HEMAT GRYFFE
Womens Aid

Annual Report

2023 - 2024

Keeping women, children and young people safe, supported and financially secure

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Chair's Report

Welcome to Hemat Gryffe Women's Aid annual report for 2023-2024.

During the year, the staff team focused upon maximising the income of women experiencing domestic abuse who were confronted with financial difficulties due to the cost-of-living crisis.

Financial support issued by the Scottish Government (Fund to Leave) and Glasgow City Council (Making a House a Home) was welcomed by the organisation, as it alleviated the immediate financial worries of a number of women.

Women in particular, struggled with the rising cost of food, gas and electricity, clothing and essential items for their children. There is more information in relation to the impact the cost-of-living crisis had upon women and children later on in the report.

We received the following requests for support during the year under review:

- 332 requests to support women who had never previously received a service from us;
- 54 refuge requests were received and 15 women were admitted to the refuge (of which six were new referrals);
- 46 women joined the outreach service and 82 women in total received outreach support during the year; and
- 280 women received information and advocacy support.

A number of women leaving their abusive partners were accommodated in hotels and bed & breakfasts in Glasgow due to the lack of temporary housing accommodation in the city. This has had a negative effect on some of the women. Some of the women with specific dietary requirements struggled as they were unable to cook meals. The women's workers spent time counseling and providing a listening ear to support the women in homeless accommodation, encouraging and empowering them so that they do not return to their perpetrator.

Despite the challenges confronted by women, children and young people grateful thanks are extended to the staff team from myself and my colleagues on the board of directors. The success of the organisation would not be possible without the unstinting dedication and experience of the staff in our current employment. This was exemplified by a successful unannounced inspection of the children's service carried out by the Care Inspectorate in October 2023, the continuation of grant funding and additional funding awards, as well as the number of positive outcomes achieved for the vulnerable women, children and young people who seek our support and protection.

We welcomed a new staff member to the children's service in January 2024 with the assistance of Glasgow City Council Community Fund. Our board was strengthened with the appointment of a new trustee at our AGM. There was one resignation from the board during the year and our good thoughts and best wishes continue in relation to the future career of our former board member, whose help and assistance on the board was invaluable.

The theme of this year's report is keeping women safe, supported and financially secure. We hope you enjoy reading the report.

Brij Gandhi MBE

Women Services

Refuge

The refuge is constantly full to capacity and as soon as a flat becomes available it is occupied immediately.

Prior to admission to the refuge, the flats are deep cleaned and maintained to a high standard. This may require the flat to be redecorated, with individual rooms being painted, furnishings being replaced, as well as new flooring and furniture being purchased. Kitchen crockery and bedding is always replenished prior to a woman being admitted to a flat.

Due to the cost-of-living crisis and increased utility costs, we have installed thick curtains in all the refuge flats. New carpets were been laid in five flats, the laundry and landing doors were painted and a new heating system was installed in one of the flats.

The refuge is a safe and confidential environment where women are provided practical and emotional support, as well as bilingual, culturally sensitive and specialised support from experienced staff.

Flat inspections are conducted on a monthly basis by housing support staff to identify any repairs and ensure fixtures and fittings are in workable order. Staff are trained in health and safety matters and the fire alarm is tested regularly, as well as other fire safety equipment.

Fifteen women were admitted to the refuge between April 2023 to March 2024, of which six were new referrals. Women are issued with welcome packs filled with personal items for themselves and their children, for example, toiletries, towels, sanitary products etc.

At the time of, or shortly after admission, the housing support staff meet with a woman to explain the rules and procedures of the refuge to ensure her safety throughout her stay. All women are supported to access social security benefits to allow them to have an income in order to purchase items for themselves. They are also accompanied by staff to a range of appointments, including legal services involving immigration matters, as well as civil, criminal, and family court proceedings. Regular risk assessments and reviews are undertaken frequently to ensure the ongoing safety needs of women, children and young people.

Women are encouraged to engage with a Women’s Group that meets weekly. Women also meet with the housing support staff on a one-to-one basis and connect via text message and WhatsApp. The emergency On Call system gives women access to staff out of hours in the event of an emergency.

During the year, six women left the refuge to live in permanent accommodation and were supported by a designated worker through the follow-on service.

The housing support staff work extremely hard to help vulnerable women cope with trauma as a consequence of the abuse and mistreatment that they endured.

Follow On Support

Six women were supported by the follow-on worker when leaving the refuge, to help them settle into their new accommodation. The Community Care Grant element of the Scottish Welfare Fund allows them to obtain white goods, a sofa, carpets, beds and crockery for the kitchen.

These women were also assisted when setting up a utility provider, including the various options for how to pay bills, which was explained. All the aspects of setting up the home were explained, which included how to apply for a change of circumstances for housing benefits and a council tax reduction. We continue to provide emotional support and a listening ear to the women for a period of time, to ensure that they feel supported and to confront isolation.

The women were provided with a sum of money from Glasgow City Council's 'Make a House A Home' Fund, which enabled them to purchase household items that are not provided by the Scottish Welfare Fund.

"I would never have known I could have made an application to backdate Universal Credit payments. It is your effort and relentless follow up that has made this possible. This payment will help me and go a long way. I plan to save some money towards a holiday." - Service user

Please call 0141 353 0859 if you or someone you know needs help with Domestic Abuse, Forced Marriage or Honour Abuse.

Women's Crisis and Outreach Service

During the year 367 women were supported via the crisis and outreach services, 47 women moved on from receiving the service and their support plans were closed and eighty two women were supported during the year.

The women in the outreach service receive telephone support via WhatsApp and face-to-face appointments at the drop-in centre, or we meet the women at a place of safety.

We also provide bilingual and culturally sensitive support to address the trauma they have experienced and ensure they can express themselves without language barriers.

If women are unable to attend the drop-in centre, we will meet with them at a time and a place that suits their availability. We meet with women at different locations that are safe locations.

Table 1 identifies the different locations where we have conducted external meetings.

At the initial meeting with a woman, a risk assessment is conducted and a safety plan implemented. The safety plan will identify current and foreseeable risks to the safety of the women.

Location	Number of appointments
Drumchapel Library	3
Silverburn Shopping Centre	1
Govanhill Library	2
Leverndate Hospital	1
Paisley Coffee Shop	2
Eastwood Health Centre	1
Shields Health Centre	36
Nursery	1
Hard to reach areas	7
Job Centre	1
Social Work Offices	2

Table One

Safety and security for Women in Crisis and Outreach Services

Safety planning must be implemented to identify the woman's needs and any potential risks that they might face.

We have on occasion introduced a safe word for women to use when calling their support worker and we ensure that the women have the Police Scotland emergency telephone number on speed dial if they are at heightened risk. We would also secure a marker on the woman's address and mobile telephone number to allow a quick response by the police in the case of an emergency.

We help provide access to welfare benefits, support with housing issues, immigration matters, child contact, as well as residence issues. This financial support helps women who have left their abusive partner. A significant number of women experience financial abuse whereby their partner with-holds money from them and as a result, women and children go without. Women with access to their own money become self-reliant, as they are financially secure.

Accommodation is also vital to safety planning. For women who are unable to access safe refuge accommodation, we help them register as homeless and with moving into temporary accommodation. Women receive support based on their individual needs. Once the women have been allocated permanent accommodation, they are supported during the move from temporary accommodation to their permanent homes.

Once they move to permanent homes, we access funding that helps them get settled and provides them with essential household items. The community care grant element of the Scottish Welfare Fund is applied to furnish their homes and provides them with white goods. We provide women with financial assistance via the Glasgow City Council 'Making a House a Home Fund (MAHAH)', which enables women to purchase goods to set up their home, which are not provided through the community care grant element of Scottish Welfare Fund. Most women prefer One 4 All gift vouchers. Staff attend regular meetings with the Glasgow City Council MAHAH finance team to discuss the progress and any arising issues (see more on page 13).

Women were also provided with financial assistance through the Scottish Government's Fund to Leave, which was available between December 2023 and March 2024. The fund provided women experiencing domestic abuse with £1000 to allow them to leave their abusive homes. The monies could be provided as either a bank transfer or cash, depending on individual circumstances. The intent is that this fund will be available to all women in need, including women with No Recourse to Public Funds. Approximately 43 women from the minority ethnic community accessed the fund (see more on page 14).

"I'm really thankful for the support I received from you and Hemat Gryffe Women's Aid. I have been through a really difficult time because of domestic abuse and you have always been just a call away. Only because of you I could decide to leave my abusive husband and his family. I remember the days when I used to call you every day with hundreds of questions about the next steps and you would patiently listen and reply to each one of them." - Service user

Case study

AB arrived in the UK in February 2023 on a spousal visa. She contacted Hemat Gryffe Women's Aid in November 2023, after experiencing physical, financial, verbal, emotional and psychological abuse.

AB was not allowed to do anything independently. She was not allowed into the kitchen and could not cook for herself. Instead, she was forced to eat leftovers. She was isolated, low in confidence and self-esteem. She was told that bad things would happen to her if she left the house.

She was not aware of her legal rights in the UK and was continuously threatened to be sent back to her country of origin. Her immigration documents and ID cards were taken from her and kept by her husband. She lived in a controlling environment and was made to feel worthless. She found herself apologising for his misbehaviour and was presenting all the signs of coercive control.

AB fled from the marital home in November 2023 and a family friend took her to a place of safety. She contacted us and started receiving outreach support. She had an insecure immigration status and had entered the UK to live with her husband on a spousal visa. Her HGWA key worker informed her of her legal rights and options due to her insecure immigration status. She was provided with specialised culturally sensitive and bilingual support during one-to-one sessions.

In her sessions she shared her experiences of abuse from her husband and extended family, as well as the pressure she felt once she had fled. She was experiencing honour-based abuse, although she did not realise this at the time. She was supported by us to apply for the Destitute Domestic Violence Concession and was given Leave Outside the Rules support. We contacted the homeless casework team to make a referral for temporary accommodation immediately. She was also given assistance to apply for and access benefits.

AB was encouraged by her support worker to join HGWA English as a Second or Other Language (ESOL) classes and women's group. This was to build her confidence and empower her. She has had consistent attendance and her English has improved. Joining the group has helped reduce her feelings of isolation, meet new people and learn new skills. AB also attended the volunteer workshops facilitated by HGWA and registered to become a volunteer.

"I was very hopeless and disappointed and I had lost all my confidence. If my support worker didn't encourage me, I would hardly have been able to get out of this situation. Because of the support, I was able to regain my confidence. I want to tell you how hard HGWA work to help us in every problem. I want to thank the team for all their support." - AB, service user

Women's Group

Women's Group

The Women's Group is an essential part of supporting the women to gain confidence and make connections. The group engage in a range of activities and beneft from resources which are all service-user led.

Health and Wellbeing
The women's group have been taking part in pilates sessions over zoom and have loved being active and learning about the benefits of pilates and how it can improve their health and wellbeing.

Financial Partnership Working

Working in partnership with the Council for Ethnic Minority Voluntary Organisations (CEMVO), we provided online workshops on finance. The aim was to empower minority ethnic women to become more confident and better informed about their financial choices and improve financial management.

Being liberated from economic abuse and effective financial management are of great importance to the women during a cost-of-living crisis. A significant number of women have experienced financial abuse, which can have serious lasting and worrying effects. Raising awareness of budget control and financial management empowers women to keep their finances and themselves safe.

CEMVO workshops:

- The first session was called 'Savvy Spending'. Here discussions involved tracking spending, identifying spending habits and attitudes, recognising your money personality type (spender, investor, etc) and different tips and tricks for saving money when shopping.

- The second session was called 'Jargon Buster.' This workshop helped the women make sense of financial terms used in their day-to-day lives, understanding abbreviations like APR, AER and VAT. They also went through how to read payslips, bank statements and utility bills and how to use online banking.

"Thank you so much for the Pilates classes, I'm proud to say they have been working for me! Looking forward to another group exercise class, hopefully face-to-face!" - Women's Group member

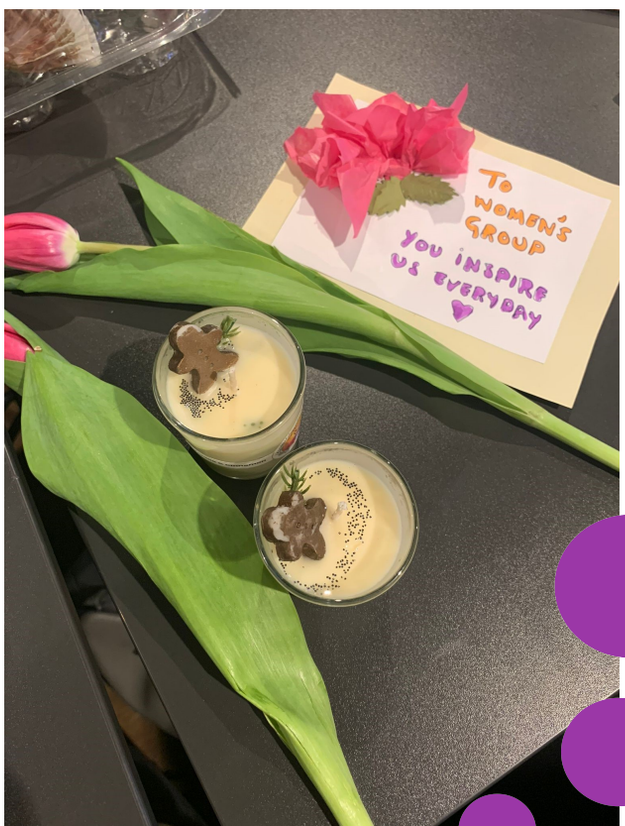
Women'sGroupActivities

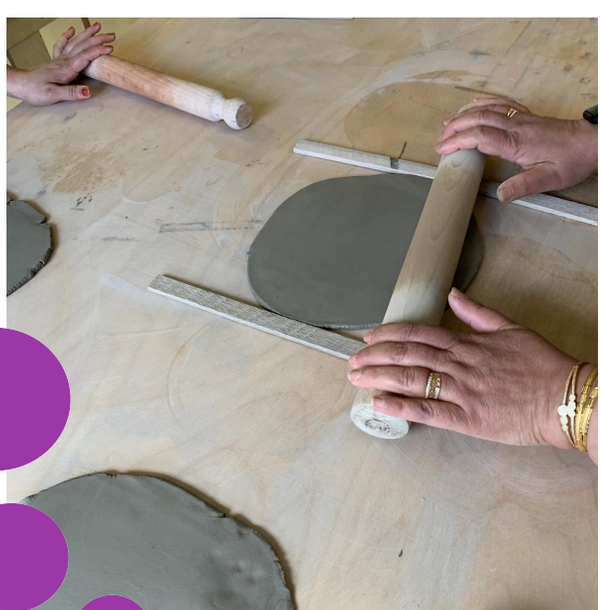
ESOL Classes

The women are regular attenders at classes organised by the English for Speakers of Other Language (ESOL) forum to learn English. The goal of this session was to practice speaking English in a practical setting while having fun and being creative. ESOL classes continued through to September this year.

Between four to six women attended each week online for one hour. The topics covered are related to health and wellbeing, how to make an appointment with a doctor and explain illness and symptoms.

The classes also included how-to guides for supermarket shopping, using public transport, and having day-to-day conversations. The Scottish Government Delivering Equally Safe grant funds the classes. These classes are organised by HGWA workers and the Glasgow ESOL forum.





Pottery Making

The women had a fantastic time learning to make pottery earlier this year. They found the experience therapeutic and soothing, working with various materials.

Banksy Exhibition

The women attended the Glasgow Gallery for Modern Art (GOMA) to see the Banksy Exhibition. This was arranged in partnership with the Coalition for Racial Equality (CRER), which we are members of. Glasgow Museums contacted CRER to provide complimentary tickets for a group to attend the exhibition.

Women's Group Activities

Honour-based Abuse Research

The women's group participated in honour-based abuse research conducted by the Improvement Service. The research was entitled 'Racially Minoritised Women and VAWG: insights gathering project'. The women answered questions based on the challenges faced by them in accessing support as victims/survivors of gender-based abuse and honour-based abuse.

There were discussions about good practice from existing services in Scotland. What are services doing well? What is already in place? What changes are needed under the current system/ services to improve support for these women.

"Thanks for this awareness week. It brought so many memories back and makes all of us women grateful that we are able to escape from our abusers even after decades of suffering. I will never look back. Thanks for the support to get our lives back. We couldn't have done it without you. Thanks again to my support workers from the very bottom of my heart, I am forever grateful." - Service user

Volunteer Glasgow

Volunteer Glasgow held workshops informing women how to register and apply for volunteering jobs. This helped women gain experience in the employment market, helping them explore a range of job possibilities, improve their skills and abilities when navigating the internet for work.

BrightHer Workshops

Workshops with BrightHer took place over seven weeks covering the following: self-care, confidence, goal setting, confident communication, a walking tour around Glasgow City Centre, International Women's Day at Glasgow University Art and a craft session where women were given a platform to share their creations.

Awareness Days

The organisation took part in annual awareness days including Black History Month and 16 Days of Activism. Black History Month was celebrated in October where women attended a talk and a tour at Kelvingrove Gallery.

The annual 16 Days of Activism campaign in 2023 was two-fold, focusing upon:

- Information about the different aspects of service provision was shared across social media platforms.
- The women's group came together to discuss and share their stories relative to the theme: 'Imagine a Scotland without Gender Based Violence.' By sharing their own experiences, the group hoped that women would feel understood and inspired to seek support to leave abusive situations.

Making a difference
in the cost-of-living crisis

Glasgow City Council - Making a House a Home Fund

Glasgow City Council introduced the Making a House a Home fund in April 2022. Women and children residing in Glasgow experiencing violence and abuse and moving to temporary accommodation and/or a permanent tenancy in the Glasgow local authority area accessed financial assistance to furnish their homes, to help with tenancy sustainment.

Initially the project was accessible to women who had children (who enjoyed shared custody or contact with their children) and was extended to single women.

The purpose of the fund was to assist women with tenancy sustainment. In the first instance, women made an application to the Scottish Welfare Fund. The Making a House a Home fund is additional financial support allowing women to purchase items needed that are not provided via the Scottish Welfare Fund.

Women access up to £1000 per family to be spent on household items and floor coverings to make a house a home. The financial support assists women and children affected by gender-based abuse to move on with their lives in a safe and secure tenancy. The support helps women confront financial inequalities when leaving a perpetrator of domestic abuse and support them to set up a new home.

Since the inception of the project, 33 women and over 50 children were supported by Hemat Gryffe Women’s Aid. In the year 2023-2024, a sum of £10,072.33 was issued to 13 women and 37 children. There were 10 women in temporary accommodation and two women in hotels.

The items provided from this fund help and support women and children to work towards a settled home life, allowing them to focus on recovery from the detrimental effects of domestic abuse. The funds alleviate the immediate financial difficulties women encounter associated with the cost of moving home.

The cost-of-living crisis and increase in the cost of food and utilities is having a detrimental impact on the home life of victims/survivors of gendered-based abuse.

This financial support enables women to focus on providing themselves and children with a comfortable and homely environment. Women and children disadvantaged by the impact of domestic abuse are able to focus on their health and wellbeing in their home environment. They will address personal and immediate needs, for example education, employment and legal matters, without the stress associated with financial constraints.

Fund to Leave

The Fund to Leave was introduced by the Scottish Government in December 2023 to help women experiencing domestic abuse and confront financial barriers when fleeing an abusive partner. The fund was set up to reduce the financial burden faced by women and to help them to pay for essential items, as well as cover the cost of rent.

The Scottish Government's Homelessness Prevention Fund provided £500,000 for a four-month pilot, to enable financial support across five areas with the highest women's homelessness applications as the result of domestic abuse.

The monies were to enable women to leave an abusive relationship and from December 2023 to March 2024, women could apply for up to £1000.

The fund was administered by nine women's aid services across five local authorities, allowing women applying to the fund to access essential, specialist domestic abuse support. A total of £421,615 was issued to 511 women and 598 children across the pilot areas. Hemat Gryffe assisted 40 women and 45 children to access money from the fund.

Case Study

CD was referred as a victim of domestic abuse and was looking for a refuge space. On her initial interview she disclosed her experience of domestic abuse. She was waiting for universal credit to be processed for her, which could take up to four weeks.

CD was residing in temporary accommodation in a hotel. She had no facilities to cook food and the minimum support she was receiving from social work did not go very far. She often had to compromise on what she spent her money on, as she had to prioritise paying utility costs or travel expenses.

When she came to us, she was distraught and worried about how she could look after her children. She felt helpless and had even contemplated reconciling with her husband. Her financial instability was causing her stress and it impacted her mental health and wellbeing.

CD did not know who to turn to. Her support worker at HGWA helped her to access the Fund to Leave, which gave her respite from her immediate financial woes. She was able to access welfare benefits and was no longer worried about where the next meal was coming from. She was able to provide for her children and form some stability in an otherwise chaotic lifestyle.

Supporting Migrant Women with No Recourse to Public Funds

During the year 121 migrant women referred to us for support had an insecure immigration status. The majority of the women had no recourse to public funds. This means that the women's residency in Scotland was subject to conditions and none of them could access housing accommodation or welfare benefits. Immigration rules constrain women living in difficult domestic situations, who experience domestic violence and abuse, as immigration rules are misinterpreted by their perpetrators.

Women are told that there is no support available for them and that if they were to seek the support and protection from the Police Service of Scotland they will be deported. They are also prevented from seeking support from health services, education services or women's aid services (to name a few), on the mistaken belief that they have no legal rights in Scotland due to their insecure legal status.

The table below categorises the number of women supported by us who had insecure immigration status.

Asylum seekers	11
Dependant Visa	17
Insecure/No Status	3
Spouse Visa	53
Study Visa	19
Visitor's Visa	3
Work Visa	5
EEU family member	4
Family Reunification	2
Pre Settled Status	4

Table Two

The type of support that we are able to provide depends upon the immigration status of the women. All of the women are referred to a Solicitor who specialises in immigration law.

The women cannot access the refuge accommodation or temporary housing accommodation upon fleeing domestic abuse and are unable to access welfare benefits where they have no recourse to public funds.

Migrant Victims of Domestic Abuse Concession – new rules

The Home of Office introduced the migrant victims of domestic abuse concession (MVDAC) in January 2024, which replaced the Destitution Domestic Violence Concession (DDV). To apply for support via the MVDAC, women have to show that their relationship broke down as a consequence of domestic abuse.

Please call 0141 353 0859 if you or someone you know needs help with Domestic Abuse, Forced Marriage or Honour Abuse.

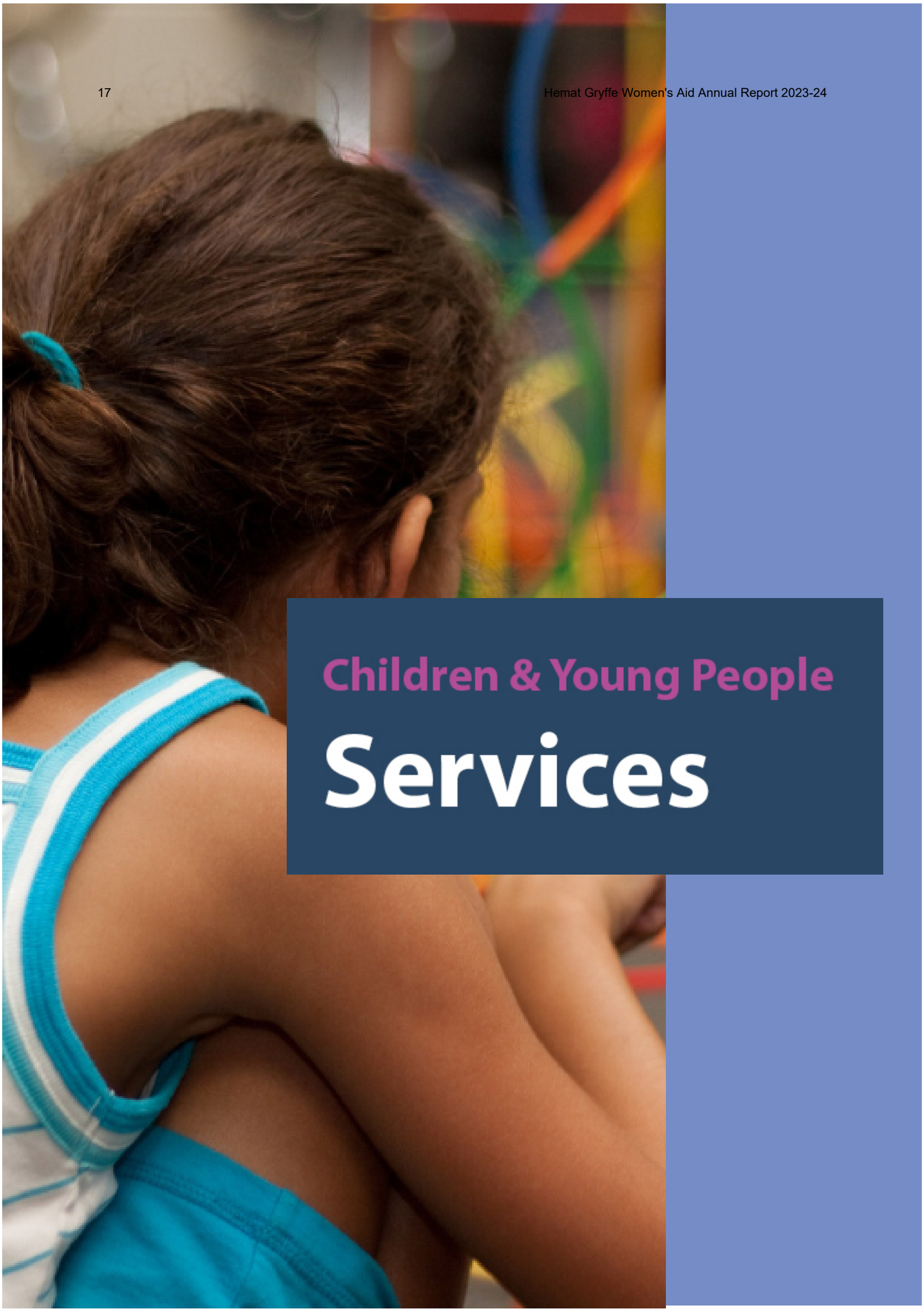
Messages from Women on Cost-of-Living Support

"Thank you so much for the financial help that was provided by yourselves. It helped me to purchase food and basic household items. I was actually able to purchase halal meat which is more expensive. My son was very happy as it had been a long time since he had it."

"I would like to thank you for applying for fuel vouchers. I was having sleepless nights because of the high bills that I was receiving. I was really struggling paying my gas and electricity bill. I was extremely grateful and appreciative that I received fuel top up vouchers, three times of £49 each. With everything being so expensive this help came at the right time."

"My child has so many allergies that I have to be careful about what he eats and what type of clothing material he wears. With the financial help you provided I was able to purchase bedding and clothing suitable for his skin. I could not afford these items as they are expensive but thanks to your generosity I was able to buy what he needed. You made myself and my son very happy."

"I have been staying in a hotel for a number of months and all my money goes on food as there are no cooking facilities. Everything has become so expensive. There are days I have to skimp on food. Having money/vouchers given by yourself I can eat at least one good meal a day. I am so happy I have your organisation to help me as I am alone."



Children & Young People

Services

Refuge Support

Children and young people in the refuge are supported by a key worker who will help them settle in. Workers support children and young people through their trauma and individual issues. We also organise play sessions, therapeutic activities, outings and trips for the children.

Over the year, 10 children were supported in the refuge, of which four were new admissions. 51 children were supported through the outreach service, of which 28 were new referrals.

Trips and Outings

We celebrated Eid and had a party for the children in the refuge. Eid presents were given to all the children with support and generosity from Kids Out. We also celebrated Easter and all the children received Easter eggs.

Kids Out donated Odeon cinema vouchers to the children in the refuge and outreach and this included a 5-snack voucher. We used these tickets during the summer holidays.

Case Study

Earlier this year, two young people moved into the refuge with their mother.

Their school was further away from where they lived previously and they did not want to change schools. To support them in getting to and from school safely, we provided a mobile phone to one child. They were able to keep in contact with their mother and support worker if needed and were helped to manage public transport.

Follow On Service

We are providing follow-on support for two children in the new house. Funding from Children in Need enables us to provide mums with money for the children's bedrooms, to make them more homely.

Two children were taken shopping and were able to choose items for their own rooms. We were able to buy a dressing table, bed sheets, lamps and other smaller items.

Halloween 2023

We celebrated Halloween with a party in the refuge centre. All Children and Young People (CYP) workers attended to join mothers and children for some ghoulish games, dancing and singing. One mum dressed up as the Queen of Hearts and danced around with all the children. The CYP took part in apple bobbing and other classic Halloween games.

Christmas 2023

For Christmas, Kids Out donated presents for CYP in our service and supermarket vouchers to help with the cost-of-living crisis. They also donated pantomime tickets, which enabled CYP and mums to go and see Peter Pan live at the Hydro SECC. We received tickets for the Star Circus show which CYP enjoyed. They saw acrobats, ariel dancing, hoola hoops, Minions, Barbie dance, skating etc.

Outreach Services

Workers provide sessions on an individual basis. They provide full and half-day support sessions weekly and fortnightly, depending on the needs of the CYP. One-to-one support is provided to CYP to allow them to talk confidently in a safe place.

In the past year, 41 CYP accessed outreach support and school-based support in schools across Glasgow and East Renfrewshire.

We established positive working relationships with teachers and with pastoral care teachers. Referrals are received from pastoral care teachers or via the Joint Support Team in schools.

CYP referred had experiences of domestic abuse, forced marriage, and difficulties at home. CYP are supported with issues such as anxiety, depression, low mood, self-harm, suicidal thoughts and difficulties with contact with absent parents.

We advocate for CYP with social work services and Police Scotland to remind them of their statutory duty of care. CYP have information on Scots law and their rights in Scotland- reducing the impact of abuse and helping keep them safe from harm.

Case Study

A Sheriff granted a contact order whereby two children in the refuge were to see their father. After a period of four weeks, one of the children refused to attend the contact centre. A further order was made allowing the father overnight access and the child was adamant that he would not go.

Follow On

Due to delays in rehousing women from refuge accommodation to permanent housing, follow on has been quiet. CYP leaving the refuge were supported through the transition and are now settled in their home, school and local area. Follow-on generally lasts around 12 weeks however, CYP continue to be supported due to complications with court ordered contact with the father.

A message from our Children and Young Person's Community Worker

"I began my post in January 2024 and initially worked at the refuge for the first few months. During this time, I worked alongside the other Children's Workers within the play flat. This provided a valuable opportunity to gain a greater understanding of children's services whilst also actively contributing.

I also participated in trips including the circus, bowling, soft play and local parks. I took part in cultural events, such as an Eid party thrown for the women and children at the refuge center.

The induction process was really helpful for me as a new worker. I felt extremely supported by my co-workers. The regular induction review meetings were especially useful, allowing me to reflect and receive feedback on my progress. Outside of meetings, I always felt comfortable going to managers and fellow co-workers. At Hemat Gryffe, our small team is friendly and approachable.

I have since been making many school visits independently and took part in extensive training, including training on forced marriage and civil & criminal justice processes.

I have been registered with the SSSC as a practitioner in Day Care of Children's Services, on the condition that I achieve my SVQ in Social Services (Children and Young People) in the next five years. I look forward to starting this course soon.

I have contributed to setting up the new schools' service across Glasgow, which involved developing a new poster. Letters have also been written and sent out to all schools in the Glasgow area. This is an exciting new chapter for the organization, as the support for children and young people in schools continues to grow, develop and make a difference.

I am in talks with the team to develop new web and digital content, to enhance the information available to children and young people. This will be carried out with input from the young people involved within our service, to ensure their voices are heard and represented.

I look forward to further developing our community services, specifically for young people and children across Glasgow."

Children and Young People Service Development

We are always looking at ways to develop and improve the experience for women, children and young people who seek our support. Here are a few things we have implemented in our development work this year:

- Engaged with every local authority high school across the three localities in Glasgow. Each school has received a letter, two posters and complimentary Hemat Gryffe pens and pencils.
- Presently supporting 13 young people across Northwest and South localities in Glasgow.
- Collaborating closely with agencies such as the British Embassy, Police Scotland and Border Force.
- Securing crisis funds when urgently needed, addressing young person's needs directly with social workers and creating safety plans for those at high risk of honour-based abuse.
- Designed a PowerPoint presentation to use within schools to introduce our service and spread awareness, with the aim of holding information sessions across the three localities of Glasgow.

"Talking to someone outside helps when teachers and friends are always busy. Sometimes talking about everything but school helps and I enjoy playing games."
- CYP

"I like to see you because it's good to talk and it's good to get away from the usual subjects. It's easy to talk to you about what's bugging me."
- CYP

Training and Development

Training and Development

We are always looking at ways to develop and improve the experience for women, children and young people who seek our support. We also provide training to others to build awareness on domestic abuse. Here are a few things we have implemented in our development work this year:

- Participated in Police Scotland national Domestic Abuse Forum.
- Invited member on the Scottish Law Commission working group. The commission is presently reviewing civil remedies in domestic abuse cases.
- Invited member on the Glasgow Diocese Safeguarding working group.
- Working with Police Scotland and a range of academics to develop an honour-based abuse animation, funded by the University of Strathclyde.
- Coalition for Women's Equality – Single Sex Service Providers Forum.
- Trustee Induction Training with Melanie Blake and Dr Shirley Otto.
- Facilitated training to Police Scotland domestic abuse investigation course to provide honour-based abuse input.
- Attend the National Violence Against Women network meetings and Glasgow City Council Domestic abuse operational group.
- Attended the Transnational Marriage Abandonment, domestic abuse, and migrant women conference.
- Crown Office and Procurator Fiscal Service (COPFS) has commenced the Victim Information and Advice (VIA) Modernisation Programme, a comprehensive review of VIA services. HGWA completed a response of our experiences of the COPFS VIA service from our perspective as a specialist BME service.
- Attend Standing group and Glasgow Violence Against Women Partnership (GVAW) partnership meetings for regular feedback updates.
- The Development worker facilitated several information sessions for trainee health visitors, NHS Lanarkshire Carers and Action for Children as well as other voluntary organisations. The sessions have been invoiced.
- Attended Coalition for Racial Equality and Rights (CRER) forums.

"Thanks so much for coming to our development day. Your input was 100% the highlight of the day and everyone really got a lot out of it."
- Trainee

"Thank you so so much for your informative session on Hemat Gryffe Womens Aid. I got so much from it and it is great to know that an organisation like Hemat Gryffe exists to help women and children."
- Trainee

Would your organisation benefit from training to develop your staff?

We offer different training packages covering a range of topics

These include

- Information About Our Services For Women, Children and Young People
- Forced Marriage
- No Recourse to Public Funds
- Honour Based Abuse
- Barriers to Accessing Support For BME Women Experiencing Domestic Abuse

To find out more about our training and to book

Please contact

womensaid@hematgryffe.org.uk

or call us on

0141 353 0859

Business Services

Digital Media

We continue to expand our digital content and communications through our multiple channels, including social media, newsletters, website and through leaflets and posters.

Our Digital Media Worker for the last financial year released the quarterly newsletters, which are published on the website. These newsletters focused on service provisions and provided information relevant to women, children, and young people across the service, as well as the women's group.

The annual report for the period 2022-2023 was designed by the Digital Media Worker and provides the impact and differences made across the service. The theme for the report was 'Celebrating, Protecting and Empowering Women, Children and Young People'.

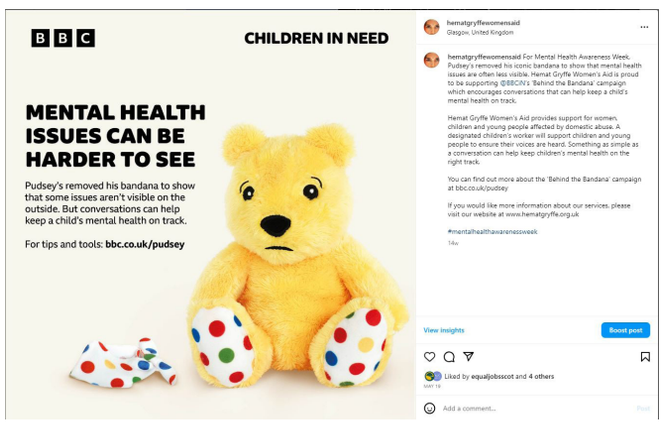
Information about service provisions and other local resources beneficial for women experiencing domestic abuse were shared across social media channels. A range of leaflets and posters have been created for events hosted by the women's group and across the services.

We have also collaborated with other charities promoting campaigns that we support, such as Children in Need's 'Behind the Bandana' campaign on mental health wellbeing.

We have since hired a new Communications Worker, who has designed this year's annual report and is developing our digital content, as well as building a brand and style guide for the organisation.

We are also in the early days of our digital strategy across social media, website, and digital content, with a focus on upcoming campaigns such as 16 Days of Activism and other awareness days, weeks and months.

The organisations' social media channels are regularly updated with the latest news and the following continues to grow across Facebook and Instagram.



Finance Report

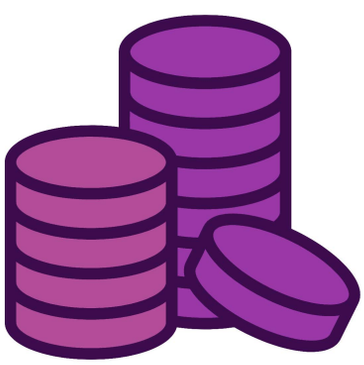
Glasgow City Council/Glasgow Health and Social Care Partnership Grants - Supporting People and Social Work grant paid in full.

Glasgow City Council - Housing Benefit awarded an uplift from September 2023.

Glasgow City Council - Making a House a Home project provided financial assistance to women fleeing domestic abuse to furnish their homes and to assist with tenancy sustainment, as well as a range of other items, depending upon the needs of women and their children.

Glasgow City Council - Community Fund 2023-2026 - award made to develop services and support across the city to women, children, and young people.

The Scottish Government Delivery Equally Safe Fund grant supports women, children, and young people in refuge, follow on and outreach service. Support includes responding to women in crisis, in-person meetings, support to women when leaving the refuge to live in permanent accommodation, therapeutic activities, English classes, staff salaries, recruitment, governance costs, digital media, and a contribution to overheads.



Children in Need enabled CYP to purchase bedroom items when moving from the refuge to their now homes, trips and outings, as well as direct support and additional resources.

Cash for Kids - gift vouchers were issued to approximately 70 children to support families with the cost-of-living crisis and a separate award was made to support children and young people at Christmas 2023.

The Scottish Sadaq Charitable Trust makes a monthly donation used to support women in crisis, women who are destitute, who have no recourse to public funds.

Scottish Government Fund to Leave - a payment was issued to 44 women from Asian, Black and minority ethnic communities, to assist them.

The Trades Hall of Glasgow Commonwealth Fund awarded a grant towards the cost of supporting children and young people living in crisis situations with their mothers and when having to flee because of domestic abuse. By purchasing toys, games, resources, and IT equipment, this supports them, as well as providing opportunities for children and young people to attend trips/outings with workers and their mums, to develop positive relationships, have some fun and reduce the negative impact of their experiences.

The refuge was full during the year and was refurbished, painted, with new beds purchased, as well as the purchase of furniture for individual flats.

The women's group took part in honour-based abuse research by the Improvement Service.

Training statutory and voluntary sector agencies is an essential part of our service and we charge for basic training.

We are grateful for the number of monetary donations received during the year.

Balance Sheet

31 MARCH 2024

	Notes	Unrestricted funds	Restricted funds	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	11	3,330	2,237	5,567	4,998
CURRENT ASSETS					
Debtors	12	-	9,033	9,033	9,470
Cash at bank and in hand		98,584	190,026	288,610	271,713
		98,584	199,059	297,643	281,183
CREDITORS					
Amounts falling due within one year	13	-	(18,353)	(18,353)	(19,170)
NET CURRENT ASSETS		98,584	180,706	279,290	262,013
TOTAL ASSETS LESS CURRENT LIABILITIES		101,914	182,943	284,857	267,011
NET ASSETS		101,914	182,943	284,857	267,011
FUNDS	14				
Unrestricted funds				101,914	126,703
Restricted funds				182,943	140,308
TOTAL FUNDS				284,857	267,011

Messages from women

"I'm thankful for the support I received from Hemat Gryffe Women's Aid. I have been through a really difficult time and you have always been just a call away.

Only because of you I could decide to leave my abusive husband and his family. I remember the days when I used to call you every day with hundreds of questions, and you would patiently listen and reply to each one of them.

I was always afraid that I would regret going out of the house with my baby, but you assured me that I'm capable of managing everything on my own. When I left the house, you were concerned about me and always kept asking me about my wellbeing. Thank you so much for everything you did for me and my baby."

"I was very hopeless and disappointed and I had also lost my confidence. If you didn't encourage me, I would hardly have been able to get out of this situation. Because of them I was able to regain my confidence.

I want to tell you how hard they work and help us in every problem, and I use to call them while crying in every little situation and she would solve it in a pinch but never got tease. Despite, having such a tough schedule, she takes care of our everything and gives us time. I want to thank both very much they are very kind of heart. I pray that they will always be happy as they share happiness in others. May Allah bless them with good health, wealth, faith and every blessing. I will always pray for them and I never forget them in my life again thank you so much."

Note of Thanks

We take this opportunity to thank the Scottish Government, Glasgow City Council, Cash for Kids and Children in Need, who provided much needed funds to the charity for women, children and young people across the service.

We acknowledge and offer our sincere thanks to the Scottish Sadaq Trust for regular donations, and to Kids Out and Cash for Kids for their support throughout the year.

To the individual women's group within the Glasgow violence against women sector , in particular the Standing Group on Violence, as well as the partnership manager at the Glasgow Violence Against Women partnership, we thank them for their unstinting support to the board, staff, and service users.

We also thank Glasgow West Housing Association, West of Scotland Housing Association, Sanctuary Housing, as well as the Glasgow City Council Homeless Case Work Teams, who we continue to enjoy positive working relationships with.

We thank the education services and schools for their cooperation and positive partnership, allowing us to support children and young people.

We also thank Glasgow City Council Social Work Services, Children and Families Commissioners for their continued support, as well as the housing benefit team. We would also like to thank Monika Sharma and Irene Glasgow, Inspiring Scotland too, for their continued support.

We are also grateful for the support that we receive from J Bruce Andrew, Chartered Accountants, Thomas Barrie & Co Chartered Accountants, Fleming & Reid, Solicitors, R H & Co, Solicitors, T C Young, Solicitors, Kiswebs and Eurosystems.

We also want to thank the University of Strathclyde, Law School, Police Scotland and the multi-disciplinary team of academics and practitioners who supported the charity with the honour-based abuse research as well as Superumami for creating the honour-based abuse animation.

To all our partners and funders, without whom the project would not be the success that it is today.

Finally, we acknowledge the brave women, children and young people who continue to inspire us every day.

Hemat Gryffe Women's Aid

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web: www.hematgryffe.org.uk

The Scottish Government
Riaghaltas na h-Alba

BBC Children in Need

Cash for kids

Glasgow CITY COUNCIL