Programme" through support of partners of men attempting to change their abusive behaviour has been positively evaluated. This pilot paves the way for future programmes (funding permitting) as demand is there.

Partnerships continue with the Craigavon and Banbridge HSST Child Protection Panel and the local Domestic Violence Forum where an away day for 'Mapping the Vision' enabled a new action plan to be implemented.

Craigavon and Banbridge Women's Aid wish to remember their friend and esteemed colleague Kathy Hobson, who died suddenly in December.

For Kathy

Some people come into our lives and quickly go, some stay for a while and leave footprints on our hearts and we are never the same.



The past year was dominated by issues relating to funding for both the refuge and the Women's Centre projects in **Coleraine** Women's Aid. Attempting to access funding to sustain these projects proved to be a difficult and time consuming task and by the year end negotiations were still ongoing with regards to Transitional Housing Benefit for the refuge and gap funding for the centre.

Working in a climate of under funding and uncertainty with regard to future resources proved difficult. However, despite this, both the breadth and diversity of the work and services continued to grow and develop.

This year Coleraine Women's Aid;

- Developed and delivered numerous programmes aimed at helping women redress the effects of domestic violence and ultimately help regain control of their lives.
- Provided refuge accommodation with an overall occupancy level of 80%.
- Provided a service to children both within the refuge and in the community, which included programmes designed to develop children's protective behaviours and to redress the effects of domestic violence on their lives.

- Worked in partnership with the PBNI and NHSSB in relation to the Men Overcoming Domestic Violence Programme.

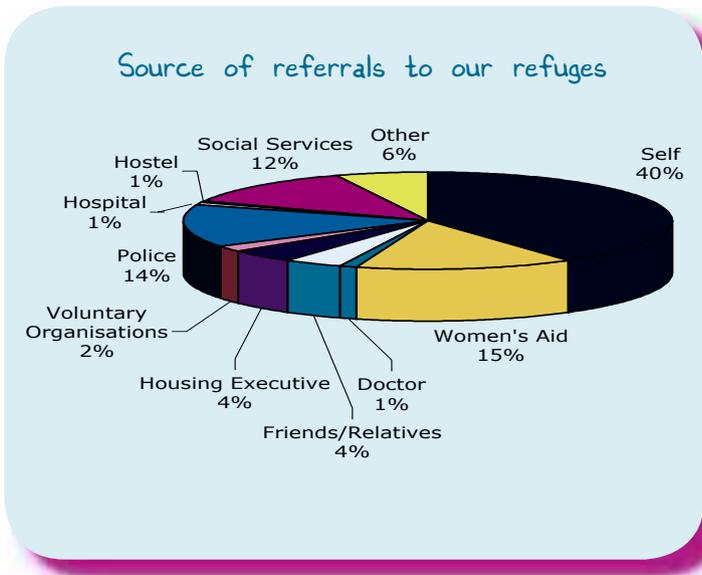
- Provided information and training on all domestic violence related topics to external agencies.

- Addressed domestic violence within a multi-agency context and ultimately worked towards making domestic violence a community safety issue.

Coleraine Women's Aid

### Where women go when they leave our refuges

<input type="checkbox"/> Returned home to partner	35%
<input type="checkbox"/> Returned home w/order	11%
<input type="checkbox"/> Rehoused by N.I.H.E	10%
<input type="checkbox"/> Friends/Relatives	10%
<input type="checkbox"/> Rehoused in private rented accommodation	7%
<input type="checkbox"/> Returned home (left partner)	7%
<input type="checkbox"/> Transferred to other refuge	5%
<input type="checkbox"/> Rehoused by Housing Assoc.	3%
<input type="checkbox"/> Hostel/B&B	3%
<input type="checkbox"/> Hospital	1%
<input type="checkbox"/> Transfer to dispersed housing	1%



**C**ookstown & Dungannon Women's Aid have had a busy and productive year filled with 'ups and downs'. The drawing to a close of the availability of European funding via Peace I impacted on services. The office in Dungannon, which serviced a substantial rural area had been funded through this mechanism and sadly in January 2002 had to close as funding ceased. It is hope that this service will resume in the future.

The pilot project for Community Based Childworker in partnership with Homefirst Trust is developing at a rapid pace. This worker now has a waiting

list of families in need of this service and referrals from social workers, health visitors etc... have increased.

The resource Centre continues to be widely accessed by both women in the community and those in the refuge. The range of personal development and other classes are dictated by the responses and comments of women who attend open days and who use any of the services on offer. Consequently all are enthusiastically signed up to. Many training and awareness raising sessions were undertaken for groups and organisations in the area.

The continuing use of the refuge indicates the constant need for safe accommodation for women and children in crisis. Although numbers this year were not high, they were constant. Added to this women in the community are using the outreach facility on an ongoing basis and therefore are not necessarily needing to avail of refuge accommodation.

Cookstown & Dungannon Women's Aid are looking forward to enhancing their core staff complement in the coming year to ensure they can provide very best service to women in a rural setting.



The last year has seen another significant move forward for **Foyle** Women's Aid with the launch of the Strategic Plan for the organisation.

The specially designed Youth Room and also the newly refurbished crèche was officially launched at the end of September. This was attributable to the receipt of funding from the Ronald McDonald Children's Charities and Seagate Technologies. The Crèche facility enabled the provision of quality childcare for women using the centre and the Youth Room provides a space where young people can take part in preventative programmes such as 'Healthy Relationships' and 'No Fear'.

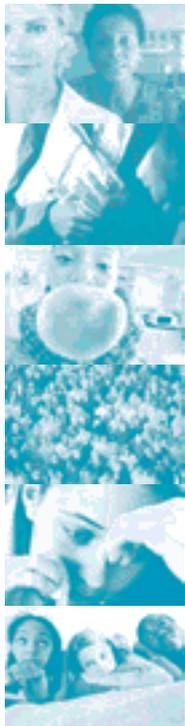
During 2001, staff and volunteers from Pathways ran a number of programmes in Strabane. This was a first step in reaching out to this community and making Women's Aid services more accessible to them and it is hoped to continue to build on this work.

Throughout the last year staff of the FHSST, Midwives, Derry City Council, PSNI, the Army and many others has attended training sessions.

In March, support to women in the refuge was extended by the employment of a team of 3 night workers, working on a shift rota to cover the refuge 7 nights per week.

In March a Resettlement Worker was appointed to specifically to support women in our 2<sup>nd</sup> stage housing (4 flats on the Northland Road) and also women moving back into the community.

In conjunction with North and West Housing, Foyle Women's Aid are currently planning a further second stage housing development at 22 Pump Street (next door to Pathways). Architects plans have been drawn up and are currently with the Planning Office for approval. This development is within their overall plan to provide more independent living spaces for women and their families as opposed to communal living in the refuge.



Following the recruitment of the new Education Worker in November 2001, there has been a full programme of activities at **Omagh** Women's Aid Resource Centre. Participants have completed accredited courses (OCN Level 1) in Interior Design, Paint Effects & Stencilling and are beginning a 10 week course in Massage/Aromatherapy.

A very popular Creative Writing class has just started and the singing group, who harmonise 'accapella style', performed at the local celebration for International Women's Day. This is just a sample of the courses offered through the Education Project supported by the Community Fund.

Offering a crèche with a fully qualified Child Worker and volunteers has meant that over 80 women from throughout the Omagh area have been able to take part in yoga, self-defence, assertiveness, drumming, colour therapy, dancing the rainbow and 'clothesology' - a new approach to style! They have also availed of individual sessions with the local Education Guidance worker who offers a monthly clinic in the centre.

Unfortunately, in December funding for the Outreach Worker ran out. This essential service is desperately missed, however, alternative sources of funding are now being sought.

The need for support and advice offered through the refuge continues to grow and staff have endeavoured to meet the demand and maintain a high quality of services offered, despite the lack of a Team Leader.

Activities in the refuge have included yoga, parenting classes and every Friday lunchtime, residents were given the chance to sample tasty and nutritious meals through the 'Budget Cookery' class.

There have also been regular organised outings and treats for the children such as; cinema, bowling, swimming etc.



The Women's Aid Helpline in Northern Ireland is a highly valued and vital resource. It is the only service of its kind in the domestic violence arena and it helps thousands of women in crisis each year. There have been 60,685 calls to the Helpline since it was established in 1995.

Calls to the Helpline have continued to increase over the last year. In fact statistics show a 15% increase on last year's figures with a total of 15,640 calls made throughout the year. The primary source of calls is women in crisis. The second key constituency of Helpline users is statutory services working in the domestic violence field – primarily police officers and social workers. Health visitors, social workers and other health care professionals use the Helpline as a means of increasing support to the women and families they work with. This further underlies the case for secure funding from a variety of sources for this vital service, which supports both women in crisis and the agencies working with them.

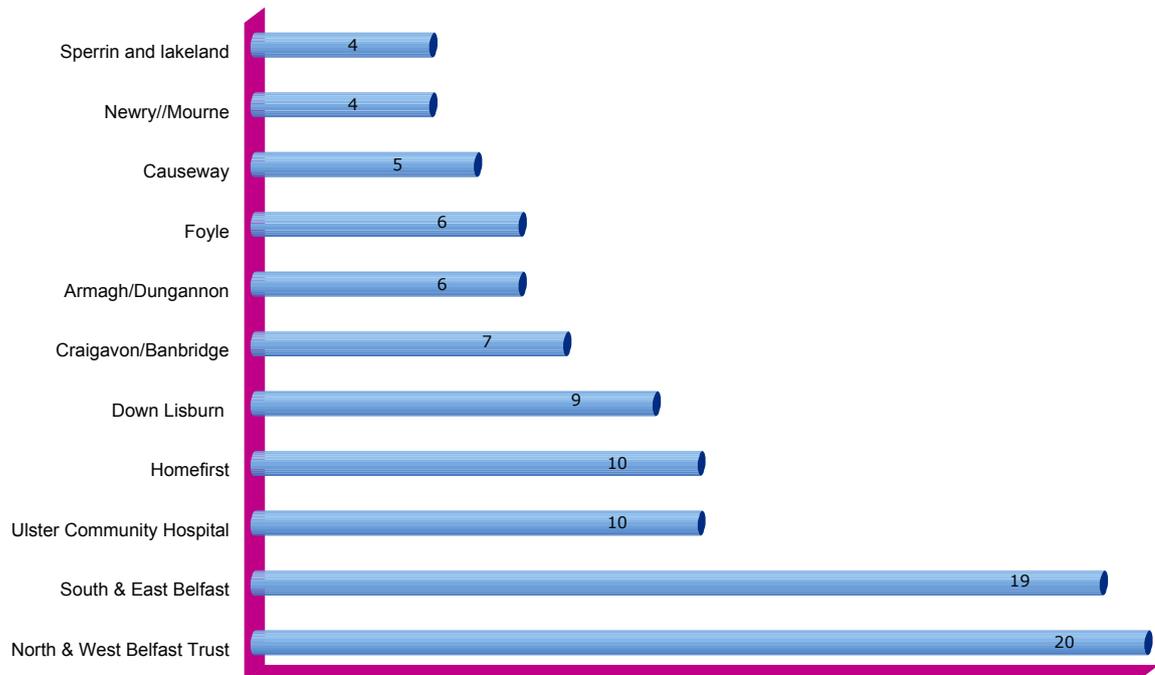
Analysis of call statistics indicates that the Helpline's busiest times are

overnight, bank holidays and school holidays. This reflects that women and agencies are becoming more aware of the 24 hour nature of the service and are accessing support and information at times when other services are closed. Clearly the Helpline is a critical factor in the network of support for women and children who are experiencing domestic violence and ensuring the sustainability of 24 hour cover through adequate resources is essential.

The Women's Aid Helpline has recently implemented a text phone facility. This facility ensures that deaf people have equal access to the service. The Helpline also introduced access to Language Line this year. Using Language Line means that whenever Helpline staff need to communicate with someone who cannot speak English, Language Line can provide immediate access to interpreters in up to 100 different languages. This facility enhances the service provided to women and is an important step in NIWAF's efforts to meet the needs of minority groups.

the  
helpline

## Origin of callers to the Helpline (% According to Health Trust Areas)





**V**olunteering has been defined as ... “the commitment of time and energy for the benefit of society and the community, the environment or individuals outside one’s immediate family. It is undertaken freely and by choice, without concern for financial gain”. **Make a Difference: an outline volunteering strategy for the UK, 1995.**



Monica McWilliams (MLA) staffs the Helpline on 'Volunteers Week' 2001.

Volunteers on the 24 hour Helpline continue to sustain the service tirelessly over 7 days a week, 52 weeks a year by offering women someone to listen and support them in a warm and non-judgemental way. Last year volunteers contributed 8500 hours to the Helpline. The number of active volunteers remains between 25 and 30. Six of these volunteers have been with the Helpline for over 6 years, which is a huge commitment considering the hours they have covered over that time.

Volunteers continue to make a unique contribution to our organisation. They bring a community perspective and a wide range of backgrounds. Helpline volunteers are highly valued by the organisation and are seen as a central part of the service rather than merely an alternative to paid workers for economic reasons.

Our volunteers make a difference to the service through their enthusiasm experience, skills, time and diversity. Diversity comes through different age groups, race, social background, income and educational level. The

volunteers

Helpline will continue to promote diversity into 2002!

Volunteering is a two-way relationship and as well as volunteers giving up their time and energy for free, they do receive benefits in return. New volunteer training is undertaken by all prospective volunteers then ongoing training throughout the year. Accredited training through the Open College Network is also offered.

Volunteers also receive one to one and group supervision. This promotes safe and ethical work practice and ensures the best service for callers to the helpline.

Volunteering on the Helpline offers women an opportunity to develop skills both personally and professionally. The work on the Helpline can be a valuable learning experience by gaining understanding of the dynamics of domestic violence and relevant issues relating to the rights of women and children. The work can be used as a platform to access further learning or employment. Many of our volunteers have moved on to further education, paid employment within Women's Aid and other sectors.

In June of last year Volunteers Week was celebrated with an organised social event as well as a new recruit to the Helpline! Monica McWilliams, MLA, came along to show her support to the ongoing work of the Helpline and spent time with volunteers and staff.

We would take this opportunity to thank all volunteers, without them we would be unable to sustain this vital service.

Thanks to you all!!

#### Internal Training Accessed by Helpline Volunteers

Domestic Violence Awareness Raising  
Counselling Skills (Open College Network)  
Personal Awareness Sessions  
Child Protection  
Journey to Freedom  
Equality & Anti-discriminatory Training  
Sexual Abuse  
Listening Skills  
Supporting Suicidal Callers  
Family Homes & Domestic Violence Order  
Housing Issues  
Why Women's Aid Work in a Self-Help Way  
Supporting Women with Alcohol/Drug Problems  
Referrals  
Mental Health Issues



## finances

### NORTHERN IRELAND WOMEN'S AID FEDERATION LTD COMPANY INFORMATION

#### Management Board (Board of Directors) at 31 march 2002

Elsie Jordan	Chair
Anne McMahon	Secretary
Sylvia Gordon	Treasurer
Angela McGuckin	
Brenda Whitley	
Christine Whiteman	
Lynda Watson	
Donna Coyle	
Phyllis Creighton	
Emma Saulters	

**Office** 129 University Street  
Belfast  
BT7 1HP

**Registered Charity Number** XN 45049

**Company Registration Number** NI 21741

**Auditors** Lynn, Drake & Co  
40 Main Street  
Moira BT67 OLQ

**Solicitors** Flynn & McGettrick  
26 Arthur Street  
Belfast BT1

**Bankers** First Trust Bank  
Donegall Square South  
Belfast BT1

**Governing Document** The Memorandum and Articles of Association

**Legal Status** Company Limited by Guarantee

**PLEASE NOTE:** The accounts that follow are an extract from the original document.  
A copy of NIWAF'S full accounts is available upon request.

NORTHERN IRELAND WOMEN'S AID FEDERATION LTD  
STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2002

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2002	Total Funds 2001
		£	£	£	£
<b>Income and Expenditure</b>					
<b>Incoming Resources</b>					
Grants & Donations	5	-	507,745	507,745	657,574
Other Income	5	37,567	-	37,567	37,690
		<u>37,567</u>	<u>-</u>	<u>37,567</u>	<u>37,690</u>
Total Incoming Resources		<u>37,567</u>	<u>507,745</u>	<u>545,312</u>	<u>695,264</u>
<b>Resources Expended</b>					
Direct Charitable Expenditure	6	-	512,820	512,820	643,879
Costs of Generating Funds	7	13,865	-	13,865	17,538
Management & Administration of the Charity	8	2,069	20,123	22,192	20,551
		<u>15,934</u>	<u>532,943</u>	<u>548,877</u>	<u>681,968</u>
Total Resources Expended		<u>15,934</u>	<u>532,943</u>	<u>548,877</u>	<u>681,968</u>
<b>Net Incoming/(Outgoing)</b>					
Resources Before Transfers		21,633	(25,198)	(3,565)	13,296
Transfers Between Funds		(25,198)	25,198	-	-
		<u>3,565</u>	<u>-</u>	<u>(3,565)</u>	<u>13,296</u>
Net Incoming (Outgoing) Resources For the Year		<u>3,565</u>	<u>-</u>	<u>(3,565)</u>	<u>13,296</u>
Fund Balance brought forward at 31 March 2001		44,574	-	44,574	31,278
Net Movement in Funds in Year to 31 March 2002		(3,565)	-	(3,565)	13,296
		<u>41,009</u>	<u>-</u>	<u>41,009</u>	<u>44,574</u>
Fund Balance carried forward at 31 March 2002		<u>41,009</u>	<u>-</u>	<u>41,009</u>	<u>44,574</u>



NORTHERN IRELAND WOMEN'S AID FEDERATION LTD  
BALANCE SHEET AT 31 MARCH 2002

	<u>Note</u>	£ 2002	£	£ 2001	£
<b>Fixed Assets</b>	9	65,886		65,133	
Tangible Fixed Assets		<u>                    </u>		<u>                    </u>	
<b>Current Assets</b>					
Bank Accounts		265,212		166,872	
Cash in Hand		182		75	
Debtors & Prepayments		5,925		7,738	
Due by Groups		39,630		46,776	
Grants arranged - Received after 31.03.02		5,551		21,059	
		<u>                    </u>		<u>                    </u>	
		316,500		242,520	
<b>Liabilities</b> - Amounts falling due within one year:	10	273,402		192,406	
		<u>                    </u>		<u>                    </u>	
<b>Net Current Assets</b>		43,098		50,114	
		<u>                    </u>		<u>                    </u>	
<b>Total Assets Less current Liabilities</b>		108,984		115,247	
		<u>                    </u>		<u>                    </u>	
		-		-	
<b>Liabilities</b> - Amounts falling due after more than one year		108,984		115,247	
		<u>                    </u>		<u>                    </u>	
		<u>                    </u>		<u>                    </u>	
<b>Provisions and Charges</b>					
Deferred Capital Grant Reserve	11	59,975		62,673	
Building Development & Maintenance Reserve		8,000		8,000	
		<u>                    </u>		<u>                    </u>	
		67,975		70,673	
		<u>                    </u>		<u>                    </u>	
<b>Net Assets</b>		41,009		44,574	
		<u>                    </u>		<u>                    </u>	
		<u>                    </u>		<u>                    </u>	
Represented By: Accumulated Funds:- Unrestricted					
Balance at 31 March 2001		44,574		31,278	
surplus/(Deficit) For Year		(3,565)		13,296	
		<u>                    </u>		<u>                    </u>	
Balance at 31 March 2002		41,009		44,574	
		<u>                    </u>		<u>                    </u>	
		<u>                    </u>		<u>                    </u>	

Approved by the Management Board on 11 May 2002 and signed on its behalf by

Elsie Jordan - Chair

Sylvia Gordon - Treasurer

## a word of thanks

We would like to thank all the donors and friends of Women's Aid for their ongoing support and acknowledgement of our work and for enabling the continuation of so many vital projects.

- British Council
- Charities Aid Foundation
- Children in Need
- Department of Health, Social Services & Public Safety
- Friends of Women's Aid
- John Moores Foundation
- Lloyds T.S.B Foundation
- Marks & Spencers
- NICVA
- NI Housing Executive
- NI Police Authority
- NI Voluntary Trust
- NTL
- Pilgrim Trust
- Priory Foundation
- Proteus
- South & East Belfast H&SS Trust
- The Denton Charitable Trust
- The Draper's Company
- The Esme Fairbairn Trust
- The Rotary Club Belfast East
- The Salamander Charity Trust
- Training for Women's Network
- Victoria Homes Trust
- Volunteers
- Individual Donors

And all those who contributed anonymously throughout the year.



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**24 hour Helpline 028 90331818**  
Minicom: 028 90331818