

Annual Report 2020 - 2021

tyneside women's health



Chair's Welcome

Welcome to our Annual Report for 2020-21. Well, this was an unexpected year for us all! Due to the Covid-19 pandemic we closed our face to face services in March 2020. We very quickly moved to a remote service offer, which was very different from our usual Centre based support. We have provided an unprecedented level of one to one support, which again, is different from our usual group work interventions.

We re-opened some face to face services in September 2020 for women we knew were the most isolated and whose mental health had deteriorated the most. We kept these services open during the second and third national lockdowns as well as maintaining the remote support services we had developed.

We have learned a lot this year and have been able to develop new elements of our services such as a whole online / virtual programme.

As for everyone, this year has been very challenging and we sincerely thank all of our funders for their support. Particular thanks goes to the staff team who have remained committed to the organisation in unprecedented times, and for the work they do to support women. None of the staff team were furloughed but worked remotely until September when they returned to the office on a rota basis to provide face to face services.

I wish to thank my fellow Trustees for their ongoing commitment:

Barbara King

Diana Robertson

Christine Sloan

Elizabeth Stokes

Maria Humphreys

Julie Pichler

Fingers crossed for a better year ahead for us all.

Best wishes

Jeannine Hughes, Chair of the Board of Trustee

Vision, Mission & Values

‘Our vision is a society that is free from mental health stigma, in which all women and girls feel included and empowered’

Mission:

Women and girls will be supported to take control of their own mental health and emotional wellbeing and will be respected and valued for the skills and strengths they possess.

We want women and girls to flourish and reach their personal potential by having access to timely mental health support in community locations. We wish to provide inclusive, compassionate services in a safe, women only space. Services will help women to improve their mental health, reduce social isolation, and help diverse communities of women and girls to participate no matter their mental health or circumstances. Many of our services are focused on supporting women and girls to recover from abuse and the impact this has had on their lives and mental health.

Helping women and girls to improve their mental health and emotional wellbeing

All our activities are underpinned by our **values**:

- Women led
- Creating meaningful recovery
- Everyone’s opinion matters
- Respect for all
- Working in partnership
- Promoting equality
- Meeting women’s diverse needs
- Empowerment
- Strengths focused



From 1 April 2020 through to 31 March 2021, Tyneside Women's Health supported 532 women to improve their mental health and emotional wellbeing.

We have received 287 referrals across the year and have completed initial assessments via telephone.

***40% of the caseload are from Gateshead
51% of the caseload are from Newcastle
7% of the caseload are from North Tyneside
2% of the caseload are from other areas***

We have delivered 116,000 'people hours' this year.

Referral sources include:

- ✓ Housing Support Services
- ✓ Criminal justice Services
- ✓ Domestic Abuse Services
- ✓ Employment & Training Services
- ✓ Social Services
- ✓ Statutory Mental Health Services
- ✓ GP's
- ✓ Self-referrals
- ✓ Other Community & Voluntary Sector Partners



The Needs of Our Service Users

Of the women accessing our services, the following needs were reported (% of total caseload)

MENTAL HEALTH NEEDS

68% suffer from anxiety
65% suffer from depression
57% have low confidence
46% suffer from sleep problems
58% suffer from stress
14% reported self-harming in the previous 6 months
29% reported having suicidal feelings in the previous 6 months
9% reported attempting suicide in the previous 6 months

Other key issues reported include:

Anger issues
Obsessive Compulsive Disorder
PTSD
Personality Disorder

SOCIAL NEEDS

28% reported bereavement
17% reported bullying / harassment
20% reported childhood abuse
18% reported debt / financial problems
36% reported domestic abuse
25% reported physical health problems
22% reported unemployment
14% reported sexual abuse in adulthood (rape / sexual assault / sexual exploitation)

Other key issues reported include:

Eating distress
Isolation
Alcohol use

Our Service Offer

Open Access Support Available from Day One.....

All of our face to face interventions closed in March 2020

**Weekly one to one support
by telephone to 92 women**

**Weekly one to one
support by email to
52 women**

1 x fortnightly
zoom creative
writing session
reaching 14
women

A weekly zoom
drop in session
reaching 15
women

A weekly zoom
evening drop in
session reaching
9 women

At the beginning of the pandemic
we set up a closed Facebook
Support Group and this has 82
members. Women engage with
each other and staff on a daily
basis to share mental health
resources and offer light touch
support

Twice monthly e-newsletter
containing mental health
resources to 342 women

Our Service Offer

Targeted Support Services

We quickly developed some of our mental health courses into online resources and provided:

1 x Anxiety Management course to help women manage symptoms of anxiety. 14 women attended this course.

1 x Positive about Me Confidence Building course has been delivered 15 women attended this course.

Undoing the Damage of Domestic Abuse course has been delivered constantly with no waiting list on a 'roll on, roll off' basis and has reached 42 women.

In September, when we first re-opened face to face interventions we had a maximum group capacity of 5 to accommodate social distancing measures. To help support women who were struggling the most with lockdowns we provided the following face to face interventions:

We set up 5 x Support Groups in September 2020 for women who were most isolated and who were struggling the most with their mental health. These groups met on a weekly basis reaching 25 women

1 x weekly Wellbeing Group for women over 60 has been provided to support 8 women

A fortnightly Sunday Lunch Group has been delivered with 8 regular attendees

1 x Safer Women Support Group has been provided for 5 women

2 x Support Groups targeted a New Women were set up and facilitated reaching 7 women

We continued to provide telephone and online counselling throughout the year.

Progression Support & New Developments



We introduced several virtual support services including drop in sessions on zoom, virtual courses, and a Facebook Support Group



We set up a trading subsidiary to help diversify our income streams in future years.



Our Craftscape Service User Enterprise group continued to make and sell creative items throughout the pandemic to raise funds for our services. An example of their work is our front cover image.



Our Peer Mentors did an amazing job of supporting the staff team by providing quizzes in the virtual drop in sessions and posting regularly in the Facebook Group. They created the artwork below by asking for contributions via Facebook.



Women's Words

'Having a weekly phone call to check in where it's been OK to admit how hard things are has been really helpful as I've struggled to reach out to friends about this as not wanting to moan when everyone's going through a hard time. This and having the Facebook group just to remind you TWH still exist and care'

'Ringing me weekly. I found this really helpful knowing there was someone out there I could talk to as I live alone.'

'Everyone was and is doing their best just knowing someone was there to listen and looking forward to a call each week, all the staff have done an excellent job and they still are'

'I feel you kept our spirits up on Facebook with quotes and helpful info and thank you all.'

'Regular email contact as I asked for, very supportive and helpful suggestions. Felt TWH was there for me if needed. Thank you.'

'Appreciated the drop in on Monday especially at first when I wasn't feeling so good. Just to know you were there was reassuring.'

532 women supported

Of women accessing our services:

75% feel more **confident**

70% feel less **depressed**

72% feel less **anxious**

65% feel more able to take part in **meaningful activity**

72% have greater **self esteem**

68% feel more able to **manage their mental health**

82% feel less **isolated**

70% have a **better quality of life**

Community Support & Impact

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

880 volunteering hours delivered, representing an approximate 'in kind' value of £7,374.

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

We would like to express our sincere thanks to the businesses and individuals that supported us this year.

red thread | market access

Thanks to Red Thread Market Access who made a donation in lieu of some of our larger fundraising events. This was greatly appreciated.



Special thanks goes to all of the individuals who made donations to our services.



We would like to especially like to thank all of the members of the public who supported Craftscape by following them on social media and for purchasing their amazing creations.

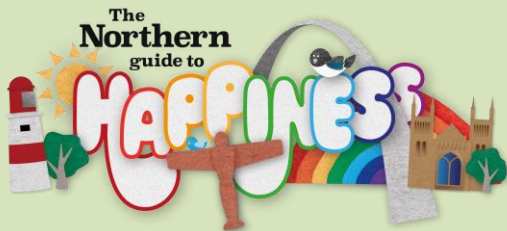
Partnership Working

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.



Geordie Guide to Happiness Podcast

Our CEO has also been involved with the Northern Guide to Happiness podcast (formerly Geordie Guide to Happiness) featuring on an episode as well as guesting on other episodes. We are exploring setting up our own podcast!



Supporting female offenders by hosting a weekly Community Hub.

CHANGING LIVES

Our CEO became a Trustee of Connected Voice, the infrastructure support organisation for the Community and Voluntary Sector in Newcastle and Gateshead.

Although we haven't been able to deliver our usual therapeutic and creative activities we wish to thank our longstanding partners and hope to see them back in Centres again soon.....

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 provide complementary therapies.

Finance Report

Despite the ongoing Covid-19 pandemic, we have managed to maintain our service delivery and generate sufficient income to do so. Without the quick response of many grant funders and the support they have provided we would not have been able to continue our work.

Unfortunately, all of our 35th Birthday fundraising celebrations and large scale fundraising events were cancelled this year so this income stream was lost.

We have continued work behind the scenes to develop our trading subsidiary and we hope to launch this soon so that we can become to generate further unrestricted income.

We wish to also thank our service users for their understanding during this difficult year. Special thanks goes to the members of Craftscape who have created and sold many beautiful items to raise funds.

We offer genuine thanks to all our partners and funders for supporting us.

Yours sincerely

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

We sincerely thank all those who have funded our services over the past 12 months.

Our Funders



The Women's Fund and the Covid-19 Response Fund at the Community Foundation serving Tyne & Wear and Northumberland



The 29th May 1961 Charitable Trust

THE JOSEPH STRONG FRAZER TRUST



Accounts 20/21

Statement of Financial Activities for the year ended 31 March 2021

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2021	2021	2021	2020
	Note			£	£
Receipts					
Grants	5	25300	356623	381923	210841
Donations		1612		1612	753
Fundraising		1289		1289	3594
Other Fees & Refunds		9856		9856	8947
Bank Interest				0	0
Total Receipts		38057	356623	394680	224135
Payments					
Salaries	2		173942	173942	179815
Staff Travel & Training				0	2136
Group Work & Activities		387	13608	13995	14515
Office Expenses		12	13540	13552	16596
Premises Expenses			68200	68200	56386
Governance Costs	3	2068	9484	11552	5825
Depreciation		56		56	70
Total Payments		2523	278774	281297	275343
Surplus / deficit for the year		35534	77849	113383	-51208
Net Movement in Funds				0	0
Funds at 1 April 2019		99156	25603	124759	175967
Funds at 31 March 2020		134690	103452	238142	124759

Meet the Team

The Staff Team

Clare Armstrong	Sessional Worker
Lucinda Boocock	Mental Health & Wellbeing Worker
Amy Burns	Mental Health & Wellbeing Worker
Mandy Johnston	Business Administrator
Stephanie Mann	Mental Health & Wellbeing Worker
Joanne Pearson	Counselling Coordinator / Mental Health & Wellbeing Worker
Layla Priest	Mental Health & Wellbeing Worker
Maria Raun	Sessional Worker
Elaine Slater	Chief Executive Officer

The Volunteer Team

Sandra Coleman - Counsellor
Phillippa Connor - Counsellor
Joan Davis - Counsellor
Tricia Day - Counsellor
Elanear James – Counselling Supervisor
Ann Mabire - Counsellor
Katie Robinson - Counsellor
Alice Roth - Counsellor