

Annual Report

2018-2019

Foyle
Women's
AID



Foyle Women's Aid

Annual Report 2018 - 2019

Contents



PHOTO: M&S HAMPER DONATION

- 04** OUR VISION
- 05** OUR PURPOSE
- 06** OUR STRATEGIC OBJECTIVES
- 08** DIRECTORS REPORT 2018-19
- 10** NUMBER OF WOMEN SUPPORTED 2018/19
- 11** FLOATING SUPPORT STATISTICS 2018/19
- 12** ACCOMMODATION STATISTICS
- 14** ASHLEYWOOD HOUSE STATISTICS
- 15** ROSE HOUSE STATISTICS
- 16** GROUP WORK STATISTICS
- 17** COURT SUPPORT STATISTICS
- 18** SUPPORT SERVICES REPORT
- 21** POD15 AND TEENLINK STATISTICS
- 22** CHILDREN AND YOUNG PEOPLES SERVICE REPORT
- 25** TEENLINK REPORT
- 28** TRAINING
- 29** SOCIAL MEDIA STATISTICS
- 30** FINANCIAL REPORT

Where you can find us

One number for all services: 028 7141 6800

PATHWAYS

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Chairperson

Vice-Chair

Treasurer

Secretary

Member

Member

Ms Eileen Webster

Ms Cathie McMinn

Ms Jacinta McCool

Ms Annemarie Harkin

Ms Karen O'Leary

Ms Sarah Quinn

Company No: NI23041
Registered Charity No: XN 48783/BT

MANAGEMENT
COMMITTEE

VISION

We will create a centre of excellence that leads in partnership working to develop and sustain non-violent, healthy communities in the North-West.

Purpose

We exist to eliminate violent behaviour by supporting all victims of abuse through support, prevention, protection and justice.

RESPECT:

We treat others with equality and fairness.

UNDERSTANDING:

We strive to understand the needs, fears and wishes of others.

SHARED LEARNING:

We are committed to exchanging knowledge, experiences and ideas.

TRUST:

We will build open and honest relationships, and act with integrity and confidentiality.

NON-JUDGEMENTAL:

We respect the right to hold opinions and the choices of others, even though they might be different from our own.

CHALLENGE:

We advocate and question to empower all to make changes and reach their goals.

Our Strategic Objectives

Based on our analysis of the internal and external environment, our priorities for the next three years fall under 8 key objectives:

1. Extend client-led services.
2. Plan, develop and maintain fundraising to meet demand and provide value-added services.
3. Maintain professional standards and practice.
4. Develop effective formal operational links with statutory bodies.
5. Awareness-raising of services and public profile.
6. Strengthening local and regional relationships to influence DV Policy.
7. Increase capacity and create opportunities for career and personal development.
8. Build on current partnerships and develop further partnerships to meet the core objectives.



PHOTO: NI WATER VOLUNTEERS GROUP MARCH 2019

Director's Report 2018-19

Last year, we had a significant increase in demand for all of our services and much more complex cases. This has been well documented in our more detailed yearly report. In total, we supported 3,424 women and children through our services in 2018-19. The staff have managed extremely well under the immense pressures, and the ever-decreasing budgets and increasing demand for these crucial services. The organisation has successfully maintained our high standard of provision across the projects and this has been reflected in our evaluation, feedback processes and our increased engagement.

Further detail on the activities and projects delivered on the ground are detailed in this report and, importantly, the evaluation and positive outcomes that are crucial to supporting families to recovery.



PHOTO: PBNi MEETING

Review of Activities in the Past Year & Plans for the Future

In this reporting year, we have been busy preparing for the new Foyle Family Justice Centre (FJC) service as we had to change the location of the site due to last-minute over-pricing from the proprietor. Whilst that was disappointing – not just for the planned services – it was a blow for the city not to save the old Convent and address the dereliction, which is an eyesore in the Cathedral Quarter of the city. However, we moved very quickly and purchased a site in the same location and, with Apex, have developed a very comprehensive plan to occupy the site and utilise the space to more effectively address the problem of abuse. We have secured funding from the Department of Communities and the Department of Justice, and are waiting for the revised plan for temporary accommodation to be passed by Supporting People. We already had approval on our other site, so new business plans and economic appraisals have been completed and submitted to the Departments.

With the help of the Tampon Tax funding administered through the North West Development Office, FWA has engaged others to advise and support us to develop very comprehensive plans and actions to ensure the smooth transition of staff and services into the FJC once the building has been completed. We have carried out a series of meetings with our inter-agency partners, who have provided valuable input to the developing Strategic Plan and this

will also be reflected in the Operational Plan. We have also carried out widespread consultations engaging with local and regional stakeholders and are on-target to deliver all of the key objectives identified in the FJC Transitional Plan.

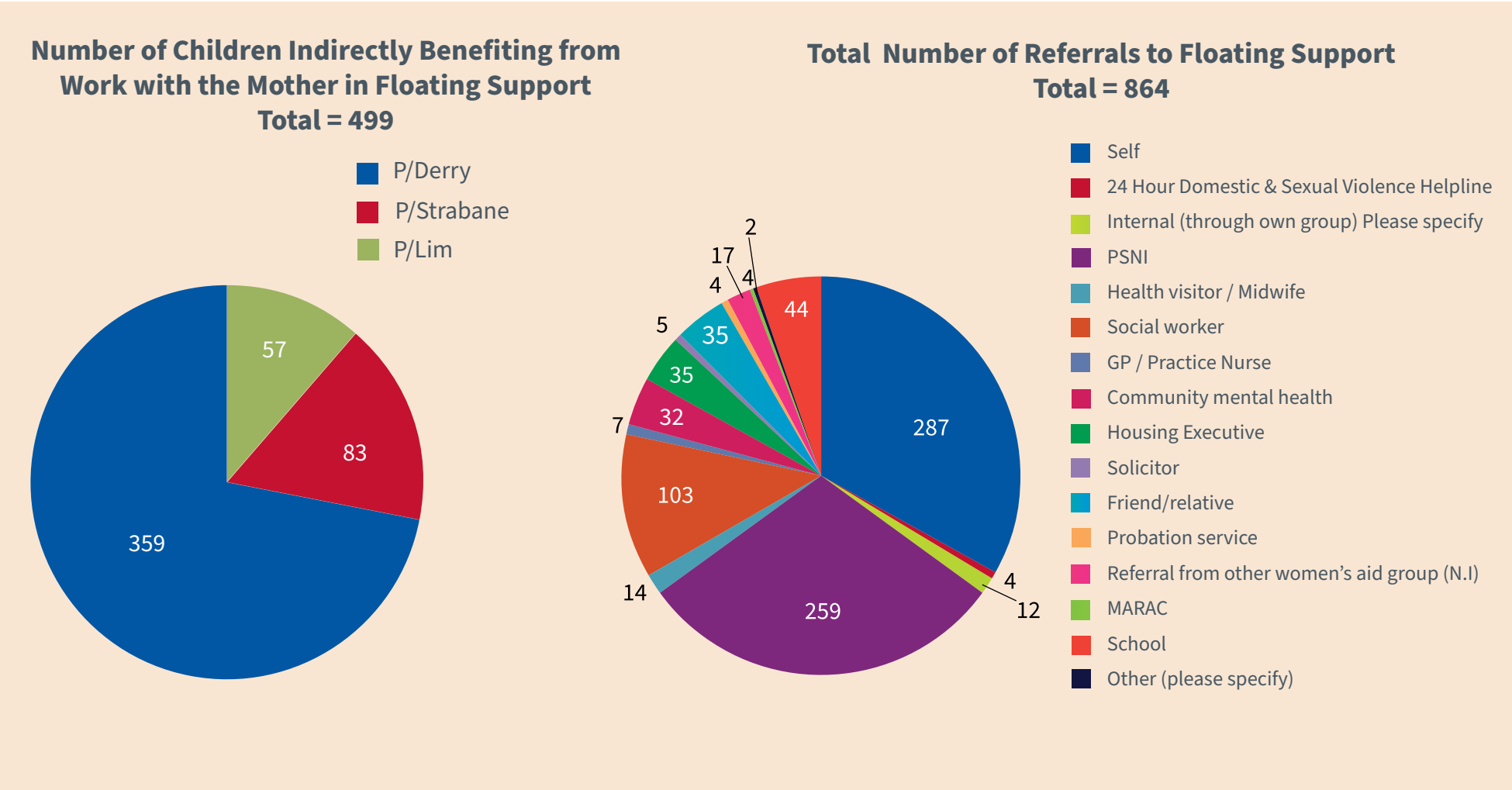
Other initiatives this year included the further development of our Dress for Success project, which now has a range of partners and a great deal of local support. We intend to look for a worker and build on the current and new partnerships going forward. Our children and young people's project has developed beyond expectations, and attendance and feedback has been very positive. Again, we will work with our partners in order to sustain this crucial work beyond the Lottery funding. Once we have the FJC project building underway, we will begin to fundraise for our Pathways building as it is now in a state of disrepair. All of our emphasis in the past year has been to develop a more efficient and comprehensive service. The innovative plan will deliver on these objectives and create a more robust and sustainable service into the future.

Marie Brown
Director

Number of women supported 2018-19

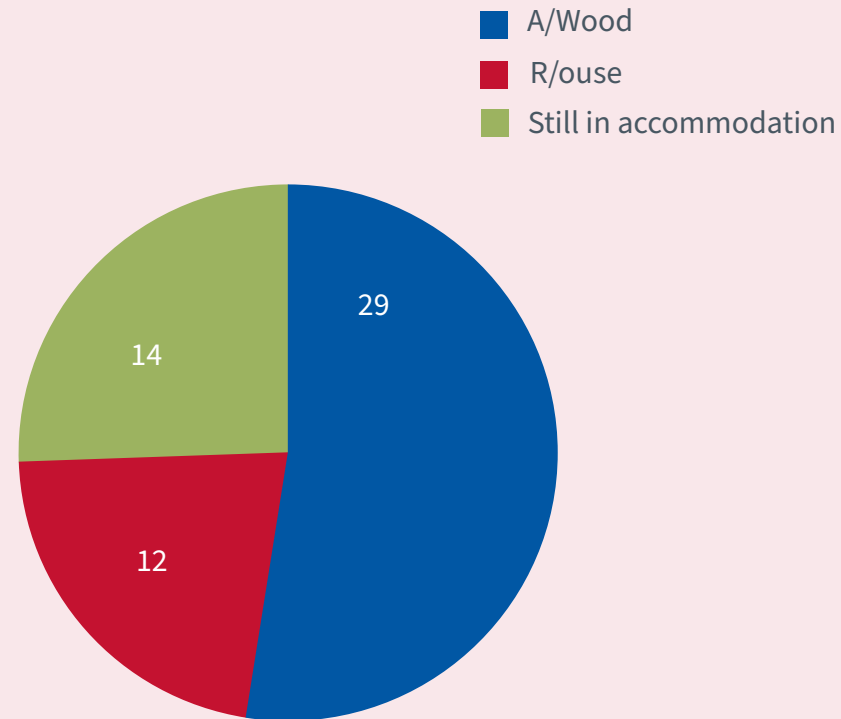
Women accommodated	55
Children accommodated	46
No. of women receiving floating support service	864
Advice and information calls	755
Court accompaniments & advocacy visits	246
Home visits	947
Children directly using the crèche	251
Teenlink attendance	182
Court support	78 (court closed July-Aug 2018)

Floating Support Statistics 2018-19

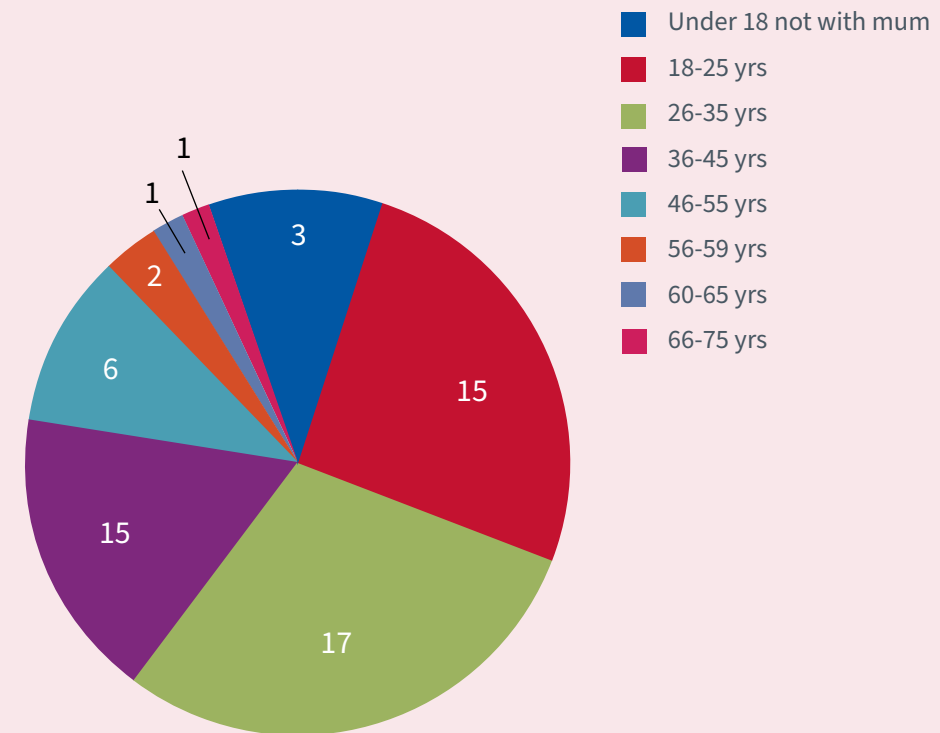


Accommodation statistics 2018-19

Total Number of Women Accommodated
Total = 55



Age of Women in Accommodation
Total = 55



Total Number of Children Accommodated
Total = 46

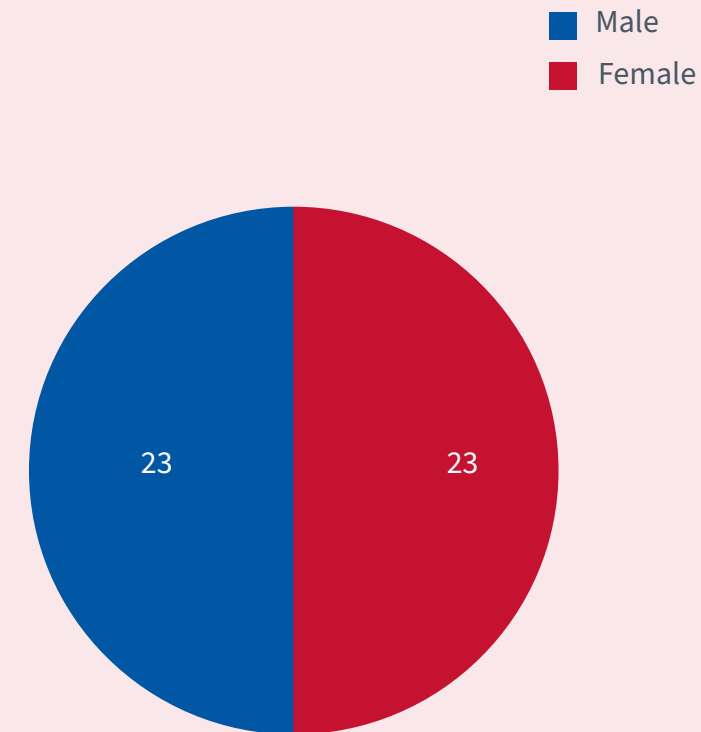
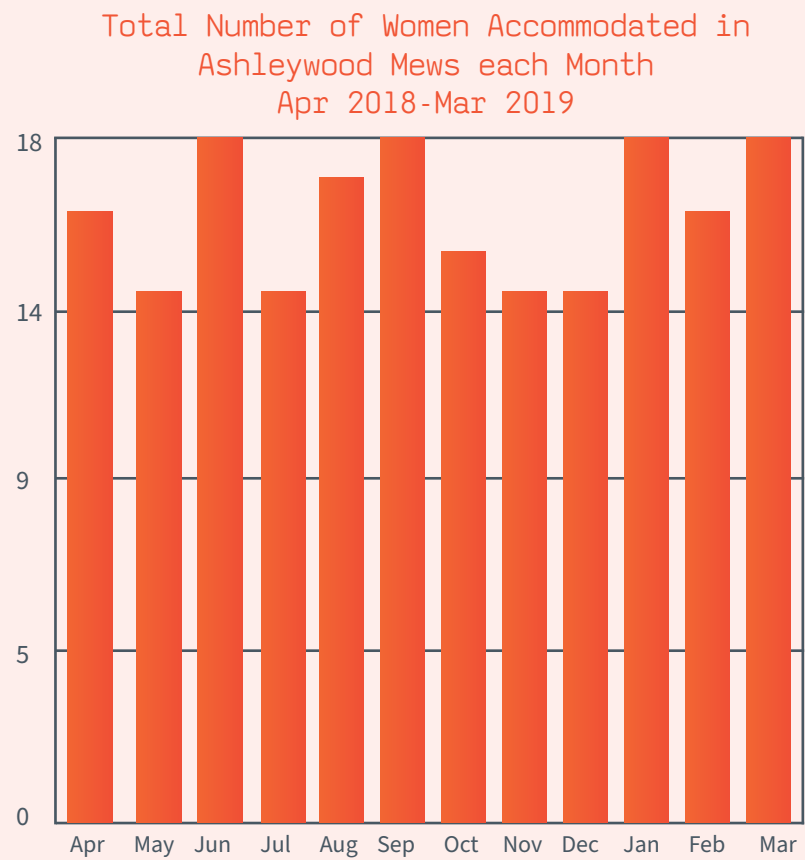


PHOTO: CRECHE KIDS

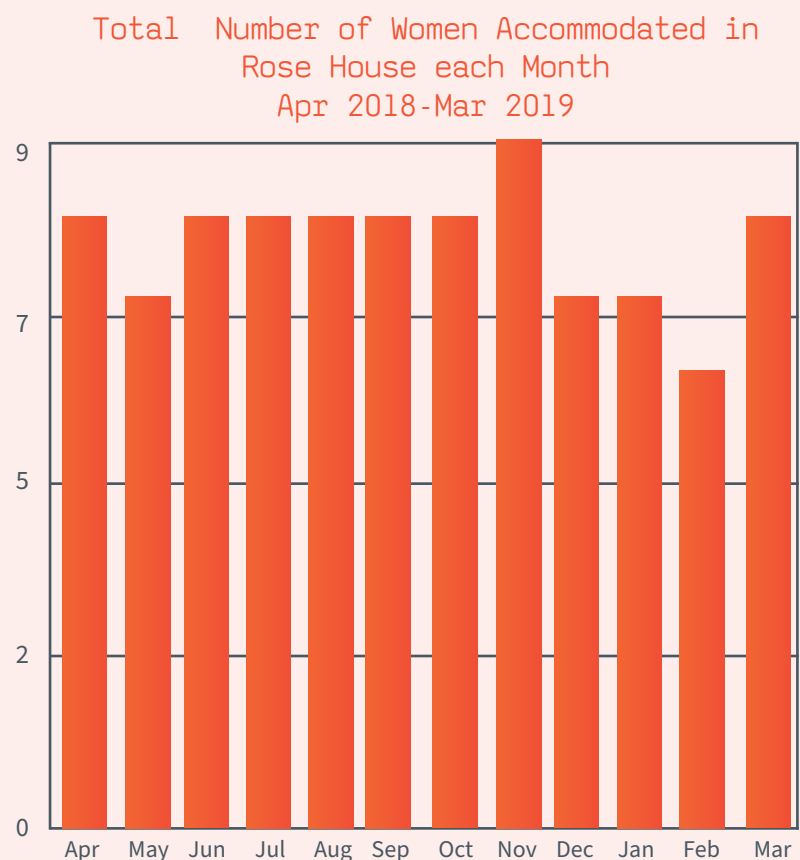
Ashleywood House Statistics 2018-19



Month	Maximum Expected occupancy each month	Throughput of women each month
April 2018	90%	107%*
May 2018	90%	93%
June 2018	90%	120%*
July 2018	90%	93%
August 2018	90%	113%*
September 2018	90%	120%*
October 2018	90%	100%
November 2018	90%	93%
December 2018	90%	93%
January 2019	90%	120%*
February 2019	90%	107%*
March 2019	90%	120%*

* the reason for high throughput here means units were used for short stays which means one unit may have been used by different women during the month.

Rose House Statistics 2018-19



Month	Maximum Expected occupancy each month	Throughput of women each month
April 2018	90%	100%
May 2018	90%	88%
June 2018	90%	100%
July 2018	90%	100%
August 2018	90%	100%
September 2018	90%	100%
October 2018	90%	100%
November 2018	90%	113%*
December 2018	90%	88%
January 2019	90%	88%
February 2019	90%	75%
March 2019	90%	100%

* the reason for high throughput here means units were used for short stays which means one unit may have been used by different women during the month.

Group Work Statistics

Group Work/Programmes
122 clients

- Journey to Freedom – 11 sessions – 92 clients
- BHR – 3 sessions – 19 clients
- Power of Words – 3 sessions – 24 clients
- Living Life to the Full – 1 sessions – 7 clients

Information/Training Sessions - Awareness

- 7 information sessions
- 84 attendees – student nurses, social workers and community workers



Court Support Statistics

Court Support 2017/18					
	Target	2015/16	2016/17	2017/18	2018/19
Referrals	150	252	159	101	78
Court appearances	150	228	133	111	86
NMOs	160	106	68	54	43
Repeat victimisation	18%	18%			

MARAC 2017/18		
	Target	Actual
MARAC meetings attended	26	25
Actions completed	100%	96%

MARAC 2018/19		
	Target	Actual
MARAC meetings attended	26	26
Actions completed	100%	100%

Support Services Report 2018/19

The number of victims of domestic abuse and sexual violence looking for support from Foyle Women's Aid continued to rise this year, with a steady increase in demand across all services.

ACCOMMODATION services continued to be busy, with high occupancy rates throughout the year, with 156 applications received over the past 12 months – an increase on previous years. Foyle Women's Aid accommodated 55 women and their children, supporting them to return to life in the community, living independently and safely.

Satisfaction surveys from residential clients were positive, with many women leaving with a renewed sense of hope for the future, feeling safer and more confident after the support they received from the Foyle Women's Aid Support Team.

'I feel more confident compared to when I first came here.'

'It's still scary, but I feel more confident to move on.'

'Open, welcome, supportive'

'I have received lots of support throughout my stay in FWA. I am extremely happy with the service. My kids were well supported too.'

The Admissions & Safety Team, based at our accommodation projects, worked to maintain a high standard of accommodation and provide practical support to families, taking on the weekly Health and Safety checks, ensuring the security of the premises and liaising with police, social workers and other professionals working with the women. Client feedback after admissions was also positive:

'Happy and appreciate the help and support. All staff have been great.'

'Support so far has been phenomenal. Cannot say more about how supportive everyone has been.'

'Excellent service and staff'

'I feel a lot more comfortable, a lot more supported. The children have settled. I really like it here.'

COMMUNITY SUPPORT also experienced an increase in the demand for its specialist one-to-one support work with women who have experienced domestic and sexual abuse in the Derry/Londonderry, Strabane and Limavady areas. Referrals were up by 6 percent and a total of 570 women were supported through 2018/19. Engagement was a continuing priority for Support Workers, who focus on the quality of the first contact with victims, acknowledging the barriers that exist for traumatised and frightened victims to come forward for help. The engagement rate continued to increase, with over 80% of victims who approach Foyle Women's Aid taking up the service.

Protection and prevention remained key themes this year, with Foyle Women's Aid representatives attending all the Multi-Agency Risk Assessment Conferences (MARACs) throughout the year, working collaboratively to provide immediate response to high-risk victims. Volunteers and staff continued to provide the busy Court Support service for women who have to attend court for civil orders and child contact issues.

GROUP WORK continues to be popular, with another increase in the number of women completing Women's Aid specialist group work programmes. A total of 92 women completed **Journey to Freedom**, a personal development group process, looking at what domestic abuse is and how it impacts on the individual. A further 50 women availed of the follow-on Building Healthy Relationships and The Power of Words programmes.

The Support Team also organised and delivered information sessions attended by 84 student nurses, social workers and community workers. Presentations about services were also made to community groups, NIHE staff and trade unions.

Conscious of the crippling effects of isolation on women who have experienced domestic abuse, the Support Team have focussed on a range of activities to combat this and to encourage re-integration back into society. This was particularly evident in older clients, especially those who had endured long abusive relationships. What began as a small group meeting once a month has developed into a dynamic group of women who like to be known as **'Free as Bees' (FAB)**.

Facilitated by Alexis McClements, FAB has grown in numbers and Foyle Women's Aid are now looking for funding to develop a range of activities identified by the women as beneficial to their physical and psychological health and wellbeing.

Research has shown that arts and crafts have a therapeutic effect and we have now introduced them in a more formal way this year. A craft studio has been set up and has proved very popular with the women. In addition to sharing their own skills, guest demonstrators have sparked new activities.

The craft group received a boost when we were approached by Belfast School of Art and Design, who proposed a collaboration. Art students worked with the women on a 'Journey from Hurt to Hope' project. Individual textile flowers were created by women, which were then combined by students into an art installation.



Support Services Report 2018/19

SERVICE USER INVOLVEMENT is vital to the work of Foyle Women's Aid and we are always in the debt of those women who volunteer to give feedback and speak publicly about their experiences. In addition to completing satisfaction surveys, Foyle Women's Aid survivors' group, known as The Voices Forum, contributed to focus groups on the Family Justice Centre and Childcare Services. Their advice and input has influenced how new services are developed, and existing services improved and expanded. A group of former service users also reviewed our leaflets, posters and social media, reporting back on changes needed.

In December, two former clients were invited to speak at a public event hosted by AWARE about the impact of domestic abuse on mental health. Their 'lived experience' contributions were compelling and made for a memorable event. One speaker, describing her recovery from domestic abuse, said:

'Surviving means living again'

With this as the theme, Foyle Women's Aid has developed a team of five Voices Champions, who have worked throughout this year to raise awareness and to involve as many other women as possible. They have exciting plans for the future and we look forward to seeing how this group develops next year.

WOMEN'S SAFETY SERVICE continued to operate, in partnership with the Probation Board of Northern Ireland, providing a service to the partners and ex-partners of men taking part in PBNi Perpetrator programmes. 95 percent of women referred to the service engaged, ensuring that their voice was heard and their safety addressed.

TRAINING for staff continues to be a priority and all the training is listed elsewhere in this report. In addition to core skills, the Support Team training this year focussed on Adverse Child Experiences (ACEs), resilience and how to work in a trauma-informed way. We have already begun incorporating this learning into our response to clients.

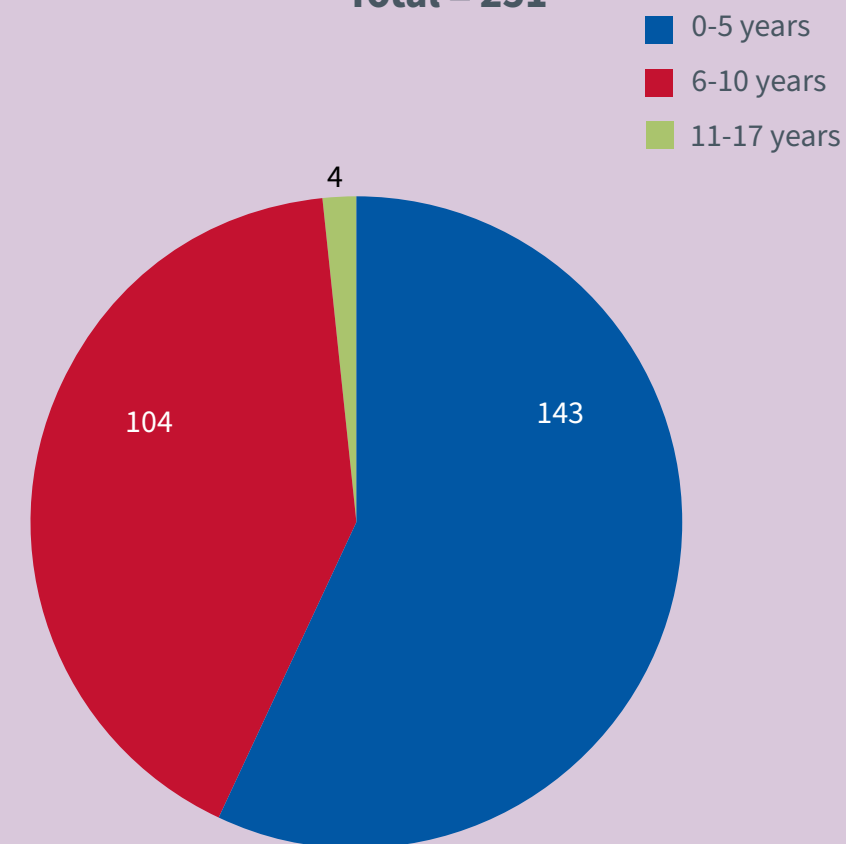
STAFFING levels remain consistent in the Support Team. We said goodbye to Support Worker, Louise Seydak, this year and welcomed Cornelia Tait. Lisa Quigley also joined the Admissions & Safety Team.

Jo Corcoran
Senior Support Services Manager

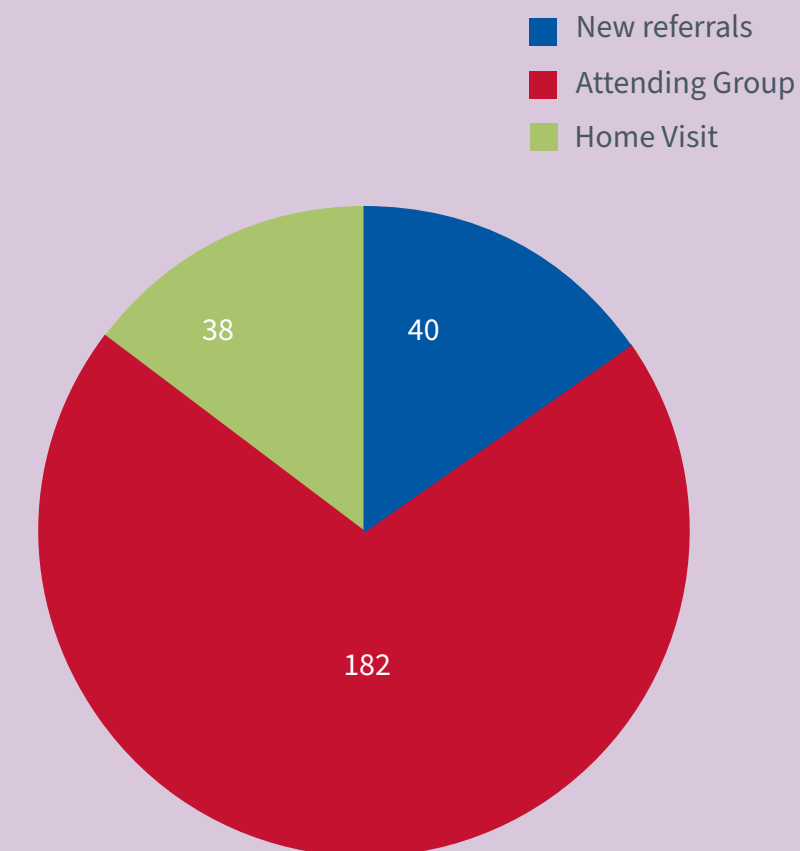


POD15 and Teenlink statistics 2018/19

Age of Children & Young People using the Creche
Total = 251



Teenlink Group



Children & Young People's Service Report 2018/19

POD15 services have continued to go from strength to strength with ongoing Crèche, Active Learning and Teenlink services. We currently have crèche 5 days per week, with 2 Active Learning sessions for school-aged children. Crèche is provided for children residing in our accommodation and also children in the community. This service supports women taking part in programmes, such as Journey to Freedom, and also to help their child prepare for a nursery setting.

Early Years

Sweet Peas Crèche received its registration certificate for crèche services in July of this year. We will now be inspected annually on different areas of the Early Years Minimum Standards.

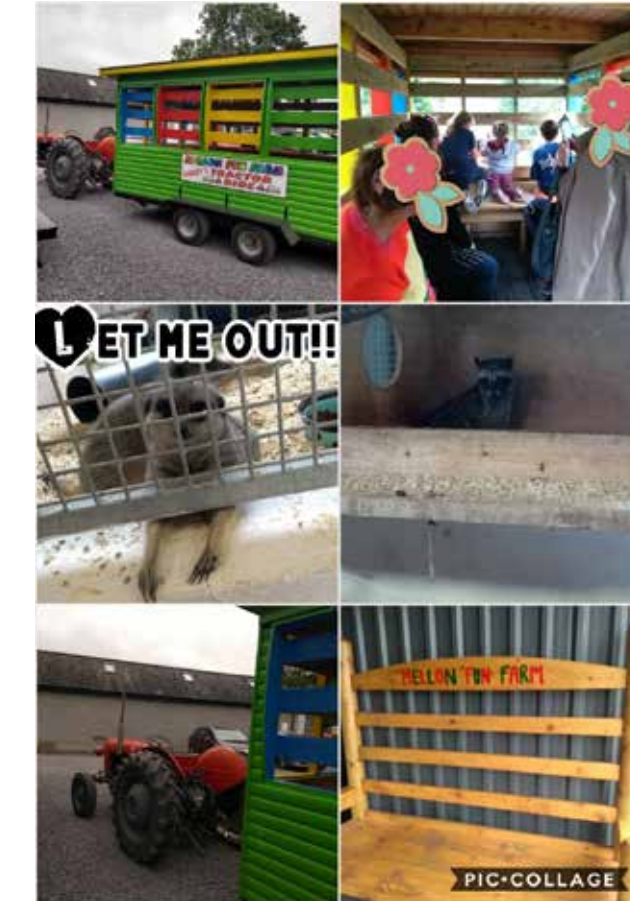
Group Work

Helping Hands is our core programme, which we deliver to children who have been referred to this service. This programme is aimed at 5-11 year olds and is designed to help children understand and name different feelings, recognise signs of danger and have the appropriate language to ask for support. Helping Hands is a fun programme, which is completed over a 6-week period.

Feedback from our most recent Helping Hands:

"My child loved his workbook and said he will keep it forever."

"Helping Hands has helped me and my child talk."



Children & Young People's Service Report cont.

Seasonal Events

- Annual Easter Hunt and party in our extensive grounds at Ashleywood House
- Halloween fancy dress party at the Petrifying POD
- Annual Christmas event at 1 Snowy Lane
- Summer fun day

Summer

We have included trips, such as:

- Trip to Portrush
- Trip to Buncrana
- Trip to Castlerock
- Trip to the beach

Staff

Yvonne and Melanie continue to work through the Level 5 qualification – this is a pending qualification, which Early Years require before May 2019.

Rosin Hamill
POD15 Centre Coordinator



Teenlink Report 2018/19

A new Teenlink group commenced in October 2018. The previous group ended their weekly sessions in September, but have attended a number of reunions throughout the year. This allows us to continue to support these group members going forward. Further reunions are planned with a view to starting a peer mentoring programme as these young people reach 16 years old. Teenlink will work in partnership with Extern to develop this type of programme as part of the Camp Hope Project. This group were also involved in producing a Voices video for the 'From Hurt to Hope' International Conference, hosted by Foyle Women's Aid at Magee College, 4-5th June 2019. This was extremely well received by the delegates, with some of the young people availing of the opportunity to speak at the conference following the presentation of the video.

Following the conference, Teenlink established a professional working relationship with Dr Chan Hellman, Professor of Social Work at the University of Oklahoma and Director of The Hope Research Centre. Chan has provided Teenlink with evaluation tools and surveys that will help measure the impact of the service on an ongoing basis. Following discussions with Casey Gwinn, President and Co-Founder of the Alliance for Hope and Camp Hope America, the importance of building capacity in the Teenlink programme has been identified in order to sustain the positive impact of the programme in the long-term futures of the children and young people who participate.

The new Teenlink group completed the Teenlink Programme, which continues to address issues in relation to:

- Identifying and coping with problematic thoughts and emotions
- Assertively communicating needs and emotions

- Bullying
- Healthy relationships
- Self-esteem
- Safety planning

Following the completion of the programme, the young people remained with the service to participate in the next phase of the Red Flag Art project. This gave each young person an opportunity to work with professional artists to complete an art piece that reflected their individual personality. The group have recently been involved in the annual Summer Scheme, in which they have had the opportunity to become involved in activities designed to build on their self-esteem and confidence.

Teenlink continues to work in partnership with PBNI Domestic Violence Court Team. John co-facilitated the delivery of the Promoting Positive Relationships Programme with staff from PBNI from September to December 2018.

Individual work through the Drawing & Talking Therapy has now been delivered to 25 children and young people. This has allowed those involved to resolve the difficult, conflicting emotions they experience as a result of the trauma associated with living with domestic abuse.

Teenlink ran a development group for 6 weeks from May-July 2018 in order to determine which issues are most relevant to young people who have experienced living with domestic violence. The young people identified the following as the most difficult emotionally with which to cope:

Teenlink Report 2018/19 cont.



- The 'stigma' of living in a family in which domestic abuse is present. They felt that this stopped them from forming normal peer relationships as they felt embarrassed at having to explain why their family was different from other 'normal' families. They avoided visiting the homes of their peers or inviting friends to their home and as they became older, became reluctant to socialise, particularly in large groups.
- The conflicting emotions they experienced towards both parents. In some cases, young people found it difficult to reconcile the positive experiences they had with the perpetrator of the abuse and the extremely negative behaviours they experienced from the same person. They also found themselves at times conflicted about the non-abusive parent's role in terms of either not ending the abusive relationship or indeed breaking up the family unit.

The young people describe these emotional experiences as overwhelming and state that they do not know where to even begin in order to work out how to cope. The build-up of frustration and anger can lead to negative behaviour and outcomes on their part, and so it was with this in mind that the Headspace for Hope Programme was developed, with a view to giving these young people an opportunity to resolve their conflicting emotions while at the same time teaching some anger management techniques that will help them deal with difficult situations in a more positive manner going forward.

The Drawing & Talking Therapy has also been incorporated into the new Headspace for Hope Programme to provide a vehicle for young people to resolve the conflict of emotions they experience. It is hoped that this will

provide an early intervention service for young people who are beginning to display aggression in their significant relationships. The Headspace for Hope Programme has been presented at the Safeguarding Board for Northern Ireland and John has also visited the

Western Trust Family Intervention Teams, the Domestic Violence Team, the Youth Justice Agency, as well as a multi-agency presentation at Ashleywood House.

Teenlink has been involved in meeting with National Lottery representatives to put together an application to develop Camp Hope, Northern Ireland. We have been closely involved with Extern in completing this application and have spoken to our colleagues in Camp Hope America in relation to their model and curriculum. It is hoped that a successful application will allow us to deliver the Camp Hope model at Extern's Roscor Youth Village from Summer 2020 and develop the Ashleywood site to provide continuing support to the young people who attend the camp, along with their families.

Teenlink, in conjunction with POD15, delivered a workshop on both days at the recent 'From Hurt to Hope' International Conference. This workshop demonstrated the effects that the trauma of living with domestic abuse has on children and young people and highlighted how we tailor our services to address this issue.

John O'Hagan
Teenlink Manager

Training April 2018 – March 2019

- GDPR Training
- Neglect Awareness-Raising
- PA Training
- FGM Training
- Risk Assessment Made Easy
- Don Hennessy: Steps to Freedom
- Facilitating Groups
- Adult Safeguarding
- ASIST Training
- Child Protection: Designated Officer Training
- SafeTALK
- Child Protection
- Drawing & Talking Therapy
- Housing Advice Training
- Drink Wise, Age Well
- Keeping Adults Safe
- ACEs & Resilience Training
- Accessing Social Housing
- Safer Access Framework
- Maintaining Professional Boundaries
- Parent-Teen Communication
- Homelessness Awareness
- Traveller Cultural Awareness
- Solihull Approach
- The Rowan Conference
- Relationships for Resilience
- Understanding Trauma
- Trauma-Informed Organisations
- Action on Elder Abuse Conference




PHOTO: TEACHERS ON SOCIAL GUARDIAN TRAINING MARCH 19

Social Media Statistics 1st April 2018 - 31st March 2019

	Total Page Likes by March 2019	Total New Page Likes Since April 2018	Average Audience Reach Per Week April 2018 - March 2019
	2044	192	5000 - 5500

	Total Followers by March 2019	Total New Followers Since April 2018	Average Audience Reach Per Month
	1598	129	8000 - 8500

	Average Google Searches Per month	Average Google listings per month (search, maps etc.)	Average actions via google per month (clicks to website, calls via Google etc.)
	1653	2826	805

The above stats are now for the official Google listings for FWA Pump St, Ardmore Rd & Foyle One Safe Place - our Google presence has increased since creating the other official listings in August & November 2017.

Financial Review 2018-19

Foyle Women's Aid has posted a net movement in funds of £113,139 for the year to 31st March 2019 (**2018: £24,271**). Total funds carried forward as at 31st March 2019 now stand at £1,578,829 (**2018: £1,465,690**).

Restricted funds (including restricted capital funds) comprise £674,225 as at 31st March 2019 (**2018: £517,858**), with unrestricted funds comprising £904,604 as at 31st March 2019 (**2018: £947,832**).

Our principal funders are Supporting People and we have received continued funding from the Big Lottery, Western Health & Social Care Trust and Probation Board NI.

The funding we received has enabled Foyle Women's Aid to provide the services, staff and resources required to meet the aims and objectives of the organisation.



PHOTO: NI WATER VOLUNTEERS



THANK YOU TO ALL OUR FUNDERS



Supporting People NIHE, Big Lottery Fund, Western Health & Social Care Trust, Education Authority, Probation Board NI, Derry & Strabane PCSP, Western Area Childcare Partnership, Comic Relief for Women and Girls, Rural Micro Capital Grant (Dept. of Agriculture) Community Foundation NI, Heritage Lottery, Screwfix, North West Development Office.

Our thanks to all the agencies listed and to all the wonderful individuals, organisations and companies who supported our work so generously during the year.

Company Registration Number:
NI 23041

Date of Incorporation
6 September 1989

Charity Number
NIC103223

Auditors
Fergus McAteer & Co.

Bank
Danske Bank

Solicitors
Caldwell & Robinson Solicitors

Contact Foyle Women's Aid: 24 Pump St, L/Derry, BT48 6JG | T: 028 7141 6800 | E: info@foylewomensaid.org