

ANNUAL REVIEW 2019-2020

SUPPORTING WOMEN IN DERBYSHIRE

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
Highly Commended East Midlands Charity of the Year 2019
Winner Community Action Award 2019



Women's
Work
Turning a new leaf

ANNUAL REVIEW 2019-2020

LEGAL AND ADMINISTRATIVE INFORMATION

The Women's Work Board of directors presents its Annual report and Audited financial statements for the year ended 31 March 2020

Charity Name: Women's Work (Derbyshire) Ltd

Registered Address: The Convent 11 Bridge Gate Derby DE1 3AU

Charity Registration Number: 135740

Company registration number: 7171357

Registered Head Office: - The Convent 11 Bridge Gate Derby DE1 3AU

Independent Examiners: – Derby Community Accountancy Service, Babington Lodge, 128 Green Lane Derby DE1 1RY

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



BOARD OF DIRECTORS

Ros Kershaw - Director (Vice chair)

Lee Outhwaite - Director (Treasurer)

Marianne Connelly - Director/Trustee

Melissa Dean - Director /Trustee

Heather Ingram - Director /Trustee

Ingrid Sanfey - Director/Trustee

Managers: Caroline Baker, Deborah Jinks, Diane Whitehead

Co-ordinators: Rachel Sandford, Marvet Simpson

Staff: Lyndsey Rook, Sian Goodeve, Simona Gambirasi, Kaysha Atkinson, Karen Powell, Alisha Jamil, Christine Earl, Tessa Myerscough, Brianna Tabor-Broadbent, Dionne Birkinshaw, Sarah Falivena, Sally Morton, Rosie O'Shea

RESIGNED DIRECTORS

Milly Holder (15.10.2019)

Rahat Amed-Man (15.10.2019)

SENIOR MANAGEMENT

Dionne Reid – Chief Executive Officer & Company Secretary

Michelle Martin – Finance Manager

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 wellbeing.

The Trustees present their report and accounts for the year ended 31st March 2020

Introduction to Women's Work

Women's Work is a multiple award-winning charity, founded in 2003, winning the Kings Fund National Impact Award in 2008 & 2012, nominated for a National Diversity Award in 2016, also awarded Winner of Derby Telegraph Not for Profit Award 2017, Nominated for the Queens Award for Voluntary Service and Shortlisted for a Centre for Social Justice Award March 2019.



Throughout our 16-year history, we have built a sound reputation as a professional service provider working with and supporting the most vulnerable and disadvantaged women living in Derbyshire and achieving positive outcomes for over 900 women and children annually.

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 operate services across the County but are based in Derby City. 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 abuse, including those serving prison sentences. We also offer a wide range of educational and skill development workshops delivered across Derbyshire including Chesterfield, Buxton, Ilkeston and Swadlincote.

We meet our aims and objectives through a combination of contracts, grants and our own fundraising events and sponsorships. Our values are embedded into 'everyday life' via our policies and procedures, which articulate those behaviours that underpin our organisational values, differentiating us as the agency of choice for all women in Derbyshire, with complex health and emotional needs.

MESSAGE FROM VICE CHAIR

It gives me great please to introduce this Annual Report of Women's Work. As you will see from the CEO's Statement, we have had another successful year supporting women across the county, many of whom present with some of the most challenging and complex needs. The commitment to working in a totally joined up approach remains at our core, together with offering each service user a programme of support tailored to their needs

As in previous years, change is inevitable, be that economic pressures, government policies and funding requirements or the actual needs of the women who are our service users. This means that our work has to be adapted to meet that change and it never veers away from its mission of offering a service to meet the needs of each individual woman.

The ever-increasing number of women looking to Women's Work for help and support, however, means an increasing need to search for continuing and sustainable finance. Thanks to the CEO, the Business Manager and the Finance Manager multiple funding streams are sought and brought together to not only ensure the organisation ends the year on a stable financial footing, but to explore future additional and sustainable income.

This past year we have celebrated the Princess Royal visit Women's Work and seen the end of a long search for new premises. Covid19, however, has put paid to our grand opening – but only for the time being. I am sure our CEO has plans afoot to introduce our new home to all our funders, partners and service users just as soon as we can.

Let me finish by extending thanks on behalf of our Board of Trustees to all the staff, volunteers, peer mentors and of course our CEO, for without their outstanding commitment, dedication and contribution none of the achievements in this report would have been possible.

Ros Kershaw Vice Chair



INTERVENTIONS & SERVICES PROVIDED ACROSS PROJECTS

Year on year we continue to deliver more services across the projects. We work in collaboration with many local and regional partners to offer a varied weekly timetable of activities. Interventions include activities such as; the Freedom Programme (Domestic Abuse Awareness) Parenting Programmes, Mixed Level English, Maths & ICT, National Careers Service Workshop, White Rose Beauty College Complimentary Therapy Vocational Course, Skills Plus for Change Programme, Building Confidence & Self Esteem, Arts & Craft, Women's Walks with the Derbyshire Wildlife Trust, Drop-in's and Coffee mornings for mums with pre-school age children. We also offer a range of therapeutic interventions such as Equine therapy, Reiki, Emotional Freedom, Wellness & Calmness and Striving to Thriving programmes.

At our drop-in centre, as well as a crèche facility, we deliver some core interventions including a food bank, clothing bank, sexual health advice and screening, pregnancy testing, parenting classes, family trips, Freedom programme, legal advice sessions, drug advice sessions, coffee mornings, street outreach for sex workers, education classes, telephone support and advice, therapeutic workshops, counselling, back to work support, mentoring, volunteer development programmes and basic life/living skills, accredited education classes, mental health support group, drug harm reduction, chaperone to medical appointments, housing support and advocacy, school visits and outings.

We have 40 individuals working as volunteers across all areas of the organisation and we have trained 5 new counsellors (an increase from 5) to enable us to offer more of the essential service of psychotherapy to 24 women, improving mental health and wellbeing.

OUR CURRENT PROJECTS

WoRTH Project - Women avoid Risk Through Homelessness (2019 – 2021)

We are working in partnership with the Padley Group and Mid Mercia CAB. The aim of the project is to bring a reduction in women sleeping rough in Derby, increasing the number of services offering gender and trauma-informed support and increase the number of staff skilled to support women with multiple disadvantages. We are delivering weekly drop-ins at the Padley Centre, which has increased engagement with women who are homeless or at risk of homelessness, and are mentoring a Padley female specialist worker. We are developing and delivering training modules which will improve 'Understanding of Women's Issues and Trauma Induced Services'. To date 18 homeless women have benefited from our holistic support.

HMP Foston Hall - Through the Gate Pilot (2019 –2020)

We have been working alongside HMS Foston Hall prison Resettlement Team to establish a referral pathway for women being released to Derbyshire. The aim is to reduce barriers to engaging with services once in the community. We meet with women two weeks prior to release and then again on release to the community with their Offender Manager, to identify support needs and discuss support package available.

HMP Foston Hall - Freedom Programme (2019 – 2020)

Two Freedom Programmes have been delivered by trained facilitators to 23 women in the prison. The women embraced the programme as it provided a supportive, safe and friendly environment involving active participation in structured discussions on the subject of domestic abuse.

The Turn Around Project Funded by DLNR Community Rehabilitation Partnership 2010- 2021

Aim: Providing interventions to women offenders to improve functioning and break the cycle of offending, aiming to reduce the number of women in prison. Four programmes are delivered across Derbyshire, to help change offender behaviour. 247 women engaged with this project.



Sexual Health Project and Street Outreach Service funded by Derbyshire Community Health Service NHS Foundation Trust (2015 – 2022)

Aim: To undertake time limited appropriate one to one or group support for individuals to change behaviours and reduce risk taking behaviour; build resilience and develop skills to negotiate safer sex within both established and new relationships. 21 women engaged in street sex work were supported and 9 supported to exit street sex work. 582 interventions have been delivered to 404 women across all projects.



Opportunity and Change Project – Funded by The Lottery Community Fund and European Social Fund (2019 -2022)

Aim: We are part of the national Building Better Opportunities programme managed by Framework Housing Association. The aim is to help women resolve complex needs and become socially and economically included through access to education, training and employment. We worked intensively with 57 women: 12 exited into training, 9 were actively job searching and 1 gained employment.



Heart of Women's Work Project 2019 – 2021 Funded by The Lottery Community Fund

Aim: To reach the most vulnerable women with multiple health and social needs and empower them to improve their health and wellbeing and reduce social isolation. 490 women were supported through this project this year, through a range of interventions and workshops. We also worked with partners to bring this service into 2 local primary schools, St Martins Church community room and Derby Homes community rooms. Our informal drop-ins are as popular as ever where the most vulnerable women can access advice, information, a hot meal, clothing, telephone and internet access, and food hampers as well as build support networks.



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

Aim: Intensive therapeutic and emotional support for children aged 5-12, who are affected by dysfunction in the home. 45 children engaged with and benefitted from this project, which included one-to-one therapy, trips and other educational events, which run three times a week.



Volunteers and Mentors Project Funded by the Tudor Trust – 2016-2019

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. We continue to increase the numbers and involvement of Volunteers and Peer Mentors to ensure we have the capacity to meet the on-going needs of the women accessing the organisation. We empower women, by providing opportunities to develop new skills, and a wider awareness, increasing support available to vulnerable women within the local community. We have a comprehensive training and development schedule for new Volunteers and Peer Mentors who have lived experience. This year 39 Volunteers and 13 Peer Mentors, have been active in the charity. Qualifications obtained by Volunteers and Mentors: -

- 5 Food Safety & Hygiene courses
- 3 Online Safeguarding Courses with Virtual College
- 10 Awareness of Health & Safety at Work' course
- Volunteers have contributed over 1500 hours to the organisation
- 2 volunteers trained to deliver the Freedom Programme

Freedom Programme - ongoing

Aim: Provide therapeutic support to victims through a 12-week rolling programme. 146 women completed the 12-week course this year.

Positive Parenting Programme - ongoing

Aim: Improve parenting skills among our service users using a six-week accredited course. 30 women completed the course this year.

Workshops – ongoing

Aim: To improve the education, life skills and confidence of women. We delivered a diverse range of workshops this year including: - Arts and craft, African Drumming, Wildlife in the Parks, Calmness and Wellness, Surviving to Thriving and Meditation and Mindfulness. 170 women benefited and increased/ improved their basic living skills and confidence.

Counselling Service - Ongoing

Women's Work counselling service continues to support service users by offering professional therapeutic intervention by the volunteer counsellors. There are a range of issues presented, which include historic abuse, trauma, domestic violence, issues of attachment and self esteem and self-worth.

We currently have six volunteer counsellors, five in training and one qualified, working towards accreditation. All are committed to working with clients on a weekly basis. Clients can be offered up to 30 sessions as maximum, dependant on their needs which are regularly reviewed. We have a current waiting list of 16, and have 17 women accessing counselling. We have worked with approximately 50 clients, which includes referrals, assessments, and one of sessions. Feedback from the women has shown an improvement in mental health and wellbeing, and a relief to know that they have been heard and helped.

Looking forward to 2020-21

- Recruit a further 4 counsellors (we currently have 3 who have made an application and waiting to be contacted)
- Develop the counselling service through training, and peer support for Coordinator and counsellors
- Explore additional services for therapeutic support, i.e. telephone counselling

A note from Diane Whitehead Business Development Officer

During the year we have continued to develop our online digital presence. It is now easier to donate on our website and we are using social media to raise awareness by reporting on events such as the visit by HRH The Princess Royal and our successes at the East Midlands Charity Awards and East Midlands Community Action Star Awards. Bucket rattles, raffles, talks and donations have inspired gifts in excess of £4250 with particular thanks to Longford Women's Institute and Derby Students Union RAG, two of the five organisations for which we were Charity of the Year. We have developed strong partnerships with Derby City Council and the supermarkets and need to continue to develop these in the future.

Our group of sponsors and supporters have grown in recent years and we became 'Charity of the Year' for Derby Rugby Football Club, Longford WI and the ECA as well as receiving the money raised by the Derby University RAG students on our behalf. We were 'Charity of the Month' for Bluebell Dairy and recipients of Unison's annual Period Poverty collection. A big thank you must go to Derby County Football Club, Morrison's and Asda for allowing us to collect at their venues, as well as to our individual donors and growing group of 1 in a Million supporters.

CHIEF EXECUTIVE'S STATEMENT



We have had an exceptionally busy year with the development of new partnerships, delivery models and extending our work and reach back into HMP Foston Hall, Padley Homeless Shelter, the wider community hubs and two local schools. One of our biggest achievements has been our relocation to new premises. A project ten long years in the making is finally complete and will provide us with a host of opportunities to grow and develop more services for the women of Derbyshire and their children. Our new premises are more than we could have dreamt of and we feel extremely privileged to be able to deliver our services from such a prestigious property. The highlight of our year has to be the visit from HRH The Princess Royal in July which was truly a wonderful surprise to all the team and our service users.

HOWW (Heart of Women's Work) was launched in July 2019, and funded by the Community Lottery Fund, with the aim to enable women to meet their full potential and to train women to become peer mentors and to bring women in the community together to build strong relationships. After taking the decision to close our initial three hubs, we identified some need in other areas and launched two new hubs in this quarter. On 28th of January, we launched a hub in partnership with St Martins Church in Allenton, with the support of the church's family support worker. These sessions were very successful and the women that attended really appreciated the support given.

With support from CAF (Charities Aid Foundation) and Lloyds Community Foundation Enhance programme, 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. We have installed a new data capture system which will help to demonstrate the difference we make and the impact of our work. We have a new Social Media strategy and are working to develop our 5-year business strategy alongside a new communication and fundraising strategy.

Our donations have increased again this year and we think this is a direct result of the time we have invested in developing a social media strategy and the valuable work our Business Development Manager is doing to engage with local businesses. We have supported 911 individuals this year, across Derbyshire, as the trend for an increase in demand for our services continues. We are 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. Our users' surveys demonstrate the impact we have on the lives of the women that use our services as well as demonstrate the high regard they have for Women's Work.

Our experience and solid partnership working with a wide spectrum of external agencies across the county, particularly with education and health providers, enable us enhance the provision available to marginalised and vulnerable women and adapt our services accordingly.

Unfortunately, our year ended with COVID 19, which we believe we will manage, as we have managed other challenges in our 17-year history. We have adapted some aspects of our work to get through this uncertain period, however planning for the longer term is a little more challenging as we are less able to see through the fog of uncertainty that the external environment now places us in and will continue to bring in the coming year. We are confident that we are in a much stronger position than we have been and have the stability of tenure we have wished for, for many years.

All this puts us in a very positive position to come through this challenge, and be even stronger and able to support the victims of not just Covid 19, but of the unintended consequences of the actions that have been taken nationally to manage it.

Women's Work will adapt its services where necessary in a creative way to ensure we continue to play a key role in the health and wellbeing 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 even more good outcomes for the wider community.

I wish to thank all involved with the Charity, including funders, donors (especially anonymous ones), the staff team, trustees, volunteers, peer mentors, fundraisers, supporters and partners.

Dionne Reid
Chief Executive Officer (Company Secretary)

Thanks to all our funders, partners, supporters and donors, who make our work possible and our service delivery partners, who enhance our services. Individual and group donations are increasing yearly and we give special thanks to all those involved in fundraising activities.



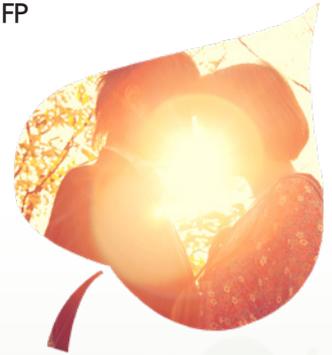
THE DIFFERENCE WE MAKE

- ‘I have been given so many new opportunities since I have been at Women’s Work. My eyes have been opened!’
- ‘Women’s Work have completely changed my life. The support is just amazing and the staff really do their job well, but professional, yet never patronise us’
- ‘Today I came in with no clothes to fit my size, staff led me to the clothes box and I found myself some beautiful pieces!’
- ‘I find Women’s Work a safe place to go when I need somewhere to be listened to without judgement’
- ‘After doing Healthy relationships, I have better knowledge about abusive relationships and can now recognise the red warning flags in the early stages. I have learnt to love myself, and will not allow anyone to control or abuse me anymore’
- ‘I have a better understanding of my emotions and feelings, and am now calmer. I learnt how to deal with things better’
- ‘After Healthy Emotions, I am able to look at things more positively and feel I will make better choices in the future.’
- ‘Completing the Change programme has helped me better understand my mental health and ways of dealing with things’
- ‘After doing the Anger Management programme, I am now able to walk away from situations rather than hurt someone’
- ‘The Change programme has given me a more positive outlook on doing group activities. The topics were interesting and helped me to see my own views and the importance of them in life.’
- ‘After doing the Anger Management Programme, I recognise my triggers now and I can open up more and talk.’
- ‘The Anger Management programme has given me new techniques to try and deal with my anger. The programme has great insight and gives you a chance to express yourself.’
- ‘The Change Programme has given me an understanding of life, relationships, the world, myself and empowerment. I felt heard and not judged, and also felt a deep self-realisation and knowledge of self’
- ‘The Change Programme has been an amazing part of my journey and a big part of my self-discovery and self-awareness’
- ‘Before coming here, my self-esteem and confidence was so low and I felt rubbish but knowing I am not alone and so many other have similar stories has really helped me’

WOMEN'S WORK FREEDOM PROGRAMME

Satisfaction survey responses (60 women)

- (98%) women said they felt they could recognise the signs of abuse since attending the FP
- (90%) women feel more confident since attending the FP
- (95%) women feel more likely to end an abusive relationship since coming to FP
- (97%) women feel more likely to report a perpetrator to the police since coming to FP
- (98%) found coming to WW positive experience
- (91%) would recommend WW to others



WOMEN'S WORK

Satisfaction survey responses (60 women)

- 63.64% rated WW 10 stars or 10/10 (excellent) for overall experience. 27.7% rated 9/10, 9.09% rated 8/10 (so 100% rated us between 8-10 stars)
- 72.73% rated 10/10 (excellent) for experience with staff, 9.09% rated 9/10, 18.18% rated 8/10 (So 100% rated us 8-10 stars for experience with staff)
- 100% would recommend WW to others
- 100% would use WW again in the future
- Comments include: "Very friendly staff" "Staff are amazing & very understanding & they are there for you no matter what the problem is" "I like coming to Women's Work & using the services provided" "With assistance, WW helped me to rebuild my life and move forward & thrive"

- 100% enjoyed coming to WW
- 100% felt supported by staff
- 100% felt more able to achieve personal goals
- 100% felt less isolated
- 80% felt an increase of self esteem
- 100% improved confidence
- 100% feel supported by peer mentors
- 80% were able to access information on other services that can support them
- 100% made new connections at WW and reduced isolation
- 100% felt we respond appropriately to feedback



- * 487 New referrals into Women's Work
- * 46 women achieved DALs and WEA course accreditations
- * 27 women involved in street sex work were supported and received sexual health interventions
- * 404 women received sexual health interventions/contraception
- * 178 women received food parcels
- * 911 individual women and children supported

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

Income from:

Donations	3	14,450	250	14,700	13,106
Charitable activities	4	8,725	649,584	658,309	585,995
Other income	5	320	-	320	11,489
Investment income	6	350	-	350	320
Total incoming resources		23,845	649,834	673,679	610,910

Expenditure on:

Charitable activities	7	4,076	583,936	588,012	574,388
Total expenditure		4,076	583,936	588,012	574,388

Net (expenditure) income

Transfer between funds		-	-	-	-
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Net movement in funds		19,769	65,898	85,667	36,522
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Fund balance at 1 April 2019		168,366	26,574	194,940	158,418
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Fund balance at 31 March 2020		188,135	92,472	280,607	194,940
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Fund balances at the 31st March 2020 were:

Restricted Funds £92,472, Designated Property Reserve of £49,069 and a General reserve of £139,066.

Of this general reserve £110,784 are defined as free reserves made up of net current assets, the remaining £28,282 of these general reserves is represented by fixed assets.

Finance Report

Reserves Policy

The charity has a reserves policy which aims to hold three months running costs in reserves. At 31 March 2020 the charity had unrestricted reserves of which equates to 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.



WOMENS WORK (DERBYSHIRE) LTD

Women's Work is a National Award Winning Charity, founded in 2003, to work with and support the most vulnerable and disadvantaged women in Derbyshire.

If you would like to get in touch with any one of our staff, please use the contact information below:

Telephone: 01332 242 525

Email: info@womens-work.org.uk

www.womens-work.org.uk

 www.facebook.com/WomensWorkDerbyshire

 [@womensworkderby](https://twitter.com/womensworkderby)

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

Charity Number: 1135740



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