



Annual Report 2016—2017

tyneside **women's health**

*Improving women's mental health
and emotional wellbeing*



Chair's Welcome

Welcome to Tyneside Women's Health Annual Report! We have had a busy year and have seen some changes! With the support of local businesses our Newcastle Centre had a re-paint. We continue to expand our outreach service delivery in North Tyneside and now have an established weekly group in North Shields. Our Gateshead and Newcastle Centres are busier than ever and we saw almost 100 more women this year in comparison to the previous year.

Our Chief Executive Officer has worked hard to secure funds in a difficult economic climate to ensure our services can continue to run and we are thankful that we have been able to maintain all of our groups and activities.

We were re-assessed in June for the Practical Quality Assurance Systems for Small Organisations (PQASSO) and I am pleased to say that we have maintained our Level 2 status. This is an important quality assurance awarded for us and it is endorsed by the Charities Evaluation Service.

We have exciting changes coming up in the next year, as well as the challenge ahead to ensure adequate funds are raised, however I know the management team will continue to work hard to achieve this. We have been recognised with a national award and more will follow about this in next year's report! Finally, I wish to say a big thank you to the staff team, my fellow Trustees, and the service users who make Tyneside Women's Health the fantastic organisation that it is.

Warmest regards








Jeannine Hughes

Tyneside Women's Health's Vision, Aim and Values

Our vision is for all women in Tyneside to flourish by having access to the right mental health and wellbeing support at the right time and place.

Our aim is to enable women to reach personal potential by improving their mental health and emotional wellbeing.

Our values are to:

-  Be women-led
-  Be recovery focused
-  Enable active involvement
-  Show respect for all
-  Work in partnership
-  Promote equality
-  Meet women's diverse needs





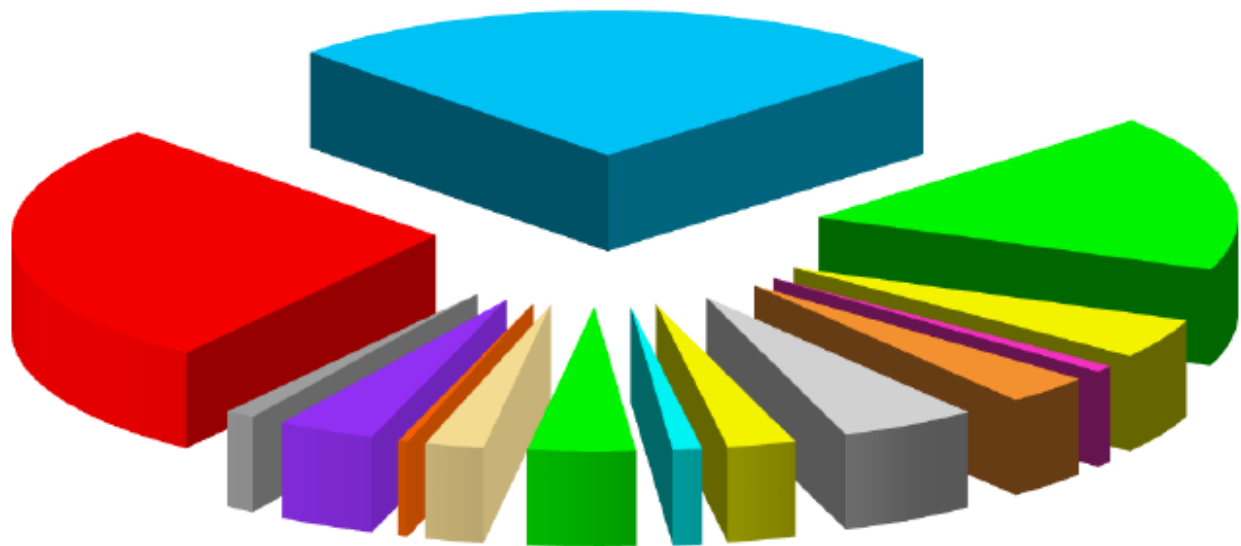
Focusing on the Needs of our Service Users

A total of 667 individual women came to Tyneside Women’s Health for support during 2016 / 17. This represents a significant increase in comparison to the previous year.

Of the 667 individual women, 48% were Gateshead residents, 46% were Newcastle residents, 3% were from the surrounding areas and 3% were North Tyneside residents.

First time service users accounted for 22% of the total number of women who came during the year. Women can be directly referred by a third party or they can make a self-referral having been signposted by a worker. The main referral and signposting sources are provided in the chart below. 268 referrals were received in the year.

Referral sources 16/17



- Counsellor
- Domestic Abuse Worker
- Education, Training or Employment Worker
- General Community Group
- Housing Worker
- Myself
- Social Worker
- Criminal Justice Worker
- Drug and Alcohol Worker
- Family or Friend
- GP
- Mental Health Worker
- Other Health Worker
- TWH Service User

During the initial one to one session we discuss the issues affecting first time service users. Table 1, overleaf, shows the issues affecting first time service users during 16 / 17 with data included from the previous two years to aid comparison.





Table 1: Key issues affecting first-time service users



Table 1: Mental Health & Social Needs of Women 2014-2017					
2016 to 2017		2015 to 2016		2014 to 2015	
Issue Affecting Wellbeing	% of SUs	Issue Affecting Wellbeing	% of SUs	Issue Affecting Wellbeing	% of SUs
Depression	77.85	Depression	66.91	Depression	72.55
Anxiety	78.48	Anxiety	65.10	Anxiety	68.63
Low Confidence	74.68	Low Confidence	60.40	Low Confidence	67.16
Stress	71.52	Stress	60.40	Stress	62.25
Loneliness / Isolation	46.20	Loneliness / Isolation	44.85	Loneliness / Isolation	53.92
Sleep problems	67.91	Sleep problems	49.55	Sleep problems	55.88
Family/ relationship problems	36.91	Family/ relationship problems	39.96	Family/ relationship problems	50.49
Bereavement	27.11	Bereavement	29.66	Bereavement	35.78
Domestic abuse	25.90	Domestic abuse	25.32	Domestic abuse	26.47
Anger	25.60	Anger	24.41	Anger	35.29
Unemployment	23.04	Unemployment	23.51	Unemployment	23.53
Eating distress	27.85	Eating distress	18.81	Eating distress	23.04
Suicidal feelings or attempts	45.57	Suicidal feelings or attempts	31.10	Suicidal feelings or attempts	35.29
Bullying/harassment	27.85	Bullying/harassment	12.84	Bullying/harassment	16.67
Debt	20.89	Debt	18.81	Debt	26.96
Sexual abuse	19.62	Sexual abuse	18.44	Sexual abuse	15.20
Self-harm	25.95	Self-harm	14.29	Self-harm	14.71
Substance misuse	11.39	Substance misuse	8.68	Substance misuse	11.76
Childhood Abuse	22.15	Childhood Abuse	20.61	Childhood Abuse	21.08
Obsessive Compulsive Disorder	12.66	Obsessive Compulsive Disorder	11.03	Obsessive Compulsive Disorder	9.31



Open Access Support

Drop In Sessions
109 Women

A range of open access services are available from day one! A few are highlighted here.....

Sunday Lunch Group
16 Women

Crafts
60 Women

Mindfulness
28 Women

Bellydancing
12 Women

Positive Notes
43 Women

Make, Do & Share
Creative Activity
80 Women

Creative Writing
5 Women


Reading Group
12 Women

Mindful Yoga
12 Women



Mental Health Courses

We delivered 10 mental health courses throughout the year, with a total of 88 women in attendance. *Women may have attended more than one course during the year.




Positive about Me
Confidence Building

Anxiety Management


Undoing the Damage
of Domestic Abuse

Ways to Wellbeing



Routes to Recovery &
Beyond

Mood, Food & Me



Better Out Than In Anger
Management



Coping with Depression





Counselling

Counselling is provided by volunteers who are trained and registered with a recognised professional body. 221 referrals were received for the counselling service. 65 women have completed counselling. Services provided include:

- ✿ Person Centred Therapy
- ✿ Cognitive Behavioural Therapy (CBT)
- ✿ Psychodynamic Therapy
- ✿ Eye Movement Desensitisation and Reprocessing (EMDR)



Support Groups

Tyneside Women's Health facilitated a range of support groups in Newcastle and Gateshead during the year:

- ✿ Gateshead Women's Support Group - for women with enduring mental health issues
- ✿ Newcastle Women's Support Group - for women with enduring mental health problems
- ✿ Safer Women Support Group Gateshead - for women affected by domestic abuse
- ✿ Safer Women Support Group Newcastle - for women affected by domestic abuse
- ✿ Safer Women Support Group North Tyneside - for women affected by domestic abuse
- ✿ The Wellbeing Group - for women aged 55 and over



**86 women
attended Support
Groups**





Progression Support

Progression support is provided through workshops and one to one sessions to help women identify and achieve their goals. In total 44 women availed themselves of this support. *Women may have attended more than one intervention in the year.

Routes to Recovery

Setting achievable goals and using self help tools at home to help progress in areas such as voluntary work or paid employment

You Are Here

Introductory workshops to help women feel welcome and set their personal goals.



Fulfilling Lives

This is a multi-partnership programme funded by the Big Lottery and is a long-term project working with multiple and complex needs individuals who have tried and tested the system, but for a number of reasons, have been unable to progress.

The aim of the programme is to enhance the system; allow a client to engage in existing service provision whilst also learning where the system may need to change and being directly involved in facilitating that change.

Service Navigators employed by Tyneside Women's Health supported 24 women with drug/alcohol, homelessness, mental health and offending issues across Newcastle & Gateshead.

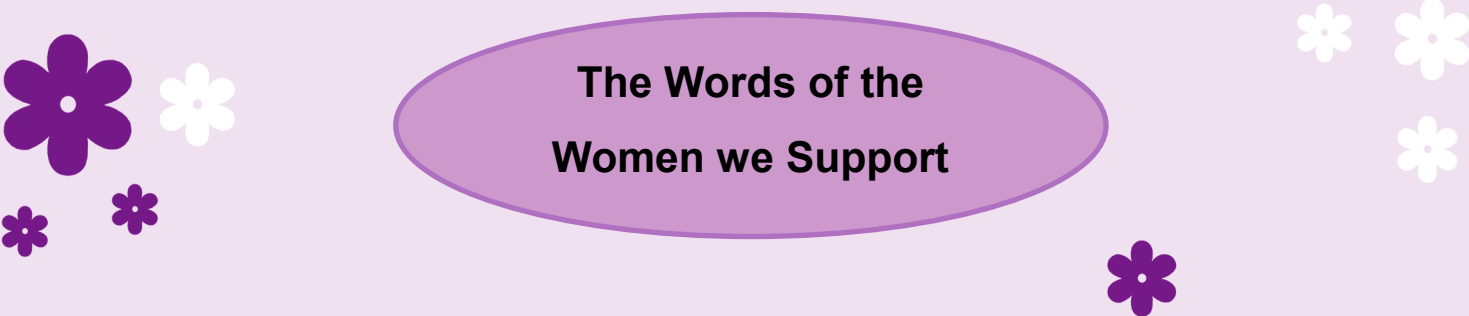
Facilitating Service User Participation

Linked Women

Linked Women exists to enable service user participation in the development of Tyneside Women's Health. The group meets every six weeks to ensure positive, ongoing communication between service users, staff and Trustees.



This year there have been four successful coffee mornings, a summer tea party, and table top sales. These events have helped raise funds for Tyneside Women's Health.





The Words of the Women we Support

We gather feedback from service users across all of our interventions, just a few of the comments we have received are highlighted here.....



Without the support I have at TWH my life would be awful.



It helps me to cope with my life and the past.

Without this group I believe I was in danger of suicide. The help I am receiving is amazing.

Wonderful support and warm and friendly atmosphere with no pressure which is so important.


It has been such a release for me to be able to socialise with others and try and learn from others how they have learned to cope better with abuse.

Have really enjoyed course and learnt a lot from it.



I feel better. Doing things in groups does help me to feel more confident and better able to cope with day to day routine.

Thank you for the wonderful support!





Community Impact

For every £1 invested in Tyneside Women's Health, this represents £16.69 worth of value savings to the NHS.

Over 700 volunteering hours delivered, representing an approximate 'in kind' value of £5,866.00.

87 young people attended workshops around Healthy Relationships.

6 University student placements supported.

Local businesses, trades and suppliers are used to support the North East economy.

667 women supported.

A snapshot survey of 70 women was conducted in July 2016, and 44% of respondents stated they had used less emergency care (i.e. mental health crisis team) since attending TWH, and 55% stated they are more able to manage their mental health as a result of attending TWH interventions.





Notable Achievements during 2016/17

We have had some great achievements over the year! Just a few are mentioned here.....

Service User Outcomes

Outcome Area	Open Access Support	Mental Health courses	Support Groups
Women who feel less isolated	86%	80%	90%
Women who feel more confident	62%	79%	85%
Women who feel less depressed	84%	60%	70%
Women who feel less anxious	67%	85%	71%
Women who have a better quality of life	71%	64%	61%

Our Fundraising Events Calendar was full....!



Kittens Collective held a burlesque evening raising £1000!



We had a runner in the Great North Run!



Jackie Hagan performed her hilarious 'Some People Have Too Many Legs' comedy show!

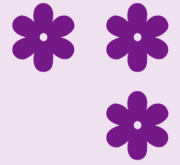


Make, Do & Share Creative Group began to make and sell items



We piloted our Women's Wellbeing Cafe





Our Achievements Continued.....

Our Newcastle Centre had a make over.....

Thanks to funds secured from the Screwfix Foundation we were able to enclose our office space, carry out some repairs and have a full re-paint.



Sincere thanks to:


Painters from Jimmy Cowan Painting & Decorating Servicercs

Electricians from Soneic Solar Services

Joiners from WindowCare



We went through our re-assessment for the externally accredited Practical Quality Assurance Systems for Small Organisations and maintained our Level 2 status!



The Wor Women project won a Women's History Network prize!



Women completed their 'Tree of Life' project.

We held our first Progression Fayre to introduce women to other community based services.

Finance Report 2016/17

As with many charities, we have had a difficult year with the loss of some grant funding, however we were able to carry forward sums from the previous year and were awarded several small grants throughout the year. We have also secured some large grants over a 3 year period which gives us sustainability. We are working hard to explore enterprise opportunities and have piloted a café project in our Newcastle Centre.

We continue to explore partnership opportunities and remain committed to working with other like-minded organisations to secure the funds we need to deliver vital mental health services for women.

We have worked with the Women's Health Equality Consortium to produce a case study this year. This has highlighted that for every £1 invested in Tyneside Women's Health, this equates to £16.69 worth of value savings for the NHS. This emphasises the importance of our work, and the need for community based mental health interventions.

We offer genuine thanks to all our partners and funders for supporting us and look forward to our continued working relationships over the coming year.

Yours sincerely

The Members of the Resources & Compliance Sub Group of the Board of Trustees



Working in Partnership

Tyneside Women's Health is committed to working in partnership to deliver our services. Over the year we have worked on the following projects with other organisations.

Working alongside Oasis Aquila Housing we support victims of domestic abuse referred for support via Gateshead Multi Agency Safeguarding Hub.



Crafty Women sessions are delivered in partnership with the WEA. Thanks to Ruth Gowland & Val Teasdale.



Working to deliver the Wor Women and Leisure project. With thanks to Alex Henry.



A multi agency programme supporting people with complex needs to navigate services.



As a Specialist Provider, we work within the Wise Steps partnership to help women improve their mental health and move closer to the labour market.



Supporting female offenders by hosting a weekly Community Hub.



Thanks also to:

Lindsay Hannon who facilitates Positive Notes Singing Group.
Pat Hanley from Families in Care who facilitates Mindfulness sessions.
Sally Roach who facilitated Mindful Wellbeing.
Therapists from Shanti Bee who provided complementary therapies.

Our Partners

We wish to say thank you to all of our funders, without whom our work would not be possible.



Alliance CCG
North Tyneside CCG



The Henry Smith Charity, the Women's Fund & the Muckle LLP Fund at the Community Foundation serving Tyne & Wear and Northumberland



educationGateshead
raising achievement for all



The Jill Franklin Trust
The Joicey Trust



Graham Burrough
Charitable Trust




Accounts 2017



Tyneside Women's Health

Statement of Financial Activities for the year ended 31 March 2017

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2017	2017	2017	2016
	Notes			£	£
Receipts					
Grants	5	2000	291188	293188	372979
Donations		1700		1700	184
Fundraising		2086		2086	1300
Other Fees & Refunds		12575	4657	17232	16778
Bank interest		420		420	584
Total Receipts		18781	295845	314626	391825
Payments					
Salaries	2	4928	248575	253503	252476
Staff Travel & Training	3		3624	3624	
Group Work & Activities		326	6125	6451	7173
Office Expenses		3458	5453	8911	14240
Premises Expenses		5136	43573	48709	40002
Governance Costs	4	3325	4763	8088	6120
Depreciation		147		147	184
Other Costs			175	175	
Total Payments		17320	312288	329608	320195
Surplus / deficit for the year		1461	-16443	-14982	71630
Net Movement in Funds				0	0
Funds at 1 April 2016		98050	77016	175066	103436
Funds at 31 March 2017		99511	60573	160084	175066





Meet the Team

The Staff Team

Joanna Blizycka	Receptionist & Administrator (until November 2016)
Lucinda Boocock	Mental Health & Wellbeing Worker
Kathryn Evans	Mental Health & Wellbeing Worker
Mandy Johnston	Business Administrator
Suzy Jones	Mental Health & Wellbeing Worker / Volunteer Counsellor
Stephanie Mann	Service Navigator (Fulfilling Lives Programme)
Debbie Mather	Mental Health & Wellbeing Worker / Volunteer Counsellor
Sophie Mitchell	Team Lead / Mental Health & Wellbeing Worker
Eleanor Pattison	Sessional Support Worker
Joanne Pearson	Counselling Coordinator / Mental Health & Wellbeing Worker
Joyce Rowden	Cleaner
Marlie Sagar	Receptionist & Administrator
Anita Sarkar	Sessional Support Worker
Elaine Slater	Chief Executive Officer
Vicky Smith	Service Navigator (Fulfilling Lives Programme)
Mandy Snee	Team Lead / Mental Health & Wellbeing Worker
Sophie Turnbull	Sessional Support Worker

The Volunteer Team

Nancy Burn—Counsellor	Carol Carrington—Counsellor
Deborah Dixon—Counsellor	Tom Fry—Database Designer
Eleanor James—Counsellor	Naomi Kaufman—Counsellor
Louise Keyes—Counsellor	Gabrielle Landric—Counsellor
Genna Lima—Counsellor	Hedi Salanki—Counsellor
Jill Smith—Clinical Supervisor	Sharon Zucker—Counsellor

**Meet the
Team**

The Board of Trustees

Jeannine Hughes (Chair)
Barbara King
Mish Loraine
Jeanie Molyneux
Madeleine Poskitt
Christine Sloan
Diana Robertson



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