



# *Women's Work*

*Raising Hope Raising Aspirations*

## *Annual Review 2020-2021*

*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*  
*Runner up Impact Awards 2020*

# Annual Review 2020-2021

## 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 2021

Charity Name: Women's Work (Derbyshire) Ltd  
Registered Address: The Convent 11 Bridge Gate Derby DE1 3AU  
Charity Registration Number: 1135740  
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 – Virgin Money 28 St Peters St Derby DE1 1SL

### Board of Trustees/ Directors

Hilary Coyle - (Chair of Trustees)  
Ros Kershaw  
Gillian Foxcroft  
Elaine Hobson  
Marianne Connally  
Heather Ingram – (Vice Chair)  
Lee Outhwaite  
Melissa Dean  
Ingrid Sanfey

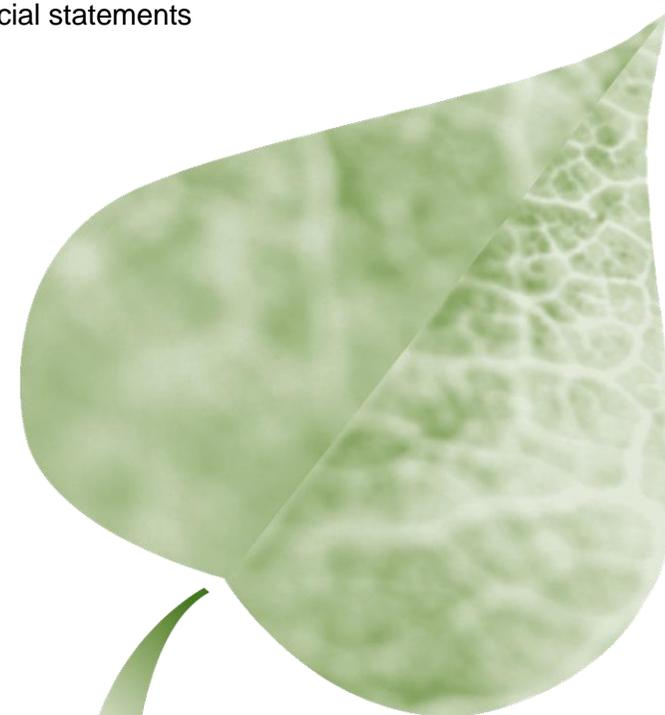
### Senior Management

Dionne Reid – Chief Executive Officer & Company Secretary  
Michelle Martin – Finance Manager  
Deborah Jinks – Office Manager

**Managers:** Caroline Baker, Diane Whitehead

**Co-ordinators:** Rachel Sandford, Marvet Simpson

**Staff:** Lyndsey Rook, Sian Goodeve, Simona Gambirasi, Kaysha Atkinson, Karen Powell, Alisha Jamil, Tessa Myerscough, Brianna Tabor-Broadbent, Dionne Birkinshaw, Linda Marshall, Sarah Falivena, Sally Morton, Allan Gauhl, Nada Giuffrida, Christine Earle



## ***Our Vision***

*A world where women are empowered to live a healthy and fulfilling life*

### ***Our Mission***

Our mission is to provide women and their families with the essential skills and self-belief to move forward on their journey towards living an empowered life. We provide personalised, holistic support to improve mental well-being, support access to other services, and act as a springboard to a better quality of life.

### ***Our Values***

#### **Non-judgemental**

We provide non-judgemental support to women no matter what their circumstances are or the particular challenges they face. We recognise the full potential in every individual.

#### **Inclusive**

Women of all ages and social backgrounds may need help to overcome barriers towards a safe and healthy future. Our support is available to all women regardless of age, ethnicity and religion.

#### **Reliable**

We never turn a woman in desperate need away and will signpost to other appropriate service providers to offer the support which she needs if we can't help.

#### **Professional**

We are accountable and transparent about the outcomes of our programmes and impact of investments from funders and supporters.

#### **Creative**

We pioneer approaches; and are open to developing partnerships that will enable us to enhance the lives of more women who could benefit from our support across Derbyshire.

#### **Holistic**

We support the whole person – not just one issue – assessing each service user's particular needs and life goals, and we work with them and their families as long as they need our support.

## Introduction to Women's Work

Throughout our 18 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. 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 with our main office hub based in a spectacular building in Derby City centre.

**We meet our aims and objectives funded through a mixture of contracts, grants and our own fund-raising events and sponsorships.**

### *Chair of Trustees Reflection*

I am delighted to have joined the trustee team for Women's Work Derbyshire this year and I am very proud to be a part of this fabulous charity. Thanks to my fellow board members for my welcome and their continued hard work.

Firstly, on behalf of the board, I would like to thank all the women that have come through our doors this year and trusted us to help them. The board would also like to thank all the staff, volunteers and peer mentors for all the hard work you have all continued to give over this very different year.

The pandemic has meant that we have had to be flexible in offering our services and the board are proud to say that services have continued throughout this time. We are now delivering a mixture of face to face and online sessions. We continue to follow our mission of offering an individual service to any woman who comes through our door, whether that is a real door or a zoom portal.

This year has seen the successful commencement of the use of our new premises and thanks to all that were involved with this to make it happen, led by our CEO. The new premises offer a larger space to help more women and offer a variety of services in house. This has helped hugely with our delivery during the pandemic as there has been room to socially distance both staff and service users.

The year has ended with us being in a strong financial position to move forward into 2021/22 and to deliver our services to even more women.

*Hilary Coyle  
Chair of Trustees*



**Thank you to all our Funders, Donors, Supporters, Ambassadors, Volunteers, Advisors, Peer Mentors, Staff, Trustees, for their on-going commitment, to making a difference to those in need.**

## CEO Review

2020-21 has been an unprecedented year for the charity, starting with the completion of our relocation project in March 2020. We were then faced with the lockdown restrictions that saw the office close temporarily and a number of staff placed on furlough, while we quickly adapted our services to be delivered remotely. However, this crisis resulted in a scaled back face to face service, presented our organisation with an opportunity to address and complete some core and vital work which included:

- A review and redesign of our delivery model
- Completed snagging within the new building
- Upgrading and development of a new website
- Design and delivery of 2 training courses, 1 for professionals
- Review of our 5 year strategy
- Achieved accreditation for Cyber Essentials Plus
- Development of a Communications Strategy
- Achieved NACCC accreditation, adapting our facility to become a child contact centre
- Achieved Charity Excellence accreditation
- Restructure of the organisation
- Secured £2 Million contract
- Increased the organisations turnover to £729,341
- Awarded runner up in the National Impact Awards
- And most importantly continued to support **702** women and **42** children in person throughout a pandemic.



*Dionne Reid*  
*CEO*

2020/21, was a year unlike any other, with the COVID-19 pandemic bringing unparalleled health and economic devastation and shining an uncompromising light on social inequality among our communities.

During these unprecedented times, the voluntary sectors unique role and value has never been more evident. Women's Work and many other agencies have stepped up to fill critical gaps and proved unequivocally that more than ever we provide a lifeline and quality of life for many.

And yet, as the pandemic's devastating social and economic impact continues to unfold, the ability of civil society to positively impact lives has never been more compromised or under greater long-term threat. We feel very fortunate that we have been able to access additional funding and have been able to adapt quite rapidly to the changing environment, helping us to continue helping others. Unfortunately, not all charities have been as fortunate, many having to close their doors in a time of unprecedented demand. We have continued to thrive in a hostile external environment and this gives us confidence that whatever conditions present in the coming years, we will respond to positively.

We currently host 6 individual projects each with its own aims, performance indicators and outcomes, and a wide range of activities, workshops and educational programmes with the ultimate aim of building confidence, improving health and enhancing skills to enable women to make positive and lasting life choices.

### The Little Links project funded by Children in Need

The project provides a range of interventions including one-to-one support, group sessions, activities and outings. Our sessions support the children to develop a sense of identity and to build confidence and have fun, something often lacking in their troubled homes.

The dedicated worker organises and facilitates:

- two weekly coffee mornings for children under 5;
- two weekly afternoon sessions for children in school age;
- one to one sessions with children at school;
- Phone and one to one support on parenting skills.

### What do you like about Little Links?

- \* 'Having fun'
- \* 'Spending time with mummy'
- \* 'Playing games'
- \* 'Doing things with mum and the staff'
- \* 'It's really good and fun'

### Comments from the children:

- \* 'What makes you happy? 'Coffee morning''
- \* 'You have been such a good help to me and my mum'

### Comments from parents:

- \* 'Thank you for the session, they both had a wonderful time'
- \* 'We all enjoyed it, a very good and new experience'



### CASE STUDY

In July 2020 a family of 5 has been referred to the Little Links project from the Opportunity and Change project here at Women's Work.

Fiona experienced domestic violence and fled from her husband with her four children, who witnessed this abuse and were also victims of abuse. This experience had a very negative impact on their behaviour, Social Care were also involved with the family.

Mum was feeling overwhelmed and wanted to receive some advice on how to best handle the children's changing behaviour. The family started to attend the Little Links weekly session in September 2020 and mum also attended our parenting programme, focusing on 'How to handle anger in the family' as she was going through some challenging behaviour with her eldest child.

The family has consistently engaged with the sessions every other week since September. In the first few sessions the children presented as very quiet and hard to engage. After a few sessions the children started to relax, open up and actively engage with the activities.

Staff have been able to observe the children's confidence improving with time and it was also possible to model the behaviour between the parent and the children. Over the time a new family started to join the sessions, and this provided a good opportunity for the children to meet new people. They had previously been quite isolated due to their circumstances and rarely met other children. The children appeared a bit fearful initially, however with a bit of time and some group activities the children have started to warm to each other and we are starting to see positive improvement in their interactions. The children have really enjoyed the sessions and mum has reported that they like to attend the sessions and look forward to them and that their behaviour at home has improved. As the family is waiting for a review meeting with social care and they should be stepped down from 'child protection' to 'children in need'.

## The HOWW Project funded by the Community Lottery Fund

HOWW stands for Heart of Women's Work and, as the name suggests, it was developed to respond to the identified need for a holistic and person-centered programme for the most vulnerable and hard to reach women in Derby & Derbyshire. HOWW aims to help women address their issues & barriers at the earliest possible stage.

With careful planning, risk assessments and COVID guidelines followed, we have been able to bring women in the community together to build strong relationships and enabled them to meet their full potential. You can see from our survey feedback and comments how vital HOWW has been to the women it supports during a time when many are at higher risk of Domestic Abuse, struggling with their mental health.

**Freedom Programme:** The Freedom programme is a 12-week rolling programme which helps attendees recognise and understand the signs of domestic abuse.

**HOWW Course:** 8 sessions delivered over the phone on topics including self-esteem & confidence, parenting and emotional resilience. This course was developed as a response to the national lockdown and aims to engage women who may not be able to come into the building due to COVID or childcare.

**Street Outreach:** Street outreach is carried out weekly and aims to have contact with the most vulnerable women in the Derby area including the homeless and those street sex working. Support is given through sexual health advice, signposting to other agencies and confidential advice.

**HOWW Hubs:** *Our community hubs aim to access women who may not want to or be able to come to our main premises for support.* As lockdown restrictions were lifted at various points of the year we were able to deliver sessions out in the community in partnership with St Martins in Allenton and their family support worker. This session was really well received by the women who attended. However, due to government restrictions we were unable to develop this session further than peer support.

**Peer support:** Peer mentors are available to give support and advice in all our sessions. Their lived experience and life knowledge helps the women we work with to know that things can improve for them. Peer mentors have also received training in their role such as Food Safety Level 2, counselling skills & Health and Safety.

**Signposting and Referrals:** At our first meeting with a service user we assess their needs using our 9 support pathways. If there are any areas of support that can't be addressed within Women's Work we are able to refer the women onto other agencies and support them with the initial appointments if needed.

**121 Support:** This is offered if the woman needs additional assistance in areas such as calling the DWP, crisis interventions, housing assistance & sexual health.

Despite COVID restrictions we have still been able to provide our tailored, holistic support, to women on the HOWW project.

- 373 Women received 1546 sessions of phone support from HOWW staff.
- 123 sessions of one to one support was given to Women on HOWW
- 76 Women received support with finance and debt
- 213 Women received support with Mental Health and/or Attitudes, Thinking and Behaviour
- 179 Women received support with Abuse, Rape and Domestic Violence (not including Freedom attendance)
- 76 Women received support with Accommodation
- 138 Women received support with Families and Relationships (not including attendance to the Positive Parenting Programme)



## The Opportunities & Change Project Funded by The Community Lottery Fund and the European Social Fund

Women's Work has been delivering the Opportunity and Change (O&C) Project in Derby City since 2016 and extended the Project to the South Derbyshire area in 2019. O&C is an employment related support Project for people with multiple and complex needs. It is delivered by a partnership of community-based organisations across Derby, Derbyshire, Nottingham and Nottinghamshire. The overall aim of the project is to support women who present with two or more support needs, to become socially and economically included through access to education, training and employment. Personal Navigators have continued to work closely on a one-to-one basis alongside participants to provide a personalised, holistic package of support, tailored to meet the individual needs of participants. This year 37 women have been through the programme. Some elements of the programme were stopped or changed due to social distancing requirements.

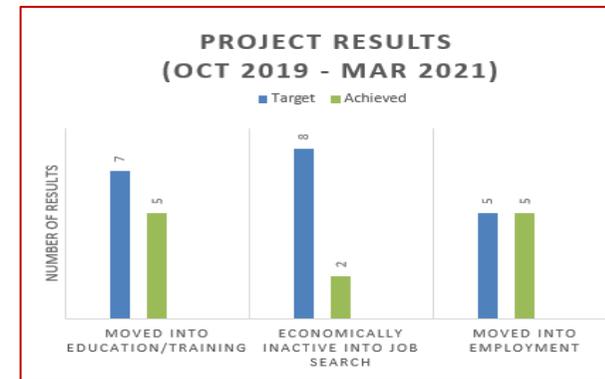
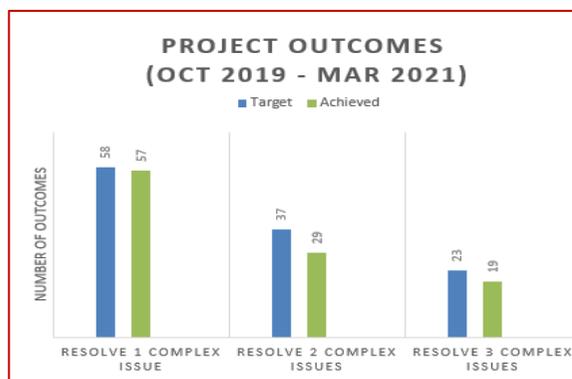
- **The Skills Plus for Change Programme** – a bespoke training package that has offered advice and guidance around employment, personal development, well-being and managing independent living
- **The Loudspeaker Programme** – a ten-week programme run by Nottingham Contemporary. Using art and creativity, participants have been supported to increase self-esteem, self-awareness and develop new skills.
- **Spirit and Soul Equine Therapy** – Equine assisted therapy is a ten-week programme where horses have been used to identify, explore and overcome the inner obstacles often faced by participants.
- **Improving Lives Counselling Service** – this person-centred counselling service has provided counselling to participants accessing the Project.
- **Care Act Assessment** – all verified participants are eligible for a Care Act Assessment, an eligibility assessment that ensures participants have fair access to provision under the Care Act (2015).

### Service User Feedback / Comments

"I'd just like to say that Opportunity & Change has really helped me start to sort my life out. Helping me get settled in a new place was an absolute Godsend, and programmes such as Skills+ have really boosted my confidence and self-esteem."

"Equine therapy was a wonderful program. It really promoted my emotional growth. It helped me to build confidence, self-efficiency and taught me about boundaries. Loudspeaker is an amazing course and I'm going really well with it. I'm enjoying to learn about arts and doing wonderful activities every week."

Project outcomes are measured by resolving complex issues as noted in the chart below. These are defined as: **mental health, substance misuse, offending behaviour, abuse and housing support needs.**



## Workshops & Activities

Workshops were set up to create a user-defined combination of informative and educational workshops, group leisure activities, accredited awareness programmes, confidence courses and assertiveness courses. These were aimed at improving well-being and confidence skills amongst our service users, the ultimate goal being to improve aspirations and life chances of the women the organisation helps.

Workshops delivered by the organisation this year were:

- The Freedom Programme: *Provides therapeutic support to victims of domestic abuse through a 12-week rolling programme*
- Creative Words & Pictures: *Express your-self with Words & Pictures*
- Calm your Mind: *Practical techniques for Emotional Freedom*
- Monday Drop-In Session: *Call in for a chat and support with any issues*
- Step-up: *A gentle exercise session to promote fitness*
- Wild Wellbeing: *5 ways to Wellbeing and 5 Pathways to Nature 5-week programme*
- Laughing Yoga & Yoga: *Therapeutic Sessions*
- Grief Therapy Group: *“A place to share”*



### **Feedback from Partners**

“The Workers’ Educational Association (WEA) Derby Team has had a productive partnership with Women’s Work for several years and we are delighted to work with them and support the women and the work they do.

The team at Women’s Work are very helpful and proactive in planning and supporting the courses we deliver. We have a great working relationship with them and we are always happy to support the challenging and beneficial work they do.”

“Derby Adult Learning Service are currently engaged with 17 women through the fantastic partnership work with Women’s work. Working together, we have been able to support women to gain confidence and vital skills for life and work through attending targeted Maths, English and ICT courses. Many of the women are now are on track to achieve qualifications ranging from entry level all the way up to level 2 which also supports DALs objectives of delivering training and skills to the citizens of Derby.

### **Qualifications obtained this year**

Functional Skills English Level 1, Functional Skills English Level 2, Award in Using ICT Entry 3, ECDL L1 Award in IT User Skills, Functional Skills Mathematics Level 1, Spreadsheet Software Unit, Word Processing Software Unit level 1, Word Processing Software Unit Level 2, Word Processing Software Unit Level 3.



## Volunteers & Peer Mentors

Volunteers have always played an integral part of Women's Work since the organisation was established in 2003. Volunteers have always provided support to all staff, to ensure we have the capacity to meet the on-going needs of the women accessing the organisation.

The Peer Mentors programme started in 2017, to encourage women with lived experience to progress even further on their journeys of transformation. Women were identified to undertake an intensive course of training and development and then given roles and responsibilities similar to that of a volunteer. They continue to help new service users settle into our environment and work alongside project workers to facilitate and run structured sessions, activities, workshops and drop-in's. We currently have 38 active volunteers, which include, outreach volunteers, volunteer counsellors and peer mentors. Volunteers have contributed 608 hrs and 7 active Peer Mentors have contributed 279 hours to the charity this year.

### From Despair to Hope

My life was over, or so I thought as I sat on a low wall in the centre of Derby one summers day, sobbing, back in 2018. I was past caring what people passing by might think. My thoughts were solely about me, being on the scrap heap, metaphorically, where no-one cared about me anymore. At times I felt invisible, insignificant; like tumbleweed I was rolling on through my life without substance or meaning.

Someone, who I'll call Sadie approached me and asked me what was wrong. Sadie took my hand as I stood up and told me we were going to go Women's Work. It only took a few minutes of walking before she stopped at a big black door with an archway and pressed the intercom. I remember feeling very small, timid and frightened all at the same time. After a short time, a woman with an open face and ready smile that I'll call Miranda, was at the door. Sadie told her of my plight and her concern for me. Miranda listened attentively then stood back to allow us to enter.

I remember thinking to myself that I didn't know how this organisation could help me but I needn't have worried. Miranda told me about Women's Work and, how from my story, there was action that I could take and courses I could be involved with to help me with my lack of confidence and feelings of isolation. My historical domestic violence was also going to be addressed as I was able to benefit from speaking with a counsellor as well as attend The Freedom Programme.

Fast forward 3 years or so and here I am! I feel confident, have worked on and continue to build up my self-esteem, and am happy. I know that I was an autonomous practitioner for over 20 years who did a great service to many women and their families during my career. I have nothing to feel bad about. I am a Peer Mentor for Women's Work on The Freedom Programme and now have the opportunity to revisit chapters in the book which enhance my knowledge on a regular basis. I feel proud that I made the decision to apply for a Peer Mentor post as I "ummed" and "aahed" over the application form for several months as I doubted myself, but, with some positive self-talk I decided to go for it and send my form in. It is one of the best decisions that I have ever made. I get to meet lots of women who attend Women's Work, am able to use my listening skills when called for, offer a tissue, a hot drink. Mentoring women has become natural to me again, it builds up my self-worth knowing that I am a valued, trusted Peer Mentor who loves to be helpful and learn new things.

*"Thank you, Women's Work, for all of your continued support that helped me to turn over a new leaf with hope in my heart."*



**Sharon King**

Peer Mentors  
279 hrs  
£4,185

Volunteers  
608 hrs  
£9,120

## The Turn Around Project

Women's Work has over ten-years of history working in partnership with the Ministry of Justice providing Women's Services for probation. The current contract was developed when medium to low risk probation services were privatised, and we were contracted by the Reducing Re-Offending Partnership (RRP) on behalf of the Community Rehabilitation Company (CRC).

Over the last financial year, we have received **169** referrals from the CRC and **11** referrals from the National Probation Service. The majority of programmes have been delivered via telephone services which has proved very popular with the majority of clients, and improved engagement as it overcomes barriers to engagement such as childcare, work commitments, caring commitments and poor mental health including high levels of anxiety. Programmes delivered:

**Change Programme** (10 sessions) aims to improve life skills including confidence and self-esteem. Sessions include: problem solving, communication skills, resolving conflict, increasing emotional resilience, coping with challenges, personal boundaries and goal setting.

**Healthy Emotions Programme** (5 sessions) explores emotional health and well-being and supports women to have a better understanding of their emotions and behaviours to promote positive mental health.

**Healthy Relationships Programme** (5 sessions) focuses on recognising healthy and unhealthy relationships, gives an understanding of how to improve relationships with self and others.

**Anger Management Programme** (5 sessions) increases awareness of a processes by which a person becomes angry, links emotions to specific situations and problems. Provides a framework to reduce and manage feelings of anger and improve assertiveness.

**Enhanced Programme** (5 sessions) supports women who are not ready to engage in groups, it improves confidence and reduce barriers to engagement

My offence was 'Being drunk while in charge of a child under 7' and I was given a Community order for 12 months. I was in an abusive relationship with my daughter's father. Social services intervened by placing my 2-year-old daughter in foster care, I was told to end my relationship. Alcohol was a huge problem for me, it was a way of coping, and I was at my lowest. My probation officer referred me to Women's Work programmes. I was anxious as unsure what to expect and distrusted all professionals at this point. I felt judged and under scrutiny by all agencies and thought Women's Work would be no different. Initially I struggled with Women's Work due to distrust. Withdrawing from alcohol left me open to deal with emotions I was not ready for. After a few 1-1 sessions over the phone, I began to trust my support worker and completely opened up.

I have immensely benefitted by doing the programmes, however, struggled accepting I was no longer was a fulltime mother. I missed my daughter and felt I was not productive with my time. This impacted my mental & emotional well-being on top of dealing with the pandemic. My support worker encouraged me to reach out to my GP regarding my mental health. I developed interests and hobbies at home and went for walks. To reduce isolation, I attended the Drop-In sessions at WW every Monday. I found myself a part time job which worked around all my current commitments. I recognised the need for therapy and engaged in WW Counselling and also did another programme voluntarily.

Since December 2020 my child contact appointments are no longer in a centre and held at my home. I still have another court hearing regarding custody of my child and I'm hopeful. I continue to access Counselling and my confidence is back. I continue to develop myself and will be enrolling on a Health & Social Care course this year. I appreciate that Women's Work were able to offer all the programmes and therapeutic interventions I required under one roof. Due to this. I believe it is the reason why I have been able to successfully make long term, positive changes in my life.

## Counselling Service

The counselling service was introduced, and developed to offer additional support to women who are accessing the main supporting programmes within the charity. At their request they are referred by their project worker, and each referral is picked up by the Counselling Coordinator to contact, assess and allocate as necessary.

There are currently nine volunteer counsellors, two who are paid sessional to work with an increased number of clients. Two are fully qualified, and seven are in training with a view to complete their training within the next two years

As a result of the impact of COVID 19, and the recognition of the emotional upheaval clients were feeling, particularly around loss and grief; a Grief Therapy group was introduced for six weeks in January 2021 and there were two successful runs of this group, facilitated by the Counselling Coordinator. The group will now be run by a volunteer counsellor with support from the Counselling Coordinator.

***“For so long I'd been stuck living in the past with all these trapped emotions not believing in myself, not seeing a future. Counselling has changed all of that for me I was able to open up all my emotions and let them go. It's brought me to the back to the present. I'm now feeling more confident and more positive looking at the future.”***

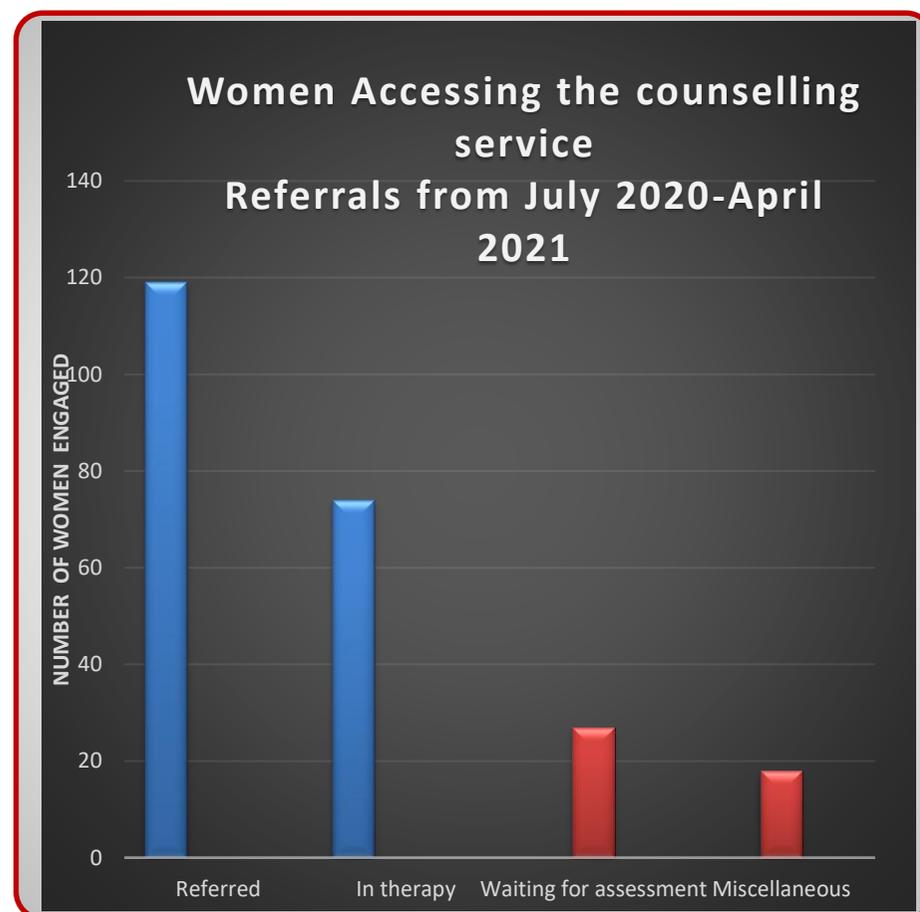
*“I feel better about myself in general. I am leaving to take a step back when situations are difficult to deal with rather than reacting straight away which I'm pleased about. My self-esteem is increasing along with my confidence which pleases me very much. I am very grateful that I'm being helped by having a counsellors assistance to make sense of my world”*

***“Jayne has helped me a lot over the last 18 months, she has never let me down on an appointment which has been important to me. I feel that Jayne was very understanding, respectful and non- judgmental. I grew to trust her and felt as though she helped me come up with my own answers. I feel considerably better”***

*“thank you for helping me to see the light”*

*“Kate has been extremely helpful with identifying areas I could work on and guiding me with the tools to do this. With Kate's help, I feel ready to face whatever life throws at me.”*

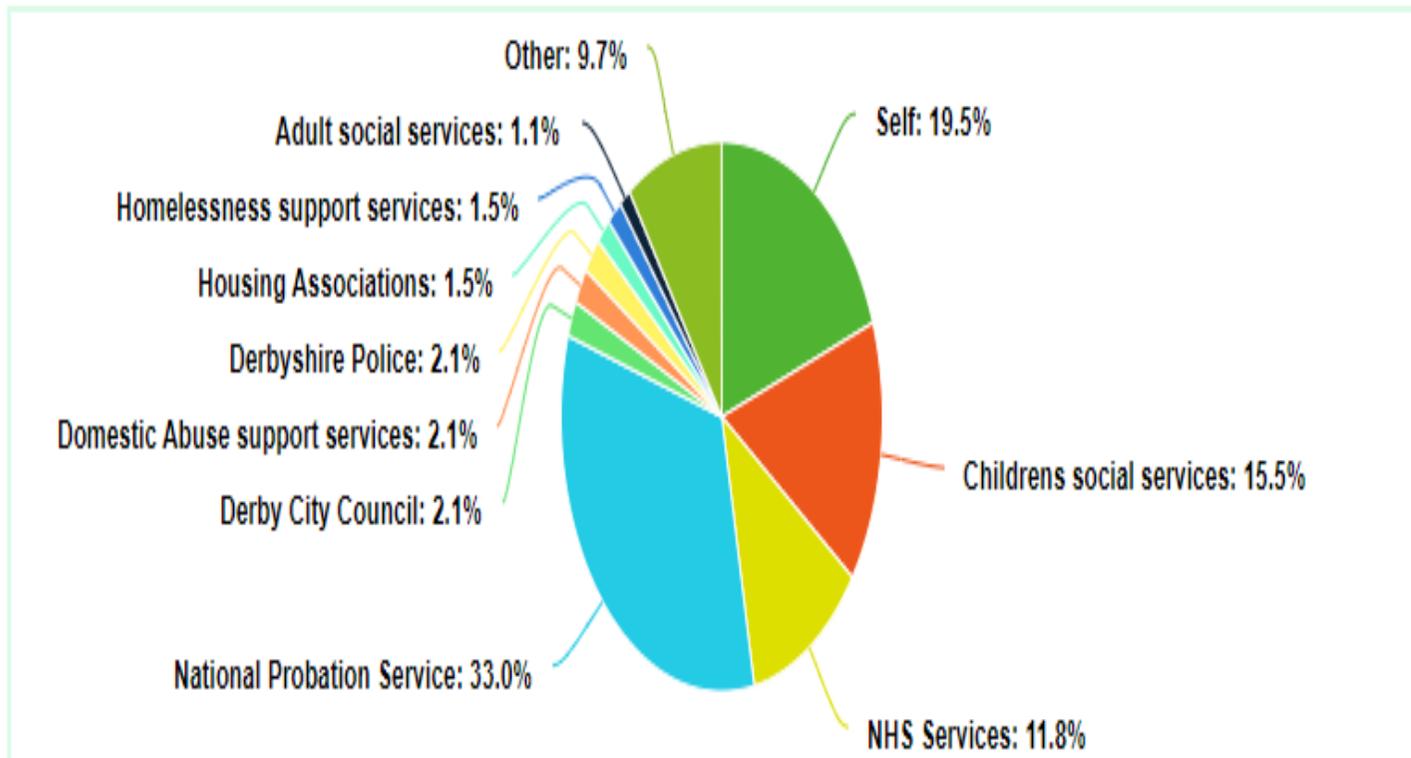
**90% Women in counselling reported an improvement in mental health**  
**90% Women in Counselling reported an improvement in self-esteem & confidence**



## The Difference We Make

- 199 women supported with Mental Health issues
- 242 women supported with Domestic Abuse and Rape
- 83 women supported with finance and debt issues
- 396 women were supported with attitudes, thinking and behaviours totalling 1843 sessions delivered
- 211 women were supported with Families and relationships issues totalling 1206 sessions
- 153 women were supported with Accommodation issues 153 sessions of Accommodation support given
- 154 food parcels given out
- 38 women supported on Outreach with 60 sexual health packs distributed
- 591 women received support or engaged in courses over the phone totalling 1082 hours
- 93 women completed the freedom programme
- 44 Children have engaged over 164 sessions delivered
- 340 Women benefited from our sexual health brief intervention programme

## Sources of referrals into Women's Work 20-21 Annual Report



meta-chart.com

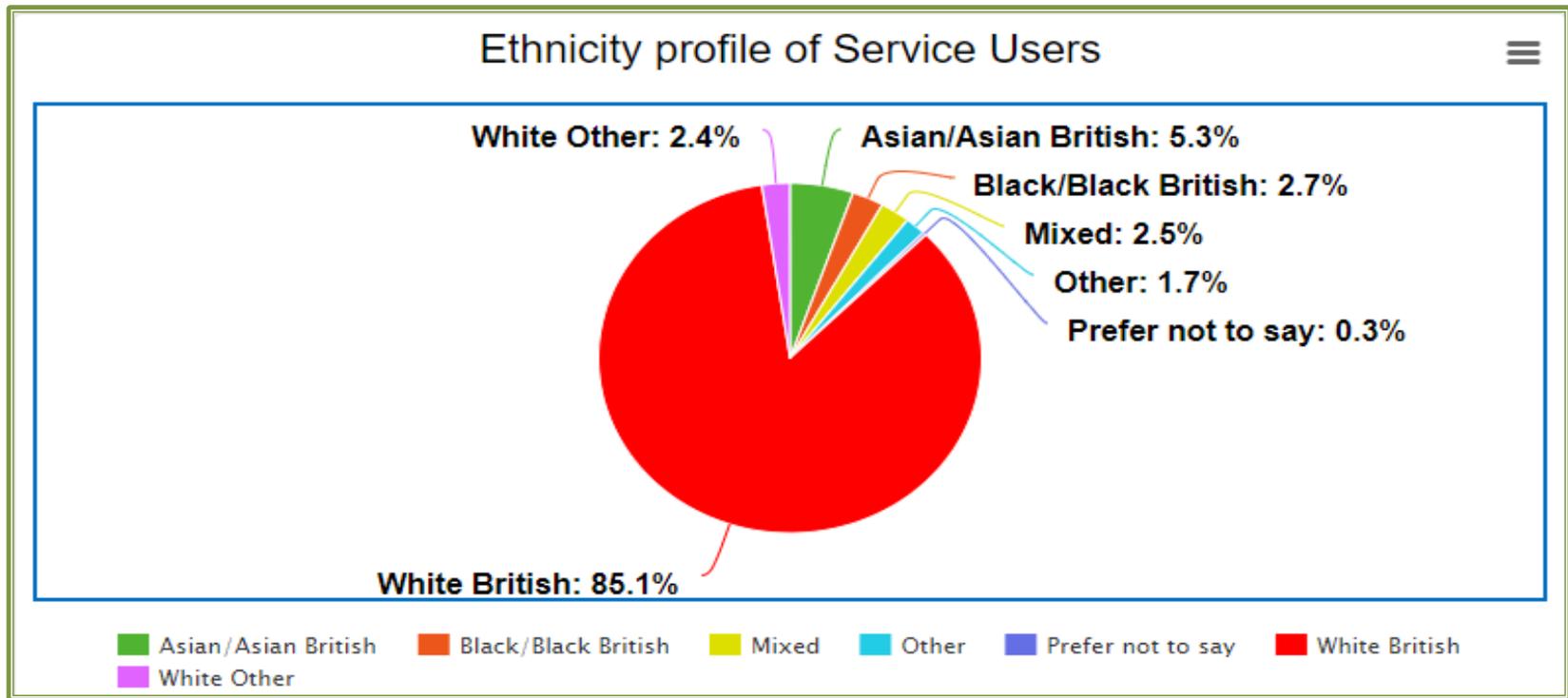
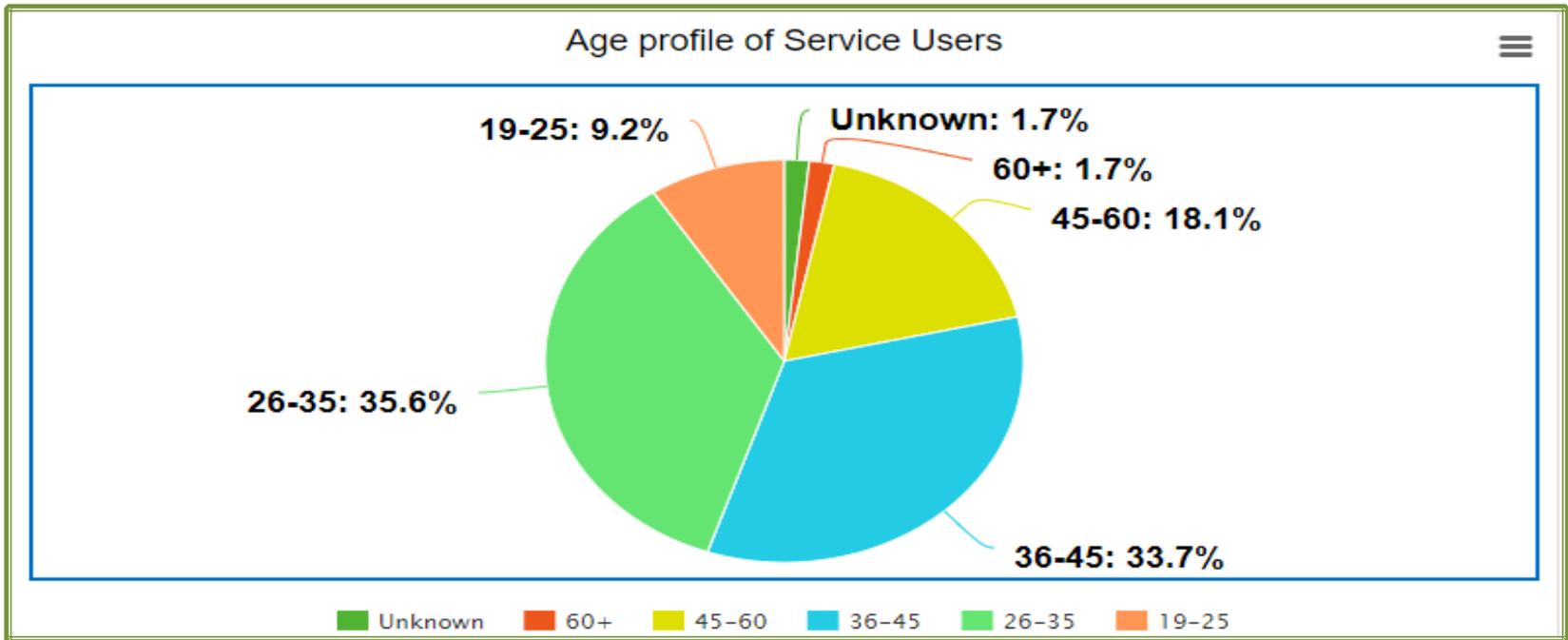
- 30 case transfers into HOWW
- 13 case transfers into O&C
- 33 families referred internally to Little Links
- 43 different agencies refer into Women's Work
- 81 referrals from children's social services
- 22 referrals from family support services
- 16 from NHS Substance misuse services
- 102 self-referrals
- 25 referrals from NHS Family support services
- 10 referrals from GP's
- 11 referrals from DV support services

## Satisfaction Survey

- I wish I had known about Women's Work 30 years ago. I can't suggest any improvements
- Women's Work have been providing me with mental health and wellbeing support as well as helping me develop communication skills & family issues awareness. It has been a true-life saving experience. I have thoroughly enjoyed every course/training session I have taken part in.
- With assistance Women's Work helped me rebuild my life and move forward.
- The staff are amazing very understanding they are there for you no matter what the problem is.
- Staff are very supportive and friendly, it's always great coming to Women's Work and bringing the children to coffee morning.
- Brilliant bunch of women
- Very happy with the service, all the staff are lovely and treat all with respect.
- I can't suggest any improvements as staff, services and premises are all second to none.

## Freedom Programme Survey

- The freedom programme has helped so much. I enjoy attending the group the women running the programme are very supportive and extremely caring, respectful & kind. They are great listeners too! Thankyou!
- Fabulous supportive and educational sessions. I am taking back control of my life because of the freedom programme.
- Fab programme. Emotional, but I feel much stronger as the weeks go on and less 'mental' realising it is not me. The staff are amazing and supportive.
- The Freedom programme has been very informative. For me, the most useful thing has been validation that my experiences in my marriage were domestic abuse. This is especially important for women who have not faced physical abuse. I think each session is different, and I think that you get more out of it if there is more discussion and sharing of people's experiences, if they are happy to do so. All in all, it is a very well-run fantastic programme.
- Freedom programme has opened my eyes that anyone can be dominator...if I find myself getting close to a dominator I now know to run a mile maybe further.
-



## ***Looking forward .....***

Our experience and solid partnership working with a wide spectrum of external agencies across the country, particularly with education and health providers, has enabled us to enhance the provision available to marginalised and vulnerable women. We have had to adapt our services accordingly in an ever-changing environment and our holistic model of support has made this an easier transition than we originally may have realised. Freedom of choice being a key value for WW and we are proud to be in a position, to offer women more choice in how they engage with our services. It would be easy to feel overwhelmed with the pace of change we have made in the last year, however the resilience the charity has shown, brings us much confidence in our ability to continue supporting women and their families in increasingly imaginative ways.

Unfortunately, COVID has not disappeared, nor is it likely that the legacy of the unprecedented measures taken to manage it. It is likely that the unintended consequences, particularly relating to poverty, disadvantage, abuse and poor mental health will not fully be known for some time.

We have adapted aspects of our work to get through this uncertain period, however planning for the longer term will remain challenging. We are however confident that we are in a much stronger position than we had been prior to the pandemic and have the stability of tenure and operational space we need and we will continue to thrive. All this puts us in a very positive position to come through this challenge, embedded into the support framework within Derby city and the County, ensuring our beneficiaries continue to benefit from individualised, person centred support and interventions in the longer term.

***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 work.**

**Individual and group donations are increasing yearly and we give special thanks to all those involved in our fundraising activities**



**WOMEN'S WORK (DERBYSHIRE) LTD**  
**STATEMENT OF FINANCIAL ACTIVITIES YEAR ENDED 31<sup>ST</sup> MARCH 2021**

<b>Income from:</b>					
Donations	3	5,566	-	5,566	14,700
Charitable activities	4	44,288	675,641	719,929	658,309
Other income	5	3,778	-	3,778	320
Investment income	6	68	-	68	350
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total incoming resources</b>		<b>53,700</b>	<b>675,641</b>	<b>729,341</b>	<b>673,679</b>
		<hr/>	<hr/>	<hr/>	<hr/>
<b><u>Expenditure on:</u></b>					
Raising funds		-	-	-	-
Charitable activities	7	12,378	655,230	667,608	588,012
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total expenditure</b>		<b>12,378</b>	<b>655,230</b>	<b>667,608</b>	<b>588,012</b>
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Net (expenditure) income</b>		<b>41,322</b>	<b>20,411</b>	<b>61,733</b>	<b>85,667</b>
Transfer between funds		-	-	-	-
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Net movement in funds</b>		<b>41,322</b>	<b>20,411</b>	<b>61,733</b>	<b>85,667</b>
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Fund balances at 1 April 2020</b>		<b>188,135</b>	<b>92,472</b>	<b>280,607</b>	<b>194,940</b>
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Fund balances at 31 March 2021</b>		<b>229,457</b>	<b>112,883</b>	<b>342,340</b>	<b>280,607</b>
		<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

The charity has no recognised gains or losses other than the results for the period as set out above  
**At 31st March 2021 the charity had General Free Reserves of £160,392**



info@womens-work.org.uk  
[www.womens-work.org.uk](http://www.womens-work.org.uk)  
[www.facebook.com/WomensWorkDerbyshire](https://www.facebook.com/WomensWorkDerbyshire)  
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