



Border Women's Aid Ltd.

## Annual Report 2012 - 2013

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Registered Scottish Charity: SC013951  
Scottish Company Number: SC412169

## Message from the Chair

I am delighted to introduce you to Border Women's Aid Ltd.'s Annual Report for 2012-2013 (January 2012 – March 2013). Border Women's Aid's financial year end is 31<sup>st</sup> March, however in our first year of operation our year ran from 1<sup>st</sup> January 2012 to 31<sup>st</sup> March 2013. Over the past 18 months Border Womens Aid Ltd. (BWA) has gone through immense change and overcome several challenges.



In January 2012, Border Women's Aid became a company limited by guarantee, while maintaining our charitable status.

In March we were advised that we had been unsuccessful in our funding bid to Scottish Government to provide a Children's Service in the House. This resulted in us having to make two members of our team redundant in June 2012. Scottish charity Children 1<sup>st</sup> were asked by the Government to apply for the funding to provide the service, and this new service began on 1<sup>st</sup> July 2012.

April saw the resignation of our Manager; she was replaced on a temporary basis until the recruitment process could be completed, however unfortunately this temporary Manager went off sick. In September, West Lothian Women's Aid and Penumbra came to our aid by each seconding a member of their staff to work with us one day a week. Our Treasurer also stepped up as Acting Chairperson.

In August the new Scottish Borders Council initiative the Pathway Project began in the Scottish Borders, this provided an advisory service similar to the 'LetsBeSafe' service that BWA were funded to provide. This funding came to an end in September 2012, and the member of staff working on the 'LetsBeSafe' project was successful in her application for the Domestic Abuse Advisory Service (DAAS) within the Pathway Project.

By October we were in a good position to start looking for new staff and Board Members and advertised in local press and also held an information evening in St Boswells. From this successful recruitment process we gained a new Chair (myself) and three further Trustees / Directors, taking us to eight in total, which was fantastic. Around the same time we recruited a new Housing Support Worker to join our team of one other Housing Support Worker in November. That original staff member had, up until then, almost singlehandedly staffed the service during this difficult period of change – huge thanks, all of the Board are very grateful for this commitment and dedication. We also finally recruited a new Manager in December. So the year of 2012 ended on a more positive note.

January 2013 brought us a Board Director resignation, our long serving Secretary. Also a new member had to leave due to unforeseen circumstances and new work commitments in March. One of our Housing Support Workers began an extra 10 hours per week to cover administration duties in February.

On 14<sup>th</sup> February BWA attended and had a stand at the One Billion Rising event at Springwood Park, Kelso. A night of music and dance, which was great fun, and also carried a hugely poignant message. It was a successful evening as part of this worldwide cause.

On 2<sup>nd</sup> March we held a Development Day at Castlegate Nursery, Kelso. Andrea Beavon, Violence Against Women (VAW) and Domestic Abuse Co-ordinator, Safer Communities Team at Scottish Borders Council, gave us an informative presentation on the Pathway Project and other local initiatives. Our Board and staff brainstormed together and came up with many good ideas for our new brand, visions and values, as well as some new practical ideas for service and House improvements. Please note we now refer to what was called the 'Refuge' as the 'House', we feel that this has a more sensitive, homely and less negative association.

A lot of work has gone into revising and developing our policies and procedures documents for the Care Inspectorate and we are now in a strong position going forward.

For your general information, I have also included in the report, details of some recent achievements up to where we are at the time of our Annual General Meeting (AGM) (April – November 2013), as there has been great progress made in the last few months.

I want to personally thank everyone who has helped us over the last year or so, including our partner agencies, such as Scottish Borders Council (SBC) Housing Strategy Section (our main funders), SBC Homelessness Team, Children 1<sup>st</sup>, Scottish Borders Pathway Project, Scottish Borders Housing Association (SBHA), and Scottish Women's Aid.

Most of all I would like to thank our staff and Board of Directors. Our frontline staff deliver a fantastic service for women and their families when they really need it. They work extremely hard and often go above and beyond the call of duty. Our Directors are all volunteers who give up their own time for this important cause. It is our people that make us who we are. Your efforts and support do not go unnoticed and are greatly appreciated. Our Treasurer has worked incredibly hard on getting our accounts where they should be and I will leave this to her to explain – I always say I am the 'words' not the 'numbers' person in the organisation.

2014 sees Border Women's Aid Ltd. celebrate 25 years of service – we plan to make this our biggest and strongest year to date by further raising awareness and promoting and improving our service. We will continue to provide training and development for our team, as well as look into potential opportunities for volunteers. We want to increase our work and communications with other agencies in the domestic abuse field and develop these relationships. We also aim to increase our funding opportunities to begin to become more self-sufficient. It is vital that we also continue to make the House a safe and comfortable environment, we will keep improving the facilities in the house going forward as a priority and benchmark on other high level refuges in the UK.

Our priority will always be first and foremost our service users. Often traumatised and at their most vulnerable, we help women regain confidence and rebuild their lives. We believe in their right to live in safety, free from fear of abuse and control by another.

In conclusion, the financial year 2012-2013 ended positively for Border Women's Aid, with us in good shape but still with us facing many challenges ahead. It has been a rocky road but Border Women's Aid is moving forward well with increased stability, and more great things are yet to come – watch this space!!

**Louise Kirk**  
**Chairperson**  
**Border Women's Aid Ltd.**



## Key Achievements and Challenges for the Period

Month	Achievements	Challenges
<b>January 2012</b>	<ul style="list-style-type: none"> <li>• New company began trading</li> <li>• Good level of quality results from Care Inspectorate Inspection</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>February 2012</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>March 2012</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Unsuccessful bid for Children's Service</li> </ul>
<b>April 2012</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Manager resigned</li> </ul>
<b>May 2012</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>June 2012</b>	<ul style="list-style-type: none"> <li>• Treasurer also became Acting Chair</li> </ul>	<ul style="list-style-type: none"> <li>• Children's Service staff x 2 made redundant</li> </ul>
<b>July 2012</b>	<ul style="list-style-type: none"> <li>• New Children's Service began in partnership with Children 1<sup>st</sup></li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>August 2012</b>	<ul style="list-style-type: none"> <li>• New Pathways Project began</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>September 2012</b>	<ul style="list-style-type: none"> <li>• Staffing assistance from West Lothian Women's Aid and Penumbra</li> </ul>	<ul style="list-style-type: none"> <li>• End of funding for 'LetsBeSafe'</li> </ul>
<b>October 2012</b>	<ul style="list-style-type: none"> <li>• Successful recruitment drive for new Manager, Support Worker and Board Members</li> <li>• Successful information event in St Boswells</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>November 2012</b>	<ul style="list-style-type: none"> <li>• New Support Worker joins the team</li> <li>• New Chair and three new Directors appointed to the Board</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>December 2012</b>	<ul style="list-style-type: none"> <li>• New Manager joins the team</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>January 2013</b>	<ul style="list-style-type: none"> <li>• Increased staffing hours by 68%</li> </ul>	<ul style="list-style-type: none"> <li>• Resignation of Secretary of the Board</li> </ul>
<b>February 2013</b>	<ul style="list-style-type: none"> <li>• Support Worker begins extra 10 hours admin per week</li> <li>• BWA at One Billion Rising Event in Kelso</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>March 2013</b>	<ul style="list-style-type: none"> <li>• Successful team development day held in Kelso</li> <li>• Start of new brand, vision and values development for BWA</li> <li>• New ideas for development of the service, outreach and the House</li> </ul>	<ul style="list-style-type: none"> <li>• Resignation of Board Director</li> </ul>

**Border Women's Aid Ltd.**

**Detailed Statement of Financial Activities**

**For the period 2 January 2012 to 31 March 2013**

	<b>Total Funds £</b>
<b>INCOMING RESOURCES</b>	
Voluntary Income	
Donations	269
Children's Services	21,180
LetsBeSafe Income	31,499
Scottish Borders Council	69,937
	<b>122,885</b>
<b>Activities for generating funds</b>	
Housing benefit	22,611
Tenants rent	709
	<b>93,223</b>
<b>Investment income</b>	
Deposit account interest	34
<b>Total incoming resources</b>	<b>146,205</b>
<b>RESOURCES EXPENDED</b>	
<b>Charitable activities</b>	
Activities	2,975
Equipment	1,188
	<b>4,163</b>
<b>Governance costs</b>	
Accountancy	2,020
Payroll services	775
	<b>2,795</b>
<b>Support Costs</b>	
<b>Management</b>	
Wages	76,358
Social Security	5,470
Redundancy costs	4,394
Rent, rates and water	11,162
Insurance	144
Light and heat	9,065
Telephone	3,521
Postage and stationery	1,276
Advertising and publicity	3,723
Agency fees	2,760
Membership and subscriptions	1,040
Repairs and maintenance	4,672
Travel and transport	1,404
Training costs	619
Staff and volunteer expenses	752
Carried forward	<b>126,360</b>

<b>Management</b>	
Brought forward	126,360
Improvements to property	162
Motor vehicles	12
Computer equipment	111
Loss on sale of tangible fixed assets	360
	<u>127,005</u>
<b>Finance</b>	
Bank charges	40
<b>Total resources expended</b>	<u>134,003</u>
<b>Net Income</b>	<u>12,202</u>

Comparison	1/4/10 - 31/3/11	1/4/11 - 31/12/11	1/1/12 - 31/3/13
Unrestricted	9,936	(13,000)	5,881
Restricted		(3,830)	6,321
Net (expenditure) / Income	<u>9,936</u>	<u>(16,830)</u>	<u>12,202</u>

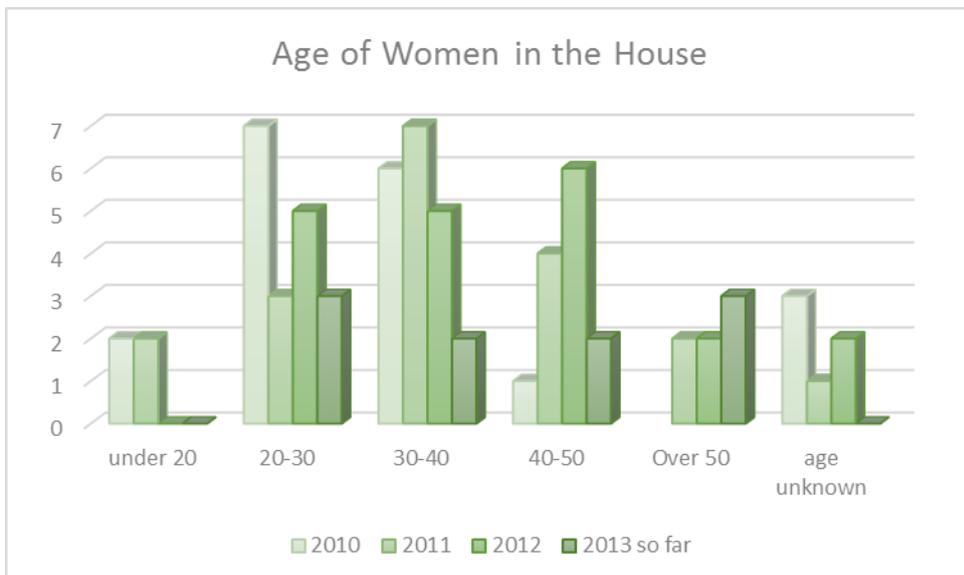
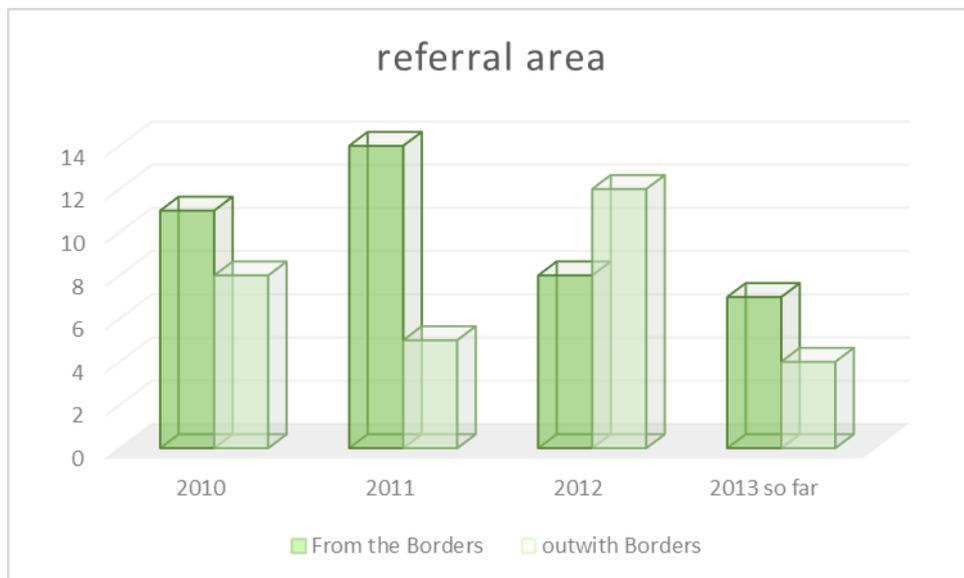
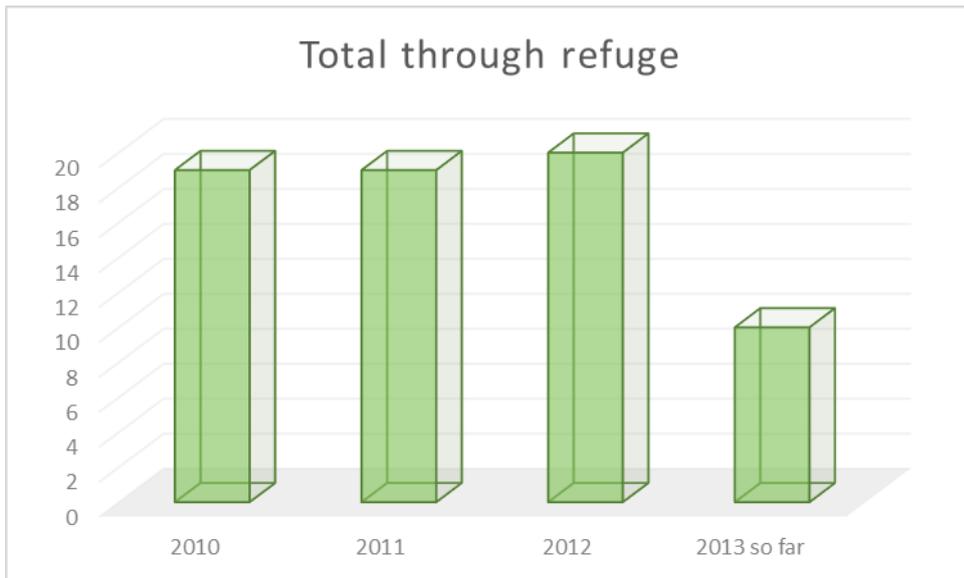
## Governance – November 2013

Position	Name	Joined Board
Chairperson	Louise Kirk	October 2012
Treasurer	Susan Smith	July 2011
Secretary	Tracey Hair	October 2013
Director	Patricia Price	July 2011
Director	Christine Hamilton	January 2013

## Staff

1 x Manager\*  
2 x Housing Support Staff  
1 x Administration Support Staff  
1 x Relief Support Staff

**\*Note: We have successfully recruited for the post of Manager, starting with us on 1<sup>st</sup> December 2013.**



## Key Achievements and Activities (From April 2013)

### Finance

- Positive Accounts.
- Increased efficiency and budget savings on utilities – House and office.
- Looking into further funding sources.

### Care Inspectorate

- Care Inspectorate re-registration as a company limited by guarantee – preparing for inspection.
- Updated policies and procedures throughout organisation.
- Increased record keeping and statistic collating.
- Improved health and safety recording.

### Service Users

- Focus on person-centred service and personal plans.
- Continued daily support for service users in the House and outreach for others who do not stay or after leaving the House.
- Looking into new drop in style clinics throughout the Scottish Borders, in association with New Horizons Borders.
- BWA ran a short series of confidence courses for service users in association with Borders College.
- Plan for Christmas hampers (including children's toys if required) for those staying in the House over the festive period.

### The House

- Redecoration and refurbishment of the House including bedrooms, living room, dining area, bathrooms, hallways, kitchen, laundry and playroom (painting, furnishings, carpet cleaning etc) – huge thanks to our team. The house is now clean, fresh, brighter and more inviting. The playroom is a good space and has been arranged to encourage maximum use for all ages.
- Capacity for four families to be homed in the House.
- Confidential meeting space now available at the House.
- New bathroom suites and WCs in the House – thanks to SBHA.
- SBHA looking into external House improvements.
- New lease negotiated with SBHA.
- Garden well maintained – thanks to Luke Smith.
- Broadband now available in the House.
- Donations continue for the House and service users – thanks to our supporters.
- Further funding applications for House improvements being submitted.

### The Office

- Better telecoms, broadband and IT infrastructure in the office.
- Better office layout.
- Looking into potential new office premises.

### Staffing and Board

- Manager off sick then resigned September 2013.
- Support Worker stepped up as Acting Manager – thank you.
- New Manager starting in post on 1<sup>st</sup> December 2013.
- Resignation of two Board Members in June and July 2013.
- On-going recruitment of new Board Members / Directors.
- Looking into future volunteer opportunities.

### **Training and Development**

- Support Workers are undertaking SVQ 3 Community Justice: Work with Victims, Survivors and Witnesses.
- Support Workers have also been accepted for IDAA (PDA in Domestic Abuse Advocacy) training commencing in February 2014.
- Support Workers have been attending some useful training and development including MARAC, Older Women Experiencing Domestic Abuse, Welfare Benefits Update and Scottish Women's Aid Information Exchange Day.
- Support Workers have gained some invaluable experience in multi-cultural support and have liaised with Shakti Women's Aid.

### **Children's Service – Children 1<sup>st</sup>**

- Continued partnership working with Children 1<sup>st</sup>.

### **Joint Working**

- Positive monitoring meetings with Scottish Borders Council.
- Positive Board meetings approx. every six weeks with staff invited, and representatives from Children 1<sup>st</sup>, SBC Safer Communities and Homelessness Teams.
- BWA have continued to work successfully in partnership with SBC Homelessness Team, the Pathway Project and the Violence Against Women Partnership (VAWP).
- Always striving for better partnership, committee and multi-agency working.
- Continued affiliation with Scottish Women's Aid.
- Plan for increased networking with other area Women's Aid organisations throughout Scotland and UK and visiting other refuges.

### **Brand and Marketing**

- New brand identity, including new colour palette (green being our main colour representing the Scottish Borders countryside – tranquil and calming).
- New Border Women's Aid Ltd. House and Sun logo designed specifically for us.
- Confirmed Visions and Values.
- Work on Tone of Voice for organisation.
- The House instead of the Refuge.
- New website developed [www.borderwomensaid.co.uk](http://www.borderwomensaid.co.uk).
- New Facebook page (230 + likes) – increased social media networking.
- New branded literature (leaflets, posters and business cards) and promotional goods (pens and campaign ribbons) produced.
- Communications Plan – re-launch BWA brand and increase awareness, including literature distribution to relevant organisations.
- BWA article in SBC Connect publication.
- BWA article in Elder Voice newsletter.
- Article in Hawick News in association with Base Nightclub, Hawick – free anti-attack whistle devices.

### **Events**

- BWA attended Scottish Women's Convention Roadshow on 2<sup>nd</sup> July 2013.
- BWA attending 'Reclaim the Night' event and march on 25<sup>th</sup> November 2013 in Hawick, part of '16 Days of Action' in association with Scottish Borders Rape Crisis Centre and SBC.
- One Billion Rising events (worldwide initiative) – 14<sup>th</sup> February 2013 and planned involvement in 2014.
- Preparations for '25 Years of Border Women's Aid Ltd.' – community events, fundraising and celebrations in 2014.