



womankind

bristol women's therapy centre

Annual Review

2016-2017



Contents

Who we are	3
Mission	3
Values	3
Organisational aims	3
Provision	3
Chair's report	4
Clinical services	6
Volunteer support services	12
Statistics and outcomes	14
Financial summary	16
Acknowledgements	18



Who we are

Womankind is a registered charity and a company limited by guarantee. The organisation was founded in 1986 and since that time has provided a range of services for women with mental health problems in the Bristol area.

Mission

To help women improve their mental health and well-being. Our hope and belief is that because of our help, women will experience a better quality of life, participate more fully in society, enjoy more fulfilling relationships and be better able to care for themselves, and where appropriate, their families.

Values

- Womankind exists to enable women to define their own mental health needs.
- Womankind aims to improve the quality of women's lives by helping them to become less dependent on mental health and social services.
- Womankind aims to make its services accessible to women on low incomes.
- Womankind recognises that the roots of women's difficulties are often linked to personal life histories. We also recognise that the social and political environment in which women live affect their mental health.

Organisational aims

- To provide ongoing support, professional therapy and therapeutic environment that is either free or affordable to women living in Bristol or the surrounding area.
- To increase the availability of psychodynamic therapy in the Bristol area by providing training and support for therapists.
- To enter into partnerships and working arrangements with other organisations to maximise the availability of support for women.
- Through judicious use of funds, to ensure our services provide best value.

Provision

Clinical services

- Group therapy • Counselling • High intensity therapy

Support

- Befriending • Telephone helpline

Training and supervision

- Volunteers • Professionals

Chair's report

In the face of limited resources, **Womankind** has once again proved to be a very resilient organisation. Over the year, we have provided a specialist and unique service to Deaf women, transgender women, refugees, trafficked women and asylum seekers as well as many survivors of domestic abuse, rape, sexual assault and childhood sexual abuse. We have supported 496 women through our face to face service and have responded to 4,524 helpline calls. Women contend with difficulties related to poor mental health, disability, financial hardship, isolation, language barriers and relationship problems – a most vulnerable and disadvantaged group in our community.

The charity continues to operate in challenging times with dwindling resources and an ever increasing number of women seeking our help. We have been working at full capacity and have extended our service to work in different outreach locations. With more resources we could go even further to meet the challenge of helping more women with mental health needs. In particular, we are committed to developing a dedicated service for young women to respond to the large number of enquiries for support from this group.

The Womankind business plan was devised following a strategic review and planning day that took place in October 2015 to cover proceedings over three years. This contains clear objectives aimed at improving and developing our services and has been regularly reviewed and updated by the Trustees.

In addition to receiving statutory grants for commissioned services, the organisation has secured grants from the following sources:

- Comic Relief and The Henry Smith Charity to support women survivors of abuse and exploitation including refugees, asylum seekers and trafficked women.
- The James Tudor Foundation and The Lark Trust to provide counselling to Deaf women.
- Somerset and Avon Rape and Sexual Abuse Support for women's rape and sexual abuse counselling as part of Bristol Sexual Violence Consortium (funded by Safer Bristol).
- Quartet Community Foundation for a pilot therapy group for transgender women.

The main areas of charitable activity are the provision of a telephone helpline, a befriending service, therapy groups, high intensity therapy and individual counselling. A full account of these high quality and wide ranging services is given elsewhere in this report.

Our volunteers are the backbone of Womankind and without them we would not be able to help as many women. We have provided volunteering opportunities to 50 women who receive training, support and supervision. We are proud that our volunteers are equipped with new skills and experience which increases their opportunities in the work place.

The experienced staff of Womankind can never be praised highly enough. The work is demanding and complex, yet our staff and sessional workers maintain a welcoming, good humored and supportive environment. We appreciate them and thank them most sincerely.

The Trustees of Womankind bring a wide range of experience and skills including psychotherapy, clinical governance, HR, social work and safeguarding, equality and diversity, leadership development, fundraising, finance and accountancy. These women form an integrated committee with extremely good working relationships. I should like to thank them for the time they give to Womankind.

On behalf of the Trustees I would like to thank the generosity of our funders and donors on whose support we rely. They are named on the acknowledgements page.

We are very proud of our successes and are fully committed to improving and developing the high quality work provided by Womankind.

Melody Brown, Chair

Clinical services

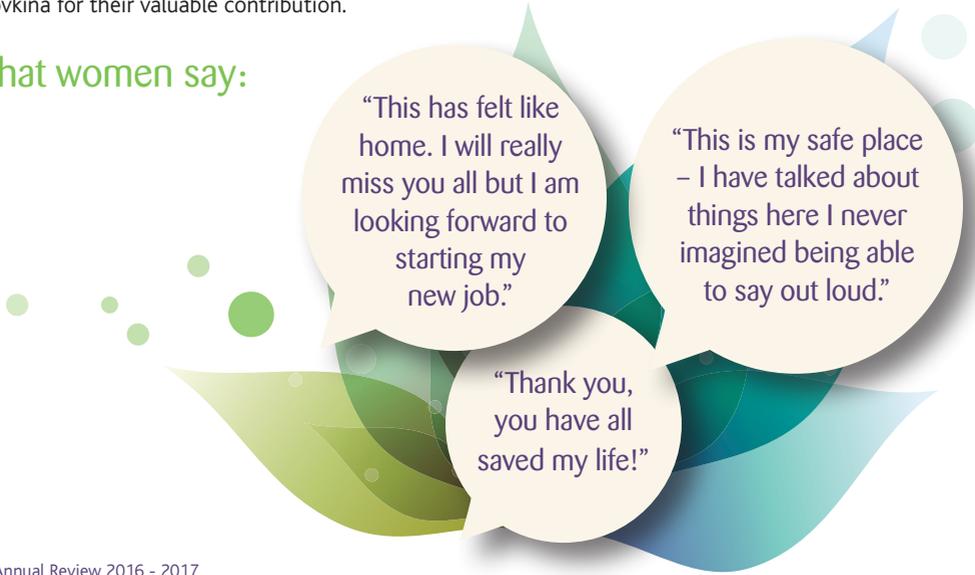
Group therapy

The four open-ended weekly therapy groups offer huge benefits and provide longer term support for women who have mental health issues and histories of abuse. In the safe environment of the group, members can take the time they need to work through difficulties together. Many women struggle with the trauma of their early years including childhood sexual abuse, neglect and violence. Finding a language that enables women to put words to their feelings so that other group members can understand what has happened to them can be very empowering. The process of being listened to and understood lessens feelings of isolation. The stable and secure nature of the groups enable the women to feel they belong and can trust others, which helps them grow in strength and capacity. Women leave the group when they are ready and feel able to manage their lives again.

In February 2017, we set up a pilot group for Transgender women. Feedback from women we assessed for the group reveals that whilst there are general groups for LGBT+ communities, there is nothing specific for trans women who have welcomed the opportunity to get tailored support in a women only setting. The group offers a safe, non-judgemental and confidential space where women can talk about their journey as trans women and their current difficulties. It provides regular support to individuals who are struggling to find a sense of belonging in the community and feel isolated and socially excluded. The group is the first of its kind in this area and is supporting individuals to manage the problems they face and to build their resilience. This new provision fills a gap in current services and supports people who are stigmatized and often subjected to discrimination and abuse on a daily basis.

Alongside our group therapy programme, Womankind offers support group sessions including “Baby & Me” and “Healthy Relationships”. These groups are for mothers attending Children’s Centres in South Gloucestershire. All these groups tell the success stories of many courageous women and we thank our therapists, Diana Brown, Deb Howard, Vicky Riddiford, Rosie Thoburn and Natasha Vdovkina for their valuable contribution.

What women say:



“This has felt like home. I will really miss you all but I am looking forward to starting my new job.”

“This is my safe place – I have talked about things here I never imagined being able to say out loud.”

“Thank you, you have all saved my life!”

Counselling

Womankind's counselling service continues to be in great demand. It is an extremely well-used resource, supporting diverse groups of women from all areas of the city. We receive many direct contacts from women seeking help, alongside the considerable number of referrals we receive from GP's and other health care professionals. The Helpline is the main referral point and can support women whilst they are waiting for a service.

All women are initially offered two assessment sessions. These are to help both the client and the therapist to gain an understanding of the key difficulties. Enabling women to make sense of the underlying causes of their distress is the beginning of their recovery. The women we currently see present with ever increasing levels of complexity. It demonstrates how important is it that Womankind is able to offer six month contracts to clients and to be able to offer them a real opportunity to work through some of the most troubling aspect of their lives. There is also a three month follow up appointment for women after they finish counselling which allows us time to think with the client about what has been achieved and if any other kind of support is required.

Our latest evaluation shows that 86% of clients expressed satisfaction with the service and 78% indicated an improvement in their mental health and well-being. 89% of women also reported an improvement in their relationship with their children. We are aware that the quality of the relationships experienced when we are children have a profound effect on the kinds of relationships we form as adults. So it is especially rewarding to hear that increasingly women are managing and enjoying their experience as mothers.

Thanks to the counsellors who have worked in the service this year, Diana Brown, Erica Lanigan, Yael Ben-Akiva, Ailee Breakspear and Hazel Millar.

As well as our general counselling service, we provide a high intensity service for women referred by both Bristol and South Gloucestershire Wellbeing Therapy Services. We can normally offer women up to 12 sessions of 1:1 therapy, counselling or EMDR. The majority of the women we are seeing within this service have complex needs with histories of abuse.

What women say:



"I no longer have troubling thoughts or any desire to end my life, which feels great."

"I now know how to get help and how to allow others to enable me to deal with problems."

"Time to talk has helped."

Specialist Sexual Violence and Abuse Services

Womankind works in partnership with a consortium of agencies including Somerset and Avon Rape and Sexual Abuse Support Service (SARSAS), the Green House, Barnardo's BASE and The Southmead Project. The Bristol Sexual Violence Consortium was set up in April 2015 and provides a range of specialist services for male and female survivors. Womankind's counselling service supports women who have experienced childhood sexual abuse, rape or sexual assault. Many of the women have had their lives shattered as a consequence of sexual violence and the counselling needs to be very gentle and sensitive to help them recover and cope with what's happened to them.

A key aim of the consortium is to develop our work together and improve services for survivors. We are delighted to report that we have been awarded funding from Lloyds Foundation for a new Innovations Manager who will start in July 2017.

What women say:



"I have returned to work and to my full time hours, I also have more strength not to return to self-harm. Thank you."

"I have fewer nightmares."

"I am just more positive about my future."

"I feel I can be stronger, more positive and can keep going for my kids."

Safer Women's Project

This project funded by Comic Relief and Henry Smith Charity is aimed at supporting women who have suffered abuse and exploitation.

In this first year, the project has really flourished. We have received large numbers of referrals and outcomes have been very good. We have been successful in reaching 'hard to reach' groups of women who are trafficked or fleeing war torn countries and have arrived in the UK in a whole range of different and often very risky ways. Some end up doing unpaid or very low paid domestic work. Others are forced into the sex industry. Over the year, we have worked with more women who have come from Eastern Europe. They tend to be young women, many of whom have been trafficked for sexual exploitation.

We have been increasingly successful in reaching this group of women. This is in part due to networking with GP's and other voluntary groups around the city which work with these women but it is clear that it is also down to word of mouth. Womankind has become a safe place for these women to approach.

The types of referrals have been varied and this diversity includes the difficulties that women are presenting with in addition to their ages, backgrounds and cultures. We have worked hard to make ourselves accessible to different groups of women and the numbers of women accessing the service reflect this. The therapists working directly with clients are from different cultures and backgrounds. It is this kind of commitment within our organisation to working on and with difference that is reflected in the women approaching our service.

Feedback from the women we have seen so far shows that they truly value this service. Many of them are suffering from post- traumatic stress which includes nightmares and very disturbed sleep, however, they make considerable efforts to regularly attend their sessions and as a result have made good progress around their recovery.

For some of the women with whom we are working, dealing with the experiences they have endured is extremely traumatic. They frequently experience flash backs and/or nightmares. We have therefore invested in an EMDR (Eye Movement Desensitization and Reprocessing) training for two of the therapists working in the project. This way of working is particularly aimed at dealing with unprocessed trauma. The aim is to enable women to 'unfreeze' their memories to enable them to be processed in a more usual way.

Some statistics evidencing the success of the project:

- 82% of women were more aware of risk to themselves or their children.
- 85% of women felt better able to keep themselves safe.
- 78% of women felt less depressed and/or anxious.
- 85% had a reduction in levels of post-traumatic stress symptoms.

The work is often very moving with clients speaking of their gratitude to their counsellors. For some women it is the first time they have experienced a relationship with somebody who is genuinely interested in them and wanting what is best for them.

Our thanks go to the counsellors who have worked in this service, Diana Brown, Aine Bourke.

'What women say' about this service overleaf...

What women say:



"I feel more able to recognise the signs of danger now."

"My counsellor is a fantastic person, a special person. A strong woman, I feel her strength in me now."

"I felt the counselling fitted me because I was really heard and my situation was truly acknowledged."

Service for Deaf Women

Deaf clients bring similar issues to counselling as hearing women do but their feelings are often exacerbated by communication barriers, isolation, employment challenges as well as frustration about lack of access to mainstream services, including mental health services.

The Womankind service for Deaf women has been full for the last year. The service is unique within the Bristol area and aims to meet a need that is generally unrecognised. A 2017 report by SignHealth and the Joint Commissioning Panel states that “Deaf people face the same mental health challenges as the rest of the population but experience much worse outcomes due to inappropriate or inaccessible treatment”. The guidance goes on to recommend that Deaf people should be able to access counselling in BSL without an interpreter as that can create further obstacles to good outcomes.

Deaf people find accessing both mental and physical healthcare difficult and research has shown that inappropriate services lead to worse outcomes. Womankind’s counselling service offers one to one counselling in BSL which is the preferred choice of Deaf clients and which national guidelines now recommend.

Thanks to Carrie Alexander who is both an experienced and skilled counsellor and fully conversant in British Sign Language. We must thank our funders for their continued support, making this unique provision possible.

What women say:



“I no longer feel scared of life.”

“I no longer have troubling thoughts or any desire to end my life, which feels great.”

Volunteer support services

Telephone helpline

The Helpline offers confidential listening support to any woman experiencing emotional distress in any area of her life. In-house trained volunteer listeners provide a safe space where women can express and explore their feelings without judgement.

Women call the Helpline to talk about a wide range of issues which are impacting on their ability to manage their lives on a day to day basis. During 2016-17 the Helpline handled a total of 4,524 calls. We also handled 1,340 email contacts which is a 34% increase on the previous year.

Feedback from our callers shows that the helpline makes a significant difference to women going through challenging times. It has been heartening to see that 61% of callers who used it felt an improvement in their mental health or wellbeing as a result of their call, *"When things seem unbearable and impossible, having someone to listen and validate your feelings and experiences is invaluable. The women who I have spoken to have been a huge support and aid to my personal development and recovery."*

We also receive calls from women who are feeling suicidal, or who have reached a place in their lives where they are finding it increasingly difficult to cope and don't know where else to turn. 44% of callers using the service felt that talking to Womankind had increased their coping strategies, including their ability to keep themselves safe, *"Thank you so much for helping me. I have phoned many times and you have always been so compassionate and understanding. I can't express in words how amazing this service is, you have saved my life many times."*

Many of our Helpline callers are women who are struggling with relationship difficulties. During the past year 58% of callers have found that talking to someone on the Helpline has increased their confidence in dealing with difficulties in their relationships, *"I called Womankind yesterday to talk through a conversation I needed to have. It made me feel so much calmer and less anxious in my body and mind...thank you for helping me get to a stage where I could have the conversation."*

We continue to see high numbers of women calling us as they try to cope with, and make sense of, their experiences of sexual or domestic abuse. Talking to the Helpline enables many of these women to feel less isolated with their feelings, and better able to access other services, *"Thank you for listening. I really need to talk about what I'm going through and you're the only helpline that I can talk to about being sexually abused – other helplines shut me down and won't let me talk about it. Thank you so much."*

In order to provide such a valuable service to women we are fortunate to have a dedicated and skilled team of volunteers who provide our high quality listening service. We thank our volunteers wholeheartedly.

What women say:

"The support was non-judgemental and accepting. I was given plenty of time to talk over my issues."

"It was the best listening I've ever had."

"Thank you to a woman I'll never meet who brought comfort and support when I really needed it."

Befriending service

The purpose of befriending is to provide isolated women, who are experiencing mental health problems, regular contact with a trained and supervised volunteer befriender. By meeting with them once a week for a year, the service aims to help women improve their mental health and wellbeing so they can lead more fulfilling lives.

Befrienders support women to gain in confidence and self-esteem and to alleviate isolation by helping them to build their social support networks. Befrienders also encourage and support women to become more confident and independent by helping them to make decisions, build relationships and engage in community activities.

Over the year, volunteers supported twenty women from different backgrounds, cultures and ages (10% 18-25 years, 40% aged 25-44 years, and 50% aged 45-64 years). All women who received a service reported that their quality of life and daily routine had significantly improved and they felt less isolated. Other benefits included improved wellbeing such as managing personal care and panic attacks, feeling less anxious and fearful about going out and feeling motivated and inspired to be creative. Other women told us that they no longer needed support from other services as they were coping on their own. Befrienders help women identify what they want to do and many enjoyed the benefits of taking up new activities such as joining Zumba, wellbeing and parenting classes, church social groups, and rambling. The service has given many individuals hope for a new and better future.

Womankind's service has been cited as an example of good practice at both a local and national level. It has also been awarded the Mentoring and Befriending Approved Provider Standard from the National Council for Voluntary Organisations. This quality standard is the national benchmark for safe and effective practice. We should like to thank South Gloucestershire Council who largely fund the service and all our volunteers who have made a positive difference to the lives of the women they have befriended.

What women say:

"Having my befriender has given me something to live for."

"People should know about this service more, it's far better than having a support worker because it's so much more consistent."

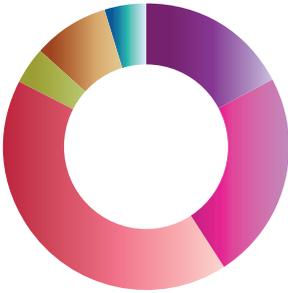
"I actually feel part of my community and it's lovely."

"I don't feel so scared of the outside world now."

"I really appreciate the support my befriender offered me and think it is a valuable service to people who are isolated from social situations and dealing with mental health problems."

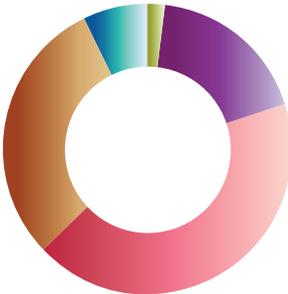


Counselling, Group Therapy and Befriending



The number of women receiving a face to face service April 2016 - March 2017

- No. of women receiving general counselling and assessments - 86
- No. of women receiving group therapy including baby and me, healthy relationship and transgender groups - 117
- No. of NHS patients referred for 1:1 high intensity therapy - 207
- No. of women befriended - 20
- No. of women seen in the Safer Women's Project including refugee, trafficked and asylum seeking women - 43
- No. of women receiving sexual violence counselling referred by SARSAS - 23



Presenting issues of women who have received 1:1 counselling or group therapy

April 2016 - March 2017

- Eating problems - 2%
- Anxiety - 18%
- Depression - 43%
- Issues related to abuse including sexual and domestic abuse, rape and torture - 30%
- Other mental health issues including bereavement, relationship problems, anger, stress etc. - 7%

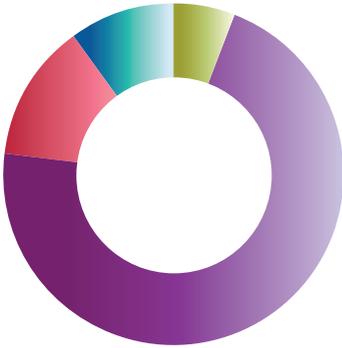
Helpline

Helpline call numbers

April 2016 - March 2017
Total: 4,524



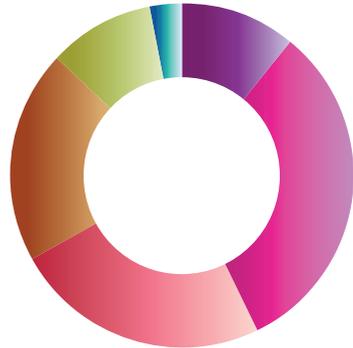
Demographic breakdown of clients receiving a clinical service



Ethnicity of women receiving a service

April 2016 - March 2017

- Mixed race - 6%
- White British/Irish - 71%
- Black, Asian or minority ethnic - 13%
- Any other white background - 10%



Age breakdown of clients receiving a service

April 2016 - March 2017

- Age 18-24 - 11%
- Age 25-34 - 32%
- Age 35-44 - 24%
- Age 45-54 - 20%
- Age 55-64 - 10%
- Age over 64 - 3%

Caller outcomes • April 2016 - March 2017

4,524 individuals received helpline support.

91% of callers who completed feedback forms were satisfied with the helpline service and would use the helpline again.

61% indicated some improvement in their mental health and well-being (e.g. increased ability to make decisions and to manage their daily tasks, keeping themselves and children safe, better able to manage a crisis situation, prevention of self-harming/ suicide etc.)

54% indicated they had a clearer idea of available options

Financial report

As at the year ending 31 March 2017, Womankind is in a stable financial position. Income for the year has increased to £327,734 (£315,473, for 2016) and Womankind has generated a surplus of £38,806.

This is due to a legacy of £30,000 received during the financial year. Additionally £12,500 income was recognised in 2017 for which the matching costs will not be incurred until the next financial year. Also £3,000 has been designated to support services to Deaf women in the 2017/18 financial year.

The principle funding sources have been statutory grants, charitable trusts, and spot purchasing as part of AQP (Any Qualified Provider).

Expenditure has been used to support Womankind's objectives of providing clinical and community support services to women with mental health issues. The main items of expenditure are clinician fees, staff costs and rent. Staff and rent costs have increased in the financial year, however clinician fees have decreased by £8,385.

Womankind has a policy of maintaining reserves of at least three months running costs to cover costs in the event of winding up the charity. At present Womankind has reserves in line with its stated policy.

Statement of financial activities for the year ended 31 March 2017

	Restricted	Unrestricted	2017 Total	2016 Total
	£	£	£	£
Income from:				
Donations and legacies	66,551	145,905	212,456	215,100
Charitable activities	-	112,569	112,569	98,676
Other trading activities	-	2,348	2,348	2,157
Investments	-	361	361	540
Total income	<u>66,551</u>	<u>261,183</u>	<u>327,734</u>	<u>316,473</u>
Expenditure on:				
Raising funds	-	7,736	7,736	7,340
Charitable activities	54,051	227,141	281,192	291,704
Total expenditure	<u>54,051</u>	<u>234,877</u>	<u>288,928</u>	299,044
Net income	12,500	26,306	38,806	17,429
Transfers between funds	-	-	-	-
Net movement in funds	12,500	26,306	38,806	17,429
Reconciliation of funds				
Total funds brought forward		<u>86,441</u>	<u>86,441</u>	<u>69,012</u>
Total funds carried forward	12,500	<u>112,747</u>	<u>125,247</u>	<u>86,441</u>

Balance sheet as at 31 March 2017

	2017	2016
£	£	£
Current assets		
Debtors	18,318	12,853
Cash at bank and in hand	<u>116,187</u>	<u>84,151</u>
	134,505	97,004
Liabilities		
Creditors: amounts due within one year	<u>(9,258)</u>	<u>(10,563)</u>
Net current assets	<u>125,247</u>	<u>86,441</u>
Net assets	<u>125,247</u>	<u>86,441</u>
Funds		
Restricted funds	12,500	-
Unrestricted funds:		
Designated funds	15,667	13,667
General funds	<u>97,080</u>	<u>72,774</u>
Total funds	<u>125,247</u>	<u>86,441</u>

Trustee's Statement

The summary of accounts are a summary of the information extracted from the full accounts which were approved on 17th July 2017 and signed on behalf of the Trustees by Louise Lacey, Treasurer. The summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of Womankind. For further information, the full accounts can be obtained free of charge from Womankind. The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Who's who at Womankind

Management Committee

Melody Brown (Chair)
Sue Isherwood (Vice Chair)
Terry Jones (Secretary)
Louise Lacey (Treasurer)
Joan Solomon
Sarah Bartlett
Gillian Carson
Lucy Downes
Moira Martin (resigned July 2016)

Staff

Kyra Bond (Director)
Rosie Thoburn (Clinical Manager)
Catherine Howells (Administrator)
Justine Rowe (Book-keeper)
Nicola Coggins
(Volunteer Service Co-ordinator)
Suzi Brooke
(Volunteer Service Co-ordinator)

Supervisors

Christine Brookes
Josie Eckoldt
Frances Fox
Sue Krzowski
Dr Judy Malone
Deborah Nash
Jacqueline Stratford
Deirdre Sutton-Smith

Counsellors

Carrie Alexander
Aine Bourke
Anita Bradford
Diana Brown
Becky Clarke
Imogen Harries
Ruth Jones
Dorothy Neal
Natasha Ndovkina

Vicky Riddiford
Rosie Thoburn

Group Therapists

Diana Brown
Deborah Howard
Rosie Thoburn
Natasha Ndovkina

Volunteers

Administration

Ayaan Aidad
Donna Clutterbuck
Lucy Standish

Befrienders

Harmesh Baines
Dawn Dickinson
Kate Evans
Emily Harmer
Sammie Hollie
Sonia Jones
Esther Kopp
Christine Lovett
Holly McCullough
Francesca Parisi
Jodi Pilcher Gordon
Sasha Rea
Marilyn Reynolds
Tess Rushton
Emily Teague
Christine Thompson
Bonnie Williams
Laura Williamson

Counsellors

Yael Ben-Akiva
Ailee Breakspear
Charlotte McEvoy
Erica Lanigan
Hazel Millar

Helpline

Melissa Blackburn
Ailee Breakspear
Jessica Carey
Clare Cutts
Eleanor Emanuel
Ruby Fowden-Willey
Rachel Hawkins-Crockford
Charlotte Holworthy
Marcella Howard
Laura Keeling
Sabrina Lee
Sally Morrison
Lateefah Ngozi
Veronica Parkes
Rae Pears
Emily Phelps
Chloe Powell
Camilla Qureshi
Kate Shelbourne
Lizzie Spencer
Polly Theedom
Leoni Van Harver
Sophie Welsman
Jocelyn Yapp

Patrons

Rev. Angela Berners-Wilson
Ms Jane Lapotaire
Professor Deborah Sharp

Funders

Statutory Funders

Bristol City Council
NHS Bristol
NHS South Gloucestershire
South Gloucestershire Council

Charitable Trusts and Donations

Badminton School Charities Committee
Comic Relief
Clifton Chiropractic Clinic
Garfield Weston Foundation
Harapan Trust
Henry Smith Charity
Integreon
Marsh Christian Trust
Nani Huyu Charitable Trust
Newby Trust Ltd
Quartet Community Foundation
The Helianthus Charitable Trust
The James Tudor Foundation
The Lark Trust
The Swan Mountain Trust
The Van Neste Foundation
Reuben Foundation
Verdon-Smith Charitable Trust
Waitrose
Wessex Water

A special thanks goes to our funders, supporters and to all those who we may have omitted to mention.



Celebrating volunteers at Windmill Hill City Farm in June 2017.





3rd Floor, Brunswick Court
Brunswick Square
Bristol BS2 8PE

www.womankindbristol.org.uk

Registered Charity No: 297258 • Company Reg No: 2136526