



Women's Work

National Award Winners

Annual Report 2010/2011



Contents

Page 3 Introduction

Page 4 Chair's Report

Page 5 CEO's Report

Page 6 & 7 The Projects

Page 8 & 9 Outputs & Outcomes

Page 10 Finance Report

Page 14 Case Studies

Page 15 Quotes

Legal & Administrative Information

The Women's Work Board of Directors presents its report and independently examined financial statements for the year ended 31 March 2011

Charity Name: Women's Work (Derbyshire) Ltd

Charity Registration Number: 1135740

Company registration number: 7171357

Registered Head Office: -

The Villa 30 Charnwood St Derby DE1 2GU

**Independent Examiner – Kevin Parkinson
FCA - PMLLP Chartered Accountants,
Cedar House, 35 Ashbourne Road, Derby**

**Bankers – Yorkshire Bank 28 St Peters St
Derby DE1 1SL**

Senior Management Team

Dionne Reid – Chief Executive (Company Secretary)
Michelle Martin – Finance Officer
Ann Theobald – Business/Partnership Manager

Staff Team

Carole Peters – Team Leader
Rachel Sandford Office Co-ordinator
Tracey Adams – Counsellor
Glenda Melville – Counsellor
Sandra Mansfield – Learning Mentor
Lyndsey Rook – Project Worker (Sex workers)
Debbie Turner – Outreach Worker (Offenders)
Katie Weston – Project Worker (Offenders)
Stacey Dixon – Project Worker (Children & Families)

Board of Directors

Milly Holder – Director (Chair)
Ardip Kaur – Director (Vice Chair)
Andrew Buxton – Director (Treasurer)
Melissa Dean - Director
Lynn Wood - Director
Diana Daubney - Director
Emily Patterson – Director

Rachel MacLennan – resigned 2010
Gill Clemens – resigned 2010

Our Aims

To educate vulnerable women about the harms related to substance use and misuse

To reduce substance misuse amongst women, targeting street sex workers and other vulnerable women by facilitating access to drug treatment

To support women offenders by offering advice on a range of issues relevant to their needs in an attempt to reduce the incidence of re-offending

To work with local stakeholders in an attempt to reduce the impact of street sex work, drug use and associated anti-social behavior

To improve the general physical and mental health of women and their families affected by substance misuse problems.

To promote sexual health and facilitate access to testing and treatment

To promote safety whilst engaged in street sex work

To provide an accessible counselling service and therapeutic interventions

To provide educational/ learning opportunities/ development of life skills

To facilitate the promotion of healthy lifestyles /habits amongst the client group and their families

To provide a safe women friendly space

To develop innovative ways to engage vulnerable women

Introduction to Women's Work

Women's Work has been delivering a range of support services to vulnerable women for the past 8 years and has strengthened its role as the only local provider of open access personal support and information for vulnerable women and their families, specifically those engaged in substance misuse and street sex work in Derby City. Women's Work has built a sound reputation as a service provider for some of society's most vulnerable individuals with challenging and complex needs.

In 2008 the organisation was named as the Overall Winner of the GlaxoSmithKline Impact Awards which has brought national recognition to the charity and to the difficult issues it aims to address. This award has been a springboard for the continued success and growth of the organisation.

The organisation has a number of key partners who support its aims to deliver sustainable changes and improvements in health and wellbeing for vulnerable women. This year a partnership with Derbyshire Probation Trust and NOMS, has led to the development of a one stop shop for women offenders, with an aim to divert women from custody and reduce the number of women in prison. This is a challenging piece of work. However the value of this initiative to the women themselves, communities and their families is already evident.

Women's Work registered as a company in October 2010 and now has a board of 7 directors with a range of skills and experience. They meet monthly and are responsible for the strategic direction and policy development of the charity. A scheme of delegation is in place and the Chief Executive is responsible for ensuring the charity delivers the services specified in agreed contracts and that key performance indicators are met. She has also been delegated the responsibility for the day to day operational management of the drop-in centre, supervision of the staff team and ensuring the team continue to develop their skills and working practice.

Our Values

We will provide a service which is open and non-judgmental

We will recognise the full potential in every individual

We will always show respect to service users and do all we can to maintain the dignity of all individuals who access our service

We will value and recognise the small but significant steps that individuals make in their attempts to initiate changes in lifestyle

We will provide a confidential service built on trusting professional relationships

We will welcome all vulnerable women to the service and signpost them to more appropriate services where necessary

Thank you

The Women's Work Charity would not be able to carry out its functions without the continued support of Funders, Trustees, Staff, Volunteers and Partner Agencies, I am extremely grateful to them all

Partners

Alexandra Rose Foundation
Derby City PCT
Derbyshire County PCT
Derbyshire Constabulary
Derbyshire Probation Trust
Derby City Council
Deventio Housing
Derby University
Family Nurse Partnership
Family Action
English Churches Housing
HMP Foston Prison
Bradshaw Clinic
Phoenix Futures
Social Services
Derby Alcohol Misuse Services
Sure Start Children's Centre
Family Action
Best Beginnings
Education Exclusion
Department
Children and Young Peoples
Network
Addaction
Young Addaction
Benefits Department
Derby Debt Advice
Price Water Cooper
Consultants
Connexions Derbyshire
Derby Magistrates Court
DIP Team
Derby College

Funders

The Big Lottery Fund
Charles Hayward Foundation
Ministry Of Justice
Derby County PCT
Women's Diversionary Fund
Derby Community Safety
Partnership
Lloyds TSB Foundation
Thanks also to our donators
who prefer to remain
anonymous

Chair's Report

I write this at the end of what has arguably been one of the most challenging years for Women's Work and one that has demonstrated the strength of the organisation in difficult times.

Women's Work has grown in stature and recognition, with all the projects meeting or exceeding their targets. In September we were delighted to be awarded the PQASSO Quality Mark at Level 1 after a very vigorous inspection of all our quality systems, processes and procedures. And from 1 October we completed the transition to a limited company.

However in a time of national economic stringency and cuts, while the needs of vulnerable women in Derby become more pressing, the funds to provide our services have been ever more difficult to secure. When so many deserving charities are competing for resources, many of our funding bids have been unsuccessful. This necessitated reducing our premises and a restructuring of the organisation in which several posts were reduced in hours or cut altogether. In what is inevitably a painful process, I would like to pay tribute to all the staff who have pulled together to weather the changes. In particular enormous appreciation is due to our CEO, Dionne Reid for remaining steadfast and positive at the head of the organisation.

Women's Work has established a reputation, both locally and nationally, for its professional and successful work. We are confident that we are well placed to attract further funding and to grow the charity to meet the needs of vulnerable women in Derbyshire.

During 2010 we said goodbye to trustees Gill Clemens and Rachel McLennan and welcomed Andrew Buxton as our new Treasurer. I would like to thank all the Trustees for their time and commitment throughout the year.

Milly Holder

Chair of the Board of Directors

Chief Executive's Report

The last 12 months have been extremely challenging as we headed into a period of uncertainty, due to the economic climate, as a result of public spending cuts. We have used this time to plan, exploring all potential opportunities, weaknesses, strengths and threats. The internal structures of the organisation have been strengthened and a recent restructure and office relocation took place to ensure we are able to utilise our limited resources to the best of our ability. These changes have been effected with minimal impact / disruption to service delivery and our service users.

A number of key projects also ended in March 11, the Big Lottery funded Big Difference project and the Parenting Institute funded Link Work project. There has been some success in sourcing continuation funding, which has allowed us to continue service delivery in most areas. However with many of our partner agencies suffering the impact of the public sector cuts also and in many cases more severely than ourselves, we have seen an increase in referrals, particularly to our family support service. This has been a big challenge as we underwent an internal restructure which resulted in reduced hours for some posts and redundancy of posts. We are a leaner team, however I feel it was a good process to undertake looking at how we can be more resourceful with our limited resources and we have been successful in streamlining the way we operate and deliver services.

As always, I would like to thank the staff team who have been focused and especially committed during a difficult period of change and uncertainty. The Chair of Women's Work, Milly Holder, continues to be supportive and fully committed to the continuing challenges ahead. Women's Work will always be driving forward and looking for new opportunities to sustain its portfolio of projects. To achieve the sustainability goals by 2016, Women's Work (Derbyshire) Ltd has established the following objectives:

Objective 1 – To develop diversification of income streams with a focus on generating its own income and tendering for contracts

Objective 2 – To develop corporate partnerships, exploiting the Corporate Social Responsibility programme to generate non ring fenced income and expertise

Objective 3 – To develop a robust Marketing Strategy that will raise the profile across all sectors with the aim of bringing recognition of the work and financial return.

Women's Work has adopted an integrated differentiation strategy with a narrow focus. This will enable the organisation to maintain its competitive advantage of uniqueness whilst continuing to grow and develop its services to vulnerable women, families and those at risk of entering the criminal justice system.

Women's Work has recognised that the key to its sustainability is not just about the money or winning large grants it is about adopting a strategic and holistic approach with many inter related factors that enable Women's Work to take up opportunities for diversification across the spectrum of Income streams. To achieve growth and development it is important for Women's Work to use the right income streams to drive development at the right time. Different types of fund meet different needs. Integral to the sustainability strategy, Women's Work will develop its Marketing Strategy to have a targeted and planned focus on maintaining and growing its external profile. This will ensure Women's Work continues to be recognised as important in providing Derby City's key services around vulnerable women, families experiencing the impact of drug and alcohol addictions as well as those at risk of entering the criminal justice system.

This strategy will deliver greater resilience to external financial impacts and lead to Women's Work (Derbyshire) becoming financially stable and holding 6 months of reserves, ensuring the security of key services, staff and premises. We believe there will be opportunities for an agency like Women's Work and so we remain positive, in our preparation for entering the competitive tendering arena. I will continue to do all I can to ensure society's most vulnerable individuals affected by substance misuse can access holistic support to improve their health and wellbeing and make positive life changes, which will enable them to lead fulfilling and active lives.

Dionne Reid

***Chief Executive Officer
(Company Secretary)***

The Counselling Service

In January 2010, one counsellor had been employed on an eight hour per week contract. There was no doubt that a counselling service was an important addition to the agency due to the nature of the client group with whom we were working.

The vulnerable women accessing the service had, almost without exception not only extremely complex and chaotic current lives but also histories of horrific physical, sexual and emotional abuse dating from early childhood into adult relationships. So there was no doubt that the therapeutic need was there, but would women who had every reason not to trust any human being have the courage and faith to open up these appalling histories? The inspiring answer was a resounding "yes".

A radical expansion of the service was required. We did not want to be one of the many services where help was offered but only available at the end of a long waiting list. We wanted to offer an available-on-demand, free, minimum of six months of counselling to these vulnerable women. Consequently, the service offered voluntary placements to counsellors. Whilst such placements are hugely in demand, it was decided that, due to the complex needs of the client group, only qualified or near-qualified counsellors would be taken on. There was no shortage of applicants and five high calibre volunteers were recruited. Even then, staying on top of the ongoing demand was a real task.

Throughout all this, the counsellors shared one counselling room. In spite of being in the middle of what was, at times, a frenetically busy building, that room took on an atmosphere of peace, calm and, above all, safety.

Most counselling services working with a client group with issues of substance misuse, homelessness, past and present abuse, street sex work and criminal activity would anticipate an average of about 50% attendance. At its peak, this service was offering 18 to 20 counselling appointments per week and averaged around a 65% attendance.

By its nature, the work is sometimes frustrating, sometimes heartbreaking, sometimes tragic but sometimes magical and life changing. However, the greatest reward comes from the inspirational women we see – many of whom have survived unspeakable horrors – who have dared to put their trust in us and tell us that they have felt, heard, respected and never judged.

Foston Counselling Service

The past year has seen the counselling service at Foston Hall develop and grow from strength to strength. The aim of the service is to provide a Counselling Service to women aged 18yrs and over, offering equivalent to that in the community. The counselling service works as part of a multi disciplinary team, including the prisons 'safer custody' team, Derbyshire PCT and Community Mental Health Team. The counselling service is also able to make provision for aftercare via referral to further sources of support e.g. G.P, local counselling services upon release and for those returning to the Derby area, the counselling service provided by Women's Work in the community. We also work internally to find inmates sources of support within the prison e.g. Psychology department for self help groups such as Anger Management, Mental Health Inreach Team, CARATs (Substance Misuse), Chaplaincy, Offender Management Unit, Suicide Prevention Team, Occupational Therapy, Women's Work In-reach Team for one to one support and any other appropriate community services upon release.

Over the past 17 months, the service has earned the trust of prison staff and prisoners and has become a much valued service to the prison which continues to grow; having developed quite a long waiting list. Derbyshire Healthcare United have now taken over the contract from the PCT and have agreed to extend our work until April 2012, as a result two new qualified volunteer counsellors have been recruited.

The women accessing the counselling service are individuals experiencing psychological distress caused by issues left 'unresolved' from earlier / informative years including relationship issues, loss and bereavement, loss of purpose and direction, victims of domestic violence, rape and sexual, physical and emotional abuse; many of which have eating disorders and have a diagnosis of 'Borderline Personality Disorder, OCD, PTSD, anxiety and depression, low self esteem, anger management i.e. very complex issues.

I would like to take the opportunity to thank the commitment and work undertaken by Volunteer Jasmin Bola who has worked with me from the beginning and contributed greatly to the Counselling Services success.

Foston Support Service

The Foston Prison Support Service is entering into its final year of a 3 year project. The project aims to reduce the risk of re-offending, to reduce the likelihood of returning to street sex work and to encourage engagement in drug treatment services. This is to be achieved by engaging with the women in one-to-one sessions, identifying the needs and issues surrounding their offending behavior and setting realistic targets to support them to change their way of life.

Based within the resettlement team at Foston Hall we receive referrals from the Probation Service staff, CARAT workers, and prison officers and have also seen an increase in self-referrals.

We are currently supporting 12 women in custody and over the life of the project; aim to have supported 150 women. We generally offer support as the women progress towards the end of their sentences and ensure that ongoing support is arranged for their day of release. Following an initial assessment, a care plan is developed which breaks down progress milestones into smaller, achievable steps. We can help by making referrals and signposting, arranging appointments and providing a transport service when they are released.

Accommodation is often an issue for the majority of the women we support and this year we developed a partnership with Deventio Housing who have assisted us in securing accommodation in a shared house for many of our service users leaving prison. Working in close partnership with them we were also able to provide a mentor service for the house residents.

Following changes within the female prison estate and the subsequent closure of a female prison, there has been some disruption to the ongoing support available. During the past year, 19 women were transferred to other prisons around the country, making it increasingly difficult to continue the intensive support and arrange continued support on release. However, support has continued by letter and wherever possible referrals made to similar organisations working in other prisons across the country. The introduction of the Turn Around project has enabled support from Women's Work to continue through the gate and into the community.

The Turn Around Project

The Turn Around project was launched in Derbyshire in February 2010 with the aim of providing women offenders and women at risk of becoming an offender, with a multi-agency community based service that addresses individual risks and needs. It is designed in line with the recommendations of the Corston Report (2007), which advocated a radical change in the way that women throughout the Criminal Justice System are treated, and in particular the development of more 'holistic' approaches for women who are not serious or dangerous offenders, as an alternative to custody.

The Turn Around project, works in partnership with Derby City and County Probation Trust to provide assistance in delivering integrated packages of support for women offenders.

The project offers a holistic support service, providing intensive one to one support, tailored at each individual woman's need. Delivery is through Women's Work existing centre and wraparound services. Support packages address all 9 resettlement pathways to divert women away from crime and address the underlying causes of offending behaviour, in light of the recommendations of the Corston Report (2007).

The initial one year project has been extended thanks to investment from the National Offender Management Service and an evaluation revealed very positive initial findings (See evaluation on website)

One Stakeholder felt that the benefits of the Turn Around Project was:

"Primarily, they offer a different service for people in a one stop shop under one roof. The Turnaround Project for me is a potential project to hold all the other projects together. It is the glue for me. It has that personal touch that statutory organisations can't offer. I think for me, you're able to support and engage with other things such as treatment and probation. Without Turn Around project unfortunately women are neglected and forced into other sanctions. We prevent this from happening and importantly prevented women from going into custody"
(Probation).

The Big Difference Project

This has been the final year of a 3 year project funded by the Big Lottery Reaching Communities programme. The project has been a huge success engaging with hundreds of women involved in street sex work. Key activities include:

Street Outreach Service - The Street Outreach service is delivered 2 nights per week between 10pm – 12pm. These sessions enable us to engage with the women initially. It is during these sessions we offer information on drug treatment, sexual health, reporting dodgy punters, blood borne viruses and advice on how to remain safe while working. The main aim of the outreach service is to build trust with street sex workers and encourage them to attend our centre, where we can do more proactive follow up work.

Drop In Service - The Drop in service is held on Mondays 2:30 – 4:30pm and Thursdays 4:00 – 6:00pm and offers a safe place for women to engage with support. Hot food and drinks are provided in these sessions. Staff and volunteers are available for the service users to talk to regarding any matters concerning their health. We also have clothing items donated to us which are welcomed for those women being released from a custodial sentence or find themselves homeless.

By the end of the project in March 2011, we have made 2496 street outreach contacts with an average of 50 information packs per month being handed out on sexual health and discarding needles safely. Our surveys indicate that to date we have stopped 21 women from sharing drug equipment and 13 women from discarding needles in public places ensuring a safer environment for the general public as well as securing their own personal safety.

One key outcome for the project was to support women to exit street sex work and at the end of the project we have assisted 44 women to completely exit street sex work and 75 women to remain in drug treatment services. (see evaluation of this service on our website).

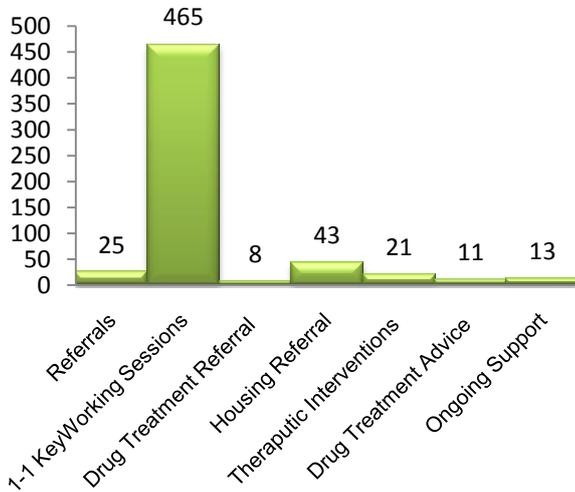
The Link Work Project

The Project was launched in 2009 and is prevention focused. It continues to deliver intensive support on a one to one basis and as a family unit. Facilitating workshops, family sessions, trips, parenting sessions, home visiting, crèche and outings. Demand for the service and referrals have been unprecedented and from a wide range of agencies. The project identified some key areas of development through its year end evaluation and in response created a restructured programme of delivery sessions to focus on improved parenting skills, substance and alcohol misuse issues, health and child development. The Strengthening Families Strengthening Communities programme accredited by the Race and Equality Foundation has been extremely successful. This programme is a thirteen week programme of three hour sessions, and has engaged some very hard to reach families. Since September 2010, 20 families have benefited from this programme. Workshops are delivered weekly to improve knowledge regarding the effects of substance and alcohol misuse and the effects on children who may live in this chaotic family environment. We have enlisted a vast array of partners and specialists to support delivery of our workshops, including the Family Nurse Partnership, Health Visitors, the school exclusion unit and CAB to work on areas such as healthy eating, budgeting, dental health, smoking cessation, breastfeeding, school attendance and mental health awareness.

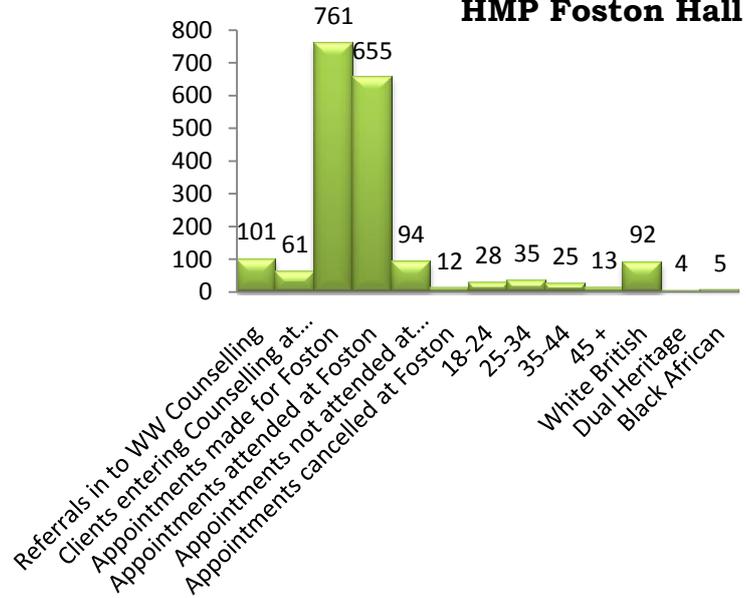
To support children living in families where there is substance/alcohol misuse we have developed a specific programme which aims to address emotional harm and distress from the child's perspective. A six week programme has been developed called The Little Links. It aims to provide a safe environment for children to discuss their feelings and wishes, as well as educate children about positive coping skills and to educate parent/carers on the effects of their substance/ alcohol misuse on their children. The Little Links project targets children aged six to eleven and has been approved to be included on child protection plans working in partnership with Derby Social Care.

Outcomes & Outputs April 2010-March 2011

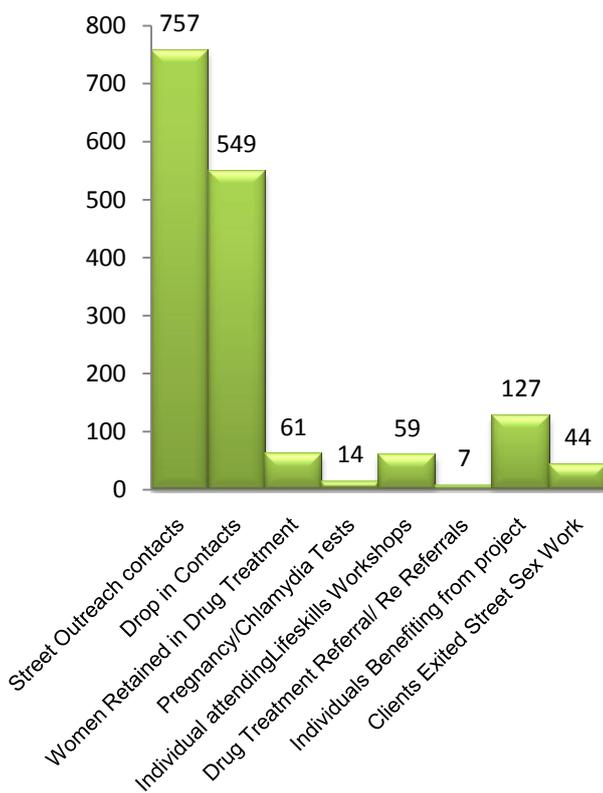
Foston Outreach Support Service



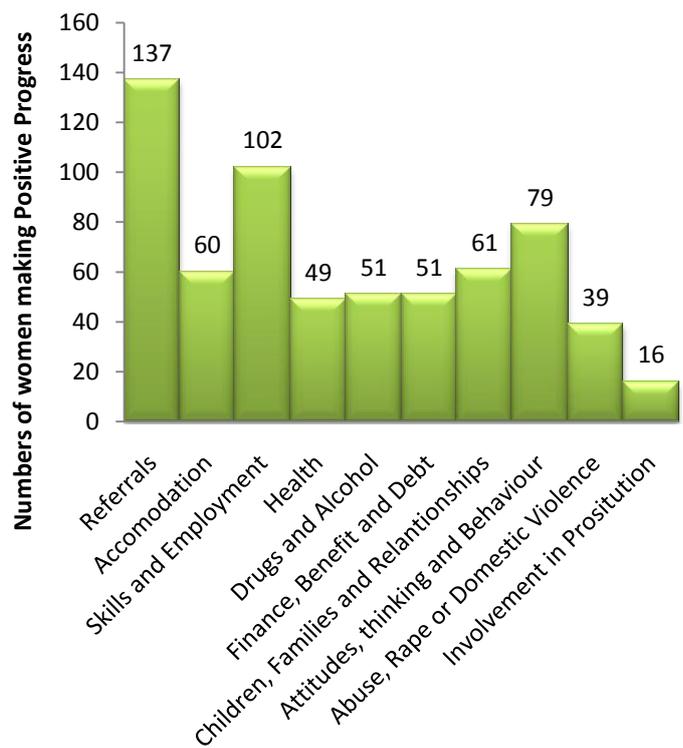
Counselling At Women's Work and HMP Foston Hall



Big Difference Project

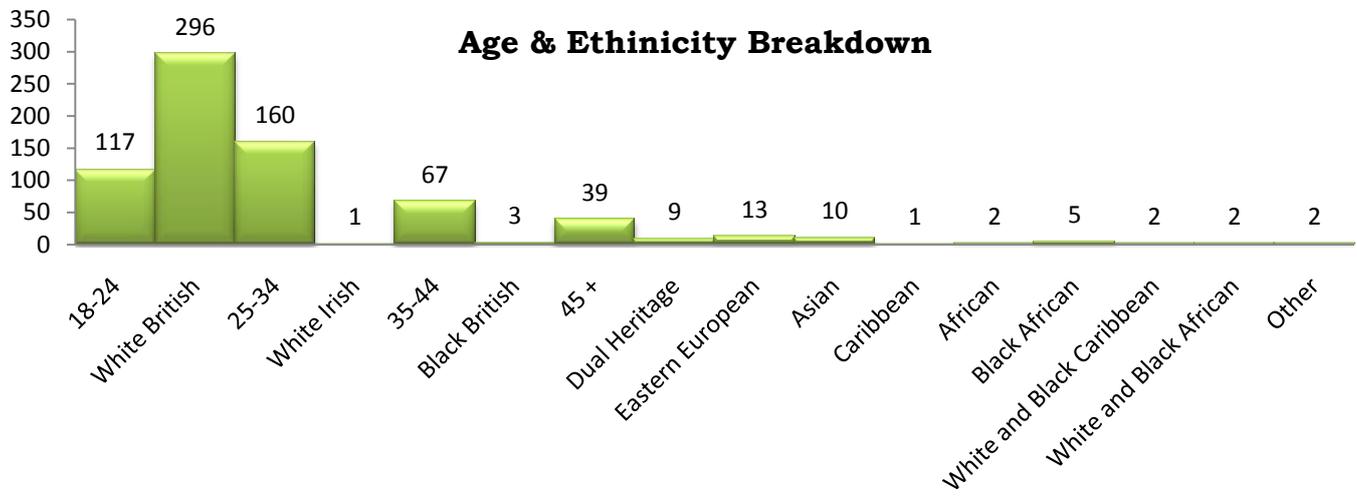
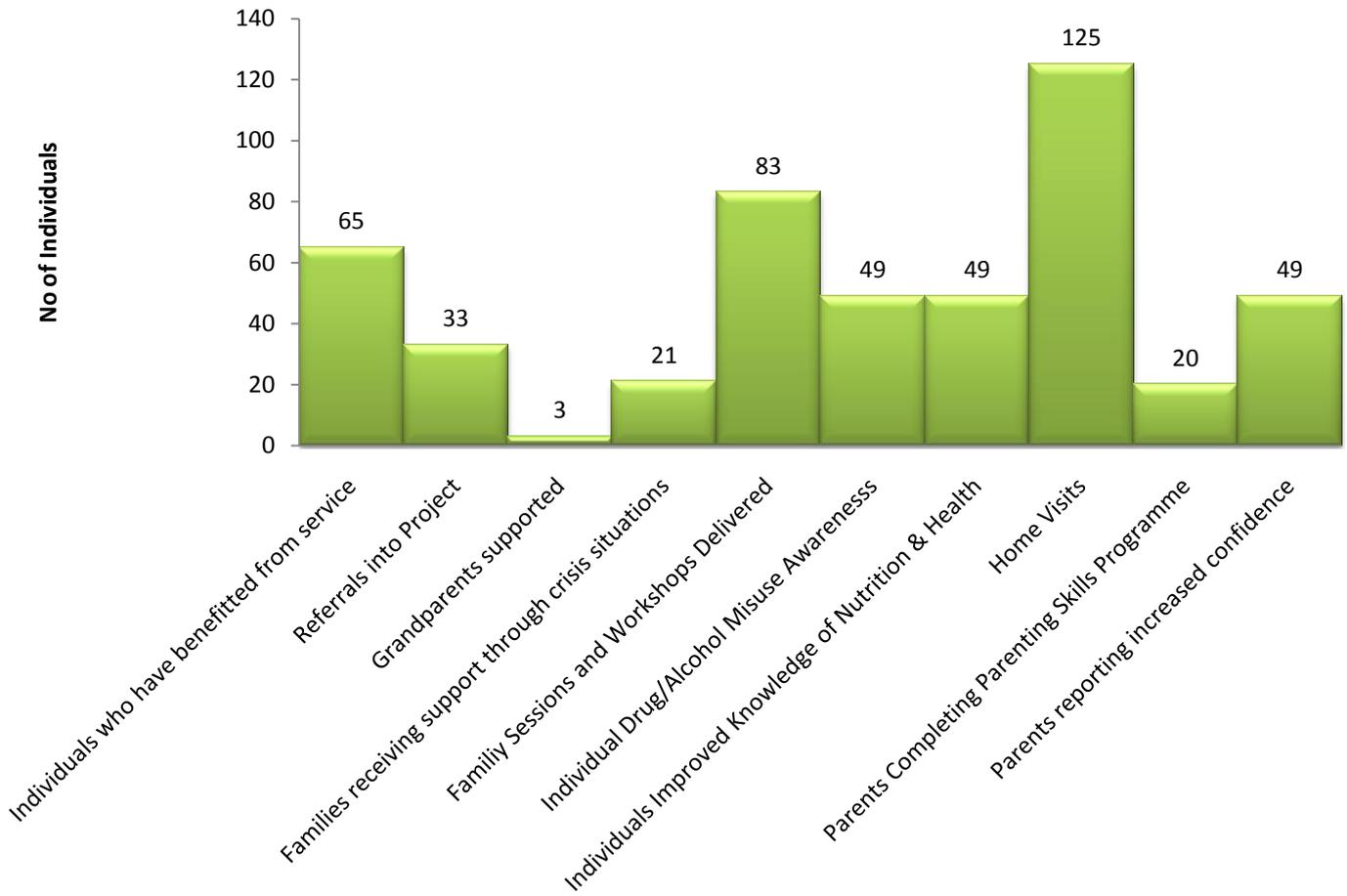


Turnaround Project



Support across 9 Pathways to Rehabilitation

Family Support Outcomes 2010-11



Finance Report

During the year the organisation incorporated as a company limited by guarantee with effect from 1st October 2010. The structure and objectives of the charity remained the same. We now have a new charity number and are registered with Companies House.

Women's Work

The total income for the period amounted to £223,000. Principally this was made up of grants which are identified in the notes to the formal accounts. During the period expenditure slightly exceeded income by £18,000 partly due to funds carried forward from the previous year.

The charity ceased its operational activities on 30.09.10 and transferred its assets and liabilities to Women's Work (Derbyshire) Ltd on 28.2.11.

Women's Work (Derbyshire) Ltd

In the second half of the year income amounted to £222,000. Again principally this was made up from grants as stated in the formal accounts. This income financed expenditure of £228,000. Showing a small overspend of £6,000. Overall this resulted in a planned reduction to our reserves over the year of approximately £10,000.

The Big Lottery Fund finished on 31st March 2011. This was one of our main funders over the last three years. We have reapplied for a continuation of funding for a further three years. At this moment in time we are waiting to hear the outcome.

In common with other organisations and businesses, because of the economic climate and reduced funding opportunities, this year has been particularly difficult to maintain our normal level of service. A considerable amount of time has been spent on funding applications, some of which have been successful. This has enabled us to undertake other work while trying to maintain our core business.

Once again we would like to take this opportunity to thank all our funders and donors for their continued support. Women's Work provides an extremely worthwhile and valuable service to its users in Derby that in turn makes a real difference to the local community and beyond.

Andrew Buxton
Treasurer

Reserves Policy

The charity has a reserves policy which aims to hold three months running costs in reserves. At 31 March 2011 the charity had unrestricted reserves of £52,311 which equates to over three months running costs. The aim is to increase this to six.

Independent examiner

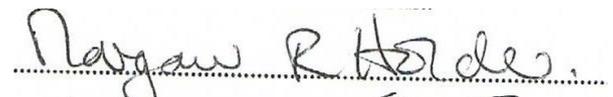
Kevin Parkinson FCA of Parkinson Matthews LLP was appointed independent examiner in the year. Kevin Parkinson FCA of Parkinson Matthews LLP will continue in office as independent examiner for the ensuing year.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

Registered office: Signed on behalf of the trustees
30 Charnwood Street
Derby

Signed
M Holder
Trustee



Approved by the trustees on
Dated 19.07.2011

WOMEN'S WORK
STATEMENT OF FINANCIAL ACTIVITIES
PERIOD ENDED 28 February 2011

Incoming resources				
Donations	369	250	619	6091
Activities in furtherance of the charity's objects:				
Grants receivable	16302	205255	221557	378611
Interest receivable	28	-	28	63
Other income	800	-	800	1855
Total incoming resources	<u>17499</u>	<u>205505</u>	<u>223004</u>	<u>386620</u>
Resources expended				
Costs of generating funds:				
Fundraising and publicity	115	2702	2817	8757
Charitable expenditure:				
Costs in furtherance of charitable objects	28345	154289	182634	284341
Management and administration	2394	53280	55674	76525
Total resources expended	<u>30854</u>	<u>210271</u>	<u>241125</u>	<u>369623</u>
Net (outgoing)/incoming resources before transfers	(13355)	(4766)	(18121)	16997
Transfer between funds	-	-	-	-
Net (outgoing)/incoming resources for the year	(13355)	(4766)	(18121)	16997
Balances brought forward	63609	17437	81046	64049
Transferred to Womens Work (Derbyshire) Limited	(50254)	(12671)	(62925)	-
Balances carried forward	<u>-</u>	<u>-</u>	<u>-</u>	<u>81046</u>

WOMENS WORK
BALANCE SHEET AS AT 28 FEBRUARY 2011

	2011		2010	
	£	£	£	£
Fixed assets				
Tangible assets		-		656
Current assets				
Debtors	-		30366	
Cash at bank and in hand	-		55478	
	<u>-</u>		<u>85844</u>	
Creditors: amounts falling due within one year	-		5454	

**WOMENS WORK
BALANCE SHEET AS AT 28 FEBRUARY 2011
(CONTINUED)**

	2011	2010
Net current assets	-	80390
Total assets less current liabilities	-	81046
Net assets	-	81046
Funds		
Restricted	-	17438
Unrestricted	-	63608
TOTAL FUNDS	-	81046

**WOMENS WORK (DERBYSHIRE) LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
PERIOD ENDED 31 MARCH 2011**

	Unrestricted £	Restricted £	Total Funds £
Incoming resources			
Donations	2344	-	2344
Activities in furtherance of the charity's objects:			
Grants receivable	15887	203518	219405
Interest receivable	26	-	26
		-	
Total incoming resources	18257	203518	221775
Resources expended			
Costs of generating funds:			
Fundraising and publicity	10	-	10
Charitable expenditure:			
Costs in furtherance of charitable objects	14290	154137	168427
Management and administration	1900	57214	59114
Total resources expended	16200	211351	227551
Net (outgoing)/incoming resources before transfers	2057	(7833)	(5776)
Transfer between funds	-	-	-
Net (outgoing)/incoming resources for the year	2057	(7833)	(5776)
Balances brought forward	-	-	-
Transferred from Women's Work	50254	12671	62925
Balances carried forward	52311	4838	57149

WOMENS WORK (DERBYSHIRE) LIMITED
BALANCE SHEET AS AT 31 MARCH 2011

	2011	
	£	£
Fixed assets		
Tangible assets		-
Current assets		
Debtors	9250	
Cash at bank and in hand	148919	
	158169	
Creditors: amounts falling due within one year	101020	
	57149	
Net current assets		57149
		57149
Total assets less current liabilities		57149
Net assets		57149
Funds		
Restricted		4838
Unrestricted		52311
		57149
TOTAL FUNDS		57149

Case Study 1

The A family were referred to The Link Work Project via the Big Difference Project, which had supported mum previously. The initial reason for support was that dad was a recovering alcoholic and mum was a recovering substance user. The A family have two children aged three and one. The Link Work project supported the family to gain confidence and self-esteem, through a programme of structured activity sessions including, basic education, math's, drug harm reduction, coffee mornings, strengthening families parenting programme. The family has also attended the trips and family activity sessions. Dad opted to lead on and develop a session called Goals for Us parenting sessions which has delivered workshops in child development, substance and alcohol workshops, finance and budgeting and healthy eating and nutrition. With our support mum has completed her programme of treatment for substance misuse and is no longer using methadone. Dad's main aim was to find employment and provide for his family. Dad enrolled as a volunteer support worker in May 2010 and has gained confidence and knowledge throughout this post. The Link work project supported Dad with creating a C.V, interview and application skills to improve his confidence. Dad was supported to apply for a number of vacancies that he was interested in. An interview was secured for a position he had been very interested in and Intense one to one support was offered to prepare him for interview. Dad was successful and offered the full time post. The Link work project staff continue to support the family who has made enormous progress on their journey to a drug free happy and healthy family life. The family are still setting goals for the future. The support plan for this family has proved to be successful and is a perfect example of how a multi agency approach to providing holistic support coordinated by the LWP can have far reaching long term success.

Case Study 2

Stella (Aged 44) was referred to Women's Work in October 2010. At this time Stella was on the verge of becoming homeless and had serious alcohol issues. Stella had been force fed alcohol since the age of five by one of her abusers. Stella's childhood has had a detrimental effect on her adult life and the lives of her own children, she was referred to the Single Point of Entry team for housing. Intense support was provided by Women's Work to ensure Stella attended all appointments with alcohol services, specialist doctors, housing providers and key work sessions. Stella wanted to embark on a home alcohol detox programme. After several weeks of living in the homeless hostels in the city, Stella was offered supported housing with our partners Action Housing. Stella was allocated a housing support worker from Action Housing who worked closely with our organisation to provide an appropriate package of support for Stella. A Community Psychiatric Nurse was allocated to Stella who provided the medication and expert advice needed. Stella completed her home alcohol detox having had daily ongoing support sessions with Women's Work staff and her housing support worker. Six months on, Stella is now living an alcohol free life. She is working hard with our learning mentor to gain her National skills level 1&2. Stella now sees her future as one where she can make a positive contribution to society and hopefully give back from her experience to others who may be in the same situation she once was in.

The Way Forward

This past year has been an extremely challenging one for the organisation our focus has been to sustain our core work and projects in a hostile and uncertain environment. We have been diligent and planned for all possible outcomes for the organisation. This action has resulted in a restructure and office relocation. Leaving the Chapel our head office for the past 8 years was particularly difficult, however we realize the building could no longer meet the needs of our ever evolving and complex organisation. These activities were crucial to ensure we remain fit for purpose and in a strong position to tender for contracts as opportunities arise in the future.

In last year's review we aspired to a period of consolidation. The current economic and funding climate has in effect enforced that upon the organisation and in many ways this has been positive. There have been some major changes in our operations and service delivery, however we feel these are positive changes, which will embed a more efficient delivery model. Quality has not been affected by these changes and we feel, that we now have a very competitive business operating model. New premises will continue to be high priority for us as we recognize that long term leases can be expensive and an uneconomic solution for our accommodation needs.

The biggest risk to the organisation is still its funding mix, mainly grants. However the recent employment of the Business and Partnership manager, who will lead on and develop the organisations' sustainability strategy, should start to address this imbalance.

Women's Work is an organisation with vision and has over the years demonstrated its ability to adapt in difficult times. We believe that the ongoing challenges of the changing business environment will continue to be addressed imaginatively and competently, with commitment and passion from a dedicated and professional team.

*I enjoyed today, it was gud to get to know the other women n get across a little bit of my life thank you so much x
Carley*

I have been coming here for the past 8 mths, the service is absolutely brilliant, it helps so many women and definitely gives the kind of support women need. I don't know what I would have done without them. The counselor service is brilliant and much needed, thank you Women's Work

The Turn Around Project has saved my life. Before I came my life was so erratic I was being abused by everyone. With the help of my support worker I have left all those abusive relationships. My worker comes with me to the police station and to court, without her support, I know I would still be being abused. The counselling has helped me to sleep and start eating again. Just to have someone on my side helping me through any problems made all the difference to my life. They have really helped me to turn around my life.

*Thank you for all the support you have given me through a very bad time in my life. I have never had support like this over the past years and believe if I had then I would not have got ill for so long.
Thank you DX*

Only been here 3 times but each time I have enjoyed the time spent here with other girls who have gone through bad times just the same as me. It helps to know you are not on your own

Thank you

To all at Women's Work,

*Thank you for all the support you gave Nicky over the years
Love from Jenny and Family*

Dear Katie

Thanks for all the support you have given me I really do appreciate it. I feel like I have let you down, but you are a good worker and I hope you will still be there to support me when I get out of prison and I will engage.

*Dear Stacy and all at Women's Work
Thank you so much for your support, help and advice over the past few months. We all feel a lot stronger and able to cope with the future.*

Cathy, Harry and Joseph x

Thank you kirsty

You have really helped me gain more confidence and feel better about myself

*Hi Women's Work,
Shaz here thank you for all your hard work and support you have given me in and out of prison, I feel a more confident person and know that when I put my mind to things, that I can achieve them.*

Thank you so much

*Dear Stacy and all at Women's Work
Thank you so much for your support, help and advice over the past few months. We all feel a lot better*

Thank you Karon

I would like to thank Women's Work for all the help especially Lyndsey coz she really makes a difference to my everyday life.

Kelly



**Women's
Work**
Turning a new leaf

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