



Women's Aid Orkney
wish to thank the following for their support

Lloyds TSB Foundation for Scotland
Orkney Childcare Partnership
Orkney Domestic Abuse Forum
Orkney Islands Council
The Cattenach Trust
The Drapers Company
The Henry Smith Foundation
The Nationwide Foundation
The Robertson Trust
Scottish Community Foundation
Scottish Government

*A charitable company limited by guarantee. Registered in Scotland No. SC246914
Registered Office: Anchor Buildings, 6 Bridge Street, Kirkwall, KW15 1HR
Registered Scottish Charity No SC005241*

Women's Aid Orkney

Annual Report



2008-2009

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Planning

Although work during 2008-09 focussed on the change programme, service delivery and development continued and the plans/targets set for the year were met and, or, are on-going.

Plans for 2009-2010 include:

- *recruit a Team Leader;*
- *continue provision of refuge and follow on/outreach support;*
- *continue to establish and develop effective working relationships with a range of partner agencies;*
- *continue to raise awareness of domestic abuse issues amongst children and young people through delivery of the Respect Programme and,*
- *deliver monthly presentations to organisations throughout Orkney;*
- *expand and advertise the resource library;*
- *increase the number attending the Support and Friendship Group;*
- *consolidate and expand the volunteer programme;*
- *create an interactive website for children and young people.*

Directors

A Cromarty
S Garson
G Ferguson (resigned July 2008)
G Herd
T Irvine
F Lillie (resigned July 2008)
L Littlejohn (resigned 4 December 2008)
L Shearer

Stakeholders/Advisers

Sally Inkster, Orkney Housing Association Ltd
John Richards, Housing Department, Orkney Islands Council
Frances Troup, Housing, Homeless Division, Orkney Islands Council
Dawn Sherwood, Community Social Services, Orkney Islands Council

Staff

Anna Rendall	Women's Support Worker
Leah Rendall	Children/Young People's Support Worker
Corinne Seatter	Women's Support Worker
Elaine Young	Children/Young People's Support Worker
Angela Kingston	Office Administrator (from October 08)
Nina Mowat	volunteer



Anna Rendall



Corinne Seatter



Elaine Young



Leah Rendall

“The objects for which the company is established are to educate the public on the subject of domestic violence and abuse and to develop services to relieve suffering due to domestic abuse”

*Memorandum of Association
Women's Aid Orkney*

Chief Executive's Report



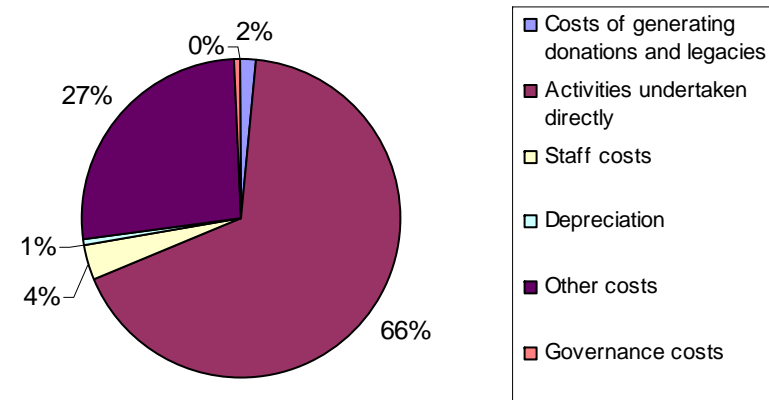
It's been a busy year for Women's Aid Orkney and a rewarding challenge for VAO as we have supported the service to gain strength and security resulting in increased sustainability and endorsement from the Care Commission. Despite the changes in governance, management and structure, I am delighted to report that there has been no detrimental impact on the operational activity. Women and children

who use this much needed service have continued to receive support in the community and in the refuge. Throughout all the changes, we are proud to say that we have kept women and children safe and that's what it's all about. This is shown repeatedly through the positive feedback we regularly receive from service users. Highlights this year include the successful roll out of the Respect Programme which has a broad reach across children and young people in primary and secondary schools. It has been a great example of effective partnership working. Also, the Support and Friendship Group has been a great success. It brings together past, current and new women to the service to offer peer support and practical sessions in an empowering environment. Particular thanks go to the team effort of staff, volunteers, directors and stakeholders who have demonstrated clear commitment and dedication to the ethos of Women's Aid and worked together for the best outcomes. The service is more financially viable and has more capacity through increased staffing and volunteer support as we move forward. Finally, thanks go to our funders without whom domestic abuse would be more of a challenge here in Orkney.

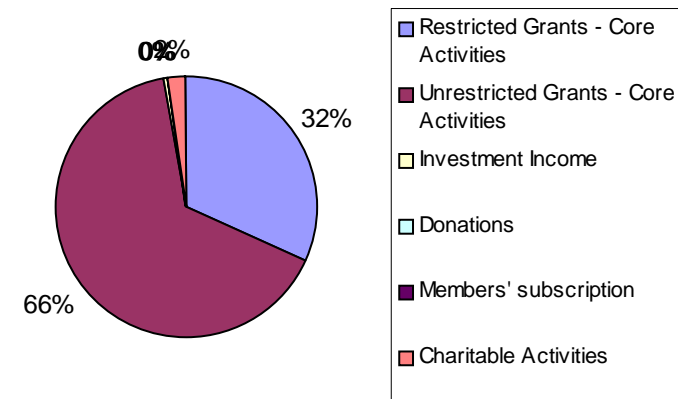
Gaynor Jones

Finance

Expenditure - £198,978



Income - £246,637



Publicity/Promotion

- Revision of all publicity and information material;
- Distribution of information packs to over 70 organisations/agencies across Orkney;
- Monthly advertisement in local papers
- Preparation and delivery of generic presentations
- Article in The Draper Company's National Magazine
- 20 networking events;
- 4 events promoting children services;
- Series of meetings with partnership agencies that improved communication and developed effective working relationships.

The Orkney Single Outcome Agreement

WAO worked with other local third sector organisations to contribute to the Orkney SOA. The services provided help to achieve the following:

National Outcome		Local Outcome
5: Our Children have the best start in life and are ready to succeed	8: We have improved the life chances for children, young people and families at risk	A healthy and caring community with health and social care services for all who need them
6: We live longer healthier lives		
7: We have tackled the significant inequalities in Scottish society	15: Our public services are high quality, continually improving, efficient and responsive to local people's needs	Cross cuts all local outcomes
9: We live our lives safe from crime, disorder and danger		We live our lives safe from crime, disorder and danger

Introduction

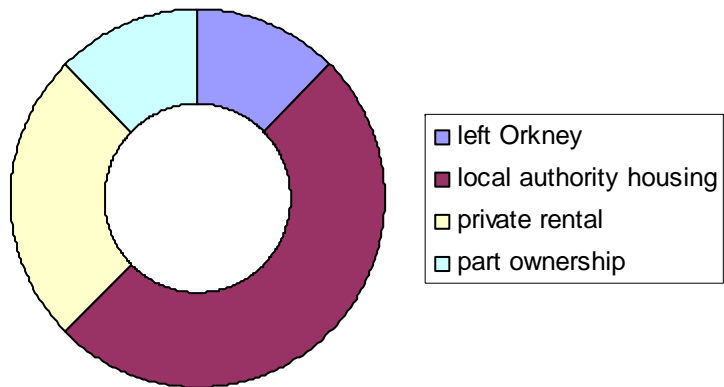
With the support of stakeholders and the approval of regulatory bodies, Voluntary Action Orkney took over management of Women's Aid Orkney on 1 April 2008. During the year, several changes have been made including:

- Revision of staff duties to ensure a generic, flexible service including out of hours emergency on call
- Revision of organisational policies
- Revision of financial recording and reporting systems and strengthening of internal financial controls
- Improved partnership working
- A focus on staff personal and professional development
- Support to the Orkney Domestic Abuse Forum

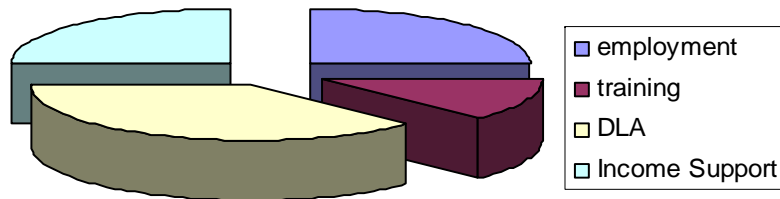
These and other improvements, have strengthened governance, management and administration and the organisation is in a much stronger position as it moves into the new financial year.

During this period of change staff have continued to deliver and develop essential services to those who are affected by domestic abuse and a recent Care Commission Inspection graded the services offered as 'good' and 'very good'.

Destination on Leaving Pheonix House



Employment Status on Leaving Pheonix House



Other Activities

Support and Friendship Group

With funding from the Scottish Community Foundation WAO was able to establish monthly meetings of a 'Support and Friendship Group' for current, past and potential service users. Activities such as healthy eating, budgeting and 'pampering' have taken place and have been informative and enjoyable for participants and staff.

Research

A survey of secondary school pupils was carried out to identify their views on domestic abuse in Orkney. 50% of the students contacted returned their questionnaires and the findings have been incorporated into the planning and delivery of WAO services to young people.

Volunteer Programme

A long held ambition to establish a volunteer programme was finally realised:

- Volunteering policies and procedures updated and introduced
- Task descriptions and personal specifications drawn up
- Recruitment drive
- 4 volunteers recruited
- Induction/training programme in place

"This meeting was better than I hoped. I have made a few friends, which I haven't been able to do for years."

""Cooking was a lot of fun and I have learnt a few easy recipes which I will try at home



Refuge and Outreach Services

New working practices have created a more flexible, responsive, professional service and allowed closer working between the women's and children's support workers to the benefit of the service users:

- 8 families provided with refuge accommodation and support
- 17 new outreach/follow on service users
- 71 telephone calls to the 'on call' service
- Introduction of 'family' sessions

"I cannot express how pleased I have been with the service myself and my son have received"

"coming to WAO has given me more confidence"

"Supportive, safe and homely"



"We very much look forward to incorporating this development into our PSE programme when we consider course changes in the light of the final outcomes for Health and Well Being now being published."

Guidance Manager, Stromness Academy

"Everyone is different and they should be treated the same way and be respected at all times"

Young person

'it covers some of my worries'

Young person

'tell someone if you are frightened'

Young person

Children and Young People's Services

Support workers continued to deliver specialist services to children and young people and have helped them to grow in confidence, become less anxious and more able to articulate their feelings:

- 24 children and young people received support
- 4 refuge
- 7 follow on
- 13 outreach
- 67 one to one sessions delivered
- 32 group work sessions delivered
- A range of group activities eg crafts, sports, visits to places of interest and a Christmas Party
- Service delivered in outer isles

Respect

Staff continue to deliver the Respect Programme to local schools and this year delivery was extended to include secondary school pupils. This programme continues to play a vital part in raising awareness amongst children and young people of healthy relationships and domestic abuse issues:

- 6 primary schools
- 2 secondary schools
- 369 children and young people