

WOMEN'S WORK

Annual Report 2018 - 2019

- East Midlands Charity Awards 'Highly Commended' 2019
- National Impact Award Winners 2008
- Kings Fund & GSK Champion of Champions Award Winner 2012
- National Diversity Award Finalist 2016
- Derby Evening Telegraph Business Awards Winner 2017
- Centre for Social Justice Award Finalist 2019
- Volunteer Award Winner 2019

Supporting Women in Derbyshire



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

CONTENTS:

Legal and Administrative Information	3
Board of Trustees and Staff Team	4
Introduction to Women's Work	5
Interventions and Services	6
Our Projects	7-8
Case Study	9
Chief Executive's Statement	10
The Difference We Make	11
Chair's Report	12
Funders, Sponsors and Supporters	13
The Visit by Dee Birkinshaw	14
Finance Report	15
General Information	16

LEGAL AND ADMINISTRATIVE INFORMATION:

The Women's Work Board of Directors presents its Annual Report and independently examined financial statements for the year ended 31 March 2019.

Charity Name:

Women's Work (Derbyshire) Ltd

Registered Address:

The Villa, 30 Charnwood Street, Derby, DE1 2GU

Charity Registration Number:

1135740

Company Registration Number:

7171357

Registered Head Office:

The Villa, 30 Charnwood Street, Derby, DE1 2GU

Auditors:

Kevin Parkinson, Derby Community Accountancy Service, Babington Lodge, 128 Green Lane, Derby, DE1 1RY

Bankers:

Yorkshire Bank, 28 St Peters Street, Derby, DE1 1SL

BOARD OF TRUSTEES:

Milly Holder - Director (Chair of Trustees)

Ros Kershaw - Director (Vice chair)

Lee Outhwaite - Director (Treasurer)

Marianne Connelly - Director/Trustee

Rahat Amed Man - Director/Trustee

Heather Ingram - Director/Trustee

Ingrid Sanfey - Director/Trustee

SENIOR MANAGEMENT:

Dionne Reid - Chief Executive Officer & Company Secretary

Michelle Martin - Finance Manager

“The staff here are awesome and very understanding in my hour of need. I have more courage to open up about my feelings.”

MANAGEMENT TEAM:

Caroline Baker - Project Manager

Debbie Jinks - Office Manager

Diane Whitehead - Development Manager

Marvet Simpson - Counselling Coordinator

Rachel Sandford - Volunteer & Workshop Coordinator

STAFF TEAM:

Alisha Jamil - Criminal Justice Support Worker

Brianna Tabor-Broadbent - Personal Navigator

Christine Earle - Domestic Assistant

Dionne Birkinshaw - Senior Personal Navigator

Karen Powell - Criminal Justice Support Worker

Kaysha Atkinson - Criminal Justice Support Worker

Lyndsey Rook - Senior Project Worker

Roisin O'Shea - Project Administrator

Sarah Falivena - Project Administrator

Sally Morton - Project Administrator

Sian Goodeve - Project Worker

Simona Gambirasi - Project Worker

Tessa Myerscough - Project Worker

MISSION:

All women with complex health, emotional and social needs have an equal opportunity to live a healthy and fulfilling life.

VISION:

To deliver a holistic, person centred support service to vulnerable and disadvantaged women with complex health and social needs, ensuring they can access support, education and information to raise self-esteem and confidence, empowering them to make positive life choices resulting in improved health and well-being.

The Trustees have pleasure in presenting their report and independently examined financial statements of the charity for the year ended 31st March 2019.

INTRODUCTION TO WOMEN'S WORK:



Women's Work is a multiple award winning charity, founded in 2003. Since our inception, we have won the Kings Fund National Impact Award in 2008 & 2012, been nominated for a National Diversity Award in 2016, recently awarded Winner of Derby Telegraph Not for Profit Award 2017, nominated for the Queens award for Voluntary Service, short-listed for a Centre for Social Justice Award March 2019 and awarded Highly Comended East Midlands Charity of the Year award 2019.



Throughout our 16 year history, we have built a sound reputation of a professional service provider working with and supporting the most vulnerable and disadvantaged women living in Derbyshire and achieving positive outcomes for many of the **950 women** and children we have supported this year.

Our services are targeted at the hardest to reach women, with low self-worth and living chaotic lifestyles. As a result they are very hard to engage and often entrenched in negative patterns of behaviour with very few opportunities to engage in positive activities. We aim to work with the whole person with a holistic approach to address the underlying causes of presenting issues. We are based in Derby City Centre with services operating across Derbyshire, including Chesterfield, Buxton and Swadlincote. We currently host 6 individual projects - each with its own aims, performance indicators and outcomes - including delivery of an accredited Positive Parenting Programme and the Freedom Programme for victims of domestic abuse. We also provide educational, emotional and life skill development workshops across the county throughout the week.

We meet our aims and objectives through a mixture of contracts, grants and our own fund raising events and sponsorships. Our values are embedded into 'everyday life' via our policies and procedures, which articulate those behaviours that underpin our organisation. We believe we are the charity of choice for all women in Derbyshire with complex health and emotional needs.

INTERVENTIONS AND SERVICES PROVIDED ACROSS PROJECTS:

We utilise a one stop shop model of delivery we have named “ESET”, which translates to **Engage, Stabilise, Educate** and **Transition**.

At the heart of Women's Work, we deliver some core interventions including:

- Freedom Programme for domestic abuse survivors
- Positive Parenting Programme
- Food parcels
- Emergency clothing and toiletries
- Telephone support and advice
- Chaperone service
- Pregnancy testing
- Benefit claim support
- Confidence building/lifeskill development workshops
- Ofsted registered crèche facility
- Drop-ins
- Coffee mornings
- Sexual health advice and screening
- Drug/addiction advice sessions
- Education classes
- Therapeutic workshops
- Counselling
- Back to work support
- Mentoring
- Volunteer development programmes
- Mental health support
- Housing support and advocacy
- School visits
- Family outings

Our Peer mentoring service has been a great addition to our programme of interventions since 2016 enabling women to develop their skills and confidence to support other women in similar circumstances.

This year, **4 new service users** have completed the transition and training to enable them to use their lived experience to support other women. We have increased our volunteer resource to **46 individuals** working across all areas of the organisation and we have trained **5 new counsellors** to enable us to offer more women the essential service of psychotherapy, improving mental health and wellbeing.



OUR PROJECTS:

Below The Radar Project, funded by The Big Lottery Fund, 2014 – 2018:

Aim: To reach the most vulnerable women with multiple health and social needs and empower them to improve their health and wellbeing. **565 women were supported through this project this year, through a range of interventions and workshops. Staff undertook 666 intensive individual one to one support sessions addressing the 9 pathways to resettlement.**



The Turn Around Project, funded by DLNR Community Rehabilitation Partnership, 2010 – Present:

Aim: Providing interventions to women offenders to improve functioning and break the cycle of offending and reduce the number of women in prison. 4 courses are delivered across Derbyshire, to help change offender behaviour. **287 women engaged with this project.**



The Little Links Project, funded by Children in Need, 2018 – 2021:

Aim: Intensive therapeutic and emotional support for children aged 6-11, who are affected by dysfunction in the home. **71 children benefited from this project.**



Sexual Health Outreach Service, funded by Derbyshire Community Health Service NHS Foundation Trust, 2015 – Present:

Aim: To undertake appropriate time-limited one to one or group support for individuals to change and reduce risk taking behaviour, build resilience and develop skills to negotiate safer sex within both established and new relationships. **50 women engaged in street sex work were supported and 21 supported to exit street sex work. 344 women across all projects have received sexual health screening and brief interventions.**



Opportunities and Change Project, funded by The Lottery Community Fund and ESF, 2016 – 2019:

Aim: Help women resolve their complex needs and become socially and economically included through access to education, training and employment. A part of the national Building Better Opportunities programme funded by the Big Lottery Fund and the European Union through its European Social Fund, currently managed by Framework. **Working intensively with 32 women, 3 have gone into employment.**



Volunteers and Mentors Project, funded by the Tudor Trust, 2016 – 2020:

Aim: Develop and train more volunteers and peer mentors. We have adopted a strategy of progression or 'just enough support' – where people gradually rely on less formal services, using alternatives to paid staff, as part of an overall package of support that may also provide opportunities for more efficient use of resources for many people, improve independence and quality of life, whilst utilising community strengths. **12 new volunteers have been recruited and trained this year and 4 new Peer Mentors.**

Freedom Programme – Ongoing:

Aim: Provide therapeutic support to victims of domestic abuse through a 12 week rolling programme. **125 women completed the 12 week course this year.**



Positive Parenting Programme – Ongoing:

Aim: Improve parenting skills among our service users using a 6 week accredited course. **33 women completed the course this year.**

Workshops – Ongoing:

Aim: To improve the education, life skills and confidence of service users. **170 women benefited and increased/improved their basic living skills and confidence.**



"Thank you for all your help and support whilst I have been attending the Freedom Programme. Before coming here, my self-esteem and confidence was so low and I felt rubbish, but knowing I am not alone, and so many others have similar stories, has really helped me. You do fantastic work here! Thank you!"

CASE STUDY - SUE'S STORY:

I found myself on probation for 'Conspiracy to Supply Class A Drugs'. This was not my first offence; I had been on probation numerous times before from the age of 12.

Leading up to the offence, I found myself on a downward spiral. I had lost all hope and I just didn't care anymore. I was in a really vulnerable place. My daughter had been taken into care and then shortly after that, I lost her father, who took his own life. I was struggling with my mental health and, at this point, I had a really bad drug habit. My life had spiralled out of control, I felt I had nobody and before I knew it, I was back inside again.

When I came out of prison, I was like a rabbit caught in headlights. I wasn't expecting to be released, so I felt really unprepared.

On my first visit to probation, my heart was racing. I felt helpless, afraid and when I was told by my probation officer that I had to do the Women's Work groups, I felt even worse. I tried to think of every possible way to get out of it! I didn't know what to expect or who would be there and the thought terrified me. One of the main barriers was the title of the programme, Healthy Emotions, it made me want to shut down before I had even joined the group. I found it, at the time, incredibly difficult to open up and talk about my emotions to people because of the trauma I had gone through in the past... however, to my surprise, the staff were brilliant!

Initially I was defensive, I had just been released from prison and inside it's a different environment. I had to keep my walls up and always be on my guard, my social skills were completely broken down. After a while I saw the group as an escape, a safe place to vent my emotions and frustrations. Here I learned how to socialise again without being afraid of what people might say or do.

When my project worker started talking to me, I felt more at ease. They let me take things at my own pace; they didn't badger me to talk about my feelings and experiences. Instead they gave me room to grow. Step by step, week by week, I grew in confidence and before I knew it I was sharing my experiences with the other women in the group. I enjoyed the groups that much that I stayed on voluntarily and did the programmes all over again!

The programmes made me think about my relationships and the choices I have made in my life. It made me realise that I wanted to change. During the programme, my project worker talked about setting healthy boundaries with other people. This made me think about people in my life, especially those on drugs I was around, and made me realise that I didn't want to be around these people anymore.

Women's Work has made me a stronger person it has made me more confident in myself and given me the drive and purpose to stay off drugs, which was the main reason for my offending.

Now I am a trained peer mentor, supporting women on the same programmes I started on. I now feel I have purpose and drive and feel in control of my life again for the first time in a long time.



CHIEF EXECUTIVE'S STATEMENT:



Women's Work continues to build a good level of resilience in even more uncertain times, resulting in a good level of service stability and steady growth again over the last year. This year we were also nominated for the Queens award for Voluntary Service which is a testament to the time and resources we invest in the people who support us to deliver the wealth and range of services that we do.

We have supported over **950 individuals** this year across Derbyshire, as the trend for an increase in demand for our services continues. We are however still managing to see much success and achieving positive outcomes for the majority of women who came to us for support having found themselves in difficult and challenging circumstances. This has been achieved through the modification of service delivery and utilising skills and lived experience of our peer mentors, volunteers and excellent partnerships with other agencies.

It is down to our resilience that within these circumstances we are still able to achieve positive and lasting changes in the lives of the city's most vulnerable women and families. Partnerships continue to be developed across a wide spectrum of agencies, many often approaching us to work with them. Our experience and solid partnerships across a wide spectrum of external agencies across the county, particularly with education and health providers we enhance the provision available to disadvantaged women with complex needs. Our referrals come from: police, Derby Adult Social Care, Children's Services, Probation, schools, self and other support agencies. There is still a distinct need for holistic interventions to improve self-esteem, confidence, general physical and mental health, life skills, education and aspirations within this community and we strive to create an environment for women only, which facilitates learning and personal development in a flexible and person centred way.

We are still in search for the right property to relocate to and have made some headway in building a property fund with the support of 3 Trust funders, who have pledged capital resources. Our newly developed social media policy, developed as part of our work to build resilience, with the Charities Aid Foundation, has been fundamental in raising awareness about our cause and challenges and we hope will increase opportunities to develop new and possibly corporate partnerships. We have also been working with CAF to review and update our strategy along with completing a Theory of Change, ensuring our work continues to be relevant in a changing environment especially where technology is concerned. Our charity Gala in June was also a huge success raising awareness and £5000 of vital funds to support our activities. The work we have done around our social media presence is paying huge dividends, with some posts reaching 3,000 people and helps tremendously in raising our profile and increasing supporters.

Women's Work continues to play a key role in the health and well-being of women living in Derbyshire. We are very proud of our achievements to date and hope with growing support from the community we will go on achieving good outcomes for the wider community. Women's Work will continue to make a positive contribution to the National and Derby City health indicators including:

- Alcohol harm related hospital admission rates
- Drug users in effective treatment
- Self-reported measure of people's overall health and well-being
- Increased mental well-being
- Vulnerable people achieving independent living
- Specialist support to victims of a serious sexual offence
- Increase the access to appropriate positive activities of vulnerable groups
- Participation in regular volunteering
- Improve education attainment
- Improving opportunities for employment and enhanced quality of life by removing financial barriers to employment and inclusion
- Preventing premature deaths and reduce the inequalities gap
- Promoting sensible drinking
- Improving mental health and well-being
- Improving sexual health

I wish to thank all involved with the Charity, including, funders, the staff team, trustees, volunteers, peer mentors, donors and supporters and partners.

Dionne Reid,
Chief Executive Officer
(Company Secretary)

THE DIFFERENCE WE MAKE:

- 60% of parents feel their parenting skills have improved since attending the Positive Parenting programme
- 75% report improved confidence*
- 66% report feeling less isolated*
- 64% reported improvements in health and well-being*
- 21 women exited street sex work
- 17 children have benefited from improved confidence and stronger family relationships following engagement
- 1603 volunteer hours have been contributed
- 13 O&C participants have moved into formal education in 6 months
- 170 women improved their life-skills via our drop-ins and workshops
- 95 food parcels have been given out during this period
- 3 O&C participants have moved into employment during this period

CHAIR'S REPORT:



It gives me great pleasure to introduce this year's Annual Report of Women's Work. What stands out from CEO's Statement and the individual accounts of all our projects is something that has been true of the charity for all its 16 year life – a totally joined up approach to supporting women with some of the most complex and challenging needs possible. From food parcels to counselling, condoms to debt advice, new trainers to parenting programmes, the breadth and depth of what is offered to each service user in response to her own needs is quite unique.

Inevitably over time, economic pressures, government policies, funding requirements and the actual needs expressed by the women who are our service users, mean that our work has changed and adapted but never veered away from its mission of offering an individual service to any woman who comes through the door.

Achieving this presents big challenges.

The ever-increasing number of women looking to Women's Work for support means an equally increasing need for continuing and sustainable finance. Thanks to the hard work of our CEO and our Finance Manager, a complex jigsaw of more than twenty separate funders and funding streams has been pulled together to ensure that Women's Work ends this year in a stable financial position. But it is always an ongoing task to secure sufficient funds to meet all our needs and we are currently exploring additional income streams to sustain Women's Work into the future.

Sustainability and resilience of the charity is the second big challenge, and the staff, service users and trustees are currently involved in the Charities Aid Foundation facilitated programme to develop ways of ensuring this. And we are still looking for a more permanent home for Women's Work, to be financed with some of our own earmarked reserve funds and partnered by grant funders.

As a mark of assurance as to the quality of Women's Work it has been very gratifying this year to achieve the Charity Excellence Framework Quality Mark and to be nominated for the Queen's Award for Voluntary Service.

None of this would have been achieved without the outstanding commitment and contribution of our staff, our volunteers, the peer mentors and our CEO. I would like to thank them all most sincerely on behalf of our Board of Trustees.

Milly Holder,
Chair of Trustees

FUNDERS:

- Awards for All
- Lloyds Bank Community Foundation
- Leatherseller's Company Charity Fund
- Kelly Family Trust
- Garfield Weston Foundation
- Henry Smith
- All Saints Trust
- Ministry of Justice
- Comic Relief
- The National Lottery Community Fund
- The Tudor Trust
- Children In Need
- Santander
- Charities Aid Foundation
- DLNR Community Rehabilitation Company
- Derbyshire Community Health Services NHS Trust
- Derby Asian DAWTA

SPONSORS AND SUPPORTERS:

Our group of sponsors and supporters have grown in recent years:

- Derby County Football Club
- Unison
- Morrison's
- Tesco

We have become charity of the year for:

- Derby University RAG
- Derby Rugby Football Club
- Longford WI
- Derby's Finest
- Bluebell Dairy

**A BIG THANK YOU MUST ALSO GO TO
OUR INDIVIDUAL DONORS AND OUR
GROWING GROUP OF 1 IN A MILLION
SUPPORTERS!**

THE VISIT BY DEE BIRKINSHAW

Well what a day, today has been!
 To receive a visit from the daughter of the Queen.
 Princess Anne came to Women's Work to see what we do,
 Shook each of our hands, both you and me too,
 She chatted quite happily with all of the teams,
 With grace and with elegance, as each of us beamed,
 She sat on our sofa, with filled coffee cup,
 A special occasion, to hold our heads up,
 She spoke of her family and stayed for a while,
 To talk to the women... a polite, gentle smile.

What makes us so special... some may say
 We have a great CEO who leads the way,
 Who has the vision to see what's unique
 And never gives up, when the future seems bleak,
 And staff who are passionate in all that they do,
 Giving support to all women, just like me and you
 And to make a difference to those most in need
 By offering hope, to one day succeed.
 So let us be proud in the jobs that we do,
 'WE ARE WOMEN'S WORK!' ... a claim made by few!



Women's Work Derbyshire (LTD) Statement of Financial Activities Year Ended 31 March 2019

	Notes	Unrestricted funds £	Restricted funds £	Total Funds to 31 March 2019 £	Total Funds to 31 March 2018 £
Income from:					
Donations	3	13,106		13,106	7,024
Charitable activities	4	8,857	577,138	585,995	523,382
Other income	5	11,489		11,489	953
Investment income	6	320		320	61
Total incoming resources		33,772	577,138	610,910	531,420
Expenditure on:					
Raising funds		-	-	-	-
Charitable Activities	7	-	574,388	574,388	497,155
Total expenditure		-	574,388	574,388	497,155
Net (expenditure)/income		33,772	2,750	36,522	34,265
Transfer between funds		-	-	-	-
Net movement in funds		33,772	2,750	36,522	34,265
Fund balances at 1 April 2018		134,594	23,824	158,418	124,153
Fund balances at 31 March 2019		168,366	26,574	194,940	158,418

The charity recognised no gains or losses other than the results for the period as set out above.

RESERVES POLICY:

The charity has a reserves policy which aims to hold three months running costs in reserves. At 31 March 2019 the charity had unrestricted reserves of £118, 366.

INDEPENDENT EXAMINER:

Kevin Parkinson FCA of Derby Community Accountancy Service was appointed independent examiner in the year.

Kevin Parkinson FCA of Derby Community Accountancy Service 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.

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www.womens-work.org.uk

-  www.facebook.com/WomensWorkDerbyshire
-  www.twitter.com/WomensWorkDerby
-  <https://www.linkedin.com/company/women's-work-derbyshire-ltd>



"I'm so grateful we have Women's Work. without them, I would have been dead. It's my second home. I have children and would like them to know if they get into difficult in the future, they can go to Women's Work."