The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2019. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Monklands Women’s Aid has been serving women, children and young people in our community for over 40 years. Our core business and specialism relates specifically to DOMESTIC ABUSE. Our principle aim is to provide an environment whereby those we serve can regain their power, while improving their safeguard and recover their wellbeing. We are here to support women, children and young people to increase their safety and improve their wellbeing. This partnership aims to reduce the risk of harm and danger posed and increase the positives in their life. It is important to understand that this is their service, it is run by women for women and has been designed specifically from the feedback and comments shared by the women, children and young people who have used our services in the past and in the present. We encourage all those we serve to participate in the continual shaping of services, to ensure that the services are responsive to their needs.

**What we offer:**

Monklands Women’s Aid provide specialist integrated responsive services to women, children and young people who have experienced, who are at risk/danger of or who are seeking to escape domestic abuse. As a specialist domestic abuse service, Monklands Women’s Aid provide women-only services. Women’ means self-identifying women, as such Monklands Women’s Aid is a trans-inclusive service. In the context of our service delivery, ‘Children and young people' means girls and boys up to the age of 16. Older children can access services at our discretion. Children and young people can access our service in their own right or alongside their mother.

Interactions reflect the respect and commitment to the Health and Social Care Standards: Dignity and Respect, Compassion, Be Included, Responsive Care and Support and Wellbeing, focusing on Experience and Outcomes. Our service reflects individual equality and embraces the diversity which addresses unique needs. Gender-Based violence covers a spectrum of harassment, abuse, and violence, predominantly experienced by women and perpetrated by men. This includes but is not limited to:

* Physical, sexual and psychological abuse and violence in the family, general community or institutions. This includes domestic abuse, rape, incest and child sexual abuse
* Coercive and controlling behaviour in current or previous intimate relationships
* Sexual harassment and intimidation at work, in public, and at home
* Commercial sexual exploitation including prostitution, pornography and trafficking
* So called 'honour based' violence, including dowry-related violence, female genital mutilation, forced and child marriages and 'honour' crimes.

Work undertaken reflects a whole system approach and philosophy – proactive, preventative, maximising one’s own resources and strengths and universal services.

We also recognise complex issues that exacerbate needs; Substance misuse, LGBTI, BME, no recourse to public funds, alcohol/drug dependencies, mental health, socioeconomic disadvantages, poverty, disability (this list is not exhaustive), underpinned by a gendered analysis of domestic abuse. We provide an environment where you can thrive as equal citizens socially, culturally, economically and politically. Where you can live free from fear or danger, have equal opportunity to live a healthy life and achieve your aspirations. We provide interlinked preventative and early intervention activities that maximise protective factors, increases safety, reduces threat/risk and improves your wellbeing. We are committed to working in multi-agency partnership settings to collaborate efforts to prevent/eradicate violence and abuse. Our ethos reflects the Scottish Government’s approach to tackling Violence Against Women and Girls and the aims, priorities, key objectives and National Performance Framework outcomes.

**Aims and key objectives of service:**

We work collaboratively with all key individuals and stakeholders to identify and deliver effective outcomes around specialist domestic abuse services. Monklands Women’s Aid provides specialist integrated responsive services to women, girls, children and young people who have experienced, who are at risk/danger of or who are seeking to escape domestic abuse. Interactions reflect the respect and commitment to equality and diversity which addresses their unique needs. Women and girls are predominately the victims of domestic abuse. We recognise the different forms and intersectionality it can take; emotional, psychological, sexual and physical abuse, coercion and constraints. We recognise complex issues that exacerbate their needs; Substance misuse, LGBTI, BME, no recourse to public funds, alcohol/drug dependencies, mental health, socioeconomic disadvantages, poverty, disability (this list is not exhaustive), underpinned by a gendered analysis of domestic abuse. We provide an environment where service users can thrive as equal citizens socially, culturally, economically and politically. That they can live free from fear or danger, have equal opportunity to live a healthy life and achieve their aspirations. We provide interlinked preventative and early intervention activities that maximise protective factors, increases safety, reduces threat/risk and improves wellbeing. We are committed to working in multi-agency partnership settings to collaborate efforts to prevent/eradicate violence and abuse. Our ethos reflects the Scottish Government’s approach to tackling Violence Against Women and Girls and the aims, priorities, key objectives and National Performance Framework outcomes.

**What do we provide to women, children and young people?**

Integrated Responsive Support Services – Womens Services & Children Services. We recognise the negative impact that domestic abuse has on women and children, you cannot support one without consideration of the impact on the other. As such our integrated service and internal projects reflect and consider the person as an individual and as a unit. All services, whether they be for adult, child or young person will reflect their presenting and evolving need. Our qualified specialist work is underpinned by the principles and processes set within recognised frameworks; for children and young people ‘Getting It Right For Every Child’ (GIRFEC) & for women Safelives framework; individual risk, need and tailored support assessments. Our aim is that when a person approaches Monklands Women’s Aid we envelop their needs with our services. That is not to say that we are best placed to provide and cater for all their needs. In these instances we fully utilise the skills and services of our established partners. This then ensures that the response is needs led not resource led. The approach mitigates duplication, prevents mission drift and recognises specialism in that particular field. It is this approach that results in long term positive outcomes.

Our specialist service outputs:

Crisis Support - We recognise that the nature of our work does not always allow a planned approach to our interactions. Hence we offer a Drop-In Service Mon-Thurs (9-4pm) and Friday (9-l.30pm). This service ensures that workers are available to offer responsive services and deal with unannounced attendance.

Refuge – This service ensures that safe temporary accommodation is available to women and any accompanying children and young people (CYP) who have or are experiencing domestic abuse. As noted beforehand, every person who engages with our service undergoes a risk and needs assessment. This identifies their specific needs and allows us to plan and manage presenting contributing factors; risk, need, support. As such we are able to assess the particular needs when assessing refuge provision. Primarily we offer quality shared accommodation however we have the scope to close off Refuges when the person's needs identify the requirements to do so. There are 2 types of accommodation available - shared and individual. In shared accommodation up to 2 women/families (within multi occupancy regulations) share a house. Families have their own bedrooms however the kitchen and other facilities are shared. Staff visit regularly to provide emotional support and accompany women and to advocate for them when needed. Shared Refuge works by allowing women to access both staff and peer support. The amount of spaces available will depend on the specific needs of those we serve. We have 8 properties and we do our utmost to support as many women and children as possible. However it is important to note that space availability is dependent on the composites and needs of the presenting families/individuals. If we do not have refuge accommodation available we will support the person to identify appropriate refuge or safe accommodation. We provide 24/7 On-Call services for those in Refuge. Additional support is offered for those who have contributing issues that exacerbate their situation; physical or mental health needs, dependency and/or addiction issues. We offer intense support and work closely with external agencies on medium and long term goals for women.

Advocacy - This service provides support and welfare services at the earliest opportunity and also carries out a risk assessment, to identify high risk cases for referral to a MARAC (multi agency risk assessment conference) which looks to identify interventions to reduce or manage the risk. The service recognises the need for support in relation to legal options and support via court processes. As with all our outputs our Advocacy support optimises the service and resources of partner agencies by referring into mainstream services on an ongoing basis.

Telephone support – For some a voice at the end of the phone provides the safeguard they feel they need. All services are GDPR compliant and as such we are able to gain verbal consent to support this process

Housing Support Services – These services provide practical supports which supports the person to sustain their accommodation; we liaise with contractors, organise repairs and security, sign post to partner agencies, arrange adaptations in relation to impairments/disabilities and assist in making benefit claims to facilitate sustainability in living arrangements.

Email support – As above this mode of communication offers a further choice to engage and access specialist support.

One to One Support - We recognise that not everyone feels ready or able to engage in group work. Hence our one-to-one support is crucial to ensure that individuals have support that is shaped to their need; emotional support, support with benefits, parenting, relationships, health and wellbeing. One-to-One support ensures that appropriate private and confidential engagement is available. This support is threaded throughout all our interactions and we have the flexibility to offer both elements to ensure that women, children and young people have what they need from the service.

Group work - We recognise the potential in all those who use our service. As such, we provide a safe environment in which a person has the opportunity to enhance and develop their skills. We offer weekly groups (Womens & Youth Groups) that offer a broad range of interesting activities that have been planned and designed by the participants, to increase and develop their skills and knowledge. We are committed to offering a place where the individual can empower themselves and these groups enable a balance of vocational and educational opportunities that result in improvement of knowledge, understanding and skills development.

Outreach service (Community/Home) - The Outreach service provides interventions for women at all stages of their journey and includes specialist emotional and trauma recovery support along with practical support around housing, financial and legal matters. This service is not restricted to those who have been in Monklands Women's Aid accommodation.

Resettlement Service (Follow-On) - When women move from refuge into their own accommodation this can be a point of vulnerability. Our resettlement service provides support to women to help them settle into their new area. This can be practical help to source fixtures and fittings for their new home and access benefits if necessary; emotional support to deal with isolation, loneliness and ongoing legal issues and support to build their new lives through welfare services and support in accessing activities and courses in their new local area.

Out-of-hours responses – We provide telephone support on an out of hours basis. This ensures that those in need have access to supports out-with general business hours.

Basic Awareness Raising/Prevention work - We provide and deliver prevention education programmes in secondary schools, in community groups and within multi-agency settings.

Partnership/Multi Agency working - We recognise that to effectively challenge the issues around domestic abuse we cannot do so in isolation. We have long-term established relationships with statutory and third sector partners. We are committed to the continuation of our active partnership engagements and collaborative work.

 We will support women, children and young people experiencing domestic abuse by listening and believing them. In order to increase the level of safety, wellbeing and choices our services are underpinned by a feminist/gendered analysis of domestic abuse with a person-centred and needs-led approach. In the interests of those we serve and where identified, we work in partnership with statutory and voluntary agencies to provide additional support. This allows a further opportunity to promote awareness of the needs of both women and children affected by domestic abuse.

 All our services reflect the principles and directive set, and recognised as the **ideal,** within the COSLA guidance. This guidance distinguishes specialist services from generic services on the grounds that they are underpinned by a gendered understanding of domestic abuse; they are rights-based and safety-focused; they avoid secondary victimisation; they can provide, where possible, a range of services on the same premises; their approaches are integrated, recognising the relationships between victims/survivors, perpetrators and their environment; and they address the specific needs of women, children and young people who are victims and survivors of domestic abuse (Council of Europe, 2012).

**Statistics**

Monklands Womens Aid supported 609 people (432 Women & 177 Children) between 2018-19, we note that the number of case has been affected by the introduction of GDPR and the increase in level of presenting complexity of each case; Substance misuse, LGBTI, BME, no recourse to public funds, alcohol/drug dependencies, significant mental health, socioeconomic disadvantages, poverty, disability (this list is not exhaustive).

Our purpose is to provide person centred holistic services; underpinned by a feminist/gendered analysis of domestic abuse. Our core hours are 9 - 4 Monday to Thursday, 9 - 1.30 Friday. We offer a 24/7 On-Call service, during public holidays we offer a tailored On-Call service to ensure that demands are met.

What makes us specialist in the field?

* Women, Children & Young People tell us!
* Workers are qualified to the highest level
* Registration with the SSSC
* 40+ years of experience
* Feminist & Gendered analysis of domestic abuse
* Affiliated to Scottish Women’s Aid
* National Service Standards (retained since 2012) Women's Aid in Scotland National Service Standards. Scottish National Service Standards (NSS) is a collaborative development between a number of Women's Aid groups and Scottish Women's Aid (SWA) that set out the recognised standards of the specialist service. We have achieved the status for the second consecutive period.
* Care Inspection Grades 2019 Inspection Outcomes in Management & Leadership & Care and Support. We have retained the highest possible grading and have done since 2014
* Achieved LGBT Bronze Charter Mark

**Our commitment to feminism and equality**

The feminist analysis of domestic abuse identifies the issue as both a cause and consequence of women’s inequality. It occurs because women are valued less highly and have fewer and different opportunities to men in society. It also maintains that inequality deprives women of the ability to fulfil their individual potential. As a feminist organisation we and our members promote approaches to the prevention of domestic abuse which acknowledge that abuse again women and children is overwhelming perpetrated by men and is symptomatic of wider structural inequalities in society. Feminism combines theoretical critiquing of inequality with an activist commitment to social change: the two cannot be separated. We therefore strive to ensure that our commitment to feminism and to achieving equality is reflected in all the work we do, from the way we deliver our services to the way we run our organisation. This means a strong commitment to our core feminist values, to positive power, to empowerment, to inclusivity, to choice, to solidarity as well as to transparency and accountability.

Feminism also recognises that the different manifestations of women’s inequality are connected and reinforce each other, making it necessary to address inequality in all its forms. We recognise that many individuals and communities experience unlawful and unfair discrimination and oppression on the grounds of their race, disability, age, sexual orientation, religion or belief as well as gender. We believe that equality for all is a human right and actively oppose all forms of unlawful and unfair discrimination. We promote and uphold women’s rights and children’s rights and recognise that power imbalance lies at the root of the abuse. The abuse of children, in cases of domestic abuse is a result of both women’s inequality and inequality between children and adults. We celebrate the diversity of society and strive to promote and reflect that diversity within our organisation.

**Monklands Women’s Aid Policies & Procedures**

Monklands Women’s Aid has a suite of policies in place that reflect the principles, rules, and guidelines adopted by an organisation to reach its long-term goals. These policies help guide the actions of all individuals involved in the service. They ensure and endorse the well-being of all families, children, staff, volunteers and everyone who is connected to the service. They provide consistency amongst staff, service users and children. They guide decision making processes and achieve rational outcomes.

Our policies are reviewed on a 3 yearly cycle, and/or when there are relevant changes in legislation, regulation or other appropriate circumstances.

**Confidentiality, Data protection and GDPR**

As part of the conditions of our funding there are times when we have a duty to share appropriate, proportional and relative information. Please be assured that when possible this information will be annonymised and when required will be secure and proportionate to contractual conditions.

**Environmental commitment**

Monklands Women’s Aid recognise that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods. In order to reduce and mitigate disproportionate generation of paperwork we utilise all our resources to best effect; store our privacy statement and GDPR on website, while holding detailed information electronically until formally requested.

**Volunteers**

The charity has 8 volunteers, 7 of which are board members.

**Organisational Achievements**

Attainment of LGBT Charter Mark

Attainment of additional National Service Standards aim and retention (2019)

Care Inspection March 2019 – Highest grading in all inspected services; Management & Leadership & Quality in Care and Support.

**Organisational Training - Staff:**

Domestic Abuse Act

Domestic Abuse Conference

Domestic Abuse Seminar

Coercive Control

Equality and Diversity Training

Feminist Principles

Finance Forums

First Aid Training

LBGT training

GDPR – Data Protection

Monitoring & Evaluation

Specialist Language

Duty of Candour

MARAC Chair Training

MARAC front line staff refresher training

Mental Health - Inside Out

Mindfulness Training

Money Advice

Police Systems; Bilston *‘Journey of the call’* training

Risk Management

Self-Harm Training

Stalking, Harassment & the Law

Vicarious Trauma, Reflective Practice & Self Care Training

Welfare Reform Benefit Training

Universal Credit Training

Ongoing operation of SAGE financial management systems

Ongoing operation of OASIS Case Management System

**Organisational Training - Directors:**

Building Sustainable Projects

Child Protection

Coercive Control

Domestic Abuse Act

Feminist Governance Training

Financial Governance

Trustee Development Day

Feminist Principles

**Funding – Principle funding sources:**

Equally Safe Violence Against Women & Girls Fund – we are currently within a 3 year funding period, ending 2020. The award funds Monklands Women’s Aid Integrated Responsive Support Services. Specifically funding the provision of our Advocates and Children’s Service. This outcomes model has proven to fully optimise the resources available to the fullest possible positive affect for those we serve.

North Lanarkshire Council contract for housing support services. Within this financial period we have invested significant effort and time to negotiate for a change in funding model, from hourly rate to outcome focused. We believe that this will further consolidate the shared resources and harmonise the proven services for women, children and young people who endure the trauma of domestic abuse.

**Delivery of additional services funded by ad hoc funders:**

Easter, Summer, October Week & Christmas programmes for the women and children we serve, women, children and young people benefited and all reported a fantastic experience.

**Partnership Working**

Airdrie Citizens Advice Bureau

Airdrie job Centre

Basics Foodbank Airdrie

Coatbridge & Airdrie First Stop Shop

Coatbridge High School

Education partners:

One to One support provided in - St Edwards, Chapelhall primary, Caldervale, All Saints primary, Rochsolloch, St Andrews primary, Golfhill primary, Clarkston, Airdrie Academy, Calderbank primary, Tollbrae, Glenboig, , St Timothy’s, Townhead primary, St Andrews High, Langloan primary, St Augustine’s, Greenhill primary, Sikeside primary, Kirkshaws, St Bernard’s primary, Glengowan, St Mary’s, Chryston High, St Monica’s, Buchanan High, St Marys, St Kevin’s, St Bartholomew’s.

Presentations - St Andrews High, St Ambrose High

Housing – Airdrie & Coatbridge

Multi Agency Risk Assessment conference & Review Groups

Multi Agency Tasking and coordinating groups

NHS Psychological Service – Trauma recovery programme

Violence Against Women Working Group

North Lanarkshire council Local Planning Group

North Lanarkshire Child Protection Committee - Neglect Task Group

NHS partnerships – Health Visitors, GPs, Community mental Health Team, Additions

Police Scotland – Co attendance pilot (Pan Lanarkshire)

Police Scotland – Decision Making forum

Safe & Together Practitioners Forum

Safe & Together Review Group

Scottish Women’s Rights Centre – Access to legal advise hosting pilot

Scottish Women’s Aid

Social Work Partners; Airdrie & Coatbridge (Children & Families, Health & Social Care, Welfare Rights etc.)

Reducing Reoffending Network

Children and Families Network

Voluntary Action North Lanarkshire

The charity was incorporated as a company limited by guarantee as a requirement of one of its major funders. This has not affected the charity's ability to operate and provide services in any way. This action will secure significant future funding.

**Future Plans**

Monklands Women’s Aid is entering a very precarious position in 2020, as 2 of the 3 principle funding strands is coming to an end. We have prepared as much as is possible and we fully intend to reapply to the Scottish Government for continued funding for their proven services. In terms of our local authority funding, we have a short term contact (20 months July 2018 – March 2020) in place. However, North Lanarkshire Council has invoked a review of all domestic abuse service, which they hope will conclude 2019/20. The outcome of the review will have an enormous impact on the survival of the organisation and will determine the shaping of domestic abuse services in the area. Monklands Women’s Aid has worked tirelessly over recent years to work with service users, stakeholders and the local authority to design, shape and deliver our unique specialist service that fully reflects the needs of those we serve. Our success is evident in the aforementioned Care Inspection grading, our attainment of the LGBT charter mark, all our unique funder outcomes, SSSC code of practice, National Care Standards, the attainment and retention of our National Service Standards and the copious feedback and evidence collated from the people we serve and partner testimonial to the quality of our service. All that said, we must plan a way forward. We have been canvasing and actively soliciting support via all multi-agency mediums and partnership, at both a local and national level, and appeal that North Lanarkshire Council follows the COSLA guidance, ‘Good Practice Guidance in Commissioning Specialist Domestic Abuse Services’, in this process of review. Thus enabling them to meet their commitments under Equally Safe (2016), and to support the provision of services that reflect recommendations in The Victims’ Rights Directive and The Istanbul Convention. These principles are also consistent with The Public Contracts (Scotland) Regulations (2015), the Procurement Reform (Scotland) Act (2014), where applicable to the commissioning approach, the Equality Act (2010) and its related Public Sector Equality Duties.