



Women's Health In South Tyneside

Annual Review September 2015

Letter from the Chair

We have made significant progress over the year, extending the premises, developing projects aimed at the most excluded groups of women and improving partnership working.

We have achieved a lot this year. The extension work is completed and we now have more training rooms, consultation rooms and office space. We were delighted to have Tamara Taylor, English Rugby International player, Faye Cunningham and Stella Matthewson, Mayor and Mayoress of South Tyneside in attendance to launch the extension in March. This is an exciting time for us as we can now concentrate on developing the services we offer and working with more agencies to address the needs of the most excluded groups of women.

It is with credit to the staff team that they worked enthusiastically throughout the 6 months of upheaval during the extension work. Counselling services were relocated to Escape Intervention Services and we are very grateful to (Lynne Yousef) for the welcome we received.

We have supported 1,090 women this year through counselling services, Personal Development and Health and Well-being courses and Volunteering. Over 250 different women a week have attended WHiST.

While we have secured funding for the Counselling Services and Crèche provision this year we will also see funding through the Clinical Commissioning Group coming to an end in October

and we are working to avoid the potential impact that this will have upon the crèche and the Counselling project.

The volunteer project is going from strength to strength. Our volunteers are involved in the Bam Sisterhood project working with the Angelou Centre to put monthly cultural events on here at WHiST. They have also received training to set up a Listening Ear service which will be introduced in September.

We have developed a Long Term Conditions support group which meets fortnightly and is a very popular service with very positive feedback from women attending.

One major change this year saw the retirement of Pam Young Counselling Services Coordinator Pam had been with us for 18 years building up the counselling services to its current levels. Pat Bond also retired as a volunteer counsellor having been with us for 10 years. Both are a miss. We have appointed a new staff member as Counselling Coordinator Leila Laghmouchi who was previously a volunteer with us.

We are also proud to have received a regional project winner award from NIACE (National Institute of Adult Continuing Education)

We have worked to strengthen the Governance of the organisation

and we are currently improving our database. This will help us to produce the evidence of the effectiveness of the services we offer and will in turn help us to sustain the organisation.

In the coming year we intend to continue to strengthen the organisation by receiving training for trustees, updating our strategic and business plans and diversifying funding. We are looking at different ways of working to introduce more provision for younger women, physically disabled women and women from different cultures and we are planning to have more agencies using the resources available at WHiST.

Ruth Berhely

WHiST Chair





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Aims & Objective

WHiST is a registered charity and company limited by guarantee, it was established in 1985 to 'improve the health, well-being, education and quality of life of women'. We are committed to offering gender-specific services that are open to all women over 16, irrespective of class, sexual orientation, ethnic background or disability.

Our values are key to achieving the following outcomes for women:

- Promote independence, choice and control over their lives
- Increase knowledge and skills
- Improve physical and mental health awareness
- Improve access to services
- Promote social inclusion
- Improve confidence, self-esteem and well-being

We offer a wide range of "Wrap Around" services offering mental, physical and emotional support in a safe, confidential and non-judgemental environment that encourages equality, independence and empowerment. We place importance on continuing to work with women who are well, in order to help them stay that way. We encourage women to take control of their own health and decision making by supporting them to choose their own route through services to suit their changing needs and supporting them to access services in the wider community to assist their progression.

Our services compliment local and Government plans and priorities.

We work to achieve our aims by providing the following services:

- **Counselling**
- **Personal development courses**
- **Therapeutic courses**
- **Volunteering opportunities**
- **Listening ear service**
- **Crèche**
- **Support groups**
- **Drop-in sessions**
- **Exercise sessions**
- **Information, advice & guidance**
- **Library**

Why a Gender specific organisation?



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In the UK and across the world, despite progress, women own less, earn less and have proportionally less power in decisions that affect their own lives and the wider society. Levels of gender based violence remain high, and gender stereotypes continue to limit what women (and men) can be and do.

The last few years have seen increasing pressures placed on gender specific organisations to work with mixed gender. Some agencies, including funding agencies have subtly nudged women's agencies to deliver to men. In some cases where this has happened, agencies have collapsed, resulting in fewer services for women who are in most need. WHiST increasingly experiences this pressure.

Funding allowing, WHiST will continue to retain its core values in the future and deliver women only services in a gender specific person centred model. We know through experience and research findings that a gender specific model works well for women. This report illustrates the ways in which women have benefited from accessing the services, indeed some women (109) report that they have stopped taking prescribed medication having found other ways to manage their condition/circumstances as a result of accessing WHiST. Our Wrap Around service is popular and effective. This model of delivery has been proven to empower women, to enable them to move on and make informed effective decisions about their lives.

Wrap around provision is effective for women. For more information see Showcasing Women; Women Centred Working Centred Solutions.

“A ‘one stop shop’ approach that offers a wrap-around set of support services to women can make a huge difference to them at the most vulnerable points in their lives. For example, the Institute of Criminal Policy Research’s report on women’s community services for offenders found that these services are highly valued by the women who use them. They appreciate the range of support they received – emotional and practical help, peer support and access to a range of services.”

“Women centred solutions should appeal to heads as well as hearts...

There is compelling evidence that women centred ways of doing things can benefit statutory agencies and voluntary bodies – and ultimately save the public purse millions.”

Women Centred Working Centred Solution:
womencentredworking.com

Counselling Services

Review Of The Year

The year has been eventful. During the extension period counselling services were relocated to Escape Intervention Services a mixed gender organisation. We would like to thank Lynne Yousef for her support and the welcoming atmosphere she created for us during this period. It is interesting to note that attendance dropped significantly during this period and picked up again once services were back at WHiST. Again due to the period of upheaval we saw 20 fewer women accessing the service during the year. We also had some very significant staff changes.



Pam Young Counselling Coordinator (pictured on the left) retired in October having worked with us for 18 years we wish her a happy retirement. Pam was a highly valued staff member building up our counselling services from a few hours a week in 1996 to current levels of offering 30 hours a week with up to 16 volunteer counsellors as part of the team.



Pat Bond (pictured on the left) also retired from WHiST. She was a long-standing volunteer counsellor working with us for 10 years. She continues to work on research projects and remains involved with Newcastle Counselling Association.



New staff member Leila Laghmouchi was appointed in March.

- We have supported and supervised **14** volunteer counsellors
- Volunteer counsellors offered **1,112** hours of counselling to **132** women
- We supported **43** new women, this is **20** women less than last year due to building extension work
- **23** new women receiving counselling also accessed other services at WHiST
- **70** women received an initial pre counselling assessment
- Referrals from NHS routes have increased two fold during the year

Women accessing counselling were dealing with the issues below. On average the women were dealing with **5** different issues, reinforcing our understanding that women accessing WHiST are dealing with complex and enduring circumstances. Violence and abuse, anxiety, depression, bereavement and loss are the most frequent issues dealt with.

Issues faced by women requesting counselling



Numbers of women facing the issue is illustrated

- Both Counselling Coordinators, Teresa Martin and Leila Laghmouchi are qualified counselling supervisors, enabling us to offer more supervision in house.
- Group supervision has been established and is working well.
- We are developing same sex couple counselling as one our volunteers recently qualified in this area.
- We have improved access for disabled women.

Future Developments

We are exploring group provision as a stepping stone once counselling has ended in response to feedback we have received from users.

"I am getting more interviews for jobs now - had 3 since counselling ended 2 weeks ago"

I would recommend WHiST's counselling service a thousand times over and a thousand times again. The counsellor really listened to me and got my difficulties. I did not feel patronised but I did feel challenged and supported to face those challenges with her compassion and sensitive approach. WHiST has been a lifeline for me being able to use the counselling crèche and drop in service alongside the crèche for a much needed break. Thank you to everyone who volunteers at WHiST to keep it running. You really do make such a difference to people's lives"

"Having the time to build up trust with the counsellor made all the difference. We got to the core of the problem & it was then resolved. I am so grateful that I have been able to have counselling here. The venue feels so safe and comfortable. The counsellor was excellent obviously very experienced & knowledgeable as well as totally non judgemental. I now feel that I can begin to LIVE my life, plan for the future & ENJOY. PS I am already noticing that I can better help others so the benefit is far reaching."

"I have been so lucky. I can challenge my thoughts and be aware. It is tragic that other people are not allowed this long term deep help. I love my life and value myself now. I am off meds."

Courses

Review Of The Year

We have continued to deliver courses funded in the main through procurement with BES (Business Employment and Skills) funding from the WEA (Workers Educational Association) and raising additional funds from trusts and charities. The number of courses we offered was affected by the building work from October 14 to March 15.

Achievements

We are proud to announce that we received an award from NIACE (National Institute Adult Continuing Education) as the Adult Learners' Week Project Award winner for the Northern Region, which covers the North East, North West and Yorkshire and Humber region.

Over the year we have delivered the following

- **352** women accessed **492** places on courses throughout the year
- We offered **50** courses covering **17** different subjects, some courses such as Anxiety Stress and Low Moods were run **3** times during the year, others ran twice, some ran once.
- We offered **14** different workshops, these have proved to be an excellent stepping stone for women to try things out before committing to a course.
 - Two courses were accredited leading to certificates these were Assertiveness and Confidence Building and Volunteering Skills.
 - **11** women will receive certificates at level 1.



Future developments

In the coming year we plan to focus on developing more partnerships and we hope to establish courses at WHiST delivered by other partner agencies

We will continue to focus on involving more women from the most excluded groups, these are younger women, disabled women and women from different cultures we will work with other agencies to avoid duplication and address gaps.

We have developed Versatile Voices a new course led by one of our valued disabled volunteers.

We have supported this volunteer to gain teaching skills and qualifications and with her future involvement and in consultation with the group we hope to develop more support in the coming year.

Health, Wellbeing & Personal Development Courses.

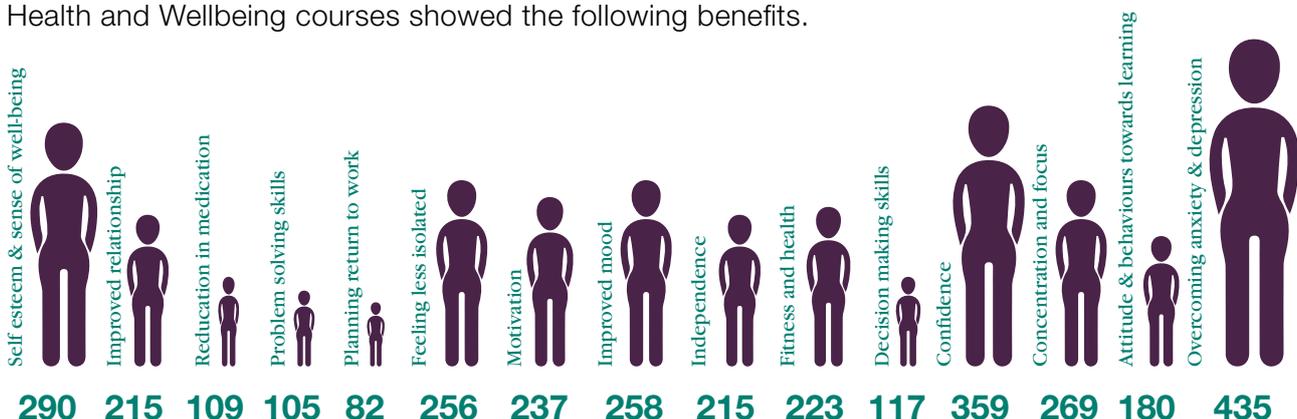
All of our courses are evaluated, we value feedback from participants as this helps us to make improvements and to build on what works well. We also ask what women want to progress into and this helps us to plan different courses and signpost women to other agencies.

Women make progress at WHiST, some go on to volunteering, some find employment and some continue their learning. The benefits of attending the courses can be far reaching and women report that courses have helped them to overcome anxiety and depression, build their confidence, improve their health and well-being, overcome isolation and improve relationships. Courses such as Managing Long Term Conditions have helped women to use their medication more effectively and manage their conditions in a different way. **109** women doing courses have reported a reduction in taking prescribed medication as a result of finding different ways of managing their condition/circumstances.

Comments from learners

Listening Ear April 2015	Before starting the course I had low self esteem and lacked confidence, Now I feel positive and confident. The course and being at WHiST as a whole, has helped me to overcome personal barriers and I have been able to find a new job. I have made life changing decisions and feel happy with life.
Listening Ear April 2015	I am improving my English, I meet new people and I get more confident. I will also start volunteering as a tutor assistant.
Mindfulness April 2015	It has helped me to relax and think differently. I approach problems in a different way and use mindfulness to help me. It has lowered my blood pressure considerably since starting the course.
Relaxation April 2015	I have been able to practise relaxation at home following the taught methods and it has been very helpful for my wellbeing. It has significantly improved my anxiety and my sleep pattern.
Managing long term health conditions Sept 2014	I exercise more, socialise more, it's very informative
Managing long term health conditions Sept 2014	It has helped me to look after myself, pacing myself and raising awareness
Gardening Sept 2014	It has helped me socially as I have depression and it has given me a reason to leave the house and mix with others
Creative Writing April 2015	Increased my confidence and my self respect
Assertiveness Jan 2015	I have increased my confidence and learned new skills to deal with everything, especially life situations that I used to struggle with.
Active for Life July 2015	I am disabled and its helped me enormously

490 completed evaluation forms from Personal Development and Health and Wellbeing courses showed the following benefits.



The number of women reporting is shown on the grid.



Volunteering

Review of the year

As a result of funding secured from the BLF (Bif Lottery Fund) we have continued to offer supported volunteering opportunities. Our team of **45** volunteers have offered over **1500** hrs of volunteering, excluding the counselling volunteer time. We have changed and improved the volunteering skills training course it is now delivered for **20** weeks as an accredited course. Volunteers now have their own office space in the extension and are taking on more administrative tasks.

What our current volunteers do:

- Coffee bar/drop-ins
- Complementary therapies
- Fundraising
- Counselling/ listening ear
- Tutor assistants
- Course tutor
- Walk leader
- Peer support
- Networking e.g. attend forums
- Welcome new women
- Awareness raising and events
- Library
- Book club



Achievements

- We have supported **45** volunteers, of which **10** are new. These volunteers are supported to provide services to other vulnerable and isolated women in South Tyneside.
- Volunteers provided Tutor support for **64** courses and workshops
- **8** Volunteers progressed into employment
- **90** women attended our 'Meet and Greet' appointments to introduce them to the project, provided weekly by **6** different volunteers.
- **96 coffee bar** drop in sessions were attended by over **100 women a week**
- **8 volunteers** have progressed into employment and additional volunteering roles within the wider community.
- The diversity of the volunteer group has developed with more women volunteering from different cultural backgrounds and an increase in volunteers who identify as living with a disability.
- **339 different women** attended courses, workshops and events supported by volunteers as tutor assistants
- Events this year have included a hugely successful **International Women's Day** event attended by a number of partner organisations and local women, a **Winter Fair**, **World Mental Health Day** taster event and celebration events.
- Planning and development tools created by the volunteer team have been shared during **Thinking Together Days** with the staff and management committee.
- Volunteers have continued to raise awareness of the project and its services with our partner organisations and in the wider community regularly going out with **stalls and information** to highlight our services and their benefits for women.
- Over **£5,000** has been raised by volunteers this year to support WHiST members. This has included **£430** raised at our summer Fayre and **£2049** at our Asda charity bag pack.
- The volunteers now have their own office space in the extension.

Future developments

The volunteers are developing new services and projects this year including BAM! Sisterhood. A community led digital archive project that focuses on the cultural, social and political heritage of Black, Asian, Minority Ethnic and Refugee (BAMER) women in the North East. This is being developed with the Angelou Centre and events will be held regularly throughout the coming year.

A Listening Ear service is to be launched with a team of volunteers trained in this role. Volunteer counsellors and our Counselling Coordinators have been involved in developing the service and training other volunteers. The service will support women in distress or with complex needs to identify their immediate needs and access further support services at WHiST and in the wider community.



Partnerships & Collaborative Work

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We have worked in partnership and collaboration with other agencies in order to offer and improve services for women.

We have developed a gardening project with the women's Hub and we are pleased to have some raised beds in place for vegetables

“Northumbria Community Rehabilitation Company is proud of the partnership forged with WHiST over recent years, providing a safe, stimulating and empowering environment for women who attend the Community Hub. There are numerous examples of women who have been nervous and reluctant to walk through the door for the first time, only to grow steadily in confidence and self esteem, supported by other women with similar life stories and by a dedicated staff group from Northumbria CRC, WHiST and Changing Lives , and who have gone on to make the most astounding changes to their lifestyles and prospects as members of the wider community”.

*From Gail Coulthard Integrated Offender Management Team
Manager Northumbria Community Rehabilitation Company*



“Changing Lives are thrilled to be entering their third year of partnership working with WHiST, which provides excellent opportunities for local women in beautiful, therapeutic surroundings”.

Lisa Boyack Service Manager Changing Lives: for Women

“WHiST plays a valuable role in delivering services to women living within the borough of South Tyneside. WHiST have participated in networks and the delivery of services in line with Public Health Priorities. WHiST deliver successful projects such as their work around asthma, they are currently offering support around long term health conditions. They play an active role within ‘a better u’ which is South Tyneside’s nationally recognised work focussed on self-care. We embrace this work and the collaborative nature of our relationship with them.”

Amanda Healey Director of Public Health.

We have worked in different ways with different agencies including

- Apna Ghar
- Angelou Centre
- Bridges Community Bank
- Citizens Advice Bureau
- Changing Lives
- Museums Services
- Northumbria Community Rehabilitation Company
- Northern Open College Network
- Probation Services
- Rape Crises Tyneside and Northumberland
- Workers Educational Association

Future developments

We are planning to continuing to develop partnership and collaborative work in the coming year to increase services and broaden the involvement of the most excluded women.

We plan to continue to support the Long Term Conditions group, introduce more activities aimed at younger women, disabled women and women from different cultural backgrounds.

We have participated in Forums including

- A Better U
- CCG and Public health initiatives
- Domestic Violence Forum
- Healthnet
- Healthnet Core Group
- Womens Network

Finances

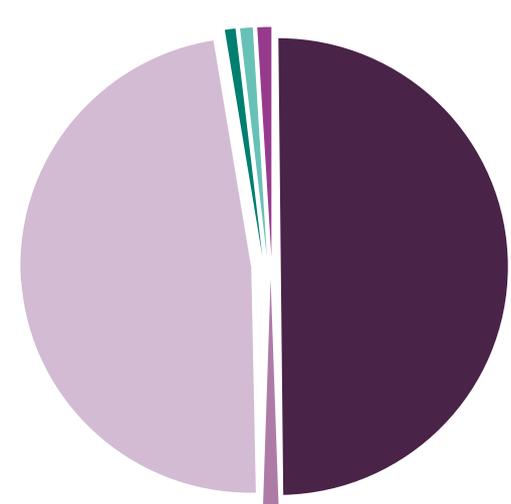


Income & Expenditure

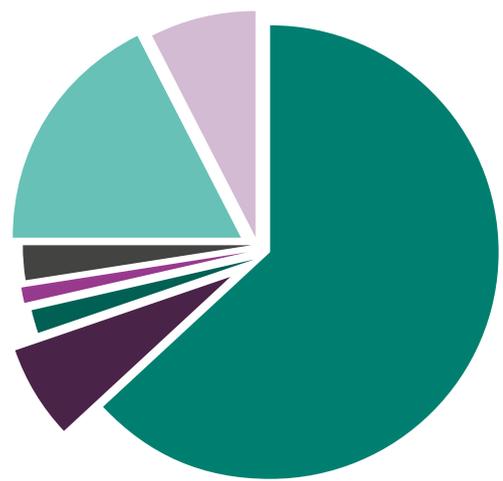
April 2014 to March 2015

Fundraising

During the year we made 32 applications for funding and procurement, we are pleased to report that we saw a 53% success rate



- Funders Restricted **£286,396**
- Funders Unrestricted **£6,045**
- Funders Capital **£266,238**
- Small Grants & Donations **£4,808**
- Sundry Income **£10,078**
- Fundraising & Donations **£11,912**



- Salaries **£197,892**
- Tutors & Course Costs **£20,244**
- Training & Staff support **£5,212**
- Coffee Bar **£3,815**
- Sundry Expenditure **£8,117**
- Utilities & Building Maintenance, Insurance **£54,766**
- Professional Fees **£22,643**

We are very grateful to the following funders for their support enabling the delivery of services.

- South Tyneside NHS CCG
- South Tyneside Adult Services
- The Willan Charitable Trust
- South Tyneside Business Employment and Skills Service
- Coalfields Regeneration Trust
- Community Foundation (Various Funds)
- Changing Lives
- The Big Lottery Fund
- The Clothworkers Foundation
- Christ's Hospital in Sherburn
- Garfield Weston Foundation
- Port of Tyne Community Action Fund
- William Webster Charitable Trust
- Northern Lights Foundation
- Catherine Cookson Trust
- South Tyneside Keep Fit Association



With Thanks



Committee Members

Ruth Berkley

Chair

Jeanette Telfer

Vice Chair

Irene Baines

Treasurer

Avril Pollard

Secretary

Norma Richardson

Ann Stewart

Pat Russell

Donna Di Stefano

Kate Bull

Councillor Joyce Welsh

Councillor Tracey Dixon

Staff Team

Angela Oxberry

Chief Executive Officer

Corinne Devine

Volunteer Coordinator

Joy Nancarrow

Volunteer Coordinator

Pam Young

Counselling Coordinator (Retired

October 2014)

Teresa Martin

Counselling Coordinator

Leila Laghmouchi

Counselling Coordinator

(Appointed 30th March 2015)

Angie Loraine

Development Worker

Sylvia Hawkins

Finance/Admin Worker

Wendy Akins

Admin Worker

Gell Kay

Senior Child Support Worker

Debra McBride

Child Support Worker

Tutors Delivering Workshops & Courses

Alison Douglas - Allinson

Caroline Maidment

Carolyn Henzell Hill

Corinne Devine

Ethel Ramsey

Jenny Orr

Joan Judd

Julie Elliott

Julie Mohamad

Meg Cargill

Nikki Carter

Pat Russell

Ros Day

Ruth Gowland

Sofia Khan

Suzanne Irving

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