

Annual Report
2009 / 2010



DERBY WOMEN'S CENTRE

Charity Number: 1135743

Company Ltd by Guarantee: 07191201

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Who Are Derby Women's Centre?

Derby Women's Centre has been delivering essential support services to women in Derby and Derbyshire for over 30 years and is one of the leading providers of support and advice for women in the area. As of March 2010, we are a limited company.

We are one of only a handful of organisations in the local area who deal exclusively with women and this continues to be one of our strongest selling points. We are committed to providing a warm, friendly and non-judgemental environment in which our service users feel relaxed and at ease. Many of the women who access our services are vulnerable and do not feel comfortable seeking support elsewhere.

In particular, the counselling service is one of the most accessed services and aims to support women who are vulnerable or suffering from confidence and self-esteem issues. Recent staffing changes have opened up exciting possibilities for the future direction and development of this oversubscribed service. The range of complementary therapies has also been extended and this extremely popular service now includes hypnotherapy.

As an organisation, we are committed to developing services which meet the individual needs of our users and are continuously developing partnership connections to aid this. A current example of this is the introduction of a new service to increase employability skills and to address debt and benefit concerns. Inspired by user feedback, the Moving On Project offers a dedicated debt and benefit support service to help women who are experiencing financial difficulties or are unsure of benefit entitlements. In addition, the mentoring and employment services encourage women back into work by offering a range of workshops and 1:1 support on skills development.

Our vision

"To act as a central focus for women in the Derby area, offering services and support to empower women and improve their quality of life."

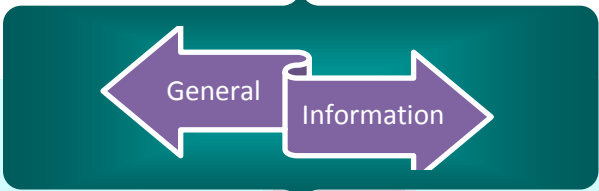
Our team is comprised of both staff and volunteers and we are extremely grateful for the on-going support from the volunteers who give up their time to ensure that the Centre runs as efficiently as possible. The majority of staff and volunteers are continually engaged in work-based learning and will have completed the level 3 Information, Advice and Guidance (IAG) qualification by the end of the current year.

Our Values

- Empowering women
- Improving quality of life for local women
- Non-judgemental support
- Increasing self-worth

Our Objectives

1. To improve the physical and mental health of women in the local area
2. To facilitate personal development
3. To relieve poverty amongst women in the Derby and Derbyshire area



Charity Name

Derby Women’s Centre

Charity Registration Number

1135743

Registered Office

4 Leopold Street

Derby

DE1 2HE

Board of Trustees

Julie Howells
(Resigned 03/10) Chair

Nasreen Quayum Vice Chair

Rachel Clarke Treasurer

Deborah Lee
(Resigned 03/10) Secretary

Hedia Aslam

Nasmin Sharief

Maureen Underwood

Alison Adams (Resigned 03/10)

Sue Lum-Wai

Francesca Coulson

Rachel Bradley

Management Team

Yasmin Nazir

Elaine Clancy

Nazmeen Nargis

Staff Members

Yasmin Nazir CEO

Elaine Clancy Counselling Coordinator

Bipandee Atwal Counselling Administrator

Elaine Robinson Activities Coordinator

Nazmeen Nargis Community Development
Coordinator

Rehana Kauser Debt & Benefit Support
Worker

Melanie Byrne Employment Support
Worker

Shabana Najib Mentoring Advisor

Mary Wright Cleaner

Former Staff

Tracey Adams Counselling Coordinator
(until Jan 2010)

Jean Turner Counselling Administrator
(until May 2009)

Volunteers

Sue

Pat

Gweno

Tomasina



Derby Women's Centre has overcome many difficult challenges in the past year which would have tested the patience of even the most committed and passionate amongst us. Thankfully, I am pleased to report that under the strong and focused leadership of our CEO, Yasmin Nazir, the organisation has gone from strength to strength and the staff and volunteers have embraced the challenges with enthusiasm and professionalism. The challenges morphed into opportunities and eventually blossomed into three new services which are designed to support women by offering information, advice, guidance and practical support on skills development; employment opportunities; debt management; benefit entitlements and where appropriate, encouragement to reduce welfare dependency.

The appointment of a new Counselling Coordinator has led to some very exciting and positive changes within the counselling service and we are pleased that we continue to be the number one choice for those seeking placement opportunities.

It is now our aim to sustain the impressive growth of this service in the light of funding challenges and secure additional income streams to help us to continue delivering services that improve the quality of life for women in Derby and Derbyshire.

During my tenure as Chair, I have been proud and humbled to be part of an organisation which began over 30 years ago. The original founders had nothing more than a passion and commitment for helping other women in the City and County by reducing social and economic inequalities.

Since then, real progress has been made and many have played their part in the evolution of the

organisation. The growth of Derby Women's Centre is evidenced in the number of additional services and the shift from Charity to Limited Company, which took place in March 2010. However, what has not changed is the original desire and passion to improve opportunities for local women.

To be part of an organisation where all of the Trustees, Staff and Volunteers are completely committed to the original ethos and aspiration of being a user led organisation delivering demand led services is a real honour and I salute all those who have played a part in the development of this organisation and its services.

We have been delighted to welcome a new Patron in Kavita Oberoi. As a leading female entrepreneur in Derbyshire, she is an extremely positive role model - especially in the Asian community - and is widely known for her involvement in the Channel 4 series, *The Secret Millionaire*. She is deeply passionate about supporting women in challenging barriers in the workplace and breaking the "glass ceiling", and this was a prominent factor in her decision to become a DWC Patron.

I would also like to express my thanks to Deborah Lee, Julie Howells and Alison Adams, who all stepped down from the Board of Trustees this year. We have welcomed new board members in Francesca Coulson, Rachel Bradley and Sue Lum-Wai.

I hope that the coming year proves to be as exciting as this one has been and that the organisation continues to go from strength to strength.

Structure, Governance and Management

Derby Women's Centre was founded in 1978 and became a limited company in March 16th 2010. The CEO is responsible for the operational delivery of the organisation to ensure that it runs as smoothly as possible. This includes overseeing the delivery of key services and monitoring performance targets to maintain the current high standards of efficiency and service user satisfaction.

In addition to this, the Board of Trustees has a significant role in shaping the strategic direction of Derby Women's Centre. There are currently eight members who meet on a bi-monthly basis and who are recruited in line with the trustee recruitment policy to ensure that they are capable of guiding the organisation both now and in the future. This year, we have welcomed 3 new trustees to the governing body.

Objectives and Activities

Our main objectives are:

- To improve the physical and mental health of women in the local area
- To facilitate personal development
- To relieve poverty amongst women in the Derby and Derbyshire area

This year saw a strong focus on the following service areas: the counselling service offering one-on-one support and treatment and Drama Therapy sessions, and the range of activities designed to tackle social isolation and improve self esteem. We have continued to develop partnership links with other organisations to enable this to happen.

The range of affordable complimentary therapies was extended to include hypnotherapy sessions.

Alongside this, the introduction of the three-strand Moving On Project has been central to our plans this year.

Strategic Planning and Development

This year has seen a full-scale review of the strategic direction of Derby Women's Centre, with reviews to assess performance and to ensure that all original aims are being complied with. Through this, we have improved our existing business plan, which will impact on our work in the next few years.

Risk Management

The governing body has reviewed the prominent risks that may affect the organisation and taken steps to ensure that these risks are as low as possible. The SWOT technique is one of the key aspects of our risk management process.

Reserves Policy

In line with the practices outlined by the Charity Commission and National Council for Voluntary Organisations, the governing body created a reserves policy in which unrestricted funds in the organisation's possession accounted for three to six months of expenditure. This was developed by the Trustees as part of the risk management approach to ensure that a shortfall does not occur.



Since its establishment in 1978, DWC has proudly maintained its role as the lead agency for providing support and services to women. Through sheer determination, a sense of commitment and a strong belief in DWC values, we have been successful in overcoming the challenges and barriers faced in the provision of essential services to vulnerable women in the City and County.

As funding cutbacks increase across the voluntary sector, we will continue to focus on our traditional values and utilize our core beliefs to improve our current services whilst actively seeking opportunities for further growth.

We are in no way complacent about the results we have achieved to date. Although we are able to look back proudly, we are cautiously aware that there is much to do if we intend to exceed and better our position.

This year has been no different to any of the proceeding years with the main priority being the need to plan ahead to secure sustainable funding in an increasingly difficult economic climate which is inevitably predicted to get tougher. In anticipation of the expected impact this may have on the delivery of essential frontline services, improvements have been made to the strategic direction and operational running of the organisation and all policies and procedures have been reviewed and adapted to reflect this.

To date we have been very fortunate in our ability to attract and retain long term volunteers who wish to support the organisation in a number of key areas. Their contribution and involvement over the years has proven to be invaluable as we believe they have equally participated in the successful progression of DWC. This year, the volunteers have taken the lead on developing a new website for the organisation, rebranding all publicity and promotional materials and for the design and

implementation of a new logo to reflect the diverse and vibrant changing nature of the centre and its service users.

Amongst the accomplishments of all our current activities, the Counselling service has triumphed above the rest in exceeding all its objectives and repeatedly moving from strength to strength following the appointment of a new Counselling Co-ordinator. As a result of the positive feedback received from users who highlight the need and importance of such a service, preparations are underway for developing the counselling service further and possible plans to incorporate a wider client base are being explored. It is worth noting that the growing success of the service is largely down to the ongoing commitment received from our Volunteer Counsellors who dedicate their time and energy in delivering a professional service tailored to meet the needs of the individual.

We persistently strive to deliver demand-led services and the introduction of the three-strand *Moving On Project* comprising of debt and benefit support, employment support and mentoring is an excellent example of our commitment to provide services that resonate with our service users in the current economic climate. I am extremely proud of the staff and their collective success in supporting women to become economically active by decreasing their dependency on government benefits and encouraging them into paid employment. This achievement is all the more gratifying in light of the barriers faced by our user group and more so when considering local, regional and national statistics on redundancies and unemployment.



The introduction of new and innovative courses and workshops such as hypnotherapy has been accepted warmly. In addition to the existing broad base of legal advice available at the organisation, an Immigration Advice surgery is now being offered to service users to assist with their queries. Our aim has specifically centred on enhancing our menu of services and activities available for users to access without compromising the quality and delivery of each workshop or session.

At DWC, we rank investment in staff as crucial and prioritise the need for regular staff training and continuous learning. Our employees are engaged in accredited learning and as the CEO, I am keen for them to develop on both a professional and a personal level. All staff members have now completed a minimum Level 3 accreditation in Information, Advice and Guidance (IAG), Business Administration or Customer Services.

To achieve future aims and objectives, it is important to remain acutely aware of potential challenges and threats which DWC have identified as:

- New/additional premises
- Crèche provision
- A package of integrated and sustainable services
- Increase service provision in the County
- Increase partnership links
- Launch new website
- Revival of newsletter

Of the above challenges and priorities, locating new premises continues to be high on the agenda. The current building is no longer suitable for the significant number of service users who access the

Centre or in accommodating the demands for additional services and facilities. The premises are inadequate in meeting the needs of service users with mobility issues as access restrictions currently prevent their involvement in certain courses that are held on the upper level.

In a recent organisational survey to identify future needs, respondents cited the limitations of the current building to deliver additional services and lack of crèche facilities as the two main barriers to accessing services at the organisation.

When I joined DWC in 2008, I observed that the organisation was invaluable to the community and possessed significant strengths, but was one that required radical change if it was to maintain its lead in its sector with the upcoming and unpredictable economic recession.

Two years on, this review of our operations in 2009/2010 aims to give you an insight into the scale of the changes we have made and a sense of the ambitions we have for the organisation in the years to come.

The year ahead will, as I said at the beginning of this review, be critical in creating a sustainable future for the Centre.

We believe that we can carve out a unique position for DWC through our commitment to a simple, rigorous plan and to our core values of quality, value, service, and trust.

This, coupled with our dedicated team of staff and volunteers, provides us with an authoritative and well-differentiated position in the sector we operate in and sets us up



well to continue to earn people's trust and to consistently deliver high quality services to help empower women and make them economically active.

The management changes that we have made over the past 12 months will be crucial to our ability to deliver on this simple plan.

The immediate economic outlook is undoubtedly more difficult. As funding decreases and costs are expected to rise, the need to explore different avenues to raise funds becomes paramount.

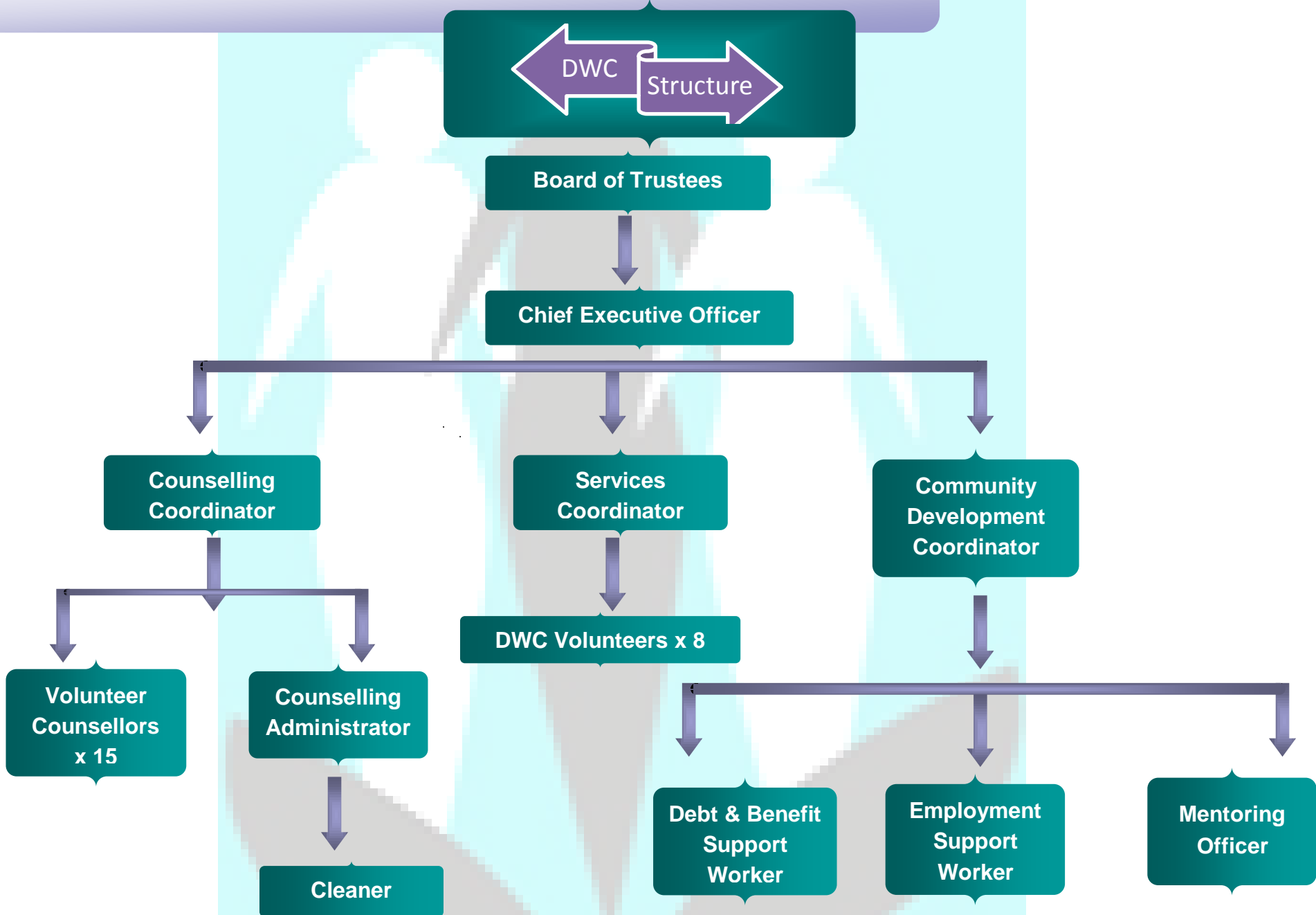
Difficult as times may be, we will still seek and pursue new opportunities for growth, whether it be a venture to acquire new premises or through increasing our portfolio of services.

We know we need to make further improvements here, despite the great strides we have made already. We also still have a great deal of work to do to modernise our infrastructure so that everything is fit for the growth we are aiming to achieve in the years ahead.

Through all of this, we will keep listening to our service users as it is their views and demands that have moulded DWC in recent years and I want this to continue. Their feedback is crucial in areas such as customer service and the selection of support services being offered, but also just as important in terms of how we are dealing with social, ethical and environmental challenges.

The progress we have made has only been achieved through team effort which, for us, means all of our staff and volunteers. I am grateful for their commitment and support. It has been an absolute pleasure to work with such a dedicated and determined group of inspirational individuals and I look forward to the next year being as productive as this one has been.

Lastly, I'd like to thank our board members for their continuing support, which has been vital in allowing us to take a long-term view and prepare DWC for future growth.





The counselling service delivers support and treatment for women aged 18 and over in the Derby and Derbyshire areas. It takes place in a female-only environment, which helps even our more vulnerable service users to feel comfortable. Many of the women who attend DWC counselling sessions are suffering from depression, anxiety or low self esteem but we also tackle deeper issues such as domestic violence and child abuse.

The service is managed by a Counselling Coordinator and a Counselling Administrator, both of which are funded by the Big Lottery as part of a 3-year project. This year was the second year of the project.

Following a review of the funding, a means-tested sliding scale ranging from £5 (for clients who are receiving benefits) to £20 (for clients who earn over £20,000 a year) per session has been brought into operation. The exact fee to be paid by the client is agreed during the client's initial assessment.

The majority of our counsellors are volunteers, although there are plans to increase the number of paid counsellors in the coming year. We currently have 24 volunteer counsellors involved in the service, who range from the newly qualified to the more experienced. All DWC counsellors work within BACP ethical guidelines.

To assist communication between the staff and the counsellors and to help counsellors feel more involved in the Centre, Peer Group Meetings (PGMs) take place every two months and feature guest speakers designed to aid personal learning and development for the counsellors.

Training workshops for the counsellors are also regularly arranged on Saturdays and topics have included "Working with Dreams", "Trauma and Counselling Sexually Abused Clients" and "Art Therapy".

During the year, clients expressed an interest in receiving evening appointments to fit in around work and childcare arrangements. In line with this, a decision was made to extend DWC's opening hours until 7pm on Mondays and Thursdays to accommodate the demand.

Clients were encouraged to complete evaluation forms once they no longer required counselling treatment to provide feedback on their experiences and this was used to improve the delivery of the service.

Achievements

More referrals – We received 183 referrals to the service, many of which came from GPs and health workers. Along with self-referrals, this translated into 80 initial assessments (with a further 18 women being offered initial assessments but not taking up the appointments).

Reduced waiting times – The average waiting time for an initial assessment was 20 weeks. Within this, there were large fluctuations ranging from 4 weeks up to 30 weeks. This average reduced to 12 weeks as the year progressed and we hope to reduce this even further in the coming year.

Longer treatment periods - Clients were initially offered up to 20 sessions. This policy has since been reviewed and we are responding to an increased need for a greater number of treatment sessions for clients who would benefit from this.

Increased hours –Between April 2009 and March 2010, a total of 1,330 hours were offered to clients. From this, 1,198 hours were carried out, with cancellations and no-shows accounting for the rest.

Evaluation

As the project entered the second year, achieving stability within the service became a key priority. This involved a comprehensive review of all policies and procedures in line with a wider focus on improving the strategic direction and operational management across all areas of the Centre.

The counselling service is extremely beneficial for clients, and this is shown in their completed Evaluation forms once counselling has ended.

This year saw the introduction of the CORE Evaluation form, which is completed at the start and end of treatment. The numerical value given from this can be used for comparison purposes and is extremely popular in the Mental Health Services. Only a small minority of clients completed these forms initially, meaning that no real conclusions can be drawn from the data at this point.

I would like to express my thanks to the counsellors who continue to give their time and skills to aid the delivery of a professional and affordable counselling service. Many of our clients would not otherwise be able to gain access to counselling.

Elaine Clancy

Counselling Coordinator

“My counsellor is very welcoming, friendly and understanding.”

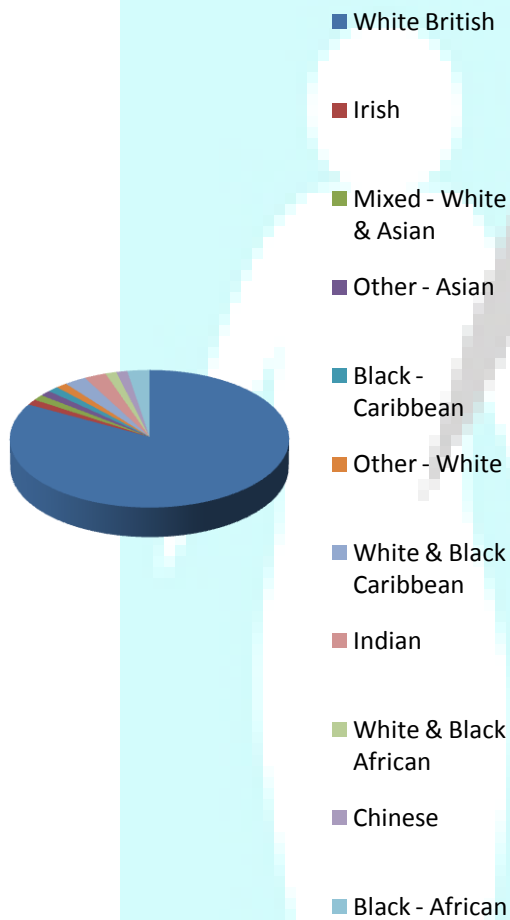
“It has helped me deal with a lot of pain.”

“I feel like a completely different person.”

“I now know what support is available to me and I have a vision of how I want my life to be.”

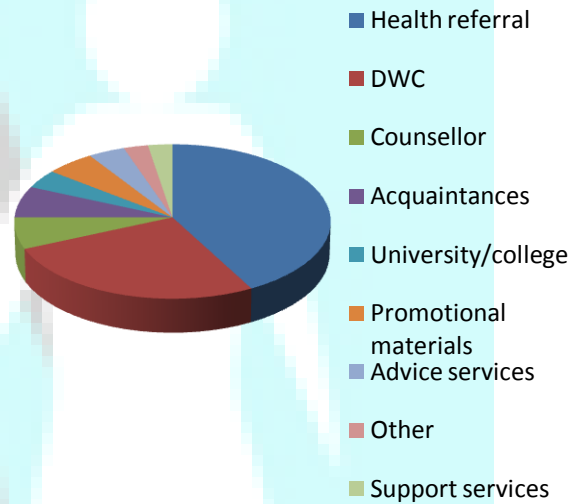
“I have learnt to trust more, I feel confident about myself and I believe in myself more.”

**Chart 1 – Ethnicity of clients
(initial assessment data)**



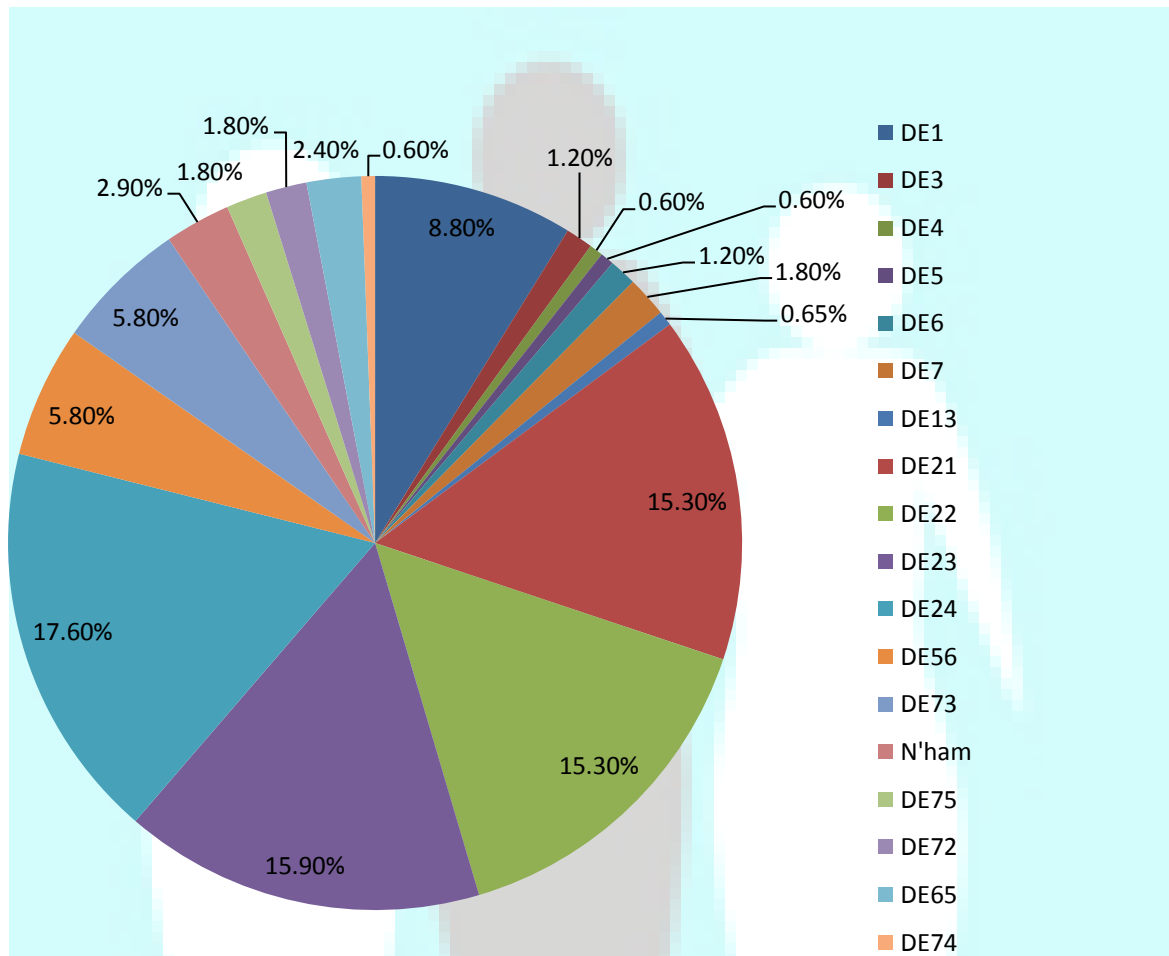
The vast majority of clients were White British, although other ethnic groups were represented on a lesser scale.

**Chart 2 – How clients found us
(Initial assessment data)**



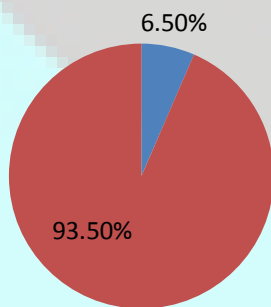
A significant proportion of clients receiving initial assessments were referred to DWC counselling by health workers such as GPs, hospitals or clinics. Self-referrals also accounted for a large number of overall referrals. Many of these women were already accessing services at the Centre, such as the Freedom Programme and Phoenix Group support services.

Chart 3 – Where clients came from



The majority of our counselling clients lived in the DE21, DE22, DE23 and DE24 postcodes. While most clients were located in Derby or Derbyshire, a small number of clients travelled from Nottingham postcodes.

Chart 4 – Mobility of clients (initial assessment data)



The majority of clients were able-bodied and did not have mobility issues but a small number did describe themselves as disabled.

The Moving On Project

Popularity: During the six-month pilot project, 170 women found this service invaluable. The original target of having 150 women accessing the service was exceeded.

Overview: Funded through the Targeted Support Fund (TSF), the Moving On project delivered advice and support to help women back into employment and was aimed at service users who were already accessing services at the Centre (such as the counselling service). There were three components to the project: a dedicated debt and benefits support service, an employment support service and a mentoring service.

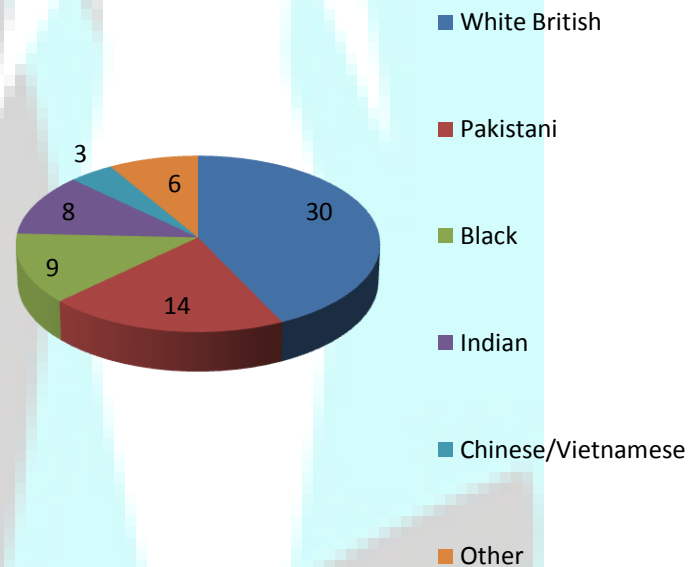
Debt & Benefits Support Service

This support service was aimed at women who did not feel confident discussing debt problems or managing their personal finances. Surgeries took place within the following partner organisations - Disability Direct, YMCA and Social Services. The service proved beneficial on a number of levels, including raising awareness of the support available for single parents, enabling women to build their self-esteem and reducing debt. A debt and benefit support worker also attended Job Centre appointments with women who were claiming benefits for the first time to help them feel more comfortable.

Highlights: The debt and benefit support service helped 70 women. It received extremely positive feedback from the women who accessed it, with many service users stating that it has made a real difference to their lives.

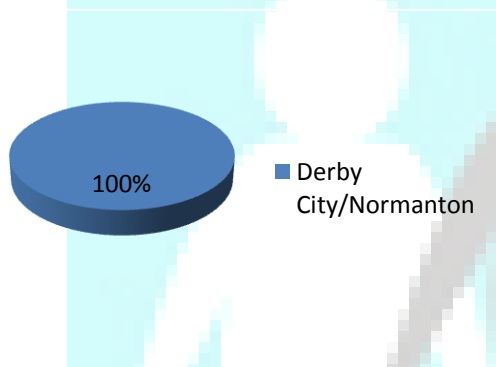
“I feel confident enough to tackle my debt now.”

Chart 1 – The ethnicity of clients (debt and benefit support service)



Almost half of the women who accessed the debt and benefit support service were White British but women from other ethnic groups were also utilising the service. In the “Other” category, six women classed themselves as an asylum seeker.

Chart 2 – Where our clients came from (debt and benefit support service)



The majority of beneficiaries resided within the City of Derby, notably the Normanton ward.

Mentoring Service

How we've helped: The mentoring advisor worked closely with local employers and businesses to locate volunteer mentors, who provided placements for individuals who required additional support to improve their confidence levels or who needed an additional impetus to find employment.

Highlights: Many of the women who participated in the mentoring service were able to increase their self esteem and confidence levels and improved their chances of getting back into work as a result. Work experience placements also proved beneficial in helping women with little or no job experience to improve their entry back into the workplace.

"I am now aware of what support is available to me. Thank you."

Employment Support Service

How we've helped: The employment support service featured workshops designed to help women to get back into work. In particular, the Back to Work workshops helped women to improve their job hunting skills through enhanced IT skills, interview techniques and written and verbal communication skills. In the next year, there are plans to expand this service to include a self-employment focus too.

Highlights: Of the 50 women who were supported by the service, 12 found paid work afterwards. Others have gained experience through voluntary work to help them plug gaps in their work history or enrolled on courses to improve their skills.



After being nominated by an employee of the Body Shop, we were able to secure funding to enable the delivery of a range of courses and workshops designed to improve confidence and go some way towards tackling mental health issues such as stress and low self esteem. In addition to these activities, several courses were delivered in partnership with Relate. Some of the courses that were on offer included:

Self Esteem Workshops

Popularity: In total, 178 women attended a range of workshops designed to tackle confidence-related issues. The stress discussion group attracted 24 individuals, while the Confidence and Care and Assertiveness courses were attended by 80 and 74 women respectively.

Overview: Funding from the Body Shop enabled the delivery of workshops designed to increase confidence and assertiveness. These were based on Confidence and Care, Assertiveness and Health and Wellbeing. Skills covered included confidence building, understanding the ways in which poor self-esteem can negatively impact on everyday life, developing the ability to say no without compromising relationships, coping with negative thoughts and situations, managing physical and emotional stress, developing self-acceptance and working towards a healthier mind and body.

Stress Management Course

Popularity: 14 women attended the course.

Overview: Delivered in partnership with Relate, the Stress Management Course was a one-day course with content focused on offering an introduction to stress, along with advice on how to manage stress effectively and how to create a stress management plan to deal with stress-related symptoms.

Parents Apart Course – Relate

Popularity: The first course was attended by 7 service users and there are plans to run another course in April .

Overview: The six-hour course was delivered in partnership with Relate, and was aimed at divorced or separated parents. Issues covered included the impact of parental separation on children, dealing with conflict, dealing with the change in circumstances and developing parent-child relationships.

Feedback on our courses

“The Women’s Centre is brilliant ... can’t speak highly enough of it.”

“Would recommend this course to anyone because it really does help you to change...”

“Thank you for your help.”

“Really great course, lovely group and great setting.”

“Brilliant and eye opening.”

“Very enjoyable.”

Museum Craft Courses

Popularity: 21 women attended the courses and there are plans to repeat the courses in the coming year.

Overview: A series of craft courses were delivered in partnership with Derby Museum and partly funded through money raised by the knitting group at Derby Women's Centre.

"Fabulous."

Money, Money, Money Course

Popularity: The course was attended by 59 women in total.

Overview: Delivered by Derby College, the course provided advice on how to manage personal finances effectively.

Highlights: Six of the attendees successfully achieved Level 1 in Numeracy. A total of £260 was received in room hire fees.

"Tutor helpful to us and really helped us to think and develop our skills."

Stress & Anxiety Discussion Groups

Popularity: 24 women attended

Overview: Two discussion groups were delivered in partnership with Primary Care Mental Health Workers from NHS Derby City. The content focused on low mood and depression, and stress and anxiety.

"Gained how thoughts and feelings affect behaviour."

Parenting Programme

Popularity: A total of 39 women attended the programme.

Overview: Delivered in partnership with the Race Equality Foundation, the programme used a strengths-based facilitative model to raise consciousness. The programme content was focused around life skills, self esteem, self discipline and social competence.

Highlights: A total of £1105 was raised from room hire fees.

"Thank you for being a safe haven."

Phoenix Group

Overview: The group's community spirit has enabled members to dramatically boost their self-esteem. Members can discuss their situation without fear of judgement and gain a vital social network to help them to turn their lives around.

As a self-help group, the support given by other group members has been valuable, particularly the opportunity to socialise with women who are experiencing the same difficulties.

Feedback on the group

"A vital meeting place for those of us who need moral support."

"A base for us to meet in safety and offload our feelings and problems without fear of it being spoken outside of the room."

Freedom Programme

Who we've helped: Over 150 women have found the support group beneficial.

Overview: The Freedom Programme was available on a drop-in basis and was delivered in partnership with Derby Homes. It was open to anyone who wanted to learn about the realities of domestic violence and was a popular service which gained positive feedback regarding its impact on self-esteem and overall quality of life.

Themed Coffee Mornings

Popularity: 366 women attended the coffee mornings.

Overview: Themed coffee mornings have acted as a first introduction to the Centre for many service users. In particular, the warm and friendly environment has been a lifeline for women keen to widen their social network.

Highlights: Donations to the service totalled £573.39. Sales from separate coffee mornings raised a further £35 and £80 for the Derbyshire Community Foundation and the gynaecology unit at Royal Derby respectively.

Feedback on the activity

"A wonderful experience – changed my life."

"I recommend it to other women."

Complimentary Therapies

Popularity: A pilot scheme for relaxation treatments through hypnotherapy attracted 106 women in total.

Overview: The trial service proved a very popular method of stress relief and there are plans to deliver hypnotherapy treatments as a full-time service to satisfy the demand.

Highlights: A total of £78.59 was raised through donations to this service.

British Red Cross Therapeutic Care

Popularity: 37 women have used the service this year.

Overview: This service was a partnership between Derby Women's Centre and the British Red Cross and was delivered by British Red Cross therapeutic care practitioners. Donations of £5 were requested for each appointment to cover the costs of delivering the treatments.

The service was extremely popular with our service users, especially as appointments were only available on two days of each month.

Highlights: £360 was received in donations, and the proceeds were split between both providers.

Legal Surgery

Who we've helped: Two appointments were offered each Wednesday and these were regularly booked up far in advance.

Overview: This service was the result of a joint service with Nelson Solicitors and delivered free legal advice on issues such as divorce, family law, probate, wills and trust. It has been widely used by women who do not otherwise feel comfortable seeking legal advice or who cannot afford to do so.

Immigration Surgery

Who we've helped: Thirty-six appointments took place between January 2010 and March 2010.

Overview: The immigration surgery was delivered in partnership with Burton & Burton solicitors and the Citizen's Advice and Law Centre (CALC) to help women who are experiencing immigration-related issues.

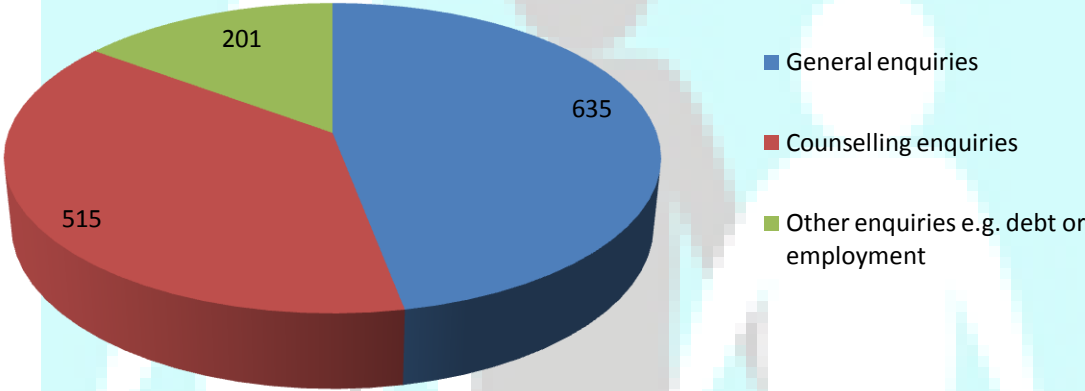
Knitting Group

Popularity: The knitting group was attended by more 439 women.

Overview: The group was open to anyone with an interest in knitting, regardless of experience. Donations of £1 were requested towards the running costs of delivering the group.

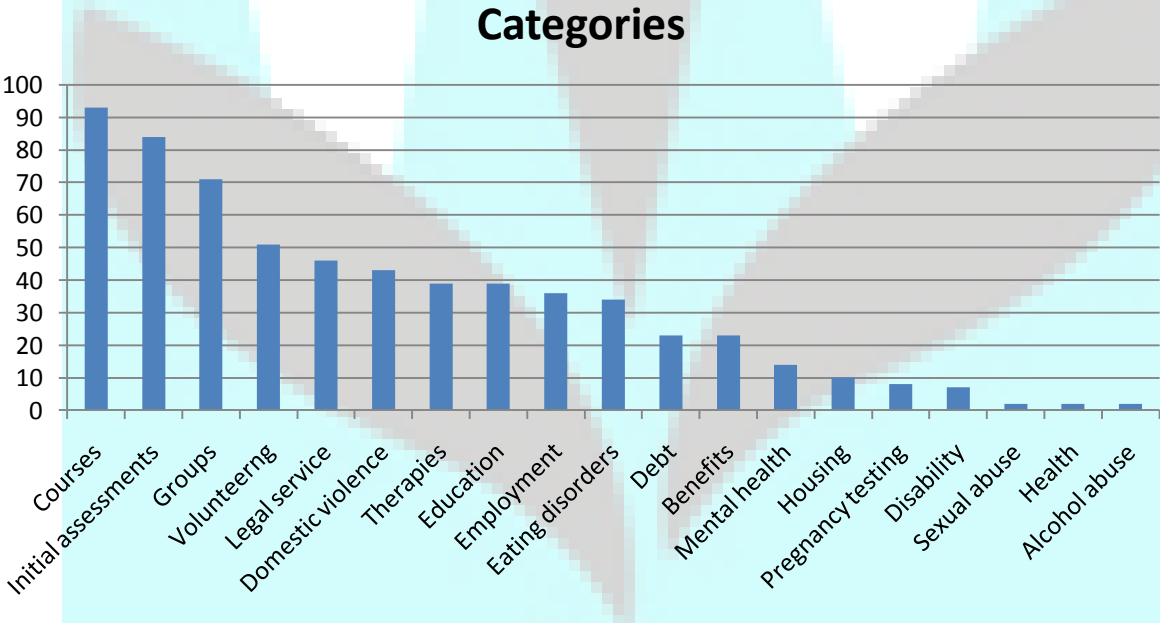
Highlights: The Knit along Knitathon raised over £335 towards craft courses, which were also held at the Centre. This success was covered by the Derby Evening Telegraph. In total, donations from the group totalled £422.95.

Chart 1 – Incoming phone calls



As one of our most accessed services, enquiries regarding the counselling service accounted for almost half of the incoming phone calls. We also received a lot of queries about the organisation in general.

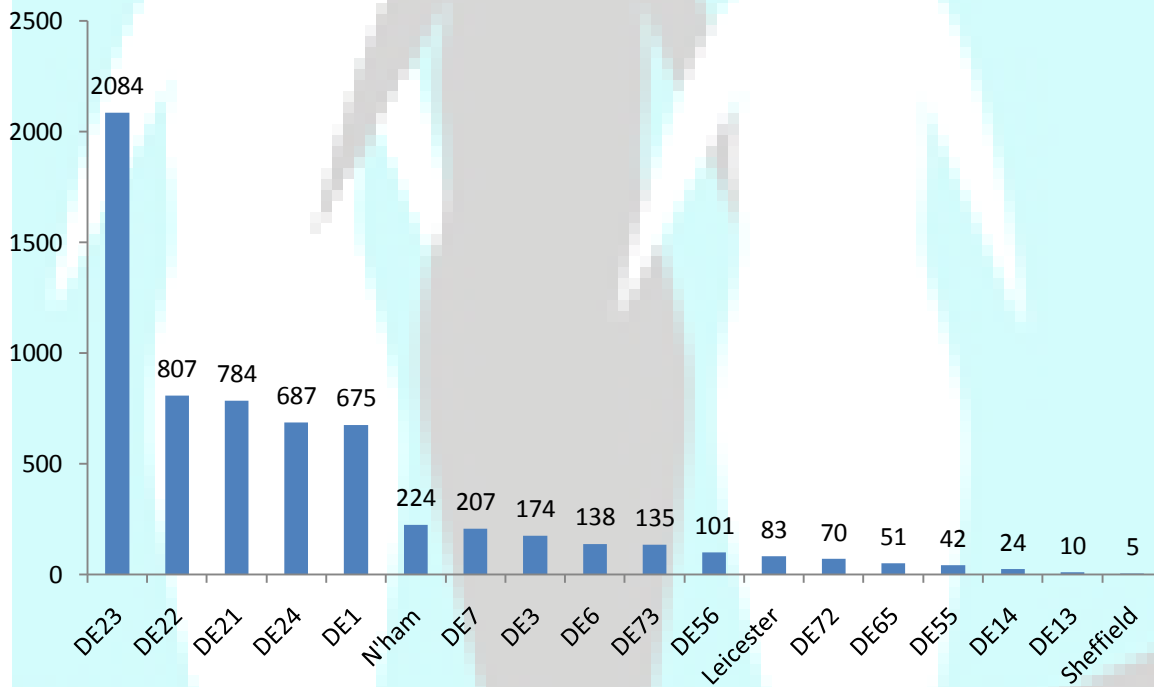
Chart 2 – Specific categories for incoming calls



The above figures are all approximate due to the fact that some callers were unwilling to openly discuss their reasons for calling, especially if it involved a sensitive issue (such as sexual abuse or an eating disorder).

In addition to enquiries that we receive regarding our services, we are often contacted by women seeking advice on areas that we do not currently deal with, such as eating disorders, disability and housing. In these situations, we referred the callers to organisations who were better equipped to deal with their queries or problems.

Chart 3 – Where our service users come from



The majority of our clients lived in Derby City, with a lesser percentage coming from the rest of the county. Some of our clients lived outside of Derbyshire and travelled from areas such as Nottingham, Leicester and Sheffield to access our services.

Chart 4 – Ethnicity of service users in general

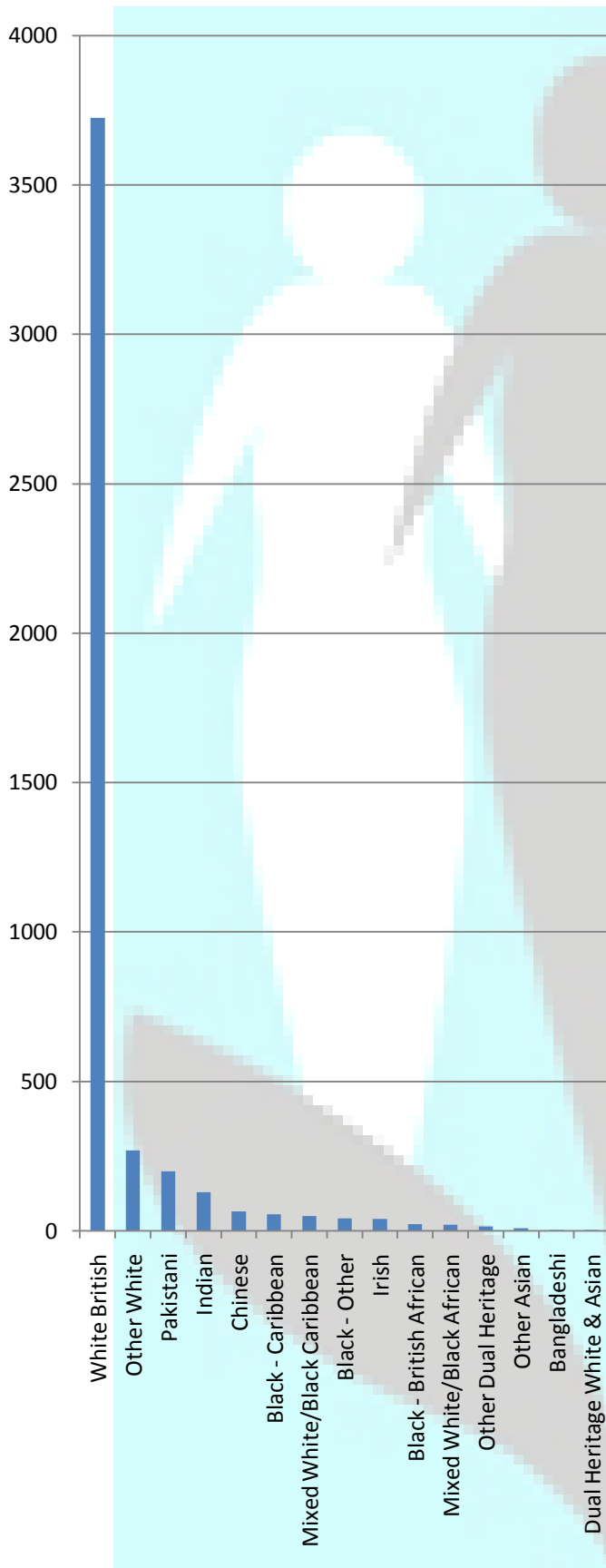
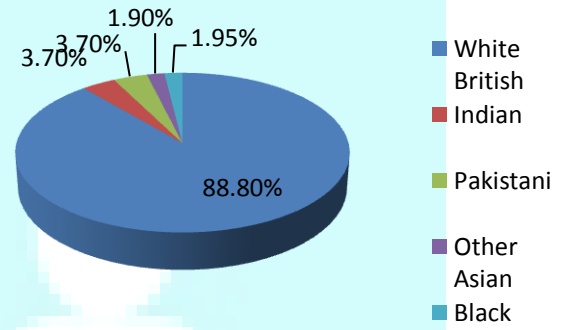


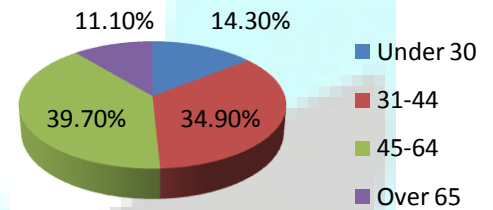
Chart 5 – Ethnicity of clients involved in groups and courses



The vast majority of our service users were white British, with over 80% of the women attending the Centre falling into this category.

Almost 90% of the clients who participated in groups and courses were also white British.

Chart 5 – Age of clients involved in groups and courses



The majority of the clients attending groups and courses at the Centre are aged between 31 and 64. Almost three-quarters of the women fell into this category.



General financial overview

This year has seen a radical overhaul in the financial systems at Derby Women's Centre.

Two key priorities are the acquisition of new premises that better suit our needs, and the securing of additional long-term funding to enable us to continue providing key services and to maintain the high quality delivery of these on a finite budget.

Our funding sources included:

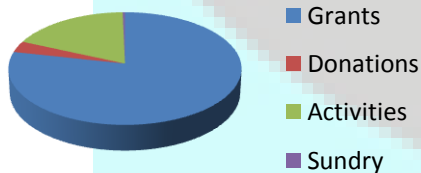
- Derbyshire Community Foundation (Targeted Support)
- Rolls Royce
- Big Lottery
- Awards For All
- Derbyshire Community Foundation
- Derbyshire Learning and Development Consortium
- Targeted Support – Derbyshire Community Foundation

Funding from the **Big Lottery** enabled the expansion of the counselling service, with additional support from the **Body Shop** to deliver a series of workshops addressing issues of confidence and low self esteem.

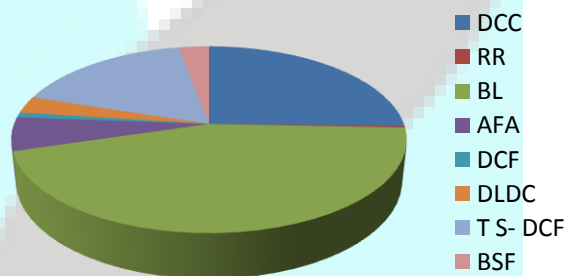
Income

Overall income has increased from the previous year thanks to funding gains. Funding was secured from a range of new sources, most notably from Derbyshire Community Foundation and Targeted Support Fund.

Income overview



Funding Overview





Expenditure

Staff **wages** accounted for a significant proportion of the expenditure but this is a necessary expense given the expertise of our team.

Utilities covers expenses such as the cost of renting the premises, rates and insurance, and heat and light costs.

Administration incorporates telephone costs, stationery and postage.

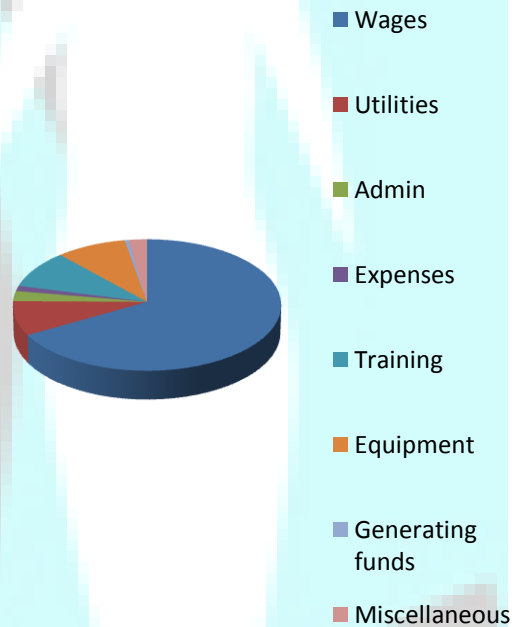
Expenses relates to the reimbursement of volunteer travel expenses as well as those of staff members who are on a scheme that supports this.

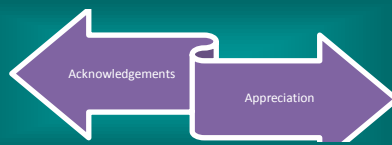
Training also refers to supervision and care costs.

Equipment includes maintenance costs, as well as the initial purchase.

Miscellaneous costs refer to other expenses, such as cleaning costs, provisions, fees and sundries.

Expenditure overview





We are extremely grateful for the continued support from our funders and partners to enable the on-going delivery of key services.

Funders

Awards For All
Big Lottery
Body Shop
Derby City Council
Derby Community Foundation
Derbyshire Learning & Development Consortium

Partners

Amber Valley CVS
Beaverbrooks
Benefits Department
Bradshaw Clinic
Breast Cancer Awareness
British Red Cross
Burton & Burton Solicitors
Business Link
Children and Young People's Network
Chinese Community Centre
Common Purpose
Community Action
Community Enterprise
Connexions Derbyshire

Partners Continued

Derby Children's Centre
Derby Citizen's Advice and Law Centre
Derby City Council
Derby College
Derby Community Accounting Services
Derby Community Safety Partnership
Derby Debt Advice
Derbyshire Fire & Rescue Service
Derbyshire Friend
Derby Homes
Derby Housing Association
Derby Library
Derbyshire MIND
Derby Museum
Derbyshire Police
Derby Racial Equality Council
Disability Direct
Family Action
First Steps
Forum of Faith
JET
Job Centre Plus
Little Black Dog

Partners Continued

Miya Training
NatWest
Nelson's Solicitors
Next Step
NGO Solicitors
NHS
Nottingham University
NSPCC
Pakistani Centre
Probation Service
Race Equality Foundation
Rape Crisis
Relate Training
Rethink
Sherwood Institute
Social Services
Sure Start Children's Centre
Umbrella
University of Derby
Working Links

Donations

B&Q
Gynaecology Unit (Royal Derby Hospital)
Derby Lions Club
Fanny's Kitchen
Greggs

Donations Continued

Lidl
Lush
Morrisons
Pak Food stores
Private individuals
Tesco
Virgin make-up

With Special Thanks To:

With special thanks to:

Aileen
Bianca-von-Ellis
Carl Gobey
Carol
Counsellors
Ejaz Sarwar
Heather – Derbyshire Learning & Development Consortium
Helena – Little Black Dog
Kevin – Probation Service
Mohammed Sharief
Peter Bartlett
Ruth
Sarah – Community Foundation
Tina McIntyre
Vivene Mcalla
Volunteers