

Annual Report 2021 – 2022

tyneside women's health



Chair's Welcome

Welcome to our 2021/22 Annual Report.

We have had a tumultuous year like most of our voluntary sector partners and have done extremely well to keep our face to face services running despite Covid-19 restrictions.

We have seen changes in the staff team with two long standing staff members moving on to pastures new. However, this meant we could review our staff structure and as a result we have expanded and welcomed new team members.

We have continued to offer some virtual support alongside our Centre based support and have developed some new service ideas which we hope will come to fruition next year.

As we look forward, we are reviewing our strategy for the next 3 years and are planning how to develop and grow the organisation. We are excited to take you on this journey with us! Read on through the report to find out more about our work and key achievements for the year.

I wish to thank the staff team for their ongoing commitment as well as my fellow Trustees:

Christine Sloan

Elizabeth Stokes – Company Secretary

Joanne McGrath

Julie Pichler

Karen Griffiths – Finance Lead

Maria Humphreys – Vice Chair

Diana Robertson (until June 2021)

Barbara King (until June 2021)

Thanks to all of our funders and supporters and we look forward to working with you all next year.

Best wishes

Jeannine Hughes, Chair of the Board of Trustees

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 focussed





The Needs of Our Service Users

In total 635 women accessed our services in 2021 - 2022.

We received 314 new referrals.

241 women attended our Welcome Sessions and 206 new women attended initial assessments. 85 women who had disengaged from our services attended one to one review appointments.

Referral sources are broken down as follows:

Criminal Justice / Victim Support Services = 13%

Domestic Abuse Services = 14%

Social Services = 4%

Statutory Mental Health Services / GP = 54%

Self-Referrals = 12%

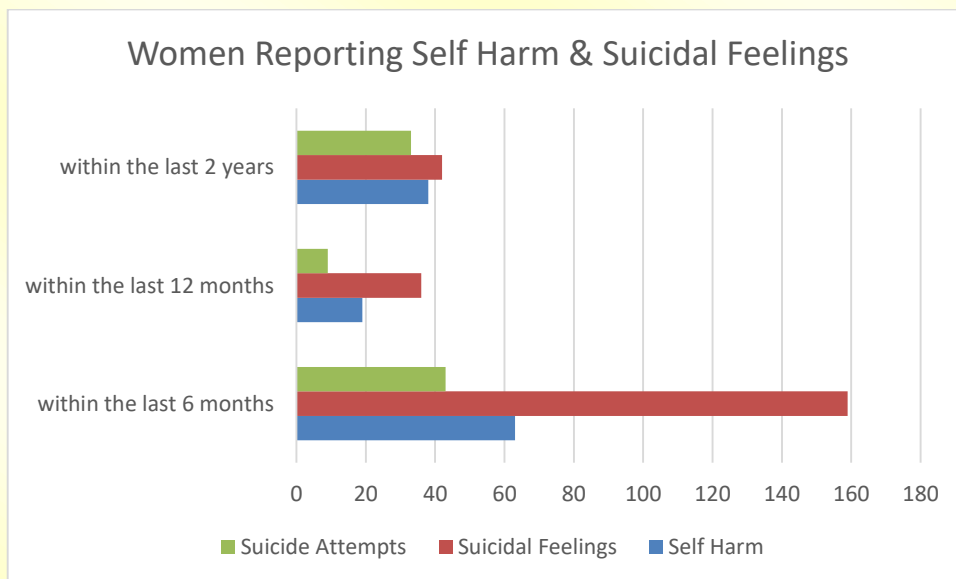
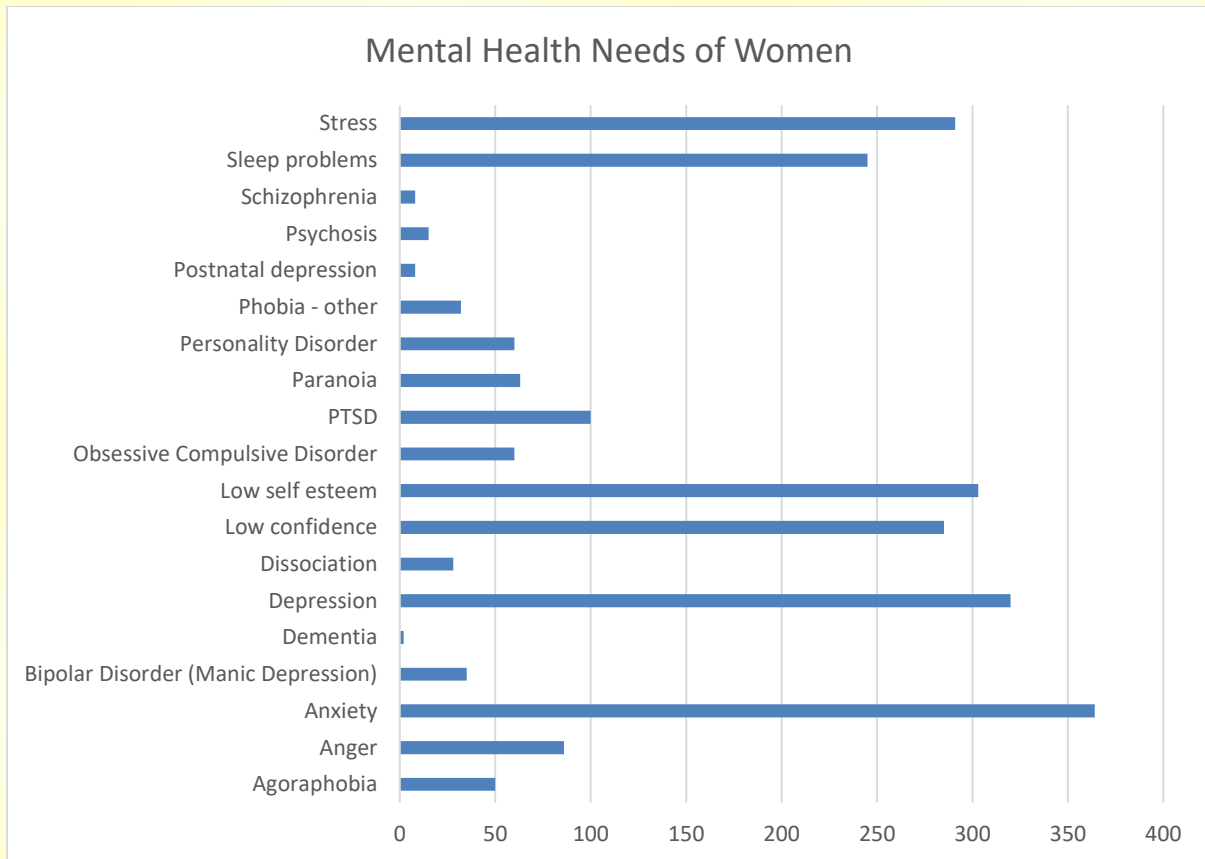
Other = 3%





The Mental Health Needs of Our Service Users

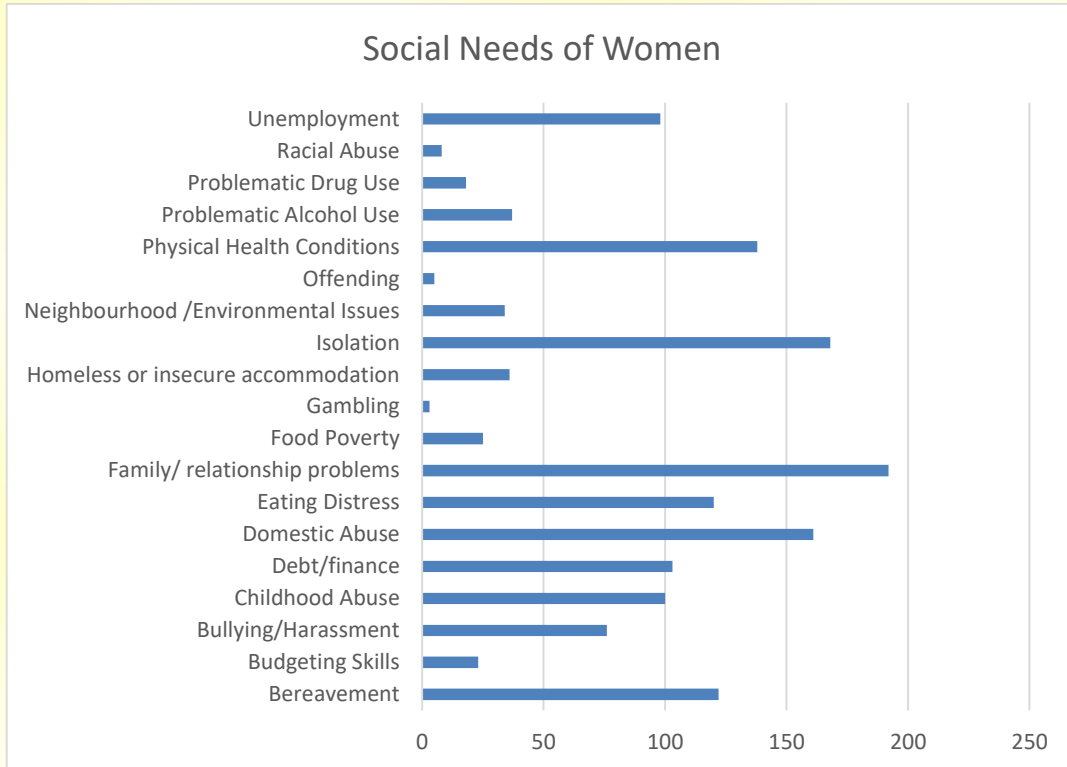
Of the women accessing our services, the following mental health needs were reported:



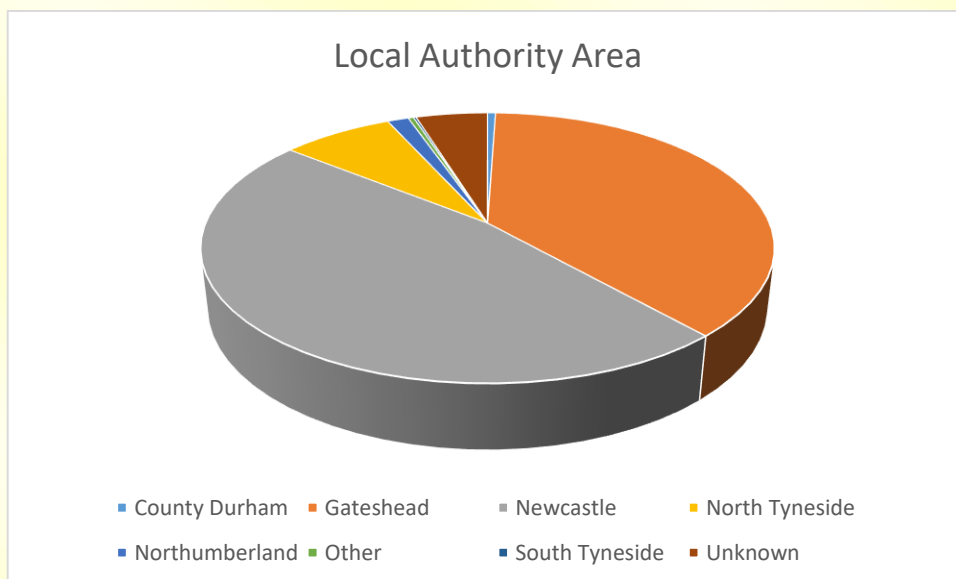


The Social Needs of Our Service Users

Of the women accessing our services, the following social needs were reported:



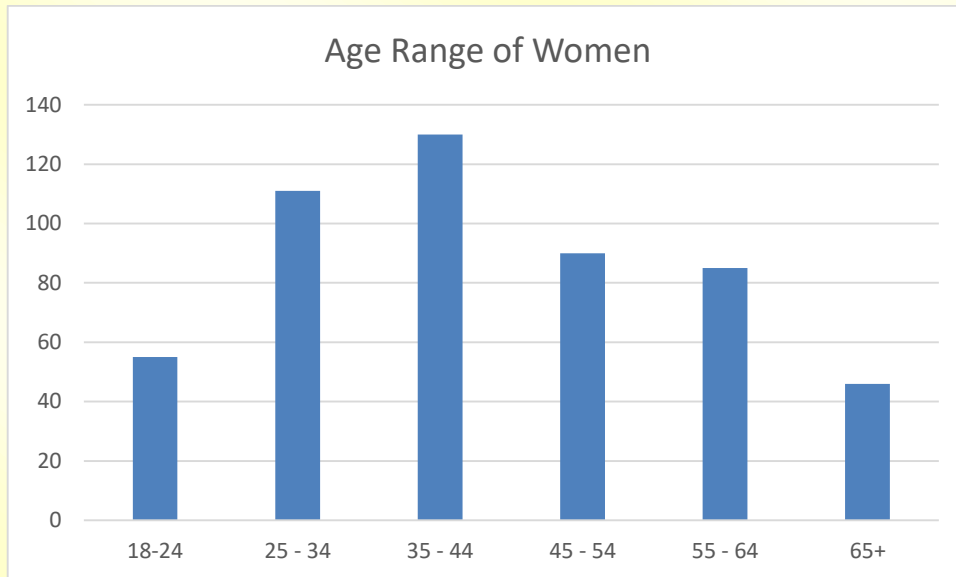
Women accessing our services came from the following Local Authority areas:





Service User Demographics

Women accessing our services were in the following age categories:



Women accessing our services reported their ethnicity as follows:

White (<i>English, Welsh, Scottish, Northern Irish, Irish, Gypsy or Irish Traveller, and any other White background</i>)	69%
Mixed/multiple ethnic groups (<i>White and Black Caribbean, White and Black African, White and Asian, and any other mixed/multiple ethnic backgrounds</i>)	2%
Asian/Asian British (<i>Chinese, Indian, Pakistani, Bangladeshi, and any other Asian background</i>)	3%
Black/African/Caribbean/Black British	1%
Other ethnic group (Arab and any other ethnic groups)	2%
Not stated / unknown	23%

As we navigated the lockdowns during the year we continued to provide one to one support to 273 women by email, phone and in person. We also offered small support groups with participation capped at 5 women per group which 17 women engaged in as a stepping stone back into Centres.

As more and more of our services re-opened we were able to provide the following Open Access Interventions where no waiting list is in place to ensure women can benefit from mental health interventions immediately post initial assessment:

Virtual Services.....

Weekly Drop In delivered via zoom attended by 19 women

Fortnightly Creative Writing Group delivered via zoom attended by 15 women

Centre Based Services.....

Weekly Drop In at the Gateshead Centre attended by 16 women.

Weekly Drop in at the Newcastle Centre attended by 25 women.

Positive Notes Singing Group attended by 9 women.

Reading Group attended by 8 women who share an enjoyment of books.

Sunday Lunch Group where women prepare and eat a meal together, attended by 10 women.

Holistic Health, including walking group, yoga, mindfulness attended by 35 women.

Individual Reiki appointments accessed by 13 women.

Make, Do & Share creative group attended by 18 women each week.

A Peer Support Group was offered on a weekly basis, led by service users who accessed accredited peer mentoring training. Groups focussed on creative activity and 9 women attended.

Targeted Support

Our Service Offer

We offered Targeted Support Services including support groups, mental health courses and counselling. These services are delivered based on demand. Over the year the following services were provided:

Virtual Services.....

Confidence Building, Anxiety Management and Undoing the Damage of Domestic Abuse courses delivered using zoom and email reached 35 women.

Outreach Services.....

Weekly Group at North Shields Library aimed at women impacted by domestic abuse reached 5 women.

Mental Health support provided on a one to one basis at Wellspring GP Surgery in Killingworth reached 15 women.

Centre Based Services.....

Anxiety Management courses delivered to 15 women to help them develop strategies to manage anxiety.

An Anger Management course delivered to 5 women to help them develop assertiveness skills and explore other ways to manage feelings of anger.

Coping with Depression course helped 9 women better manage their mental health.

Mood, Food & Me course supported 11 women to explore the relationship between their eating and their mental health.

A 'Positive About Me' Confidence Building programme reached 10 women to help them improve confidence and self-esteem.

Undoing the Damage of Domestic Abuse programme reached 41 women and helped them to recognise the signs of abuse and how abuse has impacted their mental health.

Safer Women Support Groups reached 12 women affected by domestic abuse.

Wellbeing Groups for women aged 55+ helped 9 women feel less isolated.

A new support group for Young Women aged 18 – 24 was set up reaching 5 women.

New Developments & Achievements



We have been working hard to develop a **trading subsidiary** to help us diversify our income streams. We're excited to formally launch the company next year!



We welcomed **three new staff members** to the team, each bringing their own set of skills and experience. We hope they will help us develop our services.



Four staff accessed **Healing Together** training programmes to enable them to go into schools to deliver interventions to children impacted by domestic abuse.



We have developed **new programmes such as a Holistic Health** course linking mental health with physical health, and a programme focussed on suicide and self-harm to help women create safety plans.



We set up a **new support group for young women aged 18 – 24** and continued to deliver and develop some of the remote mental health courses introduced during lockdown.



73 women accessed our counselling services in the year. We continued to offer virtual and telephone counselling as well as face to face sessions.



At our **Team Time Out Session**, staff and Trustees worked on vision boards to plan our future strategy!

Women's Words & Impact

Coming here has really helped build my confidence and given me the chance to meet others who feel like me. The courses really help and I'm looking forward to doing more.

I feel "accepted" by myself and all at the TWH and it's been liberation to have the space to just be a part of the service without any demands or questions of what I do / what I have / have not — it's been really freeing to have this space for myself and to be able to share it with others too I've received so much support from the zoom sessions particularly when I felt at my worst. I've really found the check in so supportive too and the fact that extra support is only a telephone call away. Thank you because this has really helped in enabling my sense of self-worth to return.

I have got stronger and I know I'm not alone and I don't deserve to be in an abusive relationship.

I am truly grateful for all the help and support I get from Tyneside Women's Health each and every week.

I've been attending for 30 plus years. This place has saved my life when I have been severely ill.

It really helps to mix and talk to fellow users but especially when doing something. Stops isolation and depressive thoughts and moods.

635 women supported, representing 5,193 attendances.

Of women accessing our services:

85% feel more **confident**

76% feel less **depressed**

72% feel less **anxious**

73% feel less **stressed**

66% have greater **self esteem**

74% feel more able to **manage their mental health**

85% feel less **isolated**

76% have a **better quality of life**

Community Support

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

484 volunteering hours delivered, representing an approximate 'in kind' value of £4,037.

1 University student placement supported.

**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 that supported us this year.



Smart IT, our IT support contractor included us in their Christmas fundraising campaign and presented a cheque for £244. We thank them for their support.

red thread | market access

Red Thread Market Access gave us a substantial donation in lieu of a fundraising event that could not go ahead as planned. We are sincerely grateful for their support.



We took part in our first ever Big Give Women & Girls Match Fund Campaign to coincide with International Women's Day. All donations were match funded to make the double the impact.



We have received several donations from individual donors and we appreciate every one. Thanks also goes out to the women who make and sell items as part of Craftscape, and to those who buy these items. Craftscape is made up of a group of service users who make and sell items for the benefit of Tyneside Women's Health

Pictures from the Year



tyneside women's health
Improving mental health for women and girls

Thank you to our male colleagues who have supported this campaign at Gateshead Council, Muckle L.P., Connected Voice, Wise Group, Northumbria University, Loyds Bank, Loyds Bank Foundation, Harton Academy, Your Voice Counts, Key Fund, and to the individual men who have supplied images.



Keystone

Partnership Working

Supporting female offenders by hosting a weekly Community Hub.

CHANGING LIVES

The Pulse Rooms who have supported us to rebrand our trading subsidiary.



We held a planning meeting with Curiosity Creative and are looking forward to getting started on our new Suicide Prevention project and creating some digital stories to raise awareness of the issue.



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.



NATIONAL LOTTERY FUNDED



European Union
European Social Fund



Poet in the City

Women participated in poetry workshops with an external facilitator as part of Poet in the City a project. This project was called 'Herstory' which highlighted the personal stories of women's rights in the UK. 7 service users were part of the programme and were able to contribute pieces.

3 women participated in another Poet in the City programme about feminity in partnership with Born Lippy.

We sincerely thank our longstanding partners.....

Lindsay Hannon who facilitates Positive Notes Singing Group.

Sally Roach who facilitates Mindful Wellbeing.

Finance Report

We have had a difficult year due to the ongoing Covid-19 crisis, however we have managed to secure some short term grants alongside our multiyear grants, which have ensured our services could continue to reach as many vulnerable women as possible.

We have spent some time this year reviewing our Finance Strategy and have created a detailed plan to ensure the organisation can achieve its income generation targets as we develop and grow. We recognise the need to invest in new posts to support fundraising and our subsidiary company particularly as we move into the final years of two of our largest multiyear grants.

We now have a trading subsidiary, Keystone Wellbeing Services CIC which we have taken time to develop this year, ensuring the correct governance arrangements are in place as we prepare to formally launch in the coming year. We are excited to develop this company and view it as an integral part of our finance Strategy to diversify our income streams. This is a legal entity completely separate from Tyneside Women's health with the sole purpose of generating an income through counselling services and training. All surpluses will then be donated back to Tyneside Women's Health. We are excited to turn this into a success and ensure the charity is less reliant on grant funds in future years.

We wish to also thank our service users who work as part of Craftscape and who have made hundreds of creative items for sale this year, which has generated additional income. We look forward to large scale fundraising events restarting next year which form a key part of our ability to generate unrestricted funds and have been a miss during the pandemic.

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

Yours sincerely

The Members of the Finance Sub Group of the Board of Trustees



**NATIONAL
LOTTERY FUNDED**

LLOYDS BANK FOUNDATION

England & Wales



Alliance CCG



**NORTHUMBRIA
POLICE & CRIME
COMMISSIONER**



**Gateshead
Council**



**Newcastle
City Council**

The Women's Fund and the Covid-19 Response & recovery Fund at the

Community

Foundation serving

Tyne & Wear and

Northumberland



ROSA SMALLWOODTRUST

**The 29th May 1961
Charitable Trust**

**THE JOSEPH STRONG
FRAZER TRUST**



Enterprise
Development
Programme



**BLUE STONE
Collaborative**

NORTH EAST AND NORTH CUMBRIA

Suicide Prevention

NETWORK



educationGateshead
raising achievement for all

**THE
FORE**

Accounts 21/22

Tyneside Women's Health

Statement of Financial Activities for the year ended 31 March 2022

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		2022	2022	2022	2021
				£	£
Receipts					
Grants	Notes 4	29000	285403	314403	381923
Donations		1225		1225	1612
Fundraising		3459		3459	1289
Other Fees & Refunds		3952		3952	9856
Bank Interest		582		582	0
Total Receipts		38218	285403	323621	394680
Payments					
Salaries	2		169849	169849	173942
Staff Travel & Training			360	360	0
Group Work & Activities		11	12782	12793	13995
Office Expenses		1250	12536	13786	13552
Premises Expenses			55827	55827	68200
Governance Costs	3		9065	9065	11552
Depreciation		45		45	56
Total Payments		1306	260419	261725	281297
Surplus / deficit for the year		36912	24984	61896	113383
Net Movement in Funds				0	0
Funds at 1 April 2021		134690	103452	238142	124759
Funds at 31 March 2022		171602	128436	300038	238142

Meet the Team

The Staff Team

Clare Armstrong	Sessional Worker
Lucinda Boocock	Mental Health & Wellbeing Worker
Sophie Burke	Mental Health & Wellbeing Worker
Amy Burns	Mental Health & Wellbeing Worker
Bailey Hillman	Mental Health & Wellbeing Worker
Mandy Johnston	Business Administrator
Charlotte Lowery	Mental Health & Wellbeing Worker
Ann Mabire	Mental Health & Wellbeing Worker
Stephanie Mann	Mental Health & Wellbeing Worker
Joanne Pearson	Counselling Coordinator (until June 2021)
Layla Priest	Mental Health & Wellbeing Worker (until June 2021)
Maria Raun	Sessional Worker
Elaine Slater	Chief Executive Officer
Megan Steele	Sessional Worker

The Volunteer Team

Sandra Coleman - Counsellor
Phillippa Connor – Counsellor
Juliana Da Cunha – Counsellor
Joan Davis – Counsellor
Katrina Kemmerzehl – Counsellor
Shezu Khatun – Counsellor
Audrey Linden – Counsellor
Ann Mabire - Counsellor
Anna McCall – Counsellor
Katie Robinson – Counsellor

Sincere thanks to our service users who have provided reiki sessions, and delivered peer support groups.