

Women's Work

Raising Hopes & Aspirations of Women & Families
Annual Review 2021 - 2022



- National Impact Award Runner Up 2020
- **♦** East Midlands Charity Awards 'Highly Commended' 2019 & 2020
- Centre for Social Justice Award Finalist 2019
- ♦ Derby Volunteer Week− Community Action Award 2019
- Derby Telegraph Business Awards Winner 2017
- **♦** National Diversity Award Finalist 2016
- ♦ King's Fund & GSK Champion of Champions Award Winner 2012
- National Impact Awards Overall Winner 2008

ANNUAL REVIEW 2021 – 2022

LEGAL & ADMINISTRATIVE INFORMATION

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, Green Lane Derby DE1 1RY

BOARD OF TRUSTEES/DIRECTORS

Elaine Hobson - Chair of Trustees Marianne Connally- Vice Chair Victoria Tabiner -Treasurer Louisa Day - Trustee Carol Powell – Trustee Megan Graham – Trustee Alison Rees -Jones – Trustee Emma Cox - Trustee



Milly Holder

Ambassador



Kim Morgan Ambassador

SENIOR MANAGEMENT

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

Managers & Co-ordinators

Caroline Baker — Project Manager
Marvet Simpson — Counselling Co-ordinator
Rachel Sandford — Volunteer & Workshop Co-ordinator
Brianna Tabor - Broadbent — Project Co-ordinator
Dionne Birkinshaw — Project Co-ordinator
Linda Marshall — Project Co-ordinator

Delivery Team:

Allan Gauhl, Alisha Jamil, Amanda Philpotts, Brianna Tabor-Broadbent, Claire Woolley, Debra Wilson, Dionne Birkinshaw, Ellie Merchant, Emma Banks, Jacquii Brown, Julia Hague, Karen Powell, Kaysha Atkinson, Linda Marshall, Lyndsey Rook, Nadia Graziani, Natalie Gordon, Ruby French, Sally Morton, Sarah Falivena, Siân Goodeve, Tessa Myerscough, Claire Woolley

Volunteers & Peer Mentors: Diana, Elizabeth, Jane, Katie, Amy, Danielle, Francine, Georgina, Gillian, Janet, Jeannie, Jo, Julia, Louise, Michelle, Miriam, Neziefa, Samantha, Sara, Danni, Hayley, Hanna, Jayne, Kath, Pat, Sally, Doraliz, Agnieszka

Introduction to Women's Work

Since 2003, Women's Work have built a sound reputation as a professional service provider working with and supporting the most vulnerable and disadvantaged women and their families living in Derbyshire. We have achieved positive outcomes for the large majority of individuals that we work with. Our aim is to work with individuals holistically to address the root causes of the issues they present with. We operate services all across the County, with our main office being situated in a beautiful building, conveniently located in Derby City Centre.

We meet our aims and objectives through a mixture of contracts, fund-raising events, sponsorships and income generating activities. Our values are embedded into everyday life via our policies and procedures, which articulate those behaviours that represent the culture of our organisation.

Our Mission

Our mission is to offer support to the most vulnerable women and families by providing them with essential skills and the confidence to truly flourish in life. We provide personalised, holistic and person-centred support, to improve mental well-being and support access to other facilities and services and act as a springboard to a healthier and happier lifestyle.

Our Values

- ♦ Non-judgemental We provide non-judgemental support to women no matter their circumstances.
- Inclusive Women of all ages and backgrounds may need help to overcome barriers towards a safe and healthy future.
- ♦ **Reliable** We never turn a woman in need away and will signpost to the appropriate organisations for extra support if we cannot provide the help she needs.
- ♦ **Professional** We are accountable and transparent about the outcomes of our programme and the impact of investments from funders and support networks.
- ♦ Creative We pioneer approaches and are open to developing partnerships that will enable us to better the lives of many women who benefit from our services.





A MESSAGE FROM THE CHAIR OF TRUSTEES

I feel very honoured to be the Chair of this fantastic charity and I would first like to thank all my fellow board members for all their hard work and commitment to their roles. I would also like to personally thank all the staff, volunteers, peer mentors and all the charity's supporters for their efforts and commitment, it is so much appreciated.

In particular, I would like to thank everyone who has come to the charity for help or assistance and for trusting us to be part of their journey forward.

The charity still recognises the on-going issues that COVID-19 presents to us all. We continue to be very flexible in the delivery of our many services and try very hard to make everything we offer available to those who need our help and support.

The current world problems are affecting us all, and we, as a charity, realise there will be very many challenges in this next year. This will be especially true in regard to future funding applications and the financial cost of delivering our services with all the said pressures on the charity's finances, but we are thankfully in a strong financial position for the year ahead.

We are investigating possible other ways to deliver our services, perhaps working together with other organisations.

Despite all the challenges ahead, with our strong, committed board and the fantastic work of all those involved in this fabulous organisation, the future is bright and very hopeful.

Thank you to all our funders, donors, supporters, ambassadors, volunteers, advisors, peer mentors, staff and fellow trustees for their on-going commitment to making a positive difference for those in need of our help.

CEO'S REFLECTION

As I look back on another unprecedented year, I am in awe of the resilience that all involved with Women's Work (WW) have demonstrated to ensure we continue with business as normal. That has been a theme for us here at WW over the past 2 years, starting with a huge relocation project during the initial lockdown in response to COVID -19. Our goal has been ensuring that every woman and family have a point of reference in times of desperate need. I am very proud of our achievements to date and particularly how the team have demonstrated a positive "can do" mind set and flexibility. I am delighted to welcome on board a fantastic new cohort of Trustees who have joined the charity at a critical time of growth and development.

After a significant period of growth over the past year, we now enter a period of consolidation with much needed new energy from new team members and Trustees, who are embracing the vision and ambitions set out in our new 5 year strategy. I still believe we are yet to see the wider fallout of COVID -19 and the impact the measures taken to manage it will have on our local community, particularly around mental health and general well-being, I also expect the numbers experiencing extreme poverty to increase. Funding our key activities will also be a challenge, as attention is diverted away from many home issues to the wider world, hence the success of our new family contact centre could not be more timely, bringing in some much needed unrestricted funds supporting core activities.

We have also been instrumental in the creation of a educational package around Consent, which is now being sold across schools in Australia, America and the UK.

What I am certain of is, we will continue to be agile and forward thinking. We will ensure that we continue to provide exemplary services to all of our beneficiaries, whatever the external environment and elements we have little control over present us with.

Key achievements this year include:

- ♠ A review and redesign of our core delivery model and referral pathway.
- Evaluation of the Heart of Women's Work Project.
- Implementation of our Turn Around Offender contract.
- Implementation and set up of our new Family Contact Centre.
- Achieving accreditation for Cyber Essentials Plus.
- Achieving Charity Excellence accreditation.
- Reinstating all onsite meetings and activities.
- Recruiting and inducting 6 new trustees.
- Recruiting and inducting 7 new members of staff
- And at the heart of everything we do, supporting 1,038 adults and 92 children



Dionne Reid
Chief Executive Officer

WORKSHOPS & ACTIVITIES

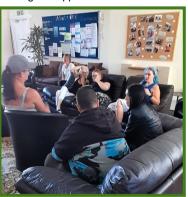
The Workshops & Activities at Women's Work were created to provide a user-defined combination of informative and educational courses, leisure activities and accredited awareness programmes. Their main aim was to increase the well-being and confidence of our service users, with the primary goal being to increase their life aspirations and their confidence. We have managed to maintain onsite face to face delivery as well as enhance our provision via telephone and virtual sessions.

282 individual women completed one or more of our workshops.



Arts & Craft Workshop
Learning creative and unique
ways to express oneself
through art.

Tea, Toast & Chat
A casual atmosphere for ladies to
socialise, make connections and
gain support and advice.



Healthy Emotions
Explores the definitions of healthy
and unhealthy relationships and
understanding how to recognise
them in own lives.

Rest, Relax & Recycle
Gardening for wildlife and
wellbeing.



As well as the above workshop examples, we also facilitate the Freedom Programme, providing therapeutic support for domestic abuse victims through a 12 week rolling course. We deliver Parenting Programmes for different age groups, these sessions are aimed at improving parenting skills and encourage positive behaviours in children.

Along with the more informative workshops, we provide well-being activities such as Calm Your Mind, Yoga and the WEA Meditation and Mindfulness class. In total we offered **17** different groups or courses for our service users in 2021/22.

HEART OF WOMEN'S WORK (HOWW)

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-centred programme for the most vulnerable and hard to reach women in Derby and Derbyshire. HOWW aimed to help women address their issues and barriers at the earliest possible stage. For example, a woman may be affected by domestic violence; lack financial independence or be in debt; be struggling with mental health and or low self-esteem; be

dependent on drugs or alcohol; as well as problems managing relationships and parenting. A part of this programme was to train and develop Peer Mentors with lived experience. This year 4 Peer Mentors have remained active and completed relevant training.

Project Activities

Despite COVID-19 restrictions we have still been able to provide our tailored, holistic support, to women on the HOWW project.

- ♦ 576 women received 2,017 sessions of telephone support.
- ♦ 299 one to one support sessions.
- ♦ 113 women received advice and help with finance and debt problems.
- 145 women received support with Mental Health and/or Attitudes, Thinking and Behaviour challenges.
- 338 women received support and advice around Abuse, Rape and Domestic Violence (not including Freedom Programme attendance).
- ♦ 108 women received support with accommodation issues.
- 220 women received support with Families and Relationships (not including attendance to the Positive Parenting Programme)

HOWW Survey Results Summary- 69 respondents

- 97% felt supported around the issues they presented at Women's Work with.
- 88% have felt less isolated since attending sessions at Women's Work.
- 93% have experienced improved self esteem as a result of engaging with Women's Work.
- 94% have experienced increased confidence as a result of engaging with Women's Work.
- 97% felt better able to achieve their personal goals as a result of attending Women's Work activities.



TURN AROUND PROJECT

On 26th June 2021, Women's Work's Turn Around Project began delivery of the Commissioned Rehabilitative Services (CRS) Women's Specific Services funded by The Ministry of Justice, working in partnership with Her Majesty's Prison and Probation Service. The new proactive and holistic service takes a structured and trauma-informed approach to address criminogenic need, by providing a tailored package of support to female offenders residing in Derbyshire to break the cycle of reoffending. The team work with women within the Criminal Justice System, serving custodial sentences and community orders on 8 different categories of need including; with needs assessed on complexity.

- Accommodation (pre-release and community category)
- Dependency and Recovery
- Education, Training and Employment
- Finance, Benefits and Debt
- Emotional Wellbeing
- Family and Significant Others
- Lifestyle and Associates
- Social Inclusion (pre-release category only)



Summary of Project Achievement's

We have faced an on-going issue of oversubscription of categories and outcomes selected in referrals; resulting in a waiting list. However, we have worked hard to influence quality, realistic and achievable referrals and as a result have been able to abolish the waiting list and have significantly reduced the over-performance figure from 246% in the first month to 108% in the final month.

Service user Testimony

"The support that I have received during my time at Women's' Work has been very useful and life changing for me more so than ever. I have gained self-esteem, well-being and confidence. My one to one support in finding what enables my growth in life e.g., Life Skills, Healthy Emotions and the Freedom Programme and Karen has been an eye opener. The facilitators are excellent, and the programmes are excellent and well thought through. I have been fortunate to be a part of the groups and my knowledge and understanding has improved including my life style, mental health and reasoning. Thank you so much because it was through Women's' Work that I have gained this understanding. Every group and project have been well organised and I am proud to be a part of it. Thanks for all your support and effort in pulling me through my toughest of times."

OPPORTUNITY AND CHANGE PROJECT

The Opportunity and Change (O & C) Project has been delivered by Women's Work since 2016 and has expanded to South Derbyshire areas in 2019. O&C is an employment focused project for individuals with multiple complex needs. It is delivered by a partnership of community based organisations across the East Midlands. The overall aim of the project is to support women who present with multiple support needs, become socially and economically included through access to education, training and employability related opportunities. The project is funded by the European Social Fund and the National Lottery Community Fund.

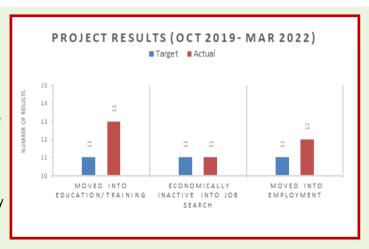


Programme Activities

The O&C Project has continued to provide an invaluable service to women across Derby and South Derbyshire over the last 12 months. The support and interventions offered have been a vital lifeline to our female participants, particularly in the wake of the effects of the prolonged pandemic, when many other support agencies have still not re-opened during this year.

Navigators have supported 63 participants in total, with 30 of those joining the project within the last year, and carried out 519 appointments.

The chart demonstrates this year's 'outcomes' claimed and 'results' achieved on exit from the project, demonstrating the positive impact the project has had in improving employability aspirations for participants in terms of training, job searching and securing employment.



Service user Testimony

"Having a Personal Navigator for me has been really good as she has helped me build my confidence and see that I am able to have a better future. Being able to have one to one support and focus on the aspects where I need that support and help has made a tremendous difference to me and for my life overall".

THE LINK WORK FAMILY CONTACT CENTRE

The Link Work Contact Centre provides a safe and neutral space for children living in separated families to meet with their non-resident parent or other family members. The contact centre provides both supported and supervised contact sessions. The primary focus of the work carried out is based around the welfare of the children. It is run by a team of fully trained Women's Work staff and volunteers who work independently from the courts, social services or any statutory agency. You might need to use the Link Work Contact Centre, if you and your former partner no longer wish to see each other, if you cannot agree on times and venues for contact to take place or the court may have issued a contact order directing contact to take place

Improving Child and Family Arrangements (ICFA)

This service is designed by Cafcass to help families agree safe, beneficial, and sustainable 'spending time with' arrangements when they are finding it difficult to do so on their own. The Proposed Work Plan (PWP) is compiled by Women's Work staff who work collaboratively with parent/carers and child/ren to agree the PWP. This outlines the proposed planned work which is delivered over a 40 day period and aims to meet the intended outcomes noted within the ICFA referral form.

18 families have completed successful programmes of work.

Review of key activities:

at a contact centre.

- Devise agreed Proposed Work Plans for the children and parents involved.
- ♦ Facilitate direct 1-2-1 work with separated parents in order to improve understanding of the importance of the child's relationship with both parents, including the fundamental principles of how to manage conflict and difficulties.
- Facilitate direct 1-2-1 work with children to address and overcome barriers in order to improve and maintain positive relationships with separated parents and families.
- Provide and facilitate 'spending time with' supported and supervised contact sessions for children and their families
- Providing reports when required for all parties including: parents, social workers, solicitors and Family Court Advisors

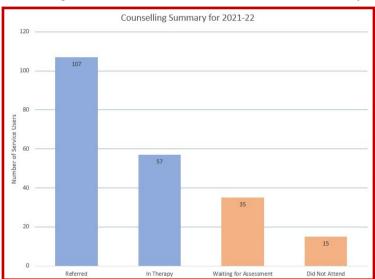


Service User Testimony "With it being such a hard time and it being in a new environment for both me and the kids. I was so happy and relieved with the contact centres warmth towards us. Making a potentially difficult situation simply amazing!"

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 Co-ordinator to contact, assess and allocate as necessary. There are currently 7 counsellors volunteering for Women's Work and, one employed counsellor (14 hours per week), to work with a total of 9 clients per week. 4 volunteer counsellors are fully qualified, and 4 are in training with a view to complete their training within the next year.

There are a variety of modalities within the team, CBT (Cognitive Behaviour Therapy) PCT (Person Centred Therapy) and Psychodynamic, and Integrative. The counsellors bring their own unique modality, experience and skills. Additional to counselling during office hours, we also provide work for two hours on a Wednesday evening over the telephone for clients who cannot access face to face counselling due to work or childcare commitments. This is currently carried out by one of the more experienced counsellors.



We have provided **548** hours of therapy this year

Service User Testimony

"I have had counselling and therapy previously both privately and on the NHS. Unfortunately, the therapy I received was not that helpful. I am really pleased that women's work has been able to support me and have really helped me over the last year through what has been the most difficult time in my life. My counsellor was an excellent match and was so supportive to my needs and she has helped me achieve my goals and grow as an individual. I am very grateful to her for all her help and support"

OUR PEOPLE

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

Peer Mentors have also now established themselves as another integral part of the organisation. The initial aims of their role was to support and encourage service users to engage with Women's Work and to help them to make positive and informed choices in their development. With volunteers not only do they continue to help new service users settle into our environment and work alongside project workers, they facilitate and run structured sessions, activities, workshops and drop- in's.

This year three of our longstanding volunteers were offered full and part- time positions within the organisation: Debra Wilson now works within the Turn Around Project as a Criminal Justice Support Officer as well as working at The Link Work Contact Centre, Ruby French is now a Project Worker and Claire Woolley's new role is as a counsellor within our Counselling Service.

Another young volunteer, Natalie Gordon, has been enrolled on the following course - BTEC Level 3 Diploma in Adult Social Care, whilst developing her skills as a support project worker.

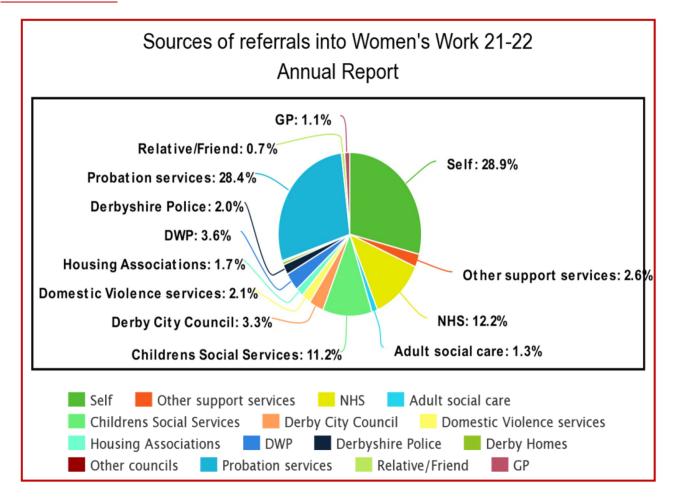
We continue to invest in our people with a programme of training and development open to all. Many staff have moved into more senior and management roles within the agency as part of a restructure and implementation of new projects. The whole team have worked extremely hard over the past year and managed the complexities of rapid change and growth within the agency remarkably well. We are very proud of them all.

Congratulations to you all

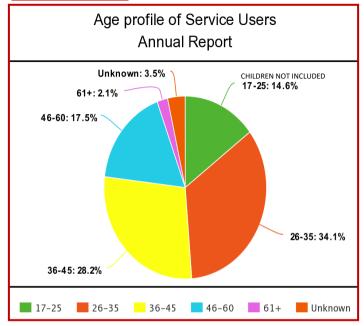


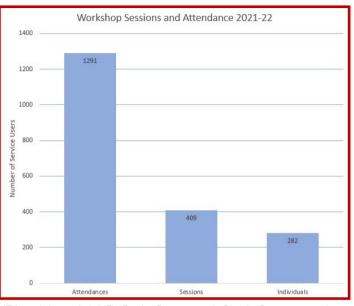
STATS & FACTS

92 children 102 food 576 women 34 women 21 women accessed parcels engaged in street received supported in contact centre telephone sex work distributed & programmes prison support supported 97% of 113 women 326 women 4 beneficiaries beneficiaries 944 individual received help to supported to trained as Peer better able to women supported manage finance manage Mental achieve Mentors & debt problems personal goals Health 225 women 800 Volunteer 338 women 692 new 559 women completed the Received a hours received support referrals into sexual health contributed to Freedom around domestic Women's Work assessment our service programme abuse 94% of 220 women 100% of parenting 548 hours of 194 supervised beneficiaries received support course attendees therapy provided reported improved contact sessions reported improved around family by counsellors self-esteem & delivered parenting skills relationships confidence



STATS & FACTS





*This graph does not include The Freedom Programme or the Parenting Programme attendance

REPORTED IMPACT ON LIVES

- ⇒ "I love Women's Work. I have gained so much knowledge & my confidence has improved, Women's Work is amazing, I would be lost without the support from the amazing staff"
- ⇒ "Fantastic, life changing, really well projected. Learned so much, very powerful. Thankyou :)"
- ⇒ "It's really good to share experiences and talk about situations with people who understand what you have gone/going through and who offer advice"
- ⇒ "The support that I have received during my time at Women's' Work has been very useful and life changing for me more so than ever. I have gained self-esteem, well-being and confidence. My one to one support in finding what enables my growth in life"



KAY'S STORY

Kay presented to Women's Work in February 2021 after recommendation from Derby Children's Social Services. Her youngest child had been placed in Local Authority Care, due to risk of harm and failure to safeguard the child from her abusive ex-partner. At her assessment she presented with a distrust of professionals and was very overwhelmed and upset at feeling she was having to prove herself as a fit parent by engaging with Women's Work (WW). During her assessment Kay shared that she had been in abusive relationships before and has had previous children adopted and in foster care because of this. She struggled to see what impact this had had on her and her children. We agreed that she should attend Freedom Programme to enable her to understand and recognise the impact of domestic abuse on herself and her children.

Kay was worried about how she was going to afford to attend her appointments at WW, as she had very limited income and had to budget carefully to ensure she could afford travel costs to visit her children. We agreed that she could attend the virtual Freedom Programme, on a Tuesday evening, which would be delivered via Zoom.

When Kay first started attending the virtual group she found it really difficult to engage in conversation or share her own experience. However, as the group progressed her confidence grew and she joined in more and began to ask more questions. When we reached the session which explored in depth the effects of domestic abuse on children, Kay engaged well and shared her own experiences of how domestic abuse had affected her children, recognising the trauma they may have experienced, and its impact on their physical and mental health.

Kay attended consecutively and at the end of the 12 week programme, was awarded her certificate of completion.

Kay continued to engage with remote support via weekly phone calls with her project worker, who was able to provide a report for court on how well Kay had engaged with the Freedom Programme and how much her mindset had changed from when she started the course compared to completing the course.

In December 2021, Kay was awarded custody of her 15-month-old son and he was able to move back into the family home. A restraining order was granted against her ex-partner meaning he cannot enter the town in which she lives and he cannot contact her at all. Kay and her son are settling in together well and she now attends our coffee mornings at Women's Work where she can meet other mums, her son can socialise with other children and she can get support from staff when needed.



JENNY'S STORY

I was served a Possession Order for non-payment of rent and was evicted from my private accommodation with my 2 sons. I went to stay at my mums, but this was not suitable as a long-term option. I was supported by Ellie to contact the council and was placed in a B&B whilst a decision was made whether I made myself intentionally homeless. Ellie supported me to provide proof of rent payments from over the last couple of years.

The whole situation was extremely overwhelming and really triggered my mental health to escalate. Ellie supported me to attend appointments with the Mental Health Team and also completed the Healthy Emotions Programme with me one on one.

In addition to rent arrears I was also in debt and had not been managing financially, Ellie and another place in Derby supported me to apply for a DRO, which was successful.

I was reluctant to attend Core Meetings with Children's Social Care, but Ellie encouraged and supported me to attend so I could voice my concerns and ask any questions to the professionals involved.

Following this the decision was made by the council that I had not made myself intentionally homeless. I was found a temporary house to stay in with my boys rather than the B and B where I could get more settled whilst I was waiting for more permanent accommodation to become available. Ellie told me that our work had come to an end but advised me to keep bidding on properties on Home Finder. A few weeks later I was offered a property that I wanted, I moved in a week later.

Without the support and encouragement from Ellie, I wouldn't be where I am now, in control of my finances, managing my mental health and best of all living in my own home with my two boys!

A big thank you to our Staff, Volunteers, Peer Mentors, Board of Trustees, Advisors & Supporters for their on-going Commitment to Women's Work

Our Funders

All Saints Trust

Bernard Sunley Foundation

Cafcass

DLNR CRC

European Social Fund

Garfield Weston Foundation

Leathersellers' Company Charitable

Trust

Lloyds Bank Foundation

Ministry of Justice

National Lottery Community Fund

Police & Crime Commissioner

The Clothworkers' Foundation

The King's Fund

Tudor Trust

Our Partners

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Framework Housing

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Job Centre Plus

Padley Centre

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St Martin's

The Longford Women's Institute

Workers Educational Association (WEA)

Our Donors

Asda

Barefoot Coaching Ltd

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Elmleigh & ECA Members Summer

Ball

Graham Penny

Integral MEP Limited

Morrisons

Our '1 in a Million' Donors

Silent Auction Winner Alex Hall

Sarah Dogruel & Hannah Ruggins -

Derby 10k

Everyone who took part in "Spring

into April"

Everyone who has generously gifted to us



Statement of Financial Activities Year Ended 31st March 2022

i dai milada di di iliai dii mare				Total Funds	Total Funds
		Unrestricted Funds	Restricted Funds	Year to 31 March 2022	Year to 31 March 2021
	Note	£	£	£	£
Income from:					
Donations	3	19,257	-	19,257	5,566
Charitable activities	4	55,771	773,969	829,740	719,929
Other income	5	2,523	-	2,523	3,778
Investment income	6	40		40	68
Total incoming resources		77,591	773,969	851,560	729,341
Expenditure on:					
Raising funds		-	-	-	-
Charitable activities	7	45,509	714,701	760,210	667,608
Total expenditure		45,509	714,701	760,210	667,608
Net (expenditure) incor	ne	32,082	59,268	91,350	61,733
Transfer between funds		-	-	-	-
Net movement in funds		32,082	59,268	91,350	61,733
Fund balances at 1 Apr	il				
2021		229,457	112,883	342,340	280,607
Fund balances at 31 March 2022		261,539	172,151	433,690	342,340
March 2022		201,539	1/2,151	433,090	342,340

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

Fixed assets represented £59,619 of the total Unrestricted Fund balance giving Women's Work general free reserves of £201,920.



Contact Us



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Women's Work (Derbyshire) Ltd





