

Cymorth i Ferched Cymru
Welsh Women's Aid
2012 - 2013
ANNUAL REPORT



Message From The Chair

During 2012/13 WWA has continued to work tirelessly to promote understanding of the need for policy and legislation that protects women and children affected by all forms of Violence Against Women (VaW).

The team, lead by CEO Paula Hardy, have been busy working with and advising the Welsh Government to help it achieve its ground breaking legislation "Ending VaW, Domestic Abuse & Sexual Violence (Wales) Bill", the first of its kind in the UK, whilst also campaigning tirelessly during the Police and Crime Commissioner elections to ensure that ending VaW was a priority for all candidates.

WWA know and understand that VaW is not simply a safety issue; we must continue to prioritise our work to raise awareness of the systemic inequalities still faced by women and girls in society today, promote greater understanding of the underlying gender issues, and continue to influence and challenge local and national policy and practice.

WWA are extremely concerned about the impact the Welfare and Housing reforms will have on women and children, and how specialist providers will be able to meet the expected increased demand on services at a time when funding is being cut and services are being reduced. We know the real impact is yet to be seen; now more than ever our members'

views, data and the experiences of the women and children they support are vital in order to show the true impact on the ground and help us to campaign more effectively.

I believe that together we are stronger. The membership changes that have been recently been voted on will ensure that WWA is able to focus on being at the cutting edge campaigning on ending VaW, and supporting the development of new and innovative ways of working during what will undoubtedly be a challenging time for us all.

The WWA Board of Trustees and the staff team look forward to working with you in 2013-14.

Bethan Healan, Chair

The All Wales Domestic Abuse and Sexual Violence Helpline

As the number of calls continue to rise year on year, there has been a substantial increase in the number of calls made from professionals, and with the proposed Ending Violence against Women & DA (Wales) Bill expected to carry a "duty to ask & act", we anticipate that the call volume will increase substantially in 2013-14 and capacity planning and preparation is currently underway to absorb additional demand.

- 29,718 calls were made to the helpline in 2012/13
- Reflecting a 9% increase in calls
- 153 people referred to specialist counselling in relation to sexual abuse/assault
- 254 women referred to local Multi Agency Risk Assessment Conference teams

Big congratulations to Rhian Lewis, Helpline Coordinator and the Helpline team for again securing the Telephone Helpline Association's Quality Mark which was awarded for the second time in June 2012.

“The All Wales Domestic Abuse & Sexual Violence Helpline have been instrumental to us as an organisation in terms of driving the ending Violence against Women, Domestic Abuse & Sexual Violence agenda forward. The provision of unconditional support BCUHB continues to receive from the Helpline has increased

staff awareness in relation to the prevalence of domestic abuse within our communities, the signs and symptoms of domestic abuse, and the importance of "asking & acting". This joint working initiative has proved invaluable in terms of improving the lives and life chances of those individuals accessing the services of Betsi Cadwaladr University Health Board (BCUHB who may be survivors of or experiencing domestic abuse.”

Michelle Denwood , Deputy Director of Nursing and Safeguarding, Bwrdd Iechyd Prifysgol Betsi Cadwaladr

Alison Griffiths, Delegated Lead for Domestic Abuse, Bwrdd Iechyd Prifysgol Betsi Cadwaladr

24/7 365 days of the year – thanks to the flexibility of the Helpline staff and an effective emergency plan Helpline the Helpline remained open during the bad weather in 2012/13.



Llinell Gymorth Camdriniaeth yn y Cartref a Thrais Rhywiol Cymru Gyfan

All Wales Domestic Abuse and Sexual Violence Helpline

0808 80 10 800

www.allwaleshelpline.org.uk



AllWalesHelpline



@WalesHelpline

WWA - Colwyn Bay

Safeguarding the provision of essential specialist services to Women and Children affected by Domestic Abuse remained a priority for WWA during 2012/13.

During 2013/2013 work has been focussing on strengthening the provision of services in Colwyn Bay area including:

- Securing capital funding for the development of a Domestic Abuse One Stop Shop.
- Developing the Information Centre for women in need of Domestic Abuse support.
- Creating a safe space to deliver training and development programmes to women accessing our services such as the Freedom Programme and this continues to be in great demand.

Our experienced team has invested time and energy over the course of the year into ensuring that women and children accessing our services receive the highest possible quality of provision.

Some of the impacts as a result of changes to our policies, procedures and processes include:

- A reduction of 6% in the number of days that a room is unoccupied for 2012/13.
- An increase in the number of women and children supported by

the Refuge, integrating our outreach service more closely with our One Stop Shop and Refuge services.

- Increasing our capacity and improving our assessment and support planning frameworks for the outreach service delivering better outcomes as a result.
- We have continued to provide dedicated support for children and young people who have been affected by Domestic Abuse including on a one-to-one basis and through the delivery of WWA's STAR programmes. 23 children were supported during 2012/13.

A programme of further development is planned for 2013/14 which will see further investment in improving the quality of accommodation provided for women and children, ensuring that our staff team have the IT systems they need to deliver excellent services, and further development of the One Stop Shop services.

During 2012/13 27 women and 23 children number were supported in refuge. 208 women were supported through 2012/13 by our outreach service.



Promoting the views of women, children and members relating to the impact of policy and legal initiatives on all forms of VaW

Effective influencing is an integral part of WWA's success in ensuring that policy and legislation really makes a difference for women and children affected by all forms of VaW. Many hours have been spent over the past year gathering views and

data to help shape and inform policy and legislation, both here in Wales and in the wider UK. During 2012-3 WWA used a wide variety of tools and mechanisms to ensure that the views of women and children are heard including:

- Providing briefing papers and responding to requests for information from Welsh Government civil servants, Assembly Members, Health, Housing, decision makers and wider stakeholders.
- Media activity (including social media), radio, television, Welsh and UK press.
- Supporting women to provide a victims perspective for the media and government.
- Participation at national steering groups including - Multi Agency Risk Assessment Conference (MARAC), CAFFCASS, Violence against Women & DA Implementation Board, Claires Law.
- Providing specialist input on Crown Prosecution Services scrutiny panels.
- Providing specialist input to develop the first and only Intergrated Family Support Service with a remit to include domestic abuse in Western bay area of Wales.
- Commissioning Children and Young Peoples research "You've given us a voice, now Listen", which gives voice to children and young people in refuges.

Informing policy makers through robust responses to consultation documents both at a UK and Wales level

2012/13 has been a year of significant policy and legislation consultations both in the UK and in Wales. Now more than ever there has been a need to work together to safeguard vital front line services, WWA has been working closely with other organisations to respond to a raft of consultations, on devolved and non-devolved issues. We have

worked hard to keep our members up to date on a range of issues, some that we believe will have a potentially devastating impact including:

- Legal Aid Reforms (UK)
- Welfare Reforms (UK)
- The Social Services Bill (Wales)
- The Housing Bill (Wales)
- Supporting People administration transfer to Local Authorities (Wales)

Strengthening the DA Sector in Wales

Strengthening the sector remains a priority for WWA, because we know it is important that women and children are in receipt of good quality services wherever they live. During 2012/13 we have asked our members about what is important to them in terms of membership support; we have listened to our members and will be

amending our work programme to reflect a higher focus on policy and campaigning work. We have finalised the service delivery standards and accreditation framework and will continue our work of monitoring the landscape, and capacity building. Work undertaken in 2012/13 to strengthen the VaW sector included:

- Monitoring funding cuts, preparing campaign for CYP funding.
- Finalising the first passportable accredited DA qualification.
- Info X events to raise awareness of key policy and practice developments.
- Bespoke capacity building activities with members.
- Expertise provided in relation to mergers/partnership working.
- Comprehensive briefing regarding good practice in light of lessons learnt from Plas Mal and AWEMA
- Supporting our Accredited Support Providers to be ready for the changes in the Supporting People Programme.
- Maintaining a high profile presence at strategic meetings, delivering the message about the importance of a gendered analysis.
- Securing funding for WWA's VaW Centre of Excellence through WG Capital Funding programme.
- Finalising the Service Delivery Standards and accreditation framework and undertaking consultation regarding implementation.

Training

During the period 2012/13 Welsh Women's Aid was a lead provider of Domestic Abuse and Sexual Violence training courses for the third sector in Wales. We have worked with Women's Aid groups to deliver specialist courses to frontline workers and support staff to ultimately benefit and safeguard victims of domestic abuse in Wales. One of the key focuses for training has also been the delivery of courses outside the Third Sector to public bodies. This partnership working and closer relationships with

key agencies commenced during early 2013.

Our training team is now delivering accredited stand-alone courses and our specialist Qualifications Credit Framework (QCF) in Preventing and Tackling Domestic Abuse and Sexual Violence to key emergency services and those organisations working directly with victims in Wales.

Successes of our Accredited Training Centre include:

- The delivery of 33 courses in key specialist subject areas to Women's Aid groups and other stakeholders.
- Supporting over 211 participants who are mostly frontline workers.
- Directly delivering 15 accredited courses as stand alone units.
- Directly delivering QCF levels in Domestic Abuse and Sexual Violence at Award and Certificate levels.

“Trainers were very welcoming, engaging and informative”

“I feel I can speak about Domestic Abuse with a better knowledge from attending the training, and pass on my skills to service users”

“Excellent training, well delivered, Trainer was very knowledgeable, thoroughly enjoyed!”



On March 8th at 1pm exactly women all over the world came together to form flash mobs, dancing to draw attention to the global phenomenon of violence against women. Those who took part described feeling exhilarated and proud to be making such a statement in a public environment

Campaigning and raising awareness

Raising awareness is an essential part of the work of WWA. This year saw WWA support women in their local communities to take part in the Global One Billion Rising campaign, with events being held in Swansea, Carmarthen, Cardiff and Lampeter.

WWA would like to thank those women who volunteered their time to make the events such a success.

Other campaign/awareness raising activities in 2012/13 included:

- Attending annual global movement Million Women Rise march in London.
- Developing WWA manifesto and campaign to raise awareness of VaW and secure commitment from the Police and Crime Commissioners candidates, securing buy in from 3 out of 4 elected Welsh Commissioners.
- Co-organising Reclaim the Night March with NUS - International Women's Day.
- Light a Candle for the International Day for the Elimination of Violence Against Women.

Informing policy and legislation

The majority of our policy work this year has been in relation to Ending Violence against Women and DA (Wales) Bill. Our hard

work has resulted in 10 of WWA's recommendations being included in 'the White Paper', activities undertaken include:

- Organising focus groups across Wales.
- Briefing papers for members, Assembly Members and other stakeholders.
- Attending consultation events and meetings as a member of the Task and Finish group.
- Supporting a volunteer to be a member of the VaW Task and Finish group ensuring that the victims voice is heard when shaping policy and legislation.
- Contributing to the Task and Finish group VaW Bill Report.

Children Matter

This was a very successful year for Children Matter with continued development of the S.T.A.R suite of services. The 4-6 Programme and the Support Paperwork were developed and piloted with great success and are now available as part of the services we offer. We also started the development of the Young People's Programme (11-13 years) which raises awareness about healthy and unhealthy relationships, but also tackles other issues that young people are facing today such as Domestic Abuse, Gender Stereotyping, Consent, Sexting, Sexual Exploitation, Perception and Resilience.

Children Matter continued to focus on direct service delivery and capacity building with partner organisations, offering a number of primary services and assistance through training, resources and support in service delivery.

Points of interest in relation to the team include:

- Reviewing the suite of Support, Trust and Respect (STAR) resources.
- **1,989** actively engaged in the STAR programmes.
- **265** professionals trained to deliver age appropriate STAR programmes.
- **37** specialist service providers accessed WWA and Children Matter resources to help raise awareness and safeguard children and young people.

Effective partnership working has resulted in over **1000** awareness raising sessions in educational and community settings being delivered and evaluated, with startling results:

- **88%** Children and young people reported understanding that the abuse wasn't their fault.
- A **37.5%** increase in the number of children and young people reporting they felt more able to speak to their mum about their experiences.
- **87%** of children and young people reported they felt safer after completing the programme.
- **93%** reported being more able to recognize the warning signs for unhealthy relationships.



Message from the CEO

I am under no illusion that, as we enter our 37th year, it will be a challenging one for WWA and our members, with talks about budget cuts and delivering more for less on everyone's minds.

The landscape has and continues to change at a rapid pace and the challenges that WWA and our members face over the next 5 years should not and must not be underestimated.

Austerity will continue to have a devastating impact in the ability to provide services at a time when funding is being cut and more is required for less, increased pressure on the public purse will see more women and children bearing the brunt of the austerity measures being implemented by the UK government.

It will continue to have an impact on specialist service providers too, with more women coming forward in need of support and a time when funding is shrinking, more now than ever before there is a need to work together to protect vital specialist service provision, innovation and partnerships will become integral to ensuring our sustainability.

WWA will continue to expand strategic relationships with key stakeholders like the Police, Independent Police Complaints Commissioner and academics to

strengthen both understanding and the evidence base to be able to take forward future campaigns.

Last October I addressed The WAVE European conference about our role, our leverage to campaign for legislation, and how WWA and our members work together to shape effective policy and legislation. Certainly those with an interest in the elimination of VaW in Europe are watching! This coming year will be the year the Welsh Government have to "get it right", to be brave and bold and deliver legislation that truly can begin a proactive journey to end violence against women.

In sisterhood,

Paula Hardy

Accounts Summary

	Statement of Financial Activities	Unrestricted Funds	Restricted Funds	Total Funds Year Ended 31 March (2013)
INCOME	Voluntary Income	£16,643	£450,000	£466,643
	Investing Income	£1,444	0	£1,444
	Income for Charitable Events	£177,418	£1,220,555	£1,397,973
	Total Income	£195,505	£1,670,555	£1,866,060
EXPENDITURE	Cost of Generating Voluntary Income	£4,145	0	£4,145
	Charitable Activities	£77,673	£1,267,606	£1,345,279
	Government Costs	0	£11,852	£11,852
	Total Resources Expenditure	£81,818	£1,279,458	£1,361,276
	Net Income Before Transfers	£113,687	£391,097	£504,784
	Total Funds Brought Forward	£383,867	£417,987	£801,854
	Total Funds Carried Forward	£497,554	£809,084	£1,306,638
BALANCE SHEET	Fixed Assets			£481,728
	Debtors		£467,290	
	Cash Held		£493,468	
	Creditors (due within one year)		£960,758 (£94,298)	
	Net Current Assets			£866,460
	Total Assets less Current Liabilities			£1,348,188
	Creditors (due after more than one year)			(£41,550)
	Net Assets			£1,306,638
	Restricted Funds in Surplus			£809,084
	Unrestricted Income Funds			£497,554
	Total Funds			£1,306,638