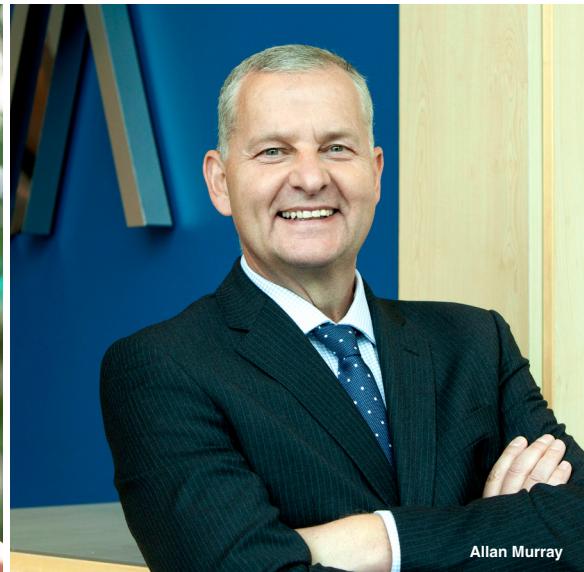


# Supporting communities as a key partner

Billie Falconer Lees, Service User Women's Aid and Clyde Valley Housing Association tenant



**Allan Murray, Chairman.****Clyde Valley Housing Association**

"We're very proud of the work of Clyde Valley but we know we can't do this alone. Effective partners such as Women's Aid are essential in ensuring that everyone is helping us move forwards and challenge us to deliver the best service that we can."

**Lynn Wassell, Chief Executive of the Clyde Valley Group**

"It's critical that we understand, track and respond to the needs of customers as these needs change. Our team already does fantastic work with some of the most vulnerable people. Ultimately Housing Associations are community anchors and are really instrumental because they are more than 'bricks and mortar'."

**Margaret Ann Jones,  
Service Manager, Motherwell & District Women's Aid**

"We support women both emotionally and practically when they are fleeing an abusive relationship. We can offer refuge support in the community to both children and mums. We work in partnership with Clyde Valley when our women are ready to move on. Part of the process for them is building up to be ready for their own tenancy. The specialist help of Clyde Valley is critical to this and we find the team very supportive in working with us and really understanding of the issues around domestic abuse.

"Clyde Valley signed up to the Chartered Institute of Housing's 'Make a Stand' campaign which is a pledge to help people through domestic abuse situations and they asked us at Motherwell Women's Aid if we would come in and do some training for their employees. At the heart of things, it's working in partnership and having good relationships to deliver the best help you possibly can for your service user.

"It's so important that women feel safe and settled with us but also when it's time to move we need the support of partners such as Clyde Valley to ensure they have support and build confidence.

"We have been working with a woman Billie who we supported together as partners. She was very traumatized and lived in refuge with us for almost a year and then was housed by Clyde Valley. Billie left refuge around three years ago and is very well as settled in her house and has moved on and the team at Clyde Valley were very supportive of her during this time.

"She's out of a domestic abuse relationship and she's living a happy and thriving life now. That's what makes it all worthwhile.

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**If it wasn't for Clyde Valley I would still be in refuge. There is help out there if you need it. You can just walk into Clyde Valley's offices and explain your situation.**

”**Billie Falconer Lees,  
Service User Women's Aid  
and Clyde Valley Housing  
Association tenant**

"I got a letter to say I'd been offered my new Clyde Valley house and did I want to go and view it. I walked through the front door and I just cried. I just thought 'is this mine?' and 'can anyone kick me out?' Those were the two thoughts that went through my mind.

If you're in any kind of relationship or friendship that's abusive you need to phone Women's Aid because there's so many people out there that want to help now. If it wasn't for Clyde Valley I would still be in refuge. There is help out there if you need it. You can just walk into Clyde Valley's offices and explain your situation. They may not be able to find you a house there and then but they can point you towards people that can really help."

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**Our team already does fantastic work with some of the most vulnerable people. Ultimately Housing Associations are community anchors and are really instrumental because they provide more than 'bricks and mortar'.**

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Our homes, our people,  
our problem.