

Company number: 3161774

Charity number: 1054621

**Annual Report and
Financial Statements for the year ended 31 March 2024
for
WISH
(A company limited by guarantee not having a share capital
and a registered charity)**

Report of the Trustees for the year ended 31 March 2024

Status: WISH is a company limited by guarantee without a share capital incorporated on 20 February 1996 and was registered with the Charity Commissions in April 1996 as a charity. Its governing rules are its Memorandum and Articles of Association. Under these Articles the members of the Board of Directors are elected at the TGM to serve a period of three years, appointment of directors during the year will be subject to ratification at the TGM.

Registered Charity Number: 1054621
Company Number: 3161774

Registered Office:
15 Old Ford Road
London, E2 9PL

Directors and Trustees at 31 March 2024

Chair: Alex Phillips
Ruth Lambley
Christine Spooner
Sarah Wilson
Dr Carley Guest
Dr Rachel Seoighe
Helen Harcombe-Edwards

Independent Examiner: Douglas Green Accountant
32 Darnley Avenue
Bristol, BS7 0BS

Bankers: Unity Trust Bank Plc
9 Brindley Place
Birmingham B1 2HB

The Trustees, who are also directors of the charity for the purpose of the Companies Act, have presented their annual report of activities and the audited financial statements and administrative details for the year ended 31 March 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in 2005 in preparing the annual report and financial statements of the charity.

Risk Management and Finances

An analysis of risks facing WISH has been undertaken by the Director and Trustees in preparing this report. In addition to statutory service capacity, and charity-sector fundraising, the areas of highest potential risk are:

- financial instability and cashflow.
- competition for contracted services from similar organisations resulting in loss of revenues;
- further cuts to public services/benefits resulting in increased demand for our work, but with no additional increase in funding.
- the pressure on staff and potential burnout

These risks are addressed by constantly addressing the need to fundraise from diverse income streams; developing evidenced-based proposals for contracted work; ensuring that staff have ongoing support. also identified that staff working with women in distress from home and remotely need additional ongoing support. Staff working directly with women are trained to work with trauma both in person and remotely. WISH will continue to work with our staff and volunteers to understand and address the pressures on them.

As with most small charities, Trustees considered that the main risk the charity can face is not being able to raise sufficient funds to continue providing its core services. While we made great strides, the year was not without its challenges. In December 2023, an unexpected financial crisis arose when a major funder withdrew a previously confirmed donation due to an internal error on their part. This setback placed WISH in a precarious position. In response, we launched the No Woman Left Behind campaign, and thanks to our supporters generosity we overcame the hurdle and continued our work without interruption. We are deeply grateful for the outpouring of support, which reaffirmed the collective commitment to our mission. We continued to be relentless in our pursuit of sustainable funding throughout the year. This effort culminated in 2024/25 with securing significant three-year funding commitments that have not only stabilised WISH financially but also positioned us for continued growth and impact in the years ahead.

The financial position at 31 March 2024 shows total funds of £14,736, which are unrestricted funds

In order to ensure the development and sustainability of WISH we are preparing to develop our next three-year business strategy for 2025-2028

A detailed overview of services is given in the WISH Year in View Report 2023/24

The Board of Trustees

The following people acted on the Board of Trustees during the period:

Alex Phillips
Ruth Lambley
Dr Rachel Seoighe
Dr Carly Guest
Christine Spooner
Sarah Wilson
Helen Harcombe-Edwards

Statement of Trustees' responsibilities

The Trustees are required under the Charities Act 2011 to prepare financial statements for each year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing financial statements giving a true and fair view, the Trustees should follow best practice and:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- follow applicable accounting standards, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping accounting records which disclose with reasonable accuracy the financial position of the charity and which enable them to ensure that the financial statements comply with applicable law and regulations. They are also responsible for safeguarding the assets of the charity and hence for taking responsible steps for the prevention and detection of fraud and other irregularities.

So far as each director is aware, there is no relevant information, defined as "information needed by the company's auditors in connection with preparing their report", of which the company's auditors are unaware; and each Trustee has taken all steps that he ought to have taken to make himself aware of any relevant matters and to ensure that the company's auditors are aware of such information. Such steps include making inquiries of other Trustees and auditors and other steps required by the Trustees duty to exercise due care and skill.

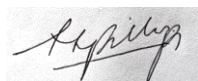
Reserves Policy

The Trustees WISH to develop reserves to a minimum of six months total operating costs so as to avoid a breakdown in provision of core services in adverse conditions. As of 31st March 2024 we had £14,736 of unrestricted reserves. We have been active in raising unrestricted funds via our Standing Together donor fundraising campaign, and in making and being awarded charitable trust applications, for which there is much competition. Our current projected position for 31/03/25 is to hold reserves in excess of £50,000

Approval

This report was approved by the Trustees on 30/01/2025 and by order of the Trustees, signed on their behalf, by:

Alex Phillips



Director and Trustee

30/01/25

WISH
(A company limited by guarantee)

Independent Examiner's Report to The Trustees of Wish

I report on the Accounts of The Charity for the year ended 31 March 2024 which are set out on the following pages.

Respective Responsibilities Of The Trustees and Examiner

As the Trustees of The Charity you are responsible for the preparation of the Accounts: you consider that the audit requirements of section 144 of the Charities Act 2011 (the act) not apply. It is my responsibility to state, on the basis of procedures specified in the General Directions given by The Charity Commissioners under section 145 of the Act whether particular matters have come to my attention.

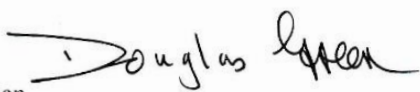
Basis Of Examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required for an audit and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Unqualified Statement

In connection with my examination, there were no matters that have come to my attention:

- 1) Which gives me reasonable cause to believe that in any material respect the requirements
 - *To keep accounting records in accordance with section 41 of the Act as amended
 - *To prepare accounts which accord with the accounting records and so comply with the accounting requirements of the Act have not been met: or
- 2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


Douglas Green
Accountant
32 Darnley Avenue
Bristol BS7 0BS

Date 31.1.25

WISH
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024**

		Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
	Notes	2024	2024	2024	2023
		£	£	£	£
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	52,363		52,363	90,563
Income resources from charitable activities	3	<u>95,774</u>	<u>67,448</u>	<u>163,522</u>	<u>151,128</u>
Total Incoming Resources		<u>148,137</u>	<u>67,448</u>	<u>215,885</u>	<u>241,691</u>
RESOURCES EXPENDED					
Cost of generating voluntary income	5	25,370		25,370	25,370
Charitable activities	5	114,628	77,448	192,376	208,724
Governance costs	5	<u>2,575</u>	<u> </u>	<u>2,575</u>	<u>2,575</u>
Total Resources Expended		<u>142,573</u>	<u>77,448</u>	<u>220,321</u>	<u>236,669</u>
Net Surplus/ (Deficit) For The Year		5,564	(10,000)	(4,436)	5,022
Total Funds at 1 April 2023		<u>9,172</u>	<u>10,000</u>	<u>19,172</u>	<u>14,150</u>
Total Funds at 31 March 2024		<u>14,736</u>	<u> </u>	<u>14,736</u>	<u>19,172</u>

There were no recognised gains or losses other than those in the statement of Financial Activities.
All incoming resources expended derive from continuing activities.

The notes following form part of these financial statements.

WISH
(A company limited by guarantee)

**BALANCE SHEET
AS AT 31 MARCH 2024**

	31.03.24	31.03.23
Notes	£	£

FIXED ASSETS

Fixed assets	8	1,832	2,618
--------------	----------	-------	-------

CURRENT ASSETS

Debtors and prepayments	9	31,209	29,596
Bank		<u>1,943</u>	<u>1,937</u>
		<u>33,152</u>	<u>31,532</u>

CURRENT LIABILITIES

Social security		1,059	9,634
Creditors and accruals	10	<u>19,189</u>	<u>5,345</u>
		<u>20,248</u>	<u>14,978</u>

NET CURRENT ASSETS		<u>12,904</u>	<u>16,554</u>
---------------------------	--	---------------	---------------

TOTAL ASSETS		<u>14,736</u>	<u>19,172</u>
---------------------	--	---------------	---------------

FUNDS

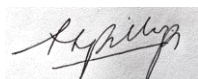
Unrestricted Funds		14,736	9,172
--------------------	--	--------	-------

Restricted Funds	11		<u>10,000</u>
------------------	-----------	--	---------------

TOTAL FUNDS		<u>14,736</u>	<u>19,172</u>
--------------------	--	---------------	---------------

These financial statements were approved by the Trustees on 30/01/25

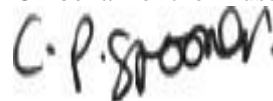
On behalf of the Trustees



Alex Phillips

Dated 30/01/25

On behalf of the Trustees



Christine Spooner

WISH
(A company limited by guarantee)

Notes to the Financial Statements
for the year ended 31 March 2024

1. ACCOUNTING POLICIES**Accounting convention**

The financial statements have been prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)

Incoming resources

Income is recognised when the Charity has entitlement to the funds.

Income received in advance of provision is deferred until criteria for income recognition are met

Resources Expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any Vat which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

Tangible Fixed Assets

Fixed assets are stated at cost price less accumulated depreciation. Depreciation is provided at the following annual rates in order to write off each asset over its estimated life.

fixtures and fittings	25% reducing balance
Computer equipment	25% reducing balance

Restricted fund

When income is received for purposes specified by the donor the income is shown as restricted in the Statement of Financial Activities. Expenditure for the specific purposes is shown as restricted expenditure. Any unexpended balance at the balance sheet date is carried forward as a restricted income fund.

Allocation of Expenditure

Expenditure is allocated as follows

Charitable activities. All direct expenditure incurred on performance of the charitable activities including total salaries less 30% of the director's salary

Costs of generating voluntary income. 25% of the director's salary

Governance costs. 5% of the directors salary, the accountancy fee and trustees costs

WISH (A company limited by guarantee)

Notes to the Financial Statements for the year ended 31 March 2024

2. VOLUNTARY INCOME

Grant and donation income was received from the following sources:

	2024	2023
	£	£
Restricted Grants		
Unrestricted Grants		
Stichting Anton Jurgens Foundation		5,000
Chapman Trust		1,000
First Give		1,000

Others (Donations)	<u>52,363</u>	<u>83,563</u>
Total unrestricted donations	<u>52,363</u>	<u>90,563</u>
Total voluntary income	<u>52,363</u>	<u>90,563</u>

WISH
(A company limited by guarantee)

**Notes to the Financial Statements
for the year ended 31 March 2024**

3. INCOME RESOURCES FROM CHARITABLE ACTIVITIES

	2024	2023
	£	£
UNRESTRICTED FUNDS		
Contracts		
Riverside Healthcare	13,733	13,733
Cygnnet Hospitals	<u>79,163</u>	<u>79,185</u>
Total Contract income	<u>92,896</u>	<u>92,918</u>
Other		
Consultancy	2,878	3,810
Student placement		<u>1,400</u>

	<u>2,878</u>	<u>5,210</u>
Total Unrestricted Funds	<u>95,774</u>	<u>98,128</u>
RESTRICTED FUNDS		
Trust For London	40,000	
The Hospital Saturday	2,000	
London Catalyst	2,000	
The Lottery	9,400	
Wakefield Trust	3,448	
Queen Adelaide	1,600	
Vandeville Trust	3,000	
Crucible Foundation		47,000
Hilden Fund	6,000	6,000
Total Restricted Funds	<u>67,448</u>	<u>53,000</u>
Total Income Resources from charitable activities	163,522	151,128

WISH
(A company limited by guarantee)

**Notes to the Financial Statements
for the year ended 31 March 2024**

4. OPERATING SURPLUS

Operating surplus is stated after charging

	2024	2023
	£	£
Auditor's fee	<u>380</u>	<u>380</u>
Depreciation of tangible fixed assets	<u>786</u>	<u>1,100</u>

5. ANALYSIS OF TOTAL RESOURCES EXPENDED

	2024	2024	2024	2024	2023
	Costs of generating voluntary income	Charitable activities	Governance costs	Total	Total
	£	£	£	£	£
Staff & consultancy costs	24,170	137,436	1,500	163,106	175,344
Other direct costs	1,200	23,465		24,665	31,840
Office expenses		14,183		14,183	14,384
Premises		17,292		17,292	14,026
Governance			1,075	1,075	1,075
	<u>25,370</u>	<u>192,376</u>	<u>2,575</u>	<u>220,321</u>	<u>236,669</u>

6. TRUSTEE EXPENSES

During the period, no payments were made to trustees acting in a professional capacity (2023 nil).

7 STAFF COSTS

Total staff costs were as follows:

	2024	2023
	£	£
Gross salary and employers national insurance	145,984	167,517
Employers pension contributions	8,300	6,623
	<u>154,284</u>	<u>174,140</u>

The average number of employees during the year was seven (2023 seven)

WISH (A company limited by guarantee)

Notes to the Financial Statements for the year ended 31 March 2024

7. STAFF COSTS (Cont)

There were no employees with emoluments above £60,000. The charity does not operate its own pension fund but does contribute to the personal pension plans of seven employees (2023 seven)

8. TANGIBLE FIXED ASSETS

	2022 £
COST	
At 1 April 2023 & At 31 March 2024	<u>41,902</u>
DEPRECIATION	
At 1 April 2023	39,284
Charge for the year	<u>786</u>
At 31 March 2024	<u>40,070</u>
NET BOOK VALUE	<u>1,832</u>
At 01 April 2023	<u>2,618</u>

9. DEBTORS

	2022 £	2023 £
Debtors	31,209	29,596
Bank	<u>1,943</u>	<u>1,936</u>

33,152

31,532

WISH
(A company limited by guarantee)

Notes to the Financial Statements
for the year ended 31 March 2024

10. CREDITORS

	2024	2023
	£	£
Sundry creditors and accruals	<u>20,248</u>	<u>5,343</u>

11. MOVEMENT IN FUNDS

Restricted Funds

	At 1 April 2023 £	Income £	Expenditure £	At 31 March 2024 £
Trust For London		40,000	40,000	
The Hospital Saturday		2,000	2,000	
London Catalyst		2,000	2,000	
The Lottery		9,400	9,400	
Wakefield Trust		3,448	3,448	
Queen Adelaide		1,600	1,600	
Vandeville Trust		3,000	3,600	
Crucible Foundation	8,000			
Hilden Fund	2,000	6,000	6,000	
Total Restricted Funds	<u>10,000</u>	<u>67,448</u>	<u>77,448</u>	

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets 2024 £	Net current Assets 2024 £	Total 2023 £
Unrestricted Funds	1,832	12,904	9,172
Restricted Funds			10,000
Total	<u>1,832</u>	<u>12,904</u>	<u>19,172</u>



ONE YEAR AT WISH

April 2023- March 2024

CONTENTS

03	Welcome notes
04	In a nutshell
	How we help
05	Advocacy
08	Counselling
11	Community Link
13	Campaigning
14	Funding, partnerships & support
16	Financial report
17	A special thank you

Dear friends and supporters,

The past year at WISH has been one of resilience, and growth. Despite significant challenges, we've strengthened our organisation and deepened our commitment to supporting the women we serve. We are immensely proud of what we've achieved together.

Our advocacy services ensured that women and young people in mental health hospitals across England had their voices heard. By fostering confidence and self-advocacy, service users engaged more effectively with care teams, reclaiming agency in their recovery. Our trauma-informed counselling provided a safe, supportive space for women to address mental health challenges, with many reporting reduced anxiety and depression. Meanwhile, our Community Link project tackled practical and emotional barriers, offering comprehensive support to help women achieve stability and empowerment.

We also advanced key organisational priorities, including establishing the WISH Diversity Working Group to foster equality, initiating a membership review to better serve our community, and preparing for a trustee recruitment drive to increase board diversity.

While we made great strides, the year was not without its challenges. In December 2023, an unexpected financial crisis arose when a major funder withdrew a previously confirmed donation due to an internal error on their part. This setback placed WISH in a precarious position. In response, we launched the No Woman Left Behind campaign, and thanks to your generosity, we overcame the hurdle and continued our work without interruption. We are deeply grateful for the outpouring of support, which reaffirmed the collective commitment to our mission.

We continued to be relentless in our pursuit of sustainable funding throughout the year. This effort culminated in 2024/25 with securing significant three-year funding commitments that have not only stabilised WISH financially but also positioned us for continued growth and impact in the years ahead.

None of this progress would have been possible without you — our supporters, donors, staff, and volunteers. Your belief in our mission and your unwavering dedication sustain our work. Thank you for being part of this journey.

With gratitude,
Joyce Kallevik, Director, WISH

IN A NUTSHELL

ADVOCACY	139 Women and young people supported	11 Wards and units working with WISH	3 Hospitals commissioned WISH
COUNSELLING	1056 Hours of counselling delivered	44 Women benefited from counselling	24 Average no of free sessions per person;
COMMUNITY LINK	783+ Support sessions with women	45+ Women supported in the community	430+ Direct contact support hours
COMMUNITY	150 Members	854 People subscribed to our newsletter	4867 People follow us online
WISH TEAM	7 Part time staff	11 Volunteers and interns	7 Trustees

ADVOCACY

“I know that when I message my advocate, even if it is weekend, she will get back to me as soon as she is available. Even just getting a text to let me know she has picked up my message has made all the difference”

L, SERVICES USER

Throughout the year we have been working with 139 service users across our three sites, including both women and young people:

- Cygnet Bury, where our service users included:
 - Women detained on two dedicated wards: Upper West, a medium secure ward, and Lower West, a low secure service.
 - Young people either detained under the Mental Health Act (Section 2 or Section 3) or admitted as informal patients. The Child and Adolescent Mental Health Service (CAMHS) unit includes four wards: Mulberry (low secure), Buttercup and Primrose (Pediatric Intensive Care Unit - PICU), and Wizard (acute ward).
- Cygnet Sheffield, where we provided support for:
 - Women on Spencer ward, a low secure unit.
 - Young people detained or admitted informally across three adolescent wards: Unicorn (PICU), Pegasus (general adolescent acute), and Griffin (low secure).
- Cheswold Park Hospital, Doncaster, where our support focused on:
 - Women detained in Bronte, a medium secure ward.

139

Women and young people have benefited from WISH advocacy services

11

wards and units we have been working with

3

hospitals commissioned WISH

ADVOCACY

"It has been a pleasure working with WISH for another year. WISH's Advocacy Manager goes above and beyond and continues to be dedicated, loyal and supportive of both the service users and staff at the Dunes."

BETH CLAMP, REGISTERED MANAGER,
DUNES, CYGNET HOSPITAL BURY

Our team is responsive and consistently goes above and beyond to support engagement. For example, we prioritise Care Programme Approach (CPA) meetings, often meeting with women and young people multiple times in advance to help them prepare self-reports. Many have experienced past challenges with services, so we understand that trust can take time to build.

WISH also continued liaising with the Children's Commissioner to support young people in care. In one case, WISH advocated for a young person whose home team had delayed their transfer to a local area, despite efforts by commissioners and Cygnet. Direct involvement from the Children's Commissioner ultimately facilitated the young person's repatriation.

Additionally, we engaged with the Head of Advocacy at the Children's Commissioner's office, as well as PALS and complaints departments, to address cases where home teams provided insufficient support. This collaborative approach resolved outstanding issues, ensuring all young people received the necessary care and services.

ADVOCACY

“Before you were my advocate I would just shout and kick off, mostly I’d end up in seclusion. In my family everyone shouted so you had to shout to be heard but I have learnt that the more you shout the less likely anyone will hear you. You helped me find the words and now people listen to me.”

M, SERVICE USER

Our advocacy work spans a wide age range, from children as young as 12 in CAMHS units to women up to 60 years old in adult services, reflecting diverse backgrounds, languages, and needs. For example, for young people with limited English proficiency, hospitals provide interpreters, which is invaluable to communication. Additionally, we work with many service users diagnosed with autism, and we provide easy-read, pictorial information to ensure accessibility.

While each journey is unique, we often see that service users are initially hesitant to raise issues with advocacy. Establishing a trusting relationship remains essential to fostering open communication and effective advocacy.

Service user engagement remained strong overall. Building and maintaining trust is central to our advocacy approach. We invest time in creating consistent, reliable relationships with service users, ensuring they feel heard and empowered to advocate for their needs. We work with service users from admission through to discharge, meaning our time with each individual varies depending on their length of stay. It's rewarding to witness these journeys, with many service users ultimately returning to their communities.

In 2025, we plan to implement an automated reporting system to streamline data collection, enhance our advocacy insights, and further improve the efficiency of our support services.

COUNSELLING

WISH’s counselling services continue to be a safe space for women to address life experiences without fear of judgment.

Between April 23 and March 24, 44 women received Trauma-Informed Counselling through WISH, marking a significant increase from the previous year with 29 more women accessing these essential services. At year-end, 27 women were actively engaged in counselling sessions.

Our trauma-informed counselling approach has yielded positive results, with the majority of women showing decreases in anxiety and depression scores measured by the PHQ-9 and GAD-7 scales. Additionally, an impressive commitment to counselling was evident, with very few missed sessions and strong overall attendance.

Our counselling and support are not limited to addressing mental health. We understand that social issues, like housing and financial stress, contribute to distress. That’s why we integrate practical support through our Community Link project, helping women address these issues so they can fully engage in therapy when they are ready.

1056

No of hours of counselling delivered

44

Women benefited from WISH counselling

24

Average number of free counselling sessions delivered to one person;

COUNSELLING

'Attending counselling sessions with you has enabled me to converse about things that have happened in my life to someone without fear of judging or being gaslight by how I feel as I have dealt with many manipulative people in my life. "

F, Service User

Our client base is diverse, with 48% of women from racialised communities, including Bangladeshi, Chinese, Afro-Caribbean, Black African, Asian, and Pakistani backgrounds.

The WISH counselling team comprises two paid counsellors and five volunteer counsellors from Bangladeshi, White British, Spanish, and Romanian backgrounds. This diversity provides a strong foundation of cultural awareness and understanding, reflecting the communities we serve.

Cultural competence at WISH goes beyond language or ethnicity; it encompasses flexible, client-centred care that honours each woman's lived experience. Our team takes a trauma-informed, gender-specific approach, recognising the complexities of racialised trauma and cultural identity. For example, our Bangladeshi counsellor provides critical insight into the stigma surrounding mental health in South Asian communities, fostering trust and reducing barriers to care. Additionally, counselling in Bengali ensures that language is never a barrier for Bangladeshi women seeking support.

Recognising that some clients prefer a counsellor from a different ethnic background to avoid cultural bias or stigma, we provide flexibility to meet their needs. By integrating culturally relevant therapy modalities, we ensure clients' ethnic, cultural, and religious values are respected, fostering meaningful progress on their therapeutic journey.

COUNSELLING

"I feel I benefitted immensely from your sessions and have learnt about areas in my life I need to work in like believing in myself and self-worth not only for me to show up as my best self but limit access to toxic people who will take advantage of my weaknesses."

D, Service User

The majority of referrals (57%) were directed to us through GP and social prescribing practices in Tower Hamlets, including our oldest partner, The Mission Practice, along with nine additional GP and social prescribing partners.

Another 30% of referrals came from Tower Hamlets Talking Therapies, an NHS service which provides limited short-term counselling for women but does not provide longer-term counselling for women with complex needs.

Notably, 13% of referrals were self-referrals from women encouraged by their GPs to seek longer-term, specialised support.

The increase in women in counselling, our current waiting list of 40 women, and the increase in the number of referring partners shows the incredible need for our service and the necessity for statutory funding. During the year WISH also became a member of British Association for Counselling and Psychotherapy (BACP) and we are now commission ready. There's no other counselling service that we know of which provides:

- Free, trauma-Informed Therapy for women with complex mental health needs
- Extended number of sessions .

COMMUNITY LINK

“My neighbour, a qualified psychotherapist, volunteers for WISH and I discovered their work through her. When I visited their office I was impressed by the commitment of the staff and their imaginative understanding of the complex needs of the women they are helping. With the NHS in such disarray the demand for their services has grown dramatically.”

GILLIE, WISH SUPPORTER

This year, our Community Link services have been a lifeline for many women facing barriers to essential support. Self-referrals increased significantly, with women reaching out directly or being signposted by organisations like MIND. Many women who sought our help were excluded from mainstream services, including GPs, A&E, and mental health support.

While these situations are often complex, our team provided a compassionate listening ear, helping women reframe their approach and regain access to necessary care. Our team’s dedication, bolstered by contributions from a Youth Work student and an intern from Syracuse University, extended beyond one-on-one support.

Addressing complex needs often required several hours long, in-depth conversations to fully understand circumstances before offering assistance or signposting to appropriate organisations such as Women’s Aid, Social Housing Action Campaign (SHAC), Find Others – a central hub for victims of injustices, Citizen’s Advice Bureau (CAB), MPs or local councillors.

783+

Support sessions
with women

430+

Number of Community
Link direct contact
support hours.

45+

Women benefited
from support in the
community

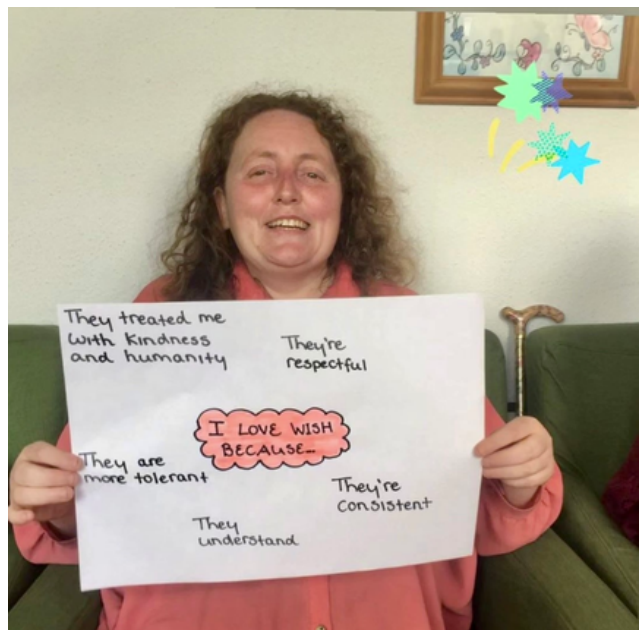
COMMUNITY LINK

The service also fielded numerous calls from prisons, including HMP Bronzefield and HMP Downview, and letters from HMP Send and HMP Styal. We provided financial advice, emotional support, and assistance with release planning, alongside liaising with prison staff, families, and probation services to facilitate smooth transitions.

The dominant themes for the year included managing finances, fostering meaningful activities, and improving physical health. Our support ranged from assisting with Personal Independence Payment (PIP) claims and securing food vouchers to empowering women to advocate for better healthcare and embrace self-care practices like balanced nutrition and improved sleep.

Despite these challenges, we continued to support women through targeted interventions and advocacy. We provided aid via calls, social media, in-person meetings, and administrative assistance, such as drafting letters to reduce debts or applying for grants for essential items. We also supported women during outings, like a trip to the Tate Britain to see feminist art, and hosted events such as a Christmas gathering for women spending the holidays alone.

We have also recognised and celebrated small but impactful victories, such as helping a woman finally receive critical medical investigations after years of neglect by the NHS. She acknowledges that she has the power to speak and be heard now.



Ann, in the WISH office



Princess with WISH volunteer Georgia



XXXX with XXX

CAMPAIGNING

Advocating for the Care Supporters Bill

WISH joined Care Rights UK's campaign for the Care Supporters Bill, which aims to establish a legal right to a care supporter in health and social care settings.

Defending Democracy

WISH supported Liberty's campaign to challenge the Government's adoption of a new definition of "extremism," which risks silencing legitimate debate and undermining democracy. We also supported their legal challenge against protest law changes, which expanded police powers to shut down demonstrations.

Opposing the Illegal Migration Bill

We joined efforts with over 250 charities and organisations to oppose the Illegal Migration Bill, which undermines migrants' rights and international human rights commitments, helping to emphasise the Bill's conflict with the European Convention on Human Rights (ECHR) and its potential to erode protections for all.

Advocating for Mental Health Reform

Through the Mental Health Alliance, WISH co-signed an open letter to the Prime Minister, calling for urgent reform of the outdated Mental Health Act 1983. The letter highlighted the need for improved treatment, reduced racial disparities in detention, and greater investment in mental health care to prevent crises and inappropriate detentions.

Supporting the National Women's Fund Campaign

We backed the Women's Resource Centre's (WRC) campaign for a National Women's Fund, to address the disproportionate impact of the cost-of-living crisis on women and children. Chronically underfunded women-led organisations like us play a pivotal role in providing support, including domestic abuse services, mental health care, and childcare solutions. The petition called on the Government to allocate targeted financial resources, ensuring we can continue delivering essential services during an era of heightened economic instability.

Promoting Human Rights

We joined over 75 organisations in endorsing the British Institute of Human Rights' (BIHR) Human Rights Day letter. Marking the 75th anniversary of the Universal Declaration of Human Rights, we urged political leaders to protect fundamental rights and uphold the ECHR as a cornerstone of UK law.

FUNDING, PARTNERSHIPS & SUPPORT

As for any small charity ongoing fundraising is essential to service development and core functions, and we are grateful to charitable trusts and donors for supporting WISH in its core mission. Our income is gained through a number of streams:

– **Charitable Trust Funding:** Despite the competitive environment for small charities, particularly women’s organisations (which receive just 1.8% of trust funding), we secured critical grants, including:

- Trust for London’s Disability Justice Fund: £117,500 over three years to support membership development, communications, campaigning, and co-produced Diversity and Inclusion policies.
- Hilden Charitable Trust: £6,000 to develop work in three prisons: HMP Downview, HMP Send, and HMP East Sutton Park.
- Awards for All Lottery Funding: £9,400 for community work and trauma-informed counselling.
- Partners for Health (Saturday Hospital Fund and London Catalyst): £4,000 for healthcare-focused initiatives.
- Wakefield Trust: £3,700 to support trauma-informed counselling through GP referrals and social prescribing in Tower Hamlets.
- Small Grants: Vanderville £3,000, Queen Adelaide £1,600.



FUNDING, PARTNERSHIPS & SUPPORT

- **Contracts:** WISH provided trauma-informed advocacy in three hospitals, with the contract directly supporting the delivery of our services (£92,898 across the financial year)
- **Donor Fundraising:** Donations remain vital as they provide unrestricted funds to ensure WISH's survival and growth. In December 2023, WISH faced a financial crisis due to an unexpected withdrawal of assured funding on their part, which left WISH at risk of closure. In response, the "No Woman Left Behind" campaign was launched, supported by a Fundraising Working Group established in January 2024. The campaign, which continued in the next financial year, successfully reached its goal and raised funds to avert closure, thanks to the generosity of our community. Between February and March 2024, we raised £11,418.
- **Consultancy:** WISH carried out research on behalf of Inclusion London's Free Our People Campaign to develop guidelines for self-advocacy groups, and other user-led groups, to run safe and inclusive meetings for neurodivergent people who are at risk of being detained, or who have been detained in secure hospitals and ATU's. This project contributed £6,200 to our income.
- **Small businesses:** Partnerships with small businesses contributed significantly. For instance, Samsara Parlour and My Urban Trail collectively donated over £1,500 during the year.

FINANCIAL REPORT

Financial summary for the Year Ended 31 March 2024

Our income comes from 3 major sources:

£52,363

Grants and Donations,
Unrestricted

£67,448

Grants, Restricted

£95,874

Contracts, Unrestricted

	2024	2023
Incoming Resources	£215,885	£241,691
Resources Expended	£220,321	£236,669
Net Surplus/ (Deficit) For The Year	(£4,436)	£5,022
Total Funds at 31 March 2023/4	£14,736	£19,172

A SPECIAL THANK YOU

This year's achievements were made possible by the dedication and hard work of our incredible team of staff and volunteers. Their efforts go far beyond their roles, demonstrating a deep empathy and commitment to those we serve.

Staff:

Joyce Kallevik, Director

Justine Howard, Advocacy manager & IMHA

Lucy Birch, Mental Health Advocate

Penny Bennett, Community Link Manager

Kelly Royer, Community Link Worker & Counselling Manager

Diana Serban, Head of Brand, Communications and Campaigns

With thanks to Kate Morgan who left in 2023.

Volunteer Counsellors: Rebecca Sutton, Rebecca Porteous, Meera Khanna, Mercedes Belinchon, Ruxandra Zaharia.

Interns & Community Link or Administration Volunteers: Emma Draper -Coates, Ruochen Liao, Mariana Adams, Emma Hardwell, Ashley Issak, Clarissa Cowie.

Board of Trustees: Alex Phillips (Chair), Ruth Lambley, Dr Rachel Seoighe, Dr Carly Guest, Christine Spooner, Sarah Wilson and Helen Harcombe-Edwards.

7

Members of staff

11

Volunteers and interns

7

Trustees



Get in touch

+44 (0)20 89803618
info@womenatwish.org.uk

WISH
15 Old Ford Road, E2 9PL, London
Registered Charity 1054621

See you online?

womenatwish.org.uk



donate.giveasyoulive.com/charity/wish



@wishcharity #standwithWISH



linkedin.com/company/wishcharity/

