

WOMEN'S CENTRE

England & Wales · Charity number 700446

Details

Other names	CHORLEY WELL WOMEN CENTRE, WOMENS CENTRE, CHORLEY WOMEN'S CENTRE, THE CHORLEY WELL WOMEN CENTRE
Status	Registered
Legal form	Other
Registered	1989-05-25
Register	View on the Charity Commission register

Contact

Address	55 Clifford Street Chorley PR7 1SE
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Activities

Objects: TO PRESERVE AND PROTECT THE HEALTH AND WELL BEING OF WOMEN IN THE AREA OF CHORLEY AND DISTRICT.

Activities: Chorley Women's Centre promotes the mental health and wellbeing of women in Chorley and surrounding areas. We provide a listening ear to drop in users, courses, information, self help groups, free counselling, and relaxation sessions. We are run by volunteers and open 2 days a week, and 1 day for DV Counselling. Drop in users may go on to become volunteers and then on to the management committee.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** CHORLEY AND DISTRICT
- Lancashire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-04-30	£172,768	£168,193	-	-
2024-04-30	£109,833	£80,812	-	-
2023-04-30	£87,260	£78,455	-	-
2022-04-30	£58,192	£67,002	-	-
2021-04-30	£64,304	£43,889	-	-

Trustees

Name	Role	Appointed
Pauline Summers	Chair	2025-08-04
Debbie Faulkner		2022-07-20
Elaine Eyles		2025-08-04
Gaynor Harrison		2026-02-26
Gillian Egan		2025-08-04
JUDITH HAGGARTY		

WOMEN'S CENTRE

England & Wales - Charity number 700446

Accounts



Annual General Meeting

REPORT 2024/2025

This document contains reports from:

- The Chair of Chorley Women's Centre
- Treasury
- Centre Manager
- National Lottery Community Fund Project Management
- Counselling Services

Copies of this report can be obtained by emailing:
rebecca.slater@chorleywomenscentre.com

Registered Charity No. 700446
www.chorleywomenscentre.com
ID 20232152



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Message from the Chair

Rebecca Slater

Chorley Women's Centre

I would like to open by thanking everyone for attending our AGM and welcoming our newest supporters. Chorley Women's Centre has had an incredibly busy and successful year. On reading back through last year's report and identifying our organisational values, the one that really struck us as a priority was that Chorley Women's Centre is accessible. It'd been our significant weakness that we did not have the appropriate ground floor facilities for disabled people and those with impaired mobility.

On hearing about an exciting new opportunity to access funding from Lancashire Sport and Culture Fund, paired with crowd funding we launched an ambitious campaign to raise the money to make significant improvements to our home at 55 Clifford Street. The campaign launched in October 2024, we were successful with the Lancashire County Council funding and when our campaign closed in December 2024 we had successfully raised enough money to complete our initial plans. Our long term supporter Linda also ran her own successful fundraising campaign and raised the funds to replace our centre sign as well, so we now have a wonderful, bright sign welcoming people through our door – well done Linda!

Work started in January 2025 and I must thank our community partners at Health at Heart, Calico Lounge, Inspire and Primrose Gardens for providing temporary homes for all our services, so that we did not stop supporting the women of Chorley and South Ribble.

The work would not have been possible without the tireless support and commitment of Duncan Chapman from Regicide Ltd who provided his skills, knowledge and experience free of charge and was on site daily project managing the build, working with our contractors and suppliers and negotiating excellent rates. Thank you so much Duncan!

Our trustees also took the opportunity to update the rest of the building ensuring compliance with all the latest legislation and make some structural changes to our upstairs rooms to make the best possible use of our space. We also had our kitchen area improved thanks to Karl at Wrap My Vinyl, just one of the many amazing local businesses that supported our grand ambitions.

We reopened in March 2025 with our fantastic wheelchair accessible ground floor, our new office space, our accessible toilet, our redecorated accessible therapy room and our new therapeutic room upstairs. This new room we have named Judy's room in honour of our longest serving trustee and amazing supporter and volunteer Judy Haggarty. Thank you Judy for everything you have done for us.

The reaction to the new space has been incredible, with people now able to use the centre who couldn't before and many clients returning now that we are accessible. We are also able to host



more women in our haven room and run bigger groups. There is a real buzz in the centre now and I would like to thank everyone involved in creating such an inviting new space.

As well as change in the building we've had changes within our team, saying goodbye to Jackie Moss our centre manager who moved on to new opportunities. We also thanked Lydia Keighley who after many years stood down as trustee to focus on her work as Circle Co-Ordinator. We have also seen some of our volunteer team move on, we thank Janet Southworth, Kelly Hay, Pamela Martin, Jackie Saunders and Sheila Sammon for all of their hard work, commitment and support over the years.

We also welcomed Sue Bell to our team, in the first instance as volunteer manager and moving to centre manager in early 2025, Sue has really hit the ground running and really developed our programme of incredible groups, activities and services at the centre. Thank you Sue for rolling your sleeves up and getting stuck in.

We have also welcomed some new trustees and volunteers. Niamh Foley and Pauline Summers have joined our governing team and we have welcomed Yushra, Trisha, Amy, Josephine, Elaine and Gill to our incredible team of centre volunteers.

We welcomed Mandy Barlow, one of our existing counsellors to the new role of Promotions and Sustainability Officer in September 2024, Mandy worked really hard on our social media presence and improving the profile of our centre. Unfortunately Mandy is leaving us at the end of July 2025 and her optimistic and uplifting presence will be sorely missed. We wish you all the best Mandy and are so pleased you will continue in your counselling role.

Our counselling services have gone from strength to strength headed up by our General and Release Co-Ordinator Emma Fisher and our Circle Co-Ordinator Lydia Keighley, supported by our student mentor Nina Buckley. Our team of talented, empathic, skilled and passionate therapists have ensured a high quality therapeutic service has been delivered face to face and remotely. I would like to thank the entire counselling team for their hard work and dedication to improving the wellbeing of our clients. Thank you!

Alongside her role in co-ordinating our counselling services Emma Fisher had been project managing our National Lottery Community Fund, she has done an amazing job launching several new things for the centre including yoga for mental health and thread journaling and completing all our reporting requirements. Emma has stepped down from this role and is focussing on counselling co-ordination, we thank her for hard work and determination.

The number of changes this past year have been really challenging and we have faced these and hopefully overcome them by really focussing on why Chorley Women's Centre is here, and that is to help women who are experiencing difficulties, improving their wellbeing and self esteem and supporting them to make their own decisions that will shape their lives.

It's also been a difficult year with the cost of operating increasing and the amount of funding not matching that. We are working hard to improve our fund raising and sustainability to meet the changing landscape of the voluntary sector.



We have enjoyed some wonderful fundraising and community events including our anniversary ball, Christmas wreath making, our spring fashion show and our female icons concert. We are planning many more incredible events next year.

I'd like to close by once again thanking everyone involved in keeping Chorley Women's Centre providing excellent support and a wonderful hub of support and laughter for the women of Chorley and South Ribble.

As I am standing down as chairperson I wish our incoming governance team all the success in the world and I feel certain that Chorley Women's Centre will continue to develop and adapt and meet the needs of our service users. It has been an honour and a privilege to chair our team of outstanding women.

As two more of our trustees stand down I would like to thank Emma Simpson for her patience and dedication in her role as treasurer, she has implemented many new systems and strategies and led on our transition to a Charitable Incorporated Organisation. Emma took on every new challenge with grace and perseverance and her skills and personality will be truly missed. Kate Carrington-Smith is also standing down and we will miss her creativity and amazing I.T. skills and her amazing ability to organise a brilliant raffle. Thank you both for everything you have given during your time as trustees.

We are welcoming in new trustees with a range of amazing skills, experience and passion and I feel incredibly confident that they will ensure that Chorley Women's Centre is still the beacon of hope and support that the women of Chorley and South Ribble need.

With thanks to all of our partners, funders and supporters,

Rebecca Slater

A handwritten signature in blue ink that reads "R Slater".

Chair

Chorley Women's Centre



Centre Manager's Report

Sue Bell

This report details the activities and developments of Chorley Women's Centre Drop-In services over the last three consecutive quarters, highlighting its services, community engagement, and facility improvements aimed at supporting women's wellbeing and mental health.

Following a unsettled start to the year, that saw many Drop-In closures, due to sickness and lack of staffing, the Centre settled into a more regular and consistent routine for opening and service delivery.

- **From September to December:** the centre operated two days a week, offering drop-in services, one-to-one advice, telephone support, a warm space with food and Wi-Fi, relaxation sessions, and courses on yoga, journaling, and meditation. It also developed a neurodiversity support group and provided referrals to statutory and voluntary services.
 - In November, the previous Centre Manager left, leading to the temporary (based on funding) appointment of a new Volunteer Manager (Me) to enhance volunteer coordination and training, and co-ordinating Centre activity. The Chair of the Board took on temporarily managing funding and other business aspects.
 - The centre promoted self-care and wellbeing through monthly themes such as Suicide Awareness, Breast Cancer Awareness, and Mental Health Awareness. It ran a successful second course of Yoga for Mental Health and delivered a 'train the trainer' journaling course to extend that impact.
- **Between January and March 2025:** the centre completed significant building renovations, including accessibility improvements and an accessible toilet, enabling better physical and mental wellbeing support.
 - While the building was closed, services remained open and were delivered flexibly through community venue; Calico Lounge, and partnerships with other local organisations; Inspire Youth Zone and Primrose Gardens to maintain support and early intervention .
 - Programs aligned with the five ways to wellbeing and included more Yoga for Mental Health, Walk n Talk, Coffee and Chat, Positive Journaling, Knit and Knatter, self-esteem workshops, neurodiversity support, and online courses on relationships (GOGL). Warm spaces remained available, and networking with other charities continued.



- Volunteers received supervision, training, and opportunities for development through their input in service planning.

- **The Drop-In officially reopened in March 2025** with full downstairs accessibility, attracting more visitors with mobility needs. My position as Centre manager was extended for a further year in accordance with secured funding.
- **April to July:** The centre maintained its two-day weekly schedule offering drop-in, advice, telephone support, crafting, relaxation, courses, neurodiversity, mental health and domestic abuse support, and referrals .
 - New activities included wellbeing through crafting, positive journaling, Knit and Knatter, felting, IT/job seeking support, wreath making, conversation groups for English language learners aimed at the resettled community, a Happiness Habits course, Indian head massage, neurographic art, a book/short stories club, a book share/library and a very well attended creative drama course,
 - Successful completion of student placements for psychotherapy and counselling .

The drop-In service is currently growing and flourishing both within it's offers and the numbers of women attending it. This can be seen in the data recorded:

- From September to December, figures recorded, reported approximately 56 women accessed services in that quarter, with many using multiple activities.

- In the latest quarter, the centre recorded approximately 197 drop-in visits with 49 new visitors, 33 women accessing one-to-one sessions, and 10 via Facebook support. Again, we are seeing women also accessing multiple activities. The centre handled 200 phone calls covering support, enquiries, and counselling requests, with some missed calls due to opening hours.

**Volunteers:**

The year has seen many changes in the volunteer team working within the Drop-In service: 2 x volunteers left immediately with the previous Centre Manager and more recently, there has been the retirement of 3 older volunteers. Therefore, the majority of the current team have come on board this year. November saw a Drop-In services volunteer team of 8, whilst the current number of regular volunteers is 11, with an additional 4 women in their first week/2 weeks. These numbers are not inclusive of the Trustee members who it is recognised, are also valuable Chorley Women's Centre volunteers.

For those that were here, the Centre closure and resulting changes in working, afforded good opportunity for the team to work together on developing the volunteer pathway and take advantage of some team bonding activities. Training, supervision and recruitment have been and continue to be a high priority.

Finally, last Tuesday, for the first time since I started as a volunteer at Chorley Women's Centre, there was a period of time when the building was being used to capacity. Every room was occupied for a different purpose or activity to support the women attending at the time. It was an incredible testament to the hard work of all the volunteers who work so hard to make the service be so great. Thank you to them all.

Sue Bell**Centre Manager**



National Lottery Community Fund

Chorley Women's Centre

Emma Fisher

Project Future Year One Report

The Story of Project Future

This year has been a transformative journey for the Chorley Women's Centre, defined by resilience, adaptability, and commitment to supporting the wellbeing of our community. Despite significant challenges, we achieved key milestones, learned valuable lessons, and strengthened our foundation for future growth.

The two main challenges we have faced has been leadership absences and trustee retention. From late November, we experienced a period of unprecedented staff and trustee absence. Jackie Moss, our Centre Manager, was on leave for four months due to illness, while other management committee members also faced personal challenges. Rebecca Slater, Chair of the Management Committee, stepped in as interim Centre Manager to ensure continuity of operations. Initially volunteering, Rebecca later transitioned into a paid position (funded by the National Lottery), which enabled the Centre to remain open. We now have a new Centre Manager in post, Sue Bell, who started in November.

We faced the resignation of four long-standing trustees, increasing the workload on remaining committee members. While recruitment efforts are underway, this revealed the importance of regularly onboarding new trustees to prevent burnout and maintain governance stability.

The resignations did not come as a surprise as these four members have carried on longer than they wished due to the pandemic when there were no other options.

Learning Points:

- Having a clearly defined contingency plan for leadership absence is crucial. This year highlighted the need to create a succession plan and build leadership capacity within the team to reduce reliance on a few key individuals.
- We are aware it has not been ideal to be paying our Chair to provide management. We have updated the contract of employment for the Centre Manager role ensuring detailed conditions of absences and sick pay.
- A structured trustee recruitment and retention strategy is essential to ensure a steady pipeline of leadership talent. Attending local volunteer fairs and working with networks like CVS have proven useful in this process.



Key Achievements

We are proud to report we are on track with our plan for year one and have made some valuable achievements.

1. Programs and Workshops:

Despite resource constraints, we delivered a diverse range of services to support mental wellbeing and social inclusion:

- Yoga for Mental Health: A ten-week course that combined physical wellness with group discussions, positively impacting 20 participants. We linked with Aspire Yoga, a local business and launched the course in May 2024. These are held at Eaves Green Community Centre covering topics of Self Esteem & Confidence, Anxiety, Managing Emotions, Social Anxiety, Low mood, Stress Management, Healthy Relationship and Life Planning. Each set of sessions is open to ten participants. Off the success of the first set, we opened the doors again in September to another ten participants. This time it was open to all gender identities. Again, we had a full house and have scheduled this to now run three times a year. We are also planning weekend retreats and one-off taster classes.

- Creativity for Relaxation: This was delivered in conjunction with Edge Hill University. We offered placements to students off the Counselling and Psychotherapy Degree in Contemporary Creative Approaches. With our support and guidance, they created and deliver a short course or workshop through the centre. The next year they join the Counselling team to complete their 100 hours of counselling and psychotherapeutic practice. The popular workshop delivered in March, which promoted mindfulness through art and craft, will return in the Spring due to high demand.

- Thread Journaling & Stitch Your Vision: This was offered in conjunction with a local organisation, Self Care Creatives. They use community venues to generate creative outlets designed to foster self-expression and build relationships. We ran Thread Journaling from the local Calico Lounge in Chorley for six weeks and then secured a venue in Leyland for a four week Stitch Your Vision course. Here participants create a mood board first to inspire the embroidery.

- Get Out, Get Love: This is a self-paced online program supporting survivors of domestic abuse and unhealthy relationships. This resource has been particularly valuable for those waiting for therapy. It runs alongside therapy and has meant we can offer support of this nature at the point of need.

- Action for Happiness: This was six-week course teaching practical strategies to build positive mental health habits. We ran this first in November 2023 and due to success, we ran another for eight participants in October 2024.

- Neurokind support group was launched in November and has operates monthly. This has been providing neurodiverse individuals with a tailored support to meet their specific needs.



Sessions are held in Primrose Gardens community centre, ensuring accessibility for participants. Feedback has been very positive we have even increased the capacity on the third session due to the level of interest.

- In December we ran a Christmas wreath making class at the Calico Lounge bring creativity and festive cheer to the community.

Total beneficiaries through workshops = 90

2. Community Contributions and Events:

We have raised our profile this year through the creation of events, new partnerships and outreach opportunities in the community. These have included:

- Partnership working with Help the Homeless, Chorley Rough Sleepers, SafeNet Women's Refuge and Chorley Council to provide free Winter Wellness boxes and provide a Warm Space.

- We formed links with Chorley Taxi Service to ensure safe transport for residents.

- We celebrated our 40th Anniversary with a Charity Ball in the Lancastrian Suite with honoured guests the Mayor and Mayoress. It was a wonderful night remembering our legacy and raising crucial funds to support our mission.

- Students from Runshaw College designed us a poster as part of our 40th Year celebrations. This was displayed in Chorley Library, where we gave a long-term display cabinet.

- A memorial bench and planter donated by Chorley Funeral Care, now honours the women who helped build the Centre's legacy in our garden.

- We raised £25,000 in our successful Space Hive crowdfund to improve the Centre's accessibility, including the installation of wheelchair-friendly facilities.

3. Leadership and Development:

New Roles:

- A Sustainability and Promotions Officer was recruited to secure future funding and promote the Centre's work.

- We have recruited four new counsellors to join our team. This is in line with the increase in sessions offered and has already reduced the waiting time for clients. We have offered one thousand seven hundred and seventy four sessions this year.

- Sue Bell, a long-time volunteer and previous trustee, joined as Volunteer Manager, focusing on the running of the Centre's activities, drop in, volunteer recruitment and training.

- We are in the final stages of becoming a Charitable Incorporated Organisation (CIO), which will enhance the Centre's operational and legal structure.



4. Infrastructure Growth:

Following our successful crowdfunding campaign, accessibility improvements, including wider doorways, a wheelchair-accessible bathroom, and therapy room, were completed in March. To ensure continued service delivery, we temporarily moved centre activities to community venues, offering 'pop-up' services. Counselling sessions moved to telephone and online and face to face sessions temporarily relocated to Health at Heart. Drop in support activities such as our new Journaling for mental health and Knit and Natter groups relocated to the Calico Lounge and Primrose Gardens Community Centre. Walk and Talk sessions were also available around the local area.

Reflections and Learning Points

What Worked Well:

- Flexibility and Teamwork. The team's ability to adapt, support each other, and take on additional responsibilities was key to sustaining services.
- Community Engagement: Events like the Charity Ball and partnerships with local businesses strengthened our visibility and financial support.
- Innovative Programming: Programs like Yoga for Mental Health, Neurokind and creative workshops addressed pressing community needs and proved highly effective.

Learning Points:

- Community engagement increases when programs are tailored to specific needs, such as domestic abuse recovery or creative therapy. We also learned the value of using digital tools like online courses to expand our reach.
- Strong community ties are vital. Engaging local businesses, charities, and residents in fundraising and awareness events fosters deeper connections and financial support.
- The addition of specialist roles, such as a Sustainability and Promotions Officer, is critical for long-term growth. Transitioning to a CIO will ensure the Centre's legal structure aligns with its evolving needs. We are reviewing our current operational structure with the aim to provide a more structured and bounded approach. This will include an update of all job descriptions and self employed/supplier contracts.
- Infrastructure projects require careful planning to minimise disruption. Transparent communication with service users about temporary changes helps maintain trust.

Looking Ahead to our second year we will be working towards the following:

- Increasing the counselling hours further across the three services.
- Final edit and release of the Ezine.
- Launch newly accessible facilities in the Centre, providing a more inclusive space for all.
- Expand popular workshops and introduce new initiatives like Neurokind, focusing on neurodiversity awareness.



- Strengthen partnerships with funders and stakeholders to secure long-term financial stability.
- Finalise the CIO transition and develop a comprehensive business plan to guide the Centre's next chapter.

Beneficiary Feedback

'The thread journal course has been a real ray of light in a very dark time in my life. Starting to learn the hand embroidery has been a challenge but Steph is so patient and encouraging she really helps you believe that you can do it. I need to learn to make time for it in my day to day life!'

'I was extremely anxious, the warm welcome helped enormously, I'm suffering anxiety and depression for an hour and a half a week. (and the time I put in at home) I was free from that. Thankyou.'

'I have learned so much from this course, most importantly coping strategies for Sleeping and Family issues with Drugs and alcohol. These strategies have taught me to be much calmer in dealing bad situations that arise.'

'This group has given me a reason to leave the house and something to look forward to each week. I have love it and the people I have met there, I just wish it could continue.'

'This group of like minded people supported me in many ways, reassuring me in accepting myself for who I am and enabling me to move forward in all areas of my life. Until now I was truly stuck in my ways and had isolated myself from being around people and I hadn't realise how this journey has opened up so many paths I'm now willing to explore.'

'I have gained so much knowledge about myself from doing these sessions. I am understanding how to deal with situations better and understand more of me and what I want in my life. It's massively helped me and I'm so much more happier in myself. I've spoken about it a lot where I work and people have asked how I've got ok etc and I've recommended that counselling does help'

'Counselling was just what I needed. My counsellor was kind and empathetic, but still professional. I felt relaxed from the start and that she knew what to do, which has been a problem in the past for me. What was crucial was that my counsellor didn't churn out general counselling responses. She worked with where I was at and adapted accordingly. As I was right in the middle of an ever-changing picture, it was hard to move forward but I have gone back on the waiting list because I am certain my counsellor will be able to help me move on from the stress I've been under'

'I would recommend Chorley Women's Centre because it is a safe place and the staff are understanding and caring'

'I have tried numerous counsellors, but I didn't find someone I could click with until I signed up for support through the Women's Centre. When I first accessed the service I was a mess and



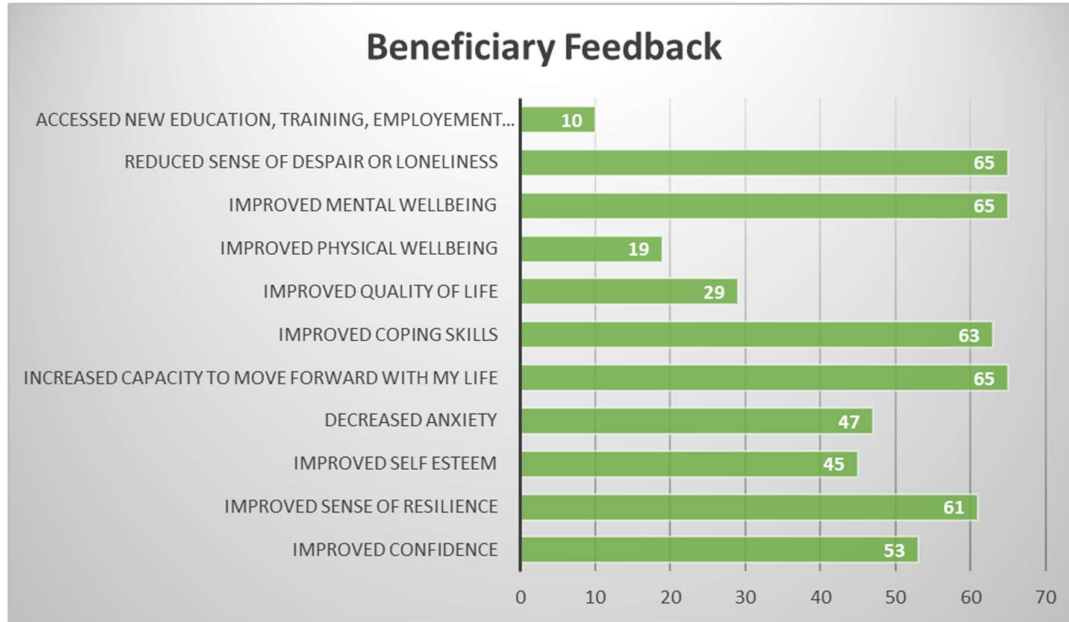
suffering from PTSD and I had no clue how to cope. My circumstances have since changed a little and I am now also dealing with a long term physical illness. As a result I have good and bad days, but I try to apply what I have learnt in my counselling sessions to help me process what I'm feeling. I am currently taking a needed break from counselling but I find myself counting down the days until my counselling begins again because I feel that I am better prepared to deal with what's happening to me when I am able to discuss my situation with my counsellor. I genuinely don't think I could get the support or clarity which my counsellor provides if I had to secure support from another resource. I have been lucky enough to find a counsellor who listens and responds to my specific needs. That is priceless. I am so grateful to the Women's Centre for not only giving me care and support via my counsellor but also for making the sign up process simple, but person centred. Every person I have spoken with who is associated with this service has been kind and understanding and supportive. I can't rate the Women's Centre high enough'

'I have had a number of sessions using the phone counselling service. I have found these sessions invaluable in helping me to regain a sense of self-respect and keeping me from total despair. My counsellor was always sensitive to my specific needs and helped me tremendously. She has helped me see the positives from a seemingly hopeless situation. Thank you'



Feedback Survey Results

Here is our feedback collected from Counselling sessions; figures are a percentage of the fifty one respondents:



This year has been both challenging and rewarding. Through teamwork, innovation, and resilience, we have not only maintained but grown our impact in the Chorley community. As we approach the next chapter, we are more determined than ever to empower, support, and uplift the lives of those we serve. Together, we are building a future full of hope and opportunity.

Year One Budget Review

Project Budget Headings	Year 1 Total Project Cost	Year 1 request from The Fund	Year 1 Spend from The Fund	Year 1 Spend from additional Funding
Counselling Coordinator hours	£32,256	£14,784	10,415.88	
Centre Manager hours	£16,744	£5,824	£6,196.90	£372.90



Monthly Group Supervision	£900			
Counsellor Sessional fees	£49,920	£18,720	18,720	
Sustainability and Promotions Officer	£1,680	£1,680	£1,904	£224
Volunteer contributions	£700			
Counsellor Insurance contribution	£600			
Rent/ venue costs	£500	£500	£300	
Training	£1,000	£1,000	£530.30	
Travel (Students)	£1,000			
Office costs	£1,000			
Equipment	£1,500			
Marketing & promotion	£1,500	£500	£659.64	£159.64
Utilities	£4,500			
Insurance	£3,000			
CIO transition costs	£2,500	£2,500	£687	
Centre Cleaning/basic upkeep	£200	£200	£130	
Workshop/outreach event creation & delivery	£1,700	£1,700	£2,473	£773
Total	£121,200	£47,408	42,016.72	1529.54



Report compiled by:

Emma Fisher

Counselling Coordinator & Project Manager



Counselling Services Report

Emma Fisher and Lydia Keighley

May 2024– April 2025

Overview

Chorley Women's Centre provides a range of specialist and general counselling services, including:

- **Circle** – Domestic Abuse Counselling
- **Release** – Support for those recovering from rape, sexual abuse, and sexual assault, including historical abuse
- **General Counselling** – For all other emotional and psychological needs

While our centre is a women-only space, our counselling services are open to all genders. Men are supported either remotely or at alternative locations.

Highlights from the Year

This year, new funding streams have enabled us to significantly reduce waiting times across our services. We also introduced the *Get Out Get Love* (GOGL) programme – a self-paced, online resource for survivors of domestic abuse. GOGL can be accessed alongside, before, or instead of counselling, offering a compassionate focus on self-care and recovery. A full evaluation of this programme is available separately.

Face-to-face appointment availability has expanded, with new sessions offered on Wednesdays (with student counsellors), in addition to our established Monday and Thursday provision.

Our Team

Our trauma-informed services are delivered by a dedicated team:

- **Joint Service Coordinators:** Emma Fisher and Lydia Keighley
- **Student Mentor:** Nina Powell
- **Counsellors:** 10 qualified professionals and 3 student counsellors

Operating within the wider Women's Centre, our counselling service benefits from wrap-around support for clients – before, during, and after therapy. We are deeply thankful to Centre Manager Sue and her team of volunteers for their ongoing support and referrals.

We extend heartfelt thanks to our counsellors, whose commitment, compassion, and collaborative spirit are the foundation of our work. Emma and I remain incredibly grateful to each of you.

Funding

Our services are made possible through funding from Chorley Borough Council, The National



Lottery, VCSFE, and the Lancashire Police and Crime Commissioner. We are sincerely grateful for their continued investment in this vital work.

While securing funding remains a challenge in an evolving landscape, our focus is on achieving long-term sustainability. The 5-year National Lottery project continues to provide strong foundational support.

Looking ahead, we are pleased to share that Chorley Borough Council has extended its core funding for a further 12 months and provided additional support for the *Circle* service. *Circle* has also received a grant from Lancashire Foundation Trust Women's Fund to support 20 clients with eight counselling sessions each.

Referrals

Our services continue to be accessed through a broad range of referral pathways, including Victim Support, GP surgeries, mental health practitioners, the Child and Family Wellbeing Service, and Talking Therapies.

Our online self-referral form has seen significant uptake, with over 200 referrals received during the period covered by this report.

Looking ahead, we plan to transition to a fully online referral process over the next 12 months. This will streamline access, improve efficiency, and reduce administrative workload.

Training and Development

Our team has engaged in ongoing professional development, including *SPEAK* suicide prevention training through Papyrus in October. Monthly peer supervision continues to provide valuable reflective space and support for all practitioners.

Beneficiaries Overview

We are proud to report significant growth across all three of our counselling services, reflecting both increased capacity and continued demand.

- Release (Rape, Sexual Abuse & Sexual Assault Support)
 - *Sessions Offered:* 740
 - *Sessions Attended:* 653
 - *Total Beneficiaries:* 152 — a 120% increase from the previous year
- General Counselling
 - *Sessions Offered:* 746
 - *Sessions Attended:* 649
 - *Total Beneficiaries:* 166 — representing a 186% increase
- Circle (Domestic Abuse Support)
 - *Sessions Offered:* 696



- *Sessions Attended:* 549
- *Total Beneficiaries:* 67 — a 64% increase from last year

These figures highlight the growing reach and impact of our services, and the dedication of our team in meeting the needs of our community.

Waiting times

Release- 4 months

General-6 months

Circle- 3 months

The General waiting time is reflective of both the high demand on the service and the fact that it's the only service that hasn't received an increase in funding.

Service Growth and Engagement

We have seen an increase in the number of beneficiaries across all counselling services, highlighting consistent year-on-year growth and the increasing reach of our support.

Attendance rates remain strong at 80% or higher across all services — a notable achievement given the complex needs of our client group. This reflects the dedication of our coordinators and counsellors, who work proactively to support client engagement and minimise barriers to attendance.

Impact

We seek feedback on our service via an anonymous feedback survey using Google Forms. Included below are some of the responses which show a range of benefits for clients:

100 per cent of clients across all services said they are likely or very likely to recommend our service to others.

Respondents across all services have reported a positive impact on a number of areas of their life including confidence, resilience, coping skills and improved mental and physical health.

General Counselling

'I had a positive experience with the counselling, talking in the sessions helped me to feel calmer and improved some things for me'

'I was made to feel of value. For the first time in my life I feel my feelings were taken seriously.'



Release Counselling

'My counsellor was very supportive patient and always kind and understanding although my mental health is very bad she was always there to support me she never put me under any pressure. I cannot thank you enough for your time care and support'

'This service has helped me understand why I'm feeling how I feel. It's also helped me with boundaries and other ways I can help myself. I would recommend it to anyone'

Circle Counselling

'I'm not one to gush, but in just 8 counselling sessions I feel much more in control of my own life. I genuinely feel this is a pivotal moment in my life and I feel a much stronger person for it. Thank you'

'It's super friendly and helpful, you know? No judgment, just easy conversation that helps you sort things out without feeling judged or like there's a big secret'

Looking ahead

We remain committed to responding to increasing demand and meeting the diverse needs of our clients. In the year ahead, we aim to further strengthen and grow our service through the following initiatives:

- **Implementing a dedicated database** to enhance record-keeping and streamline service delivery
- **Recruiting new student counsellors** to expand capacity and support future workforce development
- **Providing additional training and development opportunities** to ensure our team continues to deliver high-quality, informed care

These plans reflect our ongoing dedication to evolving and improving our service for those who need it most.

Lydia Keighley and Emma Fisher (Counselling Service Coordinators)



Treasury Report

Treasurer Emma Simpson

Vice Treasurer Debbie Faulkner

Balance of accounts today 26/07/2025:

Liaison Account: £10246.57

Current account: £89917.79

This has been a challenging year for the treasury team. ES would like to thank Debbie and Kate for their continued support and hard work throughout the year.

Debbie has been responsible for payment of all invoices and Kate has continued to process payroll.

ES has worked in the background to try to improve the foundations of the treasury function of the charity, ensuring easier processes in future, better spending oversight, budget management and clarity of the overall financial health of the organisation.

Updates

- Successful additional grants/funding awarded this year include:
 - o Spacehive Refurbishment project grant from Lancashire Culture and Sport Fund, which contributed over £10k to the overall project costs
 - o Clothworkers Grant (£5800 towards the refurbishment)
 - o Resettlement Grant (£8548 12-month grant for the centre to deliver opportunities for social and work information for resettled population in Chorley)
 - o Chorley Borough Council DV Project (£8000 12-month funding for Circle)
 - o Lancashire Women's Fund (£6923 funding for Circle for 20 clients)
 - o Lancashire Police Crime Commission one off uplift grant for Release domestic abuse services (£19,500)
 - o A number of small individual Lancashire County Council members grants (between £100-£200) awarded in support of the refurbishment
 - o Adlington Carnival picked Chorley Women's Centre as their event charity which raised £1512
- These grants have been awarded through the hard work of various team members so it has been positive to see a more even share of fundraising responsibilities across the team.
- Successful fundraising activities over the course of this year include:



- 40th Anniversary Ball – raised £1150 and was a fantastic event which had some great feedback. Was also the introduction of using Eventbrite for managing event sales and worked very well.
- Christmas Raffle – done online due to not having a Christmas event this year, this was a learning experience in using the Raffall online raffle platform. Raised £184
- Christmas Wreath Making – very popular and a minimal amount of work for the centre team, approx. amount raised after costs £350
- Fashion Show Fundraiser – ticket sales £264.29

Treasury Activities:

- We now have an annual budget for the organisation. This gives greater clarity on the budget lines against all funders and all services. Headline budget numbers:
 - Total annual cost for the centre and all core services running at the current level: £134,543
 - Total monthly budget for the centre and all core services running at the current level: £11,211
 - Most funding streams end in March 2026, with the exception of the National Lottery (funding runs to 2028). Chorley Borough Council have given 10 month extensions on their main grants (mental wellbeing support and wellbeing support) to bring us in line with their financial year so will now also end in March instead of May as they have previously.
- Reserves policy created and signed off
- Reviewed all utilities costs and met with potential new suppliers
- Engaged with an accountancy firm for support with payroll, daily accounting and annual accounts. In progress with setting up Quickbooks to run the accounting process in future, this is being set up from May 2025 so next years annual accounts will be much quicker and easier to report. As part of this process a coding system for invoicing was set up to identify the service cost and the funding cost, allowing for easier identification of funding gaps and tracking of spend against different funders.
- Changed all accounts and suppliers to a treasury@chorleywomenscentre.com email log in so that these can easily be accessed by new treasurers when people change roles
- Registered CWC for Gift Aid
- Purchased a SUMUP machine for card transactions
- Almost completed CIO transition process. One outstanding item remains to be revised and sent to charity registration.
- Engaged with Cranfield Trust in the first instance, now passed over the Becca, to contract with them to support development of a 5-year strategic plan for the charity.



As I formally stand down as treasurer and trustee, I thank the team for their support and hard work and I wish the Centre all the best for the future.

Emma Simpson



CHARITY COMMISSION
FOR ENGLAND AND WALES

Chorley Women's Centre 700446

DRAFT Receipts and payments accounts

CC16a

For the period from	01/05/2024	To	30/04/2025
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	2,855	-	-	2,855	11,372
Interest	1,161	-	-	1,161	970
Fundraising Events	3,199	-	-	3,199	-
NHS ICB Counselling & Centre Manager	-	23,930	-	23,930	-
Chorley Borough Council - Mental Wellbeing Support	-	15,000	-	15,000	-
Chorley Borough Council Vulnerable Adults	-	4,500	-	4,500	-
Chorley Borough Council Community Space	-	8,500	-	8,500	-
Chorley Borough Council Wellbeing Support	-	8,000	-	8,000	-
Lancashire Police Crime Commission	-	29,500	-	29,500	-
Council Member Grants	-	1,455	-	1,455	-
National Lottery	-	49,666	-	49,666	23,704
CoOp	-	500	-	500	-
Spacehive Fundraising	-	14,483	-	14,483	-
Lancashire Women	-	6,923	-	6,923	-
South Ribble Community Spaces	-	10,000	-	10,000	-
NHS ICB Counselling	-	-	-	-	18,124
Circle Co-ordination (CBC)	-	-	-	-	7,000
Circle Expenses (CBC)	-	-	-	-	8,000
Circle Counselling (CBC, NHS)	-	-	-	-	18,500
CBC (Running Costs)	-	-	-	-	8,200
Release (NHS)	-	-	-	-	3,000
Centre Manager	-	-	-	-	10,963
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	7,216	172,456	-	179,671	109,833

A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	7,216	172,456	-	179,671	109,833

A3 Payments					
Utilities	3,710	-	-	3,710	4,675
Insurances	2,262	-	-	2,262	-
Centre	-	14,578	-	14,578	7,104
Centre Manager	-	20,922	-	20,922	11,264
National Lottery	-	3,080	-	3,080	4,238
Circle co-ord	-	9,365	-	9,365	5,428
Circle counselling	-	15,895	-	15,895	13,265
Circle expenses	-	3,651	-	3,651	3,323
General co-ord	-	4,956	-	4,956	3,915
General counselling	-	16,310	-	16,310	10,542



Release co-ord	-	4,783	-	4,783	3,182
Release counselling	-	12,899	-	12,899	11,758
Project Management & Promotions	-	9,736	-	9,736	-
Training	-	948	-	948	-
Misc	-	7,428	-	7,428	285
Building Refurbishment	-	39,031	-	39,031	-
Asda	-	-	-	-	90
Counsellors expenses	-	-	-	-	1,743
Sub total	5,972	163,583	-	169,555	80,812

A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-

Total payments	5,972	163,583	-	169,555	80,812
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Net of receipts/(payments)	1,244	8,873	-	10,116	29,021
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	80,049	-	80,049	51,028
Cash funds this year end	1,244	88,922	-	90,165	80,049

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted to nearest £	Restricted to nearest £	Endowment to nearest £
B1 Cash funds	Liaison	-	10,905	-
	Current account	-	546	-
	Deposit account	32,784	45,617	-
	Petty Cash			
	SumUp Card	313	-	-
	Total cash funds <small>(agree balances with receipts and payments account(s))</small>		33,097	57,068
		Agreement Error	Agreement Error	OK

Categories	Details	Unrestricted to nearest £	Restricted to nearest £	Endowment to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-



	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which	Cost (optional)	Current value
B4 Assets retained for the charity's own use	55 Clifford Street, Chorley, PR7 1SE		12,000	85,000
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval



DRAFT Receipts and payments accounts

CC16a

For the period
from

5/1/2024

To

4/30/2025

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	1,435	-	-	1,435	11,372
Interest	1,162	-	-	1,162	970
Fundraising Events	3,199	-	-	3,199	-
NHS ICB Counselling & Centre Manager	-	23,930	-	23,930	-
Chorley Borough Council - Mental Wellbeing Support	-	15,000	-	15,000	-
Chorley Borough Council Vulnerable Adults	-	4,000	-	4,000	-
Chorley Borough Council Community Space	-	8,500	-	8,500	-
Chorley Borough Council Wellbeing Support	-	-	-	-	-
Lancashire Police Crime Commission	-	49,000	-	49,000	-
Council Member Grants	-	1,455	-	1,455	-
National Lottery	-	49,666	-	49,666	23,704
CoOp	-	500	-	500	-
Spacehive Fundraising	-	-	-	-	-
Lancashire Women	-	6,923	-	6,923	-
South Ribble Community Spaces	-	-	-	-	-
NHS ICB Counselling	-	-	-	-	18,124
Circle Co-ordination (CBC)	-	-	-	-	7,000
Circle Expenses (CBC)	-	-	-	-	8,000
Circle Counselling (CBC, NHS)	-	-	-	-	18,500
CBC (Running Costs)	-	8,000	-	8,000	8,200
Release (NHS)	-	-	-	-	3,000
Centre Manager	-	-	-	-	10,963
	-	-	-	-	-
	-	-	-	-	-
Sub total(Gross income for AR)	5,795	166,973	-	172,768	109,833

A2 Asset and investment sales, (see table).

	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	5,795	166,973	-	172,768	109,833

A3 Payments

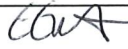
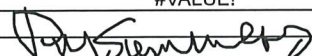
Utilities	3,710	-	-	3,710	4,675
Insurances	2,262	-	-	2,262	-
Centre	-	14,578	-	14,578	7,104
Centre Manager	-	14,906	-	14,906	11,264
National Lottery	-	3,080	-	3,080	4,238
Circle co-ord	-	9,365	-	9,365	5,428
Circle counselling	-	15,895	-	15,895	13,265
Circle expenses	-	3,651	-	3,651	3,323
Release expenses	-	3,954	-	3,954	-
General expenses	-	287	-	287	-
General co-ord	-	4,956	-	4,956	3,915
General counselling	-	16,310	-	16,310	10,542
Release co-ord	-	4,783	-	4,783	3,182
Release counselling	-	12,899	-	12,899	11,758
Project Management & Promotions	-	9,736	-	9,736	-
Training	-	948	-	948	-
Misc	-	7,428	-	7,428	285
Building Refurbishment	413	39,031	-	39,444	-
Asda	-	-	-	-	90
Counsellors expenses	-	-	-	-	1,743
Sub total	6,385	161,809	-	168,193	80,812

A4 Asset and investment purchases, (see table)

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Elaine Eyles	2/18/2026
#VALUE!	Pauline Summers	19/02/2026
		



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Chorley Women's Centre

**On accounts for the year
ended**

31/04/2025

**Charity no
(if any)**

700446

Set out on pages

One to three

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

~~Please delete the words in the brackets if they do not apply.~~

Signed: Alan A Clements

Date: 19th. February 2026

Name: Alan A.Clements Rev'd

**Relevant professional
qualification(s) or body
(if any):**

Fellow Association of Charity Independent Examiners.

Address:

15 Carleton Road, Great Knowley, Chorley PR6 8TQ

WOMEN'S CENTRE

England & Wales - Charity number 700446

Accounts



FINAL AGM REPORT 2023/24

Report for the Annual General Meeting of
Chorley Women's Centre / 29th July 2024

Final copy of this report of the Annual General Meeting of Chorley
Women's Centre

Copies available to anyone on request by emailing
Emma.Simpson@chorleywomenscentre.com

REPORTS

Including note from the Chair, Centre Manager, Counselling services, Project Management and Treasury team, including draft accounts for financial year May 2023 – Apr 2024.

Emma Simpson - Secretary



Contents

Message from the Chairperson.....	2
Centre Manager's Report	4
Counselling Services Report	7
Project Management Report.....	13
Treasury Report.....	18
Draft Accounts May 2023-April 2024	19



Message from the Chairperson

Chorley Women's Centre

29th July 2024

I would like to open by thanking our team members who have left our organisation and to welcome those new to Chorley Women's Centre. Whether you are a volunteer, student, therapist, trustee or manager you are a vital part of our organisation and we could not continue without you.

I would like to especially thank our trustees who have stepped down, including Sue Collins, Lynda Gallagher and Wendy Mathers.

Chorley Women's Centre has grown in strength and resilience in the twelve months since I have taken on the role of chairperson.

We have experienced an especially challenging year however I have been impressed by the hard work and fortitude of our team. We are undergoing significant changes to our organisation including new systems and ways of working.

This is our 40th year and it has been an honour and a privilege to be part of continuing to offer the women of Chorley and South Ribble a supportive, empathic and kind service.

I would also like to thank our funding partners for their continued support.

Particular highlights for me include

- Our successful national lottery bid which secured our future for the next five years. I am incredibly proud of Emma Fisher who took the lead on this supported by Lydia Keighley and Emma Simpson. Their application was outstanding and proved that we should be ambitious in our goals.
- Training from Lancs LGBT which helped us make our services even more welcoming and accessible.
- Investing in repairs to our building and improving our outside space and communal areas (much of the work carried out after the end of April, the timeframe of this report – but this is an ongoing process).
- Offering community workshops and activities, working with other organisations and providers which have proven a huge success.
- Being chosen as named charity for Adlington Carnival 2024.
- Our first multi team training day which was an incredible way to share ideas, work on our strengths and areas for improvement and for our therapeutic and centre teams to get to know each other. It was at this team day that we focussed in on our core values for Chorley Women's Centre.



I am proud to share our organisational values:

Chorley Women's Centre is

Non-Judgemental

Respectful

Empowering

Person Centred

United and

Accessible

I would like to thank our counselling team for providing our service users with an outstanding therapeutic service and thank our co-ordination team for their hard work, patience and resilience. Their combined professionalism, experience and commitment is truly impressive.

I would also like to thank our centre team, led by Jackie Moss, who have welcomed our service users with kindness and empathy and provided a much-needed safe haven for the women of Chorley and South Ribble. In addition, I would like to thank Sue Bell for stepping into the role of training mentor.

I am particularly excited for our upcoming Summer Ball celebrating our 40th Year. This is set to be a fantastic party and a way for us and our community to celebrate our achievements, both past and present.

Our plans for the next year include;

- Delivering more community outreach projects
- Offering more workshops supporting mental health
- Growing and developing our team
- Continuing to support both the women of Chorley and South Ribble in our centre and the wider community
- Working in partnership with local organisations

It has been an honour to lead our incredible team this past year and I look forward to the continued development and success of Chorley Women's Centre.

Rebecca Slater

Chair

Chorley Women's Centre



Centre Manager's Report

This year the Centre has continued to move forward at a steady and positive pace. The Centre continues to be open 2 days a week, Tuesday 10-3, Friday 10-3 offering support to ladies of Chorley and the surrounding boroughs and South Ribble.

The Centre continues to support women (and indirectly their families), including some of the most vulnerable. Throughout the year we have seen 388 ladies through the doors of the centre. This overall figure is inclusive of returning and new clients. Approximately 74% of the ladies have been new clients to the centre. Approximately 23% of clients have returned to the centre to access further services.

We have 8 volunteers who have been absolutely incredible throughout the year, they all continue to give their time freely so we can continue to provide support to the women of Chorley, South Ribble, and surrounding areas.

We rely on volunteers to provide a supportive welcoming and friendly setting. The volunteer's gain quality training, life and work skills which promote their own self development and confidence, and we are extremely grateful for the hard work and dedication that every single volunteer brings to the centre. It is not an over-statement to say that the centre would not be able to operate without them, to continue to provide help and support to those in need and to continue the legacy and ethos of the Women's centre in a positive way. I for one am extremely grateful for their support, hard work, and dedication.

Towards the end of year, we were hit with some challenges to our staff, myself included. I was off for a significant period of time due to unforeseen health issues.

Alongside this a couple of the volunteers also came up with challenges of their own.

And I personally would like to thank Rebecca, our current chairperson, for standing in for me and being our manager and for the members of our amazing team who covered in the centre, to allow us to remain open as often as we were able and those who lent a helping hand at our events when it was required. I could not have left the centre in better hands. So, thank you all so much for your support and patience in a very difficult and challenging time.

We made it through a very unprecedented time, and I feel we are going from strength and strength. Working towards more support and increasing our platform of what we can offer to the community and doing it with an amazing team. I for one am excited to see the direction the centre will take in the coming year. Here is to 2024-2025. Celebrating our 40th year of this wonderful centre we are all a part of.

Throughout this period of time, we introduced Croner HR to assist us with operational HR. They provide advice on UK employment law which is required for all businesses. So, this is a welcome addition to have on hand.



We continue to provide our one-to-one service; this is a valuable service we offer to ladies who often are in crisis. Ladies can utilise this service as a first point of contact, a means to offload, and to have someone to listen to their struggles without fear of judgement.

During one-to-ones, the women receive not only emotional support but also, general and health related information, signposting to an appropriate statutory, local, and voluntary service, if required. We also provide referrals into these services if and when required.

Throughout this year we have offered over fifty-five one-to-ones to ladies in need.

We also continue to provide our drop-in service, where ladies can come in for a cup of tea or coffee and meet ladies going through similar situations to them, build friendships/gain useful insights and share experiences. The volunteers are all trained in supportive listening skills and are encouraged to utilise these when women drop in needing a listening supportive ear.

Throughout the year we have had 295 ladies access our drop-in service.

We launched a new Menopause support group in Bamber Bridge, working alongside Sam Jones at South Ribble Borough Council. This was temporarily placed on hold due to reasons beyond our control. We are hopeful of restarting this in the coming year, alongside our Menopause support group that we offer here at the centre.

We raised funds for the centre by organising time with Lucia at Asda in Chorley, our Christmas and easter bingo events, which were well received by the community. We have also been able to attend health and wellbeing fairs around the county which have been great networking experiences. We have been linking in with different organisations to promote the centre and introduce new and exciting wellbeing sessions across the community.

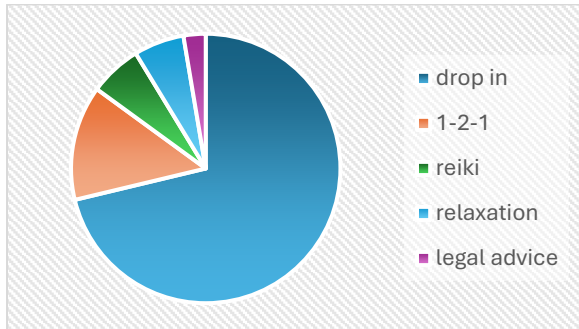
Along side all of this we continue with our other support such as:

Legal advice

At the centre, we are in contact with two local solicitors who specialise in family law. This information is available upon request, by those in need. Ladies who contact them gain a 30-minute free consultation and can also gain access to useful knowledge from an experienced professional. We have provided these details for eleven ladies accessing the centre.

Our Weekly relaxation sessions were temporarily placed on hold due to unforeseen circumstances; however, these now continue to run and are well attended.

The ladies utilising this service all say they find it immensely beneficial. It is a fantastic service we can offer to the ladies we support. Reiki is also offered alongside relaxation by appointment. twenty-five ladies have accessed our relaxation session and 26 ladies have attended reiki.



please note that all figures are approximate as we do not keep full records and ladies can access the centre for more than one reason

We continue to offer free Counselling to women, and we can now extend that service out across all genders, which is absolutely incredible. All three services are steadily growing and without our fabulous team of counsellors this would not be possible. We have also been able to accept three student placements and we look forward to supporting them in their journey to becoming a fully qualified therapist.

Massive thank you to all involved and to Emma and Lydia our counselling co-ordinators and to Nina our student mentoring lead, for their continued support and hard work.

We have been able to offer the service via telephone, zoom and face-to-face sessions. This is providing our clients a range of options to avoid missing out on such an amazing service. We continue to have a steady stream of clients who are referred into the centre to access this service.

I would like to take this opportunity to thank everyone for the continued help and support I have received throughout the past year. It has been a bit of a challenging year for me due to personal circumstances; however, I feel we have and are achieving new things. We continue to support and grow together. The support shown and received by all has been very welcoming and appreciated. I look forward to continuing the journey and moving the centre forward in a positive way.

Jackie Moss

Centre Manager



Counselling Services Report **May 2023 – April 2024**

Chorley Women's Centre counselling services encompass:

Circle- Our specialist Domestic Abuse Counselling service

Release- Our Counselling service for those recovering from Rape, sexual abuse and sexual assault including historical abuse

General – Our General counselling services for all other issues

Our services are open to both men and women, but men are seen either remotely or at a different venue as the Women's Centre is a Women only space.

Our Year

We ended this year in a much better place than we began; the previous year had presented many operational, staffing and budgeting challenges but much has been learned from the process of overcoming these. There has continued to be an increased demand across all services over the last year. There is a steady stream of referrals via the Women's Centre, NHS, Social Prescribing, Victim Services, Children's Services, Home Start and Schools. The variety of referring agencies indicates the breadth of presenting issues that bring people to our service. We have also this year introduced an online referral form for self-referral via our website which has made the self-referral process more accessible.

We also took part in a trial of a new digital offering to compliment our counselling services, The Get Out Get Love Program (GOGL) was offered to eligible clients to support them in their recovery from Domestic Abuse. This is a self-paced program, accessed on line, with a positive focus on self-care and self-compassion. After a successful trial, we are pleased to be able to offer this program to Centre and counselling clients over the next twelve months.

We have expanded our offering of available times for counselling to offer 'twilight' sessions on a Monday which many clients access after work. These late afternoon and early evening sessions have proved to be very much in demand.

The Team

These high quality, trauma informed services are supported by Emma Fisher and Lydia Keighley as Joint Service Coordinators, Nina Powell as Student Mentor and our team of 10 counsellors and 1 student counsellor. Our services exist under the wider umbrella of the



Women's Centre which mean we can offer wrap around support to our clients while they wait for sessions, when sessions have finished and if they should need support between sessions. We are very grateful to the Centre manager Jackie and her team of volunteers who offer this additional support and continue to refer many women into our services, and to all of those that supported the Centre in Jackie's absence.

A huge thank you to our team of counsellors who continue to go above and beyond in supporting our clients and each other, Emma and I continue to be so grateful for your whole hearted commitment to our work.

Funding for Counselling

Counselling services are funded by a combination of funding sources from Chorley Borough Council, The National Lottery Fund and VCSFE, who all contribute to the running of these services. We extend thanks to all those who are funding us to continue to run this valuable and much need service.

The search for funding for all of our services, especially currently Circle (due to some core funding coming to an end) is ongoing. The funding landscape is changing and funding is harder to find and access, our aim is sustainable and longer-term support to offer us security for the future. The 5-year National Lottery funding project is a great springboard for this.

Training and development

The team have accessed a number of training and development opportunities this year. In September we held a Counselling Team Day which consisted of planning and development for the future, as well as self-care activities, including a relaxing sound bath. Other training includes training by Victim Focus on the Trauma informed approach and in-house sharing of knowledge on a variety of topics including Neurodivergence. We wish to extend our thanks to the management committee for supporting opportunities for training and development.

Beneficiaries

- **Release**

Counselling sessions offered: 480

Counselling sessions attended: 424

Total beneficiaries: 69

- **General**

Counselling sessions offered: 459



Counselling sessions attended: 402

Total beneficiaries: 58

- **Circle**

Counselling sessions offered: 491

Counselling sessions attended: 432

Total beneficiaries: 67

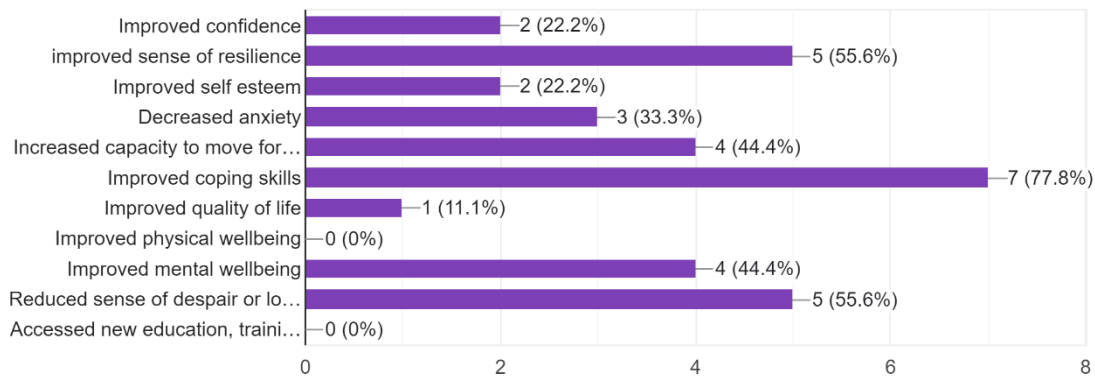
Impact

We seek feedback on our service via an anonymous feedback survey using Google Forms. Included below are some of the responses which show a range of benefits for clients:

General Counselling

I have experienced the following as a result of accessing counselling (tick any that apply, you can select multiple answers)

9 responses

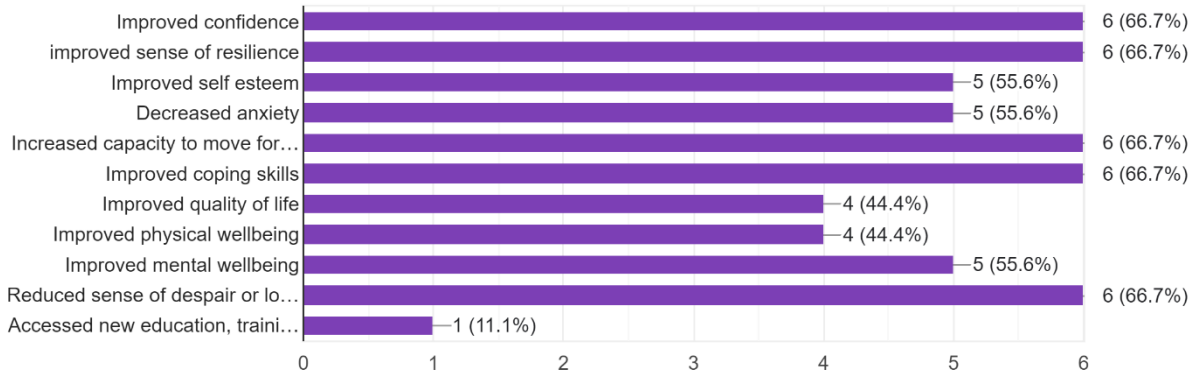




Release Counselling

I have experienced the following as a result of accessing counselling (tick any that apply, you can select multiple answers)

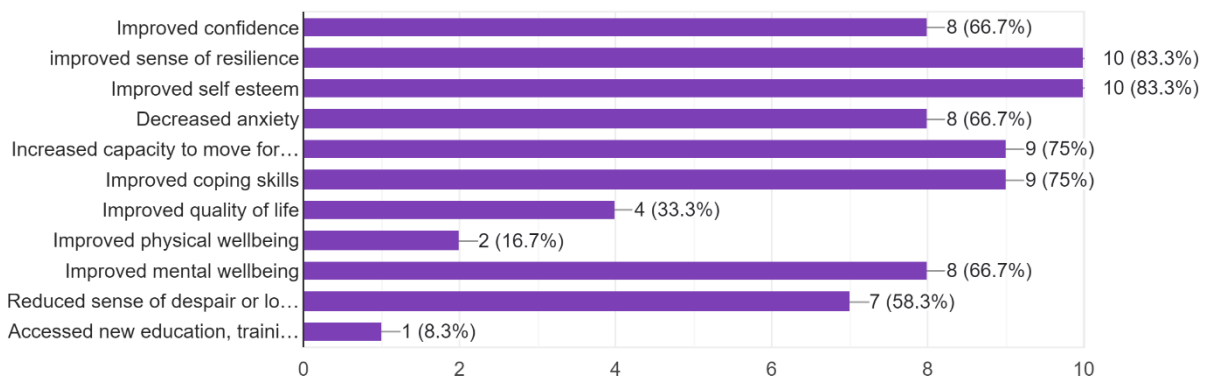
9 responses



Circle Counselling

I have experienced the following as a result of accessing counselling (tick any that apply, you can select multiple answers)

12 responses



Across all three services, **100 per cent** of respondents reported they would be 'likely' or 'very likely' to recommend our service to others.



Testimonials

'I would definitely recommend your service. The people and the environment are so welcoming and it feels safe to be there and to talk. I felt supported, protected and not judged'

'This service has made a huge positive impact on my life, it has taught me numerous ways to cope both in the present and moving forward. My Counsellor made me feel very at ease and that everything I said mattered. She made me feel valid and empowering.'

'I would hundred percent recommend counselling with Ur services made me feel relaxed helped me work out solutions and didn't dictate how I should feel best counseling service I've used.'

'I was made to feel it was not my fault. I felt very safe talking to my counsellor. Helped me understand the way I was feeling thank you.'

'I tried a different type of counselling previous to this and it really didn't work for me. The service I have experience from Chorley Women's Centre has been amazing and is helping me take positive steps in controlling my life again. It will be a long road but I am confident with the help of this counselling I will get back to being a confident person again, not anxious, apologising for everything and panicky'

'I was in a mental health crisis when I first started having counselling & I couldn't access help from anywhere else & I was fighting the urge to take my own life & I genuinely don't know if I'd have survived this period without my weekly sessions & I'm so grateful to The Women's Centre for providing this service to me.'

'I have gained so much knowledge about myself from doing these sessions. I am understanding how to deal with situations better and understand more of me and what I want in my life. It's massively helped me and I'm so much more happier in myself. I've spoken about it a lot where I work and people have asked how I've got ok etc and I've recommended that counselling does help'

'I have had a number of sessions using the phone counselling service. I have found these sessions invaluable in helping me to regain a sense of self-respect and keeping me from total despair. My counsellor was always sensitive to my specific needs and helped me



tremendously. She has helped me see the positives from a seemingly hopeless situation. Thank you'

Looking ahead

We look forward to being able to continue to look for ways to meet the demand on our service and meet client's specific needs. Plans include:

- Recruitment of counsellors to provide more evening sessions
- Securing use of a stable accessible space to offer face to face sessions for those with greater accessibility needs
- Continuing our learning in how to best support Neurodivergent clients
- Promotion of the GOGL service to clients where appropriate
- 'Speak' Suicide Prevention Training (Funded by Asda)
- Mentoring of two new student counsellors starting in September
- Providing face to face sessions on a Wednesday in addition to the Monday and Thursday currently offered

We are also looking forward to our counselling services being complimented by an expanding range of groups and other activities offered by the wider Centre team. We look forward to the year ahead with excitement.

Lydia Keighley and Emma Fisher (Counselling Service Coordinators)



Project Management Report **AGM Report May 2023 – April 2024**

This year has been a remarkable period for the Chorley Women's Centre, marking one of our most significant years to date. We have hosted more events and workshops than ever before, broadening our reach and impact within the community. Our efforts have been recognised and rewarded with the highest funding grant in our history, ensuring our operations are secured for the next five years. Alongside this financial milestone, we have expanded our team, welcoming new members whose skills and dedication will further our mission. As we conclude this financial year, we proudly embark on our 40th anniversary, with a renewed commitment to realising the full potential of our centre.

Here is a timeline of the events and projects we have achieved over the past year:

May 2023

We invited Health Watch Lancashire to the centre to run a 'Waiting for Wellness' session at the centre.

Cllr Nina Buckley the new Mayoress of Adlington chose us to be her charity of the year



June 2023

We were successful in winning the contract for Mental Wellbeing Support & Wellbeing Support from Chorley Borough Council. This provides the core funding we require to continue to open the centre and offer all of our amazing free services such as drop in, listening service, relaxation, reiki and counselling.

July 2023

Following the AGM we welcomed Rebecca Slater as Chair, Emma Simpson as Secretary, Debbie Falkner as Treasurer and Kelly Hay as Vice Chair. Annie Stafford and Sue Collins stepped down as Chair and Treasurer after many long years of service.

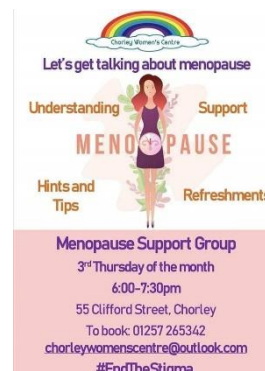
We ran a Yoga Challenge and raised £100.



We attended Adlington Carnival with a stall full of hand crafted goodies and self help ideas.

August 2023

The centre continued to offer relaxation and reiki and twice weekly drop in sessions and monthly menopause support group. We had promotional stalls at various events across the community such as the Chorley Jobs Centre Volunteers Fair and South Ribble Menopause fair.



September 2023

We raised awareness of self injury by creating a display in the centre and ran an informative promotional campaign on social media.

October 2023

Using the Money raised from the July Yoga Challenge and other donations we gratefully received, we created 'Be Well This Winter' boxes. Fifteen were given to Help the Homeless and 20 to the women and children of Claire House Refuge. The "Be Well This Winter" boxes are carefully curated to address health and well-being needs during the colder months. Packed with essentials such as snoods, gloves, socks, lip balm, hand warmers, throat sweets, soup, hot chocolate, and hand cream, each box aims to provide comfort and warmth. Notably, the boxes for the Refuge, contained a special gift for children and a comprehensive list of warm spaces in Chorley.



November 2023

We partnered with Action for Happiness and ran their 'Happiness Habits' course. This was a six-week online course specially designed to gather the insights of the world's leading experts on six fundamental aspects of a happy and meaningful life: Gratitude,



January 2024

In January we launched Project Future. This is our five-year plan to become more sustainable as an organisation, to ensure that we can continue to meet the increased need for trauma informed counselling and wellbeing support for our community. We were thrilled to be awarded £255,000 over five years, by the National Lottery Community Fund for this project. These funds will go a long way in securing our future.



The main aim for year one of the project has been to increase capacity for all our services to reduce the waiting times and create earlier access to wellbeing and mental health resources.



February 2024

The 'Go Home Safe' Campaign, was launched. This is a collaboration between Chorley Women's Centre and CTA, which aims to ensure the safety of women and vulnerable individuals in Chorley. This initiative specifically focuses on addressing safety concerns related to taxis, especially those coming from outside the Chorley Borough.

March 2024

Creative Activities for Relaxation workshop began and received wonderful feedback.



We held another successful Easter Bingo evening at Buttermere Community Centre.



We attended the National social prescribing day to promote our services and learn about the other organisations we can work with.

To celebrate International Women's Day Rebecca was guest of honour at Rainbows and Brownies.



April 2024

We met with our new contract manager for Lancashire and South Cumbria ICB and they have confirmed we will continue to receive funding from them. This funding is for the Centre Manager hours and General Counselling sessions and coordination hours.

We have further been involved in the Lancashire Mind mapping exercise linking ICB and VCSFE organisations in a bid to improve mental health provision in Lancashire and Cumbria.

We are also working with TONIC and Lancashire Victim Services to carry out a needs assessment of services for the victims of crime in Lancashire.

Our focus is firmly on early intervention and offering support at point of need.

We have been awarded two new grants under Project Future. These grants allow us to progress with our aims of offering support at point of need, reducing waiting times and extending our reach and accessibility across the community.

The focus of these grants is about using and improving community spaces. We will be offering workshops and support groups in several community venues over the next twelve months. These will include Neurodiversity, bereavement and mindfulness. As a well-known beacon of support for women for forty years, we will be investing some of the grant in maintenance of our building, securing another forty years of amazing service.

Upcoming/Recent events:



Emma Fisher - Counselling Coordinator & Project Manager

Emma.fisher@chorleywomenscentre.com



Treasury Report

With thanks to contributions from Debbie Faulkner (Treasurer), Kate Carrington-Smith (Vice-Treasurer) and Annie Stafford (Former Treasurer)

Overview:

Chorley Women's Centre

1st May 2023 - 30th April 2024

Balance. £80,049 (cash funds at year end)
Income. £109,833
Expenses. £80,812

Comment:

1. Income this year is £22k more than last year, and is mainly due to lottery funding and Screwfix repair funding.
2. Expenditure £3k more than last year.
3. Most of the counselling incomes were more than expenditure. This is a reflection of the extra incomes last year. The Release apparent deficit is due to large 3-year fund which was in last year's accounts of £27k.
4. Our total income, £110k exceeds payments £81k (approx.)

Included below for your information, draft accounts which are due to be independently examined on Tuesday 30th July 2024. Please refer to the charity commission website for finalised accounts once they have been examined and submitted: <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/700446/accounts-and-annual-returns>



Draft Accounts May 2023-April 2024

	CHARITY COMMISSION FOR ENGLAND AND WALES	Chorley Women's Centre	700446	CC16a
	Receipts and payments accounts			
For the period from		01/05/2023	To	30/04/2024

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	11,372	-	-	11,372	5,345
Interest	970	-	-	970	222
NHS ICB Counselling	-	18,124	-	18,124	9,618
Circle Co-ordination (CBC)	-	7,000	-	7,000	5,000
Circle Expenses (CBC)	-	8,000	-	8,000	5,000
Circle Counselling (CBC, NHS)	-	18,500	-	18,500	2,782
CBC (Running Costs)	-	8,200	-	8,200	5,000
Release (NHS)	-	3,000	-	3,000	45,498
Centre Manager	-	10,963	-	10,963	8,222
Lottery	-	23,704	-	23,704	-
Misc	-	-	-	-	210
Xmas Fayre	-	-	-	-	363
	-	-	-	-	-
Sub total (Gross income for AR)	12,342	97,491	-	109,833	87,260

A balancing donation of £316 has been added to Section A Receipts and Payments above

A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	12,342	97,491	-	109,833	87,260

A3 Payments					
Utilities	4,675	-	-	4,675	2,456
Centre	7,104	-	-	7,104	6,018
Centre Manager	-	11,264	-	11,264	11,536
National Lottery	-	4,238	-	4,238	-
Circle co-ord	-	5,428	-	5,428	4,384
Circle counselling	-	13,265	-	13,265	13,624
Circle expenses	-	3,323	-	3,323	6,362
General co-ord	-	3,915	-	3,915	2,380
General counselling	-	10,542	-	10,542	15,079
Counsellors expenses	-	1,743	-	1,743	-
Release co-ord	-	3,182	-	3,182	4,146
Release counselling	-	11,758	-	11,758	12,391
Asda	-	90	-	90	-
Misc	-	285	-	285	79
Sub total	11,779	69,033	-	80,812	78,455

A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	11,779	69,033	-	80,812	78,455

Net of receipts/(payments)	563	28,458	-	29,021	8,805
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	51,028	-	51,028	-
Cash funds this year end	563	79,486	-	80,049	8,805



Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Liaison	-	2,610	-
	Current account	583		
	Deposit account	39,709	37,000	-
	Petty cash	147	-	-
	Total cash funds	40,440	39,610	-

(agree balances with receipts and payments account(s))

Agreement Error OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	55 Clifford Street, Chorley, PR7 1SE		12,000	85,000
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval



Receipts and payments accounts

For the period from	5/1/2023	To	4/30/2024
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Section A Receipts and payments

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Xmas Fayre	-	-	-	-	363
	-	-	-	-	-
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	-	-	-	-	-
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Total receipts	12,342	97,491	-	109,833	87,260

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	-	-	-	-	-
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A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	51,028	-	51,028	42,223
Cash funds this year end	563	79,486	-	80,049	51,028

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	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK

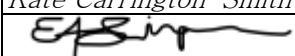
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
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		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
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			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<i>Kate Carrington-Smith</i>	Kate Carrington-Smith	12/9/2024
	Emma Simpson	21/10/2024



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Chorley Women's Centre

**On accounts for the year
ended**

30th. April 2024

**Charity no
(if any)**

700446

Set out on pages

One and two

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30/04/2024.DD / MM / YYYY.

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Alan A. Clements

Date:

3rd. December 2024

Name:

Alan A. Clements. Rev'd.

**Relevant professional
qualification(s) or body
(if any):**

Fellow Association of Charity Independent Examiners

Address:

15 Carleton Road, Great Knowley, Chorley PR6 8TQ

WOMEN'S CENTRE

England & Wales - Charity number 700446

Accounts

Trustees' Annual Report for the period

Period start date Period end date
From 1 5 2022 **To** 30 4 2023

Section A Reference and administration details

Charity name Women's Centre

Other names charity is known by Chorley Women's Centre

Registered charity number (if any) 700446

Charity's principal address 55 Clifford St
 Chorley, Lancs
 Postcode PR71LF

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Sue Collins	Chair		AGM
2	Kelly Hay	Vice Chair	From 22/7/22	
3	Anne Stafford	Treasurer		
4	Lynda Gallagher	Vice Treasurer		
5	Rebecca Slater	Secretary	From 22/7/22	
6	Janet Southworth			
7	Pam Martin			
8	Emma Fisher			
9	Lydia Keighley			
10	Debbie Faulkner			
11	Judy Hagarty			
12	Margaret France	Chorley Council Rep.		
13	Jackie Moss	Centre Manager		
14	Emma Simpson		22/2/22	
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

--

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document <i>(eg. trust deed, constitution)</i>	Constitution
How the charity is constituted <i>(eg. trust, association, company)</i>	Association
Trustee selection methods <i>(eg. appointed by, elected by)</i>	Elected at Management Committee and or AGM

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The Trustees recognise that many who contact the Centre are vulnerable adults. Our Centre volunteers Manager and Counsellors take great care in offering support. All Volunteers Counsellors and Centre Manager are DBS checked.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

We are dedicated to supporting all women in Chorley and South Ribble of all ages regardless of circumstances. We support women to feel empowered to help themselves. We offer one to one listening support, in an informal atmosphere. Trained volunteers and counsellors provide listening ,counselling, and other support

Drop in Centre
1 to 1 Listening sessions
Counselling Sessions
We are open to all women regardless of race, age, marital status, in line with our equality and inclusion policies.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Summary of the main achievements of the charity during the year

Chorley Women's Centre provides support to women through one to ones, counselling, and drop-ins.

Over the financial year we have seen 424 clients through the doors of the centre. Of these approximately 97 were new clients.

We have offered over sixty 1-2-1's and had over 200 ladies drop-in for support. We have seen 55 ladies for relaxation and 79 for Reiki. We have also provided 12 ladies with the appropriate numbers to access legal advice.

please note these figures are approximate as we do not keep full records and ladies can access the centre for more than one reason

When the centre is fully open, we have a 'social space' where women can sit and talk to one another, confidentially, facilitated by a volunteer. This enables women to provide support to one another and many have forged new friendships and gained the support and listening ear they feel they needed.

We are also holding a Menopause Awareness group on the third Thursday of each month at the centre. This is a really positive step forward for the centre as well as the ladies who are gaining support and vital information. We have set this up following feedback from the ladies who were attending.

Our three Counselling service's, have continued to offer important and specialist support to those locally affected by domestic abuse, sexual abuse and mental health struggles. We have an increasing and steady stream of referrals from local agencies and directly through the Women's Centre drop in and website. We are very grateful to Chorley Borough Council, NHS ICB and Lancashire Police Crime Commission for their continued support. We are growing as a service and now on average support 35 clients each month, providing over 1500 sessions per year. These are offered via telephone, online and face to face. We are proud to continue to offer placements for trainee Psychotherapists. We contribute to the continued professional development of our therapists. This year we have arranged an Autism Awareness workshop and an online trauma informed strength based approach course.

Section E

Financial review

Brief statement of the charity's policy on reserves

Reserves from our unrestricted funds to enable us to run for a year

Details of any funds materially in deficit

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Section F

Other optional information

Section G

Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	<i>Anne Stafford</i>	<i>Susan Elaine Collins</i>
Full name(s)	ANNE STAFFORD	SUSAN ELAINE COLLINS
Position (eg Secretary, Chair, etc)	TREASURER	CHAIR
Date	18/5/23	18/5/23



Receipts and payments accounts

For the period from	01/05/2022	To	30/04/2023
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
CCG / ICB (Centre Manager)	0	£ 8,222	0	8,222	9,829
CCG / ICB (Counselling)	0	9618	0	9,618	13,958
Chorley Council (Circle Coordinator & Expenses)	0	10,000	0	10,000	11,666
Ministry of Justice (Circle Counselling)	0	2,782	0	2,782	0
Chorley Council (Running Exp)	5,000	0	0	5,000	5,834
Donations	5,345	0	0	5,345	4,768
Xmas Fayre	363	0	0	363	0
Interest	222	0	0	222	4
Misc	210	0	0	210	0
Release Income (MoJ + donation) 3 y funding	0	45,498	0	45,498	0
Circle Jig Saw					12,134
Sub total (Gross income for AR)	11,140	76,120	0	87,260	58,193
A2 Asset and investment sales, (see table).					
	0	0	0	0	
	0	0	0	0	0
Sub total	0	0	0	0	0
Total receipts	11,140	76,120	0	87,260	58,193
A3 Payments					
Centre Manager Salary & NI	0	11069	0	11,069	9,614
Centre Manager Hours	0	467	0	467	0
Circle Coordinator	0	4,384	0	4,384	8,051
Circle Expenses	0	6,362	0	6,362	1,543
Circle Counselling	0	13,624	0	13,624	8,468
Utilities	2,456	0	0	2,456	1,779
Office	852	0	0	852	1,266
Renewals	644	0	0	644	1,044
Fayre	278	0	0	278	0
Volunt Expenses	614	0	0	614	957
Misc	79	0	0	79	700
Insurance	1,555	0	0	1,555	1,606
General Counselling	0	15,079	0	15,079	14,677
General Coordination	0	2,380	0	2,380	0
General Leaflets	0	100	0	100	0
Release Counselling	0	12,391	0	12,391	17,155
Release Coordination	0	4,146	0	4,146	0
Release Training	0	1,800	0	1,800	0
Release Leaflets	0	100	0	100	0
Groceries	75	0	0	75	90
Sub total	6,553	71,902	0	78,455	66,950
A4 Asset and investment purchases, (see table)					
	0	0	0	0	
	0	0	0	0	0
Sub total	0	0	0	0	0
Total payments	6,553	71,902	0	78,455	66,950
Net of receipts/(payments)	4,587	4,218	0	8,805	-8,757
A5 Transfers between funds					0
A6 Cash funds last year end				42,165	50,922
Cash funds this year end				51,028	42,165

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds		19,373	31,655	0
				0
				0
Total cash funds				0
<small>(agree balances with receipts and payments account(s))</small>		OK	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			0	0
			0	0
			0	0
			0	0
			0	0

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	55 Clifford St PR71SE		12,000	85,000
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			0	
			0	
			0	
			0	
			0	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Chorley Women's Centre

**On accounts for the year
ended**

30th. April 2023

**Charity no
(if any)**

700446

Set out on pages

One and two

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below~~*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Alan A Clements

Date:

19th May 2023

Name:

Alan A. Clements. Rev'd.

**Relevant professional
qualification(s) or body
(if any):**

Fellow Association of Charity Independent Examiners.

Address:

15 Carleton Road,

Great Knowley,
Chorley PR6 8TQ

WOMEN'S CENTRE

England & Wales - Charity number 700446

Accounts

CHORLEY WOMEN'S CENTRE

ANNUAL REPORT 2021 -2022



“Helping women to help themselves”

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Chairperson's Report – April 2021 – May 2022

The Women's Centre is an independent, mainly voluntary organisation. We employ 3 counsellors and a centre manager, as well as trained volunteers and the centre is managed by a committee. The aim of the Women's Centre is to help women to help themselves in areas affecting their physical health, mental health and their well-being.

The last 12 months have again been a somewhat challenging time for us due to the situation with Covid 19 and subsequent lifting of the restrictions. However, we have continued to offer a high level of support to our service users. The centre has been open fully again for some months now and we are working our way back to normal face to face appointments, although continuing to utilise zoom appointments for any client who is finding it difficult to attend in person. Our Centre Manager, Jackie Moss, has worked hard to coordinate a mixture of both appointments in person and via phone calls or zoom links. A huge thank you to all our volunteers and committee members for their support and ideas over the last year.

There are a wide range of services that can be accessed through the Women's Centre which include a free counselling service offered by our fully qualified Counsellor at the Centre, Paula, the demand for which increases year by year. During the lifting of the covid 19 restrictions, our related 'drop in' service of listening and support has been utilised well by clients and our volunteers offer extra support whilst the client is awaiting counselling. These services have proved particularly valuable to women experiencing stress and anxiety in their lives. Our continued partnership with Release, which offers specialised counselling and support for women who have been raped and sexually abused has proved to be a very positive and invaluable service that can be accessed through the women's Centre. The women who have used these services have provided tremendous positive feedback. And thanks goes to our Release counsellor, Emma Fisher, who at the moment is also temporarily acting as Circle's counselling coordinator until Lydia returns.

In addition, I would like to thank Circle's own volunteers for their continuing hard work and dedication in helping and supporting women who are experiencing or have experienced domestic abuse to make informed decisions about their future.

A huge and thank you to Jackie Moss, our centre manager, who has worked tirelessly and with great enthusiasm and dedication throughout the last year in getting the centre opened again on Tuesdays and Fridays safely. She has not only been managing some work from home and from the Women's Centre but has continued to support service users via telephone and zoom app. She has also continued to support our volunteers. Many thanks are also due to all our volunteers for ensuring a warm welcome to all which puts women visiting the Centre at their ease. Their dedication and generosity in giving their free time to the Centre knows no bounds! It is good to have you.

Thanks also to the members of the management committee who, like our volunteers, have given their time freely and generously throughout the past year. Special thanks to our treasurer, Anne Stafford, for her considerable input and dedication to the centre and for securing the funding we so desperately need. Extra funding was given by the Ministry of Justice to help Circle and Release meet the higher need for counselling by women suffering with domestic and sexual abuse during the lockdown. This helped

with covering the cost of extra counsellors in this area. Also Jigsaw Housing have helped with providing safe environments for women fleeing domestic abuse. Thank you to all.

Don't forget to check out our Facebook page for information of forthcoming events and what we do. We also have a web page, which can easily be accessed.

As a registered charity, the Women's Centre does rely on donations and I would therefore like to thank everyone for their generous donations. We have received quite a number of donations over the past year and we send you our sincere gratitude and thanks.

I would like to express our sincere thanks and appreciation once again to Chorley Borough Council and the Chorley and South Ribble Clinical Commissioning Group for their continuing support and funding for our Centre Manager and counsellor posts, and for enabling us to also secure funding for Circle, especially in this financially difficult climate. The extra funding that has been made available to us to help women coping with domestic abuse has been invaluable to the centre and the ladies who have been able to access the service. Without your continuing support and funding we would not be able to provide such a comprehensive and valuable service to the women of Chorley.

I have thoroughly enjoyed another year as Chairperson and feel very privileged to be part of such a dedicated and selfless team. Each one of us brings different skills to the centre and together we make an incredible team.

Sue Collins, Chair
July 2022

Centre Manager report

This report covers April 2021 until April 2022

Coronavirus

This year has been a very trying one in many respects. Following the government advice, the centre remained closed due to the Coronavirus pandemic. All groups and courses continued to be suspended, and services were moved to online and telephone support.

This was to ensure the safety of staff and clients alike, until the risk decreased significantly.

This did have an impact on the amount of ladies we were able to support during our lockdown period, however, we were actively providing support when required.

From August 13th 2021, we were able to fully reopen the Centre, with necessary precautions in place. We were thrilled to be able to reopen fully and start seeing familiar and new faces access the services we were providing.

The Centre continues to be open 2 days a week, Tuesday 10-3, Friday 10-3. Services such as Relaxation and Reiki are once again on offer. Our one-to-one service, drop-in and craft afternoons have also resumed. We are no longer open on a Saturday between 10-1 due to a change in circumstances.

Staff Changes

I would like to Welcome back into the Centre services Emma Fisher. Emma was the Circle co-ordinator before Lydia took over and she has re-joined as the Counselling Co-ordinator. Emma now takes referrals for all three of our counselling services and delegates them out to the relevant team/counsellor and has made the referral process much easier. Welcome back Emma and thank you for your continued support and hard work.

Special mention to Lydia our circle co-ordinator, to Paula and the rest of the counselling team – you are amazing and the work you have been doing this past year has been amazing.

One of our long-standing Volunteers Caz unfortunately left us in October 2021. Caz had been a volunteer for 10 years and had extensive knowledge about the centre. She had to leave us due to a change in personal circumstances. We were sorry to see her go, and her presence has been missed by staff and client alike.

We have 5 volunteers who have been absolutely incredible throughout the pandemic. Although there has been testing times throughout, they have all continued to give their time freely so we can continue to provide support to the women of Chorley, South Ribble and surrounding areas. It is not an over-statement to say that the centre would not be able to operate without them. Without their support over the past twelve months the centre would not have been able to reopen as it has. So, a massive thank you to each and every one of them.

I would like to welcome to the team Kelly who joined us in July 2021 and also Debbie who joined us in March 2022. Kelly has been an amazing addition to the team and has been a great help when it has come to fundraising ideas and much more.

Debbie is also becoming another valuable asset to my amazing team of volunteers.

Despite our closure due to the pandemic, the centre has continued to support women (and indirectly their families) from Chorley and surrounding areas, including some of the most vulnerable. From 1/4/2021- 30/4/2022 we have supported 157 women through various means. This overall figure is inclusive of returning and new clients. 85% have been new clients to the centre. Approximately 15% of clients have returned to the centre to access further services.

The Centre continued and still continues to operate 2 days a week, Tuesday 10-3, and Friday 10-3, offering the following services:

- Drop-in and one-to-one support.

The volunteers are all trained in supportive listening skills and are encouraged to utilise these when women drop in needing a listening supportive ear. Since the End of April 2021, we have seen 53 women for one-to-one sessions. During one-to-ones, the women receive not only emotional support but also, general and health related information, signposting to an appropriate statutory, local, and voluntary service, if required. We also provide referrals into these services.

- Legal advice

At the centre, we are in contact with two local solicitors who specialise in family law. This information is available upon request, by those in need. Ladies who contact them gain a 30-

minute free consultation and can also gain access to useful knowledge from an experienced professional. We have provided these details for 7 ladies accessing the centre.

- Weekly relaxation sessions.

The women utilising this service all say they find it immensely beneficial. This service has now restarted, on Tuesday mornings at 11am. We are pleased to say that this service along with Reiki has been very popular. Since we restarted 20 ladies have accessed Relaxation and 8 for Reiki. A big thank you to Jackie who runs both the relaxation and Reiki sessions.

We continue to offer free General Counselling to women. This has been taking place via telephone and zoom due to the pandemic. Now we have reopened we have also been able to return to Face-to-Face sessions, which allows more flexibility for our clients and staff alike. We continue to have a steady stream of women who are referred into the centre to access this service.

Release counselling also continues to see clients who have experienced rape/sexual abuse. This service has also been offered via telephone and zoom sessions throughout the pandemic. Now we have reopened we have also been able to return to Face-to-Face sessions, which allows more flexibility for our clients and staff alike.

Massive thanks, and appreciation go out to Lydia, Emma, Paula, and the rest of the counselling team respectively for their continued hard work and dedication to the centre.

Issues women are presenting with include;

Stress, depression, and anxiety

Complex mental health problems e.g. bi-polar, personality disorder, suicidal thoughts

High level depression

Relationship breakdown

Emotional crisis and Self-esteem related issues

Self-Injury/suicidal ideation

Isolation and loneliness

Bereavement, redundancy, and loss

Domestic abuse

Poverty, homelessness, and food parcels

Transgender support
Drugs and Alcohol related issues
Rape and sexual abuse (often historic)
Loss of confidence

Apart from our part time manager we rely on volunteers to provide a supportive welcoming and friendly setting. The volunteer's gain quality training and life and work skills which promote their own self development and confidence, and we are extremely grateful for the hard work and dedication that every single volunteer brings to the centre. It is fair to say that without them the centre would not be able to continue providing help and support to those in need and continue the legacy and ethos of the Women's centre in a positive way.

Volunteer training is currently scheduled for May 2022 with subjects to include:

- *Equality and Diversity
- *Introduction to Safeguarding
- *Mental Health awareness

Lancashire Adult Learning have kindly offered their services to conduct this training and they have also advised they are willing to run courses for us once we are able to do so.

All volunteers have received updated confidentiality agreements, contracts and we are looking at holding regular catchup meetings to identify any training needs/issues.

We have had an increase in contact via email and Facebook Messenger following the closure of the centre. Facebook has been our main source of communication with our client's, and I have been supporting ladies via Facebook/email and telephone during the COVID-19 pandemic.

The website for the centre is now complete and is completely operational. We have a contact us form set up which, once submitted sends an email to the centre. This is working really well and a massive thank you to Mel Wilcox at GFX for designing it for us.

We have also had new leaflets for the centre and the counselling services designed and printed – again massive thank you to Mel who also designed these for us too.

We have not been able to gain feedback from service users recently due to the closure of the centre, however feedback that was received both verbally and on our feedback forms, is that clients find the centre extremely helpful and supportive. One service user said:

'In the 6 months I have been accessing the women's centre, I have always been welcomed as soon as I walked through the door. The support has been 110% and I have recommended the centre to other women. Without the centre I don't think I would be where I am emotionally & mentally. They have helped save me.'

Everyone asked said they would recommend the centre to others and that their experience of the centre was exceptional.

Since we reopened, we have been able to continue providing services/venue to Lancashire Women's Centre, who offer the Vision/LWSAR Program, on a Wednesday between 10 – 4pm. This is a 10-week group program. The women are referred into the program either by court as a Specified Activity Requirement or voluntarily by their Offender Managers at Probation. The program aims to address issues surrounding offending behaviour, help the service users understand the impact of their offending on their victims and the community and enable them to effectively manage problems in the future that could potentially lead to offending. We also assess the women's needs and identify whether they need additional support and referring to other parts of the Women's Centre such as Counselling, Courses, other projects such as Achieve – where we help get the women back into Employment, Training or Volunteering.

We are also continuing to provide management and rooms following the pandemic, for the Circle domestic violence counselling service, which is going from strength to strength under the co-ordination of Lydia.

I would like to take this opportunity to thank everyone for the continued help and support I have received throughout the past year. It has certainly not been the easiest of years again due to the pandemic, however the support shown and received by all has been very welcoming and appreciated. I look forward to the future with the Centre post pandemic and moving it forward in a positive way.

AGM REPORT

Chorley Women's Centre Counselling Services

April 2021 – April 2022

Circle Counselling for domestic abuse

Circle has continued to offer an important and specialist service to those locally affected by domestic abuse. We have a steady stream of referrals from the local refuge, IDVA's (Independent Domestic Violence Advisors) and directly through the Women's Centre. We are growing as a service and now on average support 20 clients per month. We are offering around 18 sessions per week via telephone, online and face to face. To meet this need we have affiliated with organisations running the Psychotherapy training to offer placements. We have welcomed a new Student Counsellor from UCLAN and will hopefully have one from Preston's College soon. We have also had a new qualified Psychotherapist join our team who is offering evening sessions.

In April 2022 we were successful in our application for funding from Jigsaw Housing. We received just over £12,000 which is to be used to pay our Counsellors a sessional rate. This is a huge step forward for us as a service and really honours the hard work our Counsellors put in especially through out the pandemic.

From 1st April 2021 to 31st April 2022 Circle have offered 487 sessions of which 364 sessions were attended. Supporting approximately 80 clients.

General Counselling for all mental health struggles

The General Counselling service has continued to be funded by NHS England Clinical Commissioning Group. The General service has always been our biggest receiving on average 10 referrals per month. These come through the Women's Centre website and drop in mostly. We are seeing an increase in direct referrals and people being sign posted to us from Mindsmatter NHS Mental Health Service. In April 2021 we trialled merging the services and this has proved to be a positive step. It has enabled us to get a much more balanced and coherent provision in all three services. The team of now 9 Counsellors and one Student Psychotherapist work across all of the services offering a variety of online, telephone and face to face sessions.

This merge has enabled us to cut the waiting time by more than half and offers more flexibility to those clients who work or who cannot leave the house due to mental health or disability.

From 1st April 2021 to 31st April 2022 General have offered 495 sessions of which 393 sessions were attended. Supporting approximately 48 clients.

Release Counselling for rape, sexual assault and sexual abuse.

Release shares its funding from NHS England Clinical Commissioning Group with the General service. This funding has enabled these much needed free and specialist services to continue year on year

albeit in a small capacity. This year however Release has had the biggest change due to the funding it received from the Ministry of Justice. We were awarded £17,500 as Uplift funds to help with the potential increase in reports of sexual violence and abuse following the pandemic. I was appointed Co-ordinator at the end of April 2021 and with my previous experience as Circle Co-ordinator was able to expand the service relatively quickly. This included the merge of the services as mentioned above and a push to raise the profile of not just Release but all the services at the Chorley Women's Centre. Working with the Centre Management team and Committee we have managed to update the website and create new leaflets. We have rebuilt links throughout our local community through GP e-bulletin and Refernet. We have also joined DABS (Directory And Book Services) - Support for Those Concerned with Abuse & Sexual Violence and the Counselling Directory which is a nationwide online directory.

We did a really good job at spending the funding by providing the Counsellors with Continued Professional Development through Trauma Informed and Strength Based Practice training and a workshop on Personality Disorders.

We ended the funding term with an underspend of £3,500 which they have let us keep. I have applied to the Police Crime Commission and the Ministry of Justice for the funding to continue. I expect to hear from them by the end of June 2022.

From 1st April 2021 to 31st April 2022 Release have offered 451 sessions of which 340 sessions were attended. Supporting approximately 34 clients.

The figures for all services are really impressive and could only happen with our dedicated team of Counsellors.

All together from April 2021 to April 2022 we have;

Offered 1,433 sessions

Attended 1,097 sessions

Seeing approx. 50 clients per month and 162 individuals.

The approximate wait for a client is 12 weeks.

Feed back from our surveys:

'I was impressed with the services. The Ladies I dealt with over the phone we're always on time with arranged appointments and it really helped letting off how I was feeling when I was struggling. Very friendly and professional and I felt I could be completely open and honest.'

'I feel like am beginning to find myself again, and that was through the help of my Counsellor and the support she gave me through each session. I was struggling very much with loosing who I was whilst being in such a volatile relationship, but slowly am building myself back up again.'

'Having someone to talk too so openly knowing they are supporting you through a challenging time means more than people will ever know. I would like to take this moment to thank each and every one of you for the support and strength you show not just to me but to every single person who needs your services. Your all very special people and I will always remember the help and advice you have given me to move forward in my life.'

'My wellbeing has been improved massively by focusing on myself and having rest days when my PTSD is bad. My self-care improved a lot as well.'

'I would recommend circle Counselling to anyone who needs help as they helped me out when I was at my lowest point in life and wouldn't be here today if it wasn't for them and counsellor.'

'Over the years I've tried counselling unsuccessfully however I've now become to realise when the counsellor has the correct skills it can be beneficial. Throughout the grieving process I actually wish I'd done referral sooner however at the start my opinion on counselling was negative but now my opinion has changed.'

'Currently I'm pregnant with my rainbow baby so my mental health could change so the counsellor has discharged me as I'm in a good place. However, she has put me back on the waiting list so that they can check in with me in few months. Which I thought is a brilliant idea as pregnancy can affect mental health.'

'Probably one of the best counsellors I've had before.'

'I will always be grateful to X for how she has helped me evaluate my own situations and for boosting me with motivation and self belief each week.'

'X has helped me to recognise who I am, my strengths and that I don't need to apologise for being me, self acceptance has really helped me to become stronger.'

'She never judged anyone, she just helped me explore situations and made me feel confident in my own decisions again. She remembered things from session today session. She listened very well.'

'I have extreme and significant difficulties. X is so reassuring.'

'I cannot put into words how positive I feel'

Thank you

Emma Fisher

Counselling Services Co-ordinator

Chorley Women's Centre

Women's Centre Treasurer's Annual Report 2021-2022						
Opening balances as at May 1st 2021						
	£s					
Current Acc	581.17					
Deposit Acc	31772.4	*				
Circle Acc	6310.38					
Liaison Acc	8225.56	**				
Counsellor A	3935.92					
Petty cash	149.41					
Total			50974.84			
Total Income 2021-22						
			58192.8			
Total Expend 2021-22						
			67002.35			
Surplus/deficit						
			-8809.55			
Total			42165.29			
Closing Balances as at April 30th 2022						
Current Acc	572.5					
Deposit Acc	16593.59					
Circle Acc	13049.71					
Liaison Acc	8440.56	****				
Counsellors A	3508.93					
Petty Cash	0	***				
Total	42165.29					
Unrestricted Funds	Income	Expenditure	Balance	Total Inc	Total Exp	
Current Deposit and Petty Cash						
Chorley Council		5834				
Dons		4767.87				
Interest		3.93				
Total		10605.8		10605.8		
Expenditure						
Utilities			1553.86			
Rates			225.28			
Office			1265.98			
Vol Exp			957.19			
Repairs and renewals			1044.35			
Misc			700.03			
Groceries			89.59			
Liability Ins			1606.41			
Total			7442.69			7442.69
Balance				3122.14		

Restricted Funds	Income	Expenditure	Balance	Total inc	Total exp
Circle income					
Chorley Council	11666				
Jigsaw	12134				
Total	23800			23800	
Expenditure					
Coordinator		8050.55			
Expenses		1542.52			
Counselling		8467.6			
Total		18060.67			18060.67
Balance			5739.33		
Liaison Centre Manager					
CCG	9828.52			9828.52	
Expenditure					
Salary ,tax		9588.52			
Misc		25			
Total		9613.52			9613.52
Balance			215		
Counsellors					
CCG	13958.48				
*					
Total	13958.48			13958.48	
Expenditure					
Release		17154.99			
Counselling		14676.58			
BT		53.9			
Total		31885.47			31885.47
Balance *			-17926.99		
GRAND TOTAL INCOME				58192.8	
GRAND TOTAL EXPENDITURE					67002.35
GRAND BALANCE			-8809.55		
*Included last years £17,500 MoJ grant for Release					
**Included this years 1st Quarter CCG £5946.75					
*** All banked					
**** Includes next years CCG 1st Quarter £5946.75					

Signed
Lynda Gallagher Pimm
Vice Treasurer

L Gallagher - Pimm

Anne Stafford
Treasurer

Anne Stafford

Pat Whittington
Independent Examiner

P Whittington

Date

27-6-2022

Comments

If we take into account £17500 MOJ money that was in last year's accounts we actually have an excess of £8690.45

The Jigsaw money of £12134 is in this year's accounts

Women's Centre Treasurer's Annual Report 2021-2022					
Opening balances as at May 1st 2021					
	£s				
Current Acc	581.17				
Deposit Acc	31772.4	*			
Circle Acc	6310.38				
Liaison Acc	8225.56	**			
Counsellor A	3935.92				
Petty cash	149.41				
Total			50974.84		
Total Income 2021-22					
			58192.8		
Total Expend 2021-22					
			67002.35		
Surplus/deficit					
			-8809.55		
Total			42165.29		
Closing Balances as at April 30th 2022					
Current Acc	572.5				
Deposit Acc	16593.59				
Circle Acc	13049.71				
Liaison Acc	8440.56	****			
Counsellors A	3508.93				
Petty Cash	0	***			
Total	42165.29				
Unrestricted Funds					
	Income	Expenditure	Balance	Total Inc	Total Exp
Current Deposit and Petty Cash					
Chorley Council	5834				
Dons	4767.87				
Interest	3.93				
Total	10605.8			10605.8	
Expenditure					
Utilities		1553.86			
Rates		225.28			
Office		1265.98			
Vol Exp		957.19			
Repairs and renewals		1044.35			
Misc		700.03			
Groceries		89.59			
Liability Ins		1606.41			
Total		7442.69			7442.69
Balance			3122.14		

Signed
Lynda Gallagher Pimm
Vice Treasurer

Lynda Gallagher - Pimm

Anne Stafford
Treasurer

Anne Stafford

Pat Whittington
Independent Examiner

Pat Whittington

Date

27-6-2022

Comments

If we take into account £17500 MOJ money that was in last year's accounts we actually have an excess of £8690.45

The Jigsaw money of £12134 is in this year's accounts



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

**Independent examiner's report
on the accounts**

Section A Independent Examiner's Report

Report to the trustees/
members of

Charity Name

WOMEN'S CENTRE

On accounts for the year
ended

30/04/2022

Charity no
(if any)

700446

Set out on pages

(remember to include the page numbers of additional sheets)

Responsibilities and basis
of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

30/04/2022

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's
statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- ~~accounting records were not kept in accordance with section 130 of the Act or~~
- ~~the accounts do not accord with the accounting records~~

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

P. M. Whittington

Date:

27/06/2022

Name:

P. M. WHITTINGTON

22/06/2023

Relevant professional
qualification(s) or body (if
any):

Address:

101 PRINCESS WAY
EUXTON
PR7 6PX

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

P10.

Give here brief details of any items that the examiner wishes to disclose.

NONE
for investigation

WOMEN'S CENTRE

England & Wales - Charity number 700446

Accounts



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Chairperson's Report - July 2020 to July 2021

The Women's Centre is an independent, mainly voluntary organisation. We employ 3 counsellors and a centre manager, as well as trained volunteers and the centre is managed by a committee. The aim of the Women's Centre is to help women to help themselves in areas affecting their physical health, mental health and their well-being.

The last 16 months have been a testing time for us due to the situation with Covid 19 restrictions and we have continued to face many challenges in order to continue to offer a high level of support to our service users. We have faced unique challenges in response to the global pandemic which has affected the lives of not only service users, but also our staff and volunteers. Using telephone and video calls, our centre manager has been able to continue to support our clients and carefully identifying their needs has been essential to providing effective support and information. Zoom meetings have proved very effective for the centre management committee to 'meet' regularly to talk about providing zoom counselling and slowly and safely reopening on Tuesdays for clients to book into an appointment slot at the centre. A huge thank you to all our volunteers and committee members for their support and ideas.

There are a wide range of services that can be accessed through the Women's Centre which include a free counselling service offered by our fully qualified Counsellor at the Centre, Paula, the demand for which increases year by year. During the lockdown and restrictions, our related 'drop in' service of listening and support had to be suspended and clients were encouraged to telephone the centre and arrange an appointment time with our Centre Manager in order to offer extra support whilst awaiting counselling. These services have proved particularly valuable to women experiencing stress and anxiety in their lives. Our continued partnership with Release, which offers specialised counselling and support for women who have been raped and sexually abused has proved to be a very positive and invaluable service that can be accessed through the women's Centre. The women who have used these services have provided tremendous positive feedback. And thanks also to Paula and Lydia for jointly taking up the post of Coordinator for this service following the departure of our Release counsellor earlier last year. A newly created role of coordinator for Release and General Service is to be carried out by Emma Fisher, and she will also take on the role of group supervisor to the Circle volunteers. Welcome back Emma and thank you for your continued support.

In addition, I would like to thank Circle's counselling coordinator, Lydia Keighley, as well as Circle's own volunteers for their continuing hard work and dedication in helping and supporting women who are experiencing or have experienced domestic abuse to make informed decisions about their future.

A huge and thank you to Jackie Moss, our centre manager, who has worked tirelessly and with great enthusiasm and dedication throughout the last year in getting the centre opened again on Tuesdays safely. She has not only been managing from home and from the Women's Centre but has continued to support service users via telephone and zoom app. She has also continued to support our volunteers. Many thanks are also due to all our volunteers for ensuring a warm welcome to all which puts women visiting the Centre at their ease. Their dedication and generosity in giving their free time to the Centre knows no bounds! It is good to have you.

Thanks also to the members of the management committee who, like our volunteers, have given their time freely and generously throughout the past year. Special thanks to our treasurer, Anne Stafford, for her considerable input and dedication to the centre and for securing the funding we so desperately need.

We say goodbye and thank you to Janet M for her role as secretary to the management committee and for her hard work and support of the women's centre in so many ways. You are much appreciated and we wish you well for your future ventures.

Don't forget to check out our Facebook page for information of forthcoming events and what we do. We are also in the process of launching a new web page, which should be ready to access very soon.

As a registered charity, the Women's Centre does rely on donations and I would therefore like to thank everyone for their generous donations.

I would like to express our sincere thanks and appreciation once again to Chorley Borough Council and the Chorley and South Ribble Clinical Commissioning Group for their continuing support and funding for our Centre Manager and counsellor posts, and for enabling us to also secure funding for Circle, especially in this financially difficult climate. The extra funding that has been made available to us to help women coping with domestic abuse has been invaluable to the centre and the ladies who have been able to access the service. Without your continuing support and funding we would not be able to provide such a comprehensive and valuable service to the women of Chorley.

I have thoroughly enjoyed another year as Chairperson and feel very privileged to be part of such a dedicated and selfless team. Each one of us brings different skills to the centre and together we make an incredible team.

Sue Collins, Chair
July 2021

Centre Managers Report

This report covers the period End of April 2020 until End of April 2021.

Coronavirus

This year has been a very trying one in many respects. Following the government advice in March 2020, the centre had to close its doors due to the Coronavirus pandemic. All groups and courses were suspended, and services were moved to online and telephone support.

This was to ensure the safety of staff and clients alike, until the risk decreased significantly. This did have an impact on the amount of ladies we were able to support during our lockdown period, however, we were actively providing support when required.

From August 18th, 2020, we began our staggered return to provide support. We began to offer 1-2-1's and walk and talk by appointment only. This was due to coronavirus cases still being a cause for concern and I was unable to pass the recommended risk assessment provided by the government to be able to reopen.

The Centre continues to be open 2 days a week, Tuesday 10-3, Friday 10-3. however services have been limited to telephone and online support until such time the Centre fully reopens. We are no longer open on a Saturday between 10-1 due to a change in circumstances.

Staff Changes.

Lydia Keighley of Circle Counselling Service temporarily took over the running and management of our Release Counselling service following the departure of Sue Anten. This was then passed over to our General Counsellor Paula Cook. A huge thank you to both Lydia and Paula for taking this role on, whilst also completing work with Circle and General counselling, respectively.

We still have 5 volunteers who have been absolutely incredible throughout the pandemic. Although we have not been able to operate as usual, they all continue to give their time freely so we can continue to slowly reopen and provide support to the women of Chorley, South Ribble and surrounding areas. It is not an over-statement to say that the centre would not be able to operate without them.

I would also like to thank all individuals who have suggested funding pots which have been available. We have applied for a number of these, and we have been successful. These funds are extremely valuable to the centre and will go towards improvements/stationary and many other things. We are very appreciative of all suggestions so again thank you!

Despite the pandemic, the centre has continued to support women (and indirectly their families) from Chorley and surrounding areas, including some of the most vulnerable. From 1/4/2020- 30/4/2021 we have supported 156 women through various means. This overall figure is inclusive of returning and new clients. 86% have been new clients to the centre. Approximately 14% of clients have returned to the centre to access further services.

The Centre continued and still continues to operate 2 days a week, Tuesday 10-3, and Friday 10-3, offering the following services:

- Drop-in and one-to-one support.

The volunteers are all trained in supportive listening skills and are encouraged to utilise these when women drop in needing a listening supportive ear. Since the End of April 2020, we have seen 61 women for one-to-one sessions. During one-to-ones, the women receive not only emotional support but also, general and health related information, signposting to an appropriate statutory, local, and voluntary service, if required. We also provide referrals into these services.

- Legal advice

At the centre, we are in contact with two local solicitors who specialise in family law. This information is available upon request, by those in need. Ladies who contact them gain a 30-minute free consultation and can also gain access to useful knowledge from an experienced professional. We have provided these details for 8 ladies accessing the centre.

- Weekly relaxation sessions continued Tuesdays and Fridays at 11am. The women utilising this service all say they find it immensely beneficial. This service has not been available throughout the pandemic; however, we look forward to when this can restart as it is extremely popular.

We continue to offer free General Counselling to women. This has been taking place via telephone and zoom due to the pandemic. We continue to have a steady stream of women who are referred into the centre to access this service. Paula, our general counsellor has been working extremely

hard throughout the pandemic and we are very appreciative of all her hard work.

Release counselling also continues to see clients who have experienced rape/sexual abuse. This service has also been offered via telephone and zoom sessions throughout the pandemic. Thanks, and appreciation go out to Lydia and Paula respectively for their continued hard work and dedication to the centre.

Up until the closure of the centre Linda and Jackie kindly offered their time and expertise to enable us to offer free complementary therapies to the women. This service is still on hold due to the ongoing pandemic.

Issues women are presenting with include;

Stress, depression, and anxiety

Complex mental health problems e.g. bi-polar, personality disorder, suicidal thoughts

High level depression

Relationship breakdown

Emotional crisis and Self-esteem related issues

Self-Injury/suicidal ideation

Isolation and loneliness

Bereavement, redundancy, and loss

Domestic abuse

Poverty, homelessness, and food parcels

Transgender support

Drugs and Alcohol related issues

Rape and sexual abuse (often historic)

Loss of confidence

Apart from our part time manager we rely on volunteers to provide a supportive welcoming and friendly setting. The volunteer's gain quality training and life and work skills which promote their own self development and confidence, and we are extremely grateful for the hard work and dedication that every single volunteer brings to the centre. It is fair to say that without them the centre would not be able to continue providing help and support to those in need and continue the legacy and ethos of the Women's centre in a positive way.

Once the centre fully reopens, all volunteers will have an appraisal with myself - identifying their strengths, areas for improvement, training, and suggestions for future training/improvements. Training will be ongoing with sessions schedules approximately every 6 weeks or so. Due to COVID-19 lockdown, training for the volunteers has been put on hold, however they have been actively encouraged to complete online training courses. More training is scheduled throughout the year including;

Domestic violence, FGM, Honour based violence.
Anxiety

An annual training update (safeguarding, MCA etc.)

Bereavement support

Mental health issues
Drug and alcohol issues
Trauma
Suicide First Aid

We have had an increase in contact via email and Facebook Messenger following the closure of the centre. Facebook has been our main source of communication with our client's, and I have been supporting ladies via Facebook/email and telephone during the COVID-19 pandemic.

The website for the centre, is a work in progress and is due to be completed in the coming months. We have had to redesign due to some unforeseen circumstances with our previous one.

Since August 2020, we have been offering a walk and talk sessions on a Tuesday, as well as one-to-ones. This has been well received by service users new and previous. We are only offering services on a Tuesday at the moment; however, this is a temporary measure as we work to re-open the centre safely.

Prior to the pandemic walk and talk was not up and running due to lack of interest, however we had ladies enquire about restarting it and offered it as an additional service alongside our one-to-one's.

We have not been able to gain feedback from service users recently due to the closure of the centre, however feedback that was received both verbally and on our feedback forms, is that clients find the centre extremely helpful and supportive. One service user said:

'In the 6 months I have been accessing the women's centre, I have always been welcomed as soon as I walked through the door. The support has been 110% and I have recommended the centre to other women. Without the centre I don't think I would be where I am emotionally & mentally. They have helped save me'.

Everyone asked said they would recommend the centre to others and that their experience of the centre was exceptional.

Prior to the COVID-19 lockdown, we continued to provide services/venue to Lancashire Women's Centre, who offer the Vision/LWSAR Program, on a Wednesday between 10 - 4pm. This is a 10-week group program. The women are referred into the program either by court as a Specified Activity Requirement or voluntarily by their Offender Managers at Probation. The program aims to address issues surrounding offending behaviour, help the service users understand the impact of their offending on their victims and the community and enable them to effectively manage problems in the future that could potentially lead to offending. We also assess the women's needs and identify whether they need additional support and referring to other parts of the Women's Centre such as

Counselling, Courses, other projects such as Achieve - where we help get the women back in to Employment, Training or Volunteering.

We also continued to provide management and rooms for the Circle domestic violence counselling service which is going from strength to strength under the co-ordination of Lydia. This was prior to the COVID-19 Lockdown.

I would like to take this opportunity to thank everyone for the continued help and support I have received throughout the pandemic. It has certainly not been the smoothest first year in post, however the support shown and received by all has been very welcoming and appreciated. I look forward to the reopening and moving the centre forward in a positive way.

Jackie Moss
Centre Manager



GENERAL COUNSELLING Report 2021

Client Numbers

During the period end April 2020 to end April 2021, a total number of 289 counselling sessions took place with 33 clients seen.

Coronavirus

Due to the ongoing Coronavirus and the continued shut down of the Centre, all sessions took place remotely either by telephone or online via Zoom.

When the Centre first closed in March 2020, it was apparent that there was a need for ongoing support from service users who were not necessarily in need of counselling but who were feeling frightened, anxious, isolated or alone and so during the period April 2020 to August 2020, a total of 60 support sessions took place, again by telephone or via Zoom. Each session lasting 30-minutes and very much welcomed and appreciated by the people accessing them.

Waiting List

There are currently two waiting lists in operation:

Face-to-Face Counselling

There are currently 10 continuing to wait for Face-to-Face counselling. Everyone on this list has been contacted several times throughout the year, updated on the Centre's current situation and offered the opportunity to access remote counselling.

Remote Counselling

There are currently 14 on this waiting list with a current wait time of around four months.

Training

Training this year has included:

Domestic Abuse Awareness Training

Advanced Certificate in Online and Telephone Counselling

A series of webinars on Trauma

Further trauma training to be undertaken this year include Trauma and the Body and one organised by new the new Release Co-ordinator, Emma Fisher, Trauma Informed Strengths Based Practice for Professionals.

Client Feedback

"I was told about the Chorley Women's centre from a psychiatrist. I contacted them via Facebook messenger. They were prompt and informative. Before long, I was added to the waiting list and the rest was all handled by them. The whole process was easy and it was quicker than I had anticipated given that it's all free and that there are so many people wanting counselling. I am very pleased with the experience. The counselling itself has done me the world of good, I'm really glad to have been given this opportunity and am recommending it to everyone!"

Client Feedback

"I wanted to submit my views on finding such meaningful support available with individual counselling provided by Paula at the Centre.

Firstly, it has been delivered in the best safest way possible online in these unprecedented Covid times that have enabled me to access support, despite shielding as I am clinically vulnerable due to complex health conditions & disabilities.

Not only has this service provided the valuable support for my mental and emotional well-being but also in a way that keeps us all safe.

It has been much less stressful and I hope in the future offered to new potential patients who perhaps, like me, struggle getting out to appointments, travelling, parking etc. causing increased stress & pain & fatigue on top of the obvious extra emotional demand working through such a worthwhile counselling process.

It also enables me to focus on the conversation & experiences & explore concepts with less physical demands or exhaustion especially trying to drive home often still emotional afterwards, which can hinder the internal processing of what was discussed etc.

I must also specifically mention the wonderful, warm, caring, supportive style with which Paula handles our sessions. She is adept at putting me at ease, calming me, reassuring me to feel I can finally voice my realisations or perspectives, as we talk through memories & experiences in my life that are tough but important in my developing awareness of the impact in my life. She gives me time to think, drawing out observations, using my senses, clarifying my own thoughts, processing & drawing out conclusions & encouraging self-evaluation as we talk things through. She makes me feel safe & comfortable in opening up with her gentle concern & encouraging me to voice in a way I have never been able to before.

She also makes me feel confident that she is truly listening, "gets me" and intent on helping me move forward with different tools in my renewing efforts at coping

despite challenges. I am amazed at how much her compassionate way of counselling, giving insight & vital input to lead me to realisations & awareness of so much I never considered before or didn't have the safe feeling she provides to give me a "voice" and linking to my life situation, faith, family dynamics, personal values & being so considerate to what matters to me. She has enabled me to see ahead with a more hopeful future, something I could not imagine possible.

The Centre has really been vital for me in providing such individualised support during the most scary, stressful times without adding to my emotional & physical demands.

I honestly would have had nowhere to turn as nothing was available & long waiting lists just getting assessed before placing on a waiting list even after multiple previous requests for support in the last few years even from the Crisis Team & Start Team & MindsMatters & GP & Wellbeing teams & Social Prescribers especially in this horrendous pandemic. I have felt so let down and abandoned as I was told I wasn't severe enough until I had tried to commit suicide! I was actually summoning up so much courage in actually asking for help BEFORE that happens! That dread of jumping through hoops to get to an assessment, yet then being left without anything made me so apprehensive & nervous.

So, I am deeply grateful for the services the Centre offer, in addition to the way Paula has drawn out of me strengthening confidence, increasing self-esteem, growing a deeper awareness & ability to focus or hone in on beneficial details in such a safe warm atmosphere.

Paula is a great asset for the Centre for those of us that need this vital help. I don't think I would still be here without her and this vital counselling service, so I pray it will have enough future funding to enable such worthwhile support to continue for others in need.

Thanks hardly expresses the true long-term impact this will absolutely continue to have.



RELEASE COUNSELLING SERVICE Report 2021

Client Numbers

Sue Anten, the former Release Counsellor, left her position just before lockdown. Lydia Keighley looked after this service for 6 months and I took over this role in October 2020. Since October 2020 to the end of April 2021, 56 counselling sessions took place with 4 clients seen. As with general counselling, all sessions took place remotely. 2 telephone clients and 2 clients seen via Zoom.

Waiting List

There are currently two waiting lists in operation:

Face-to-Face Counselling

There are currently 2 continuing to wait for Face-to-Face counselling. Everyone on this list has been contacted several times throughout the year, updated on the Centre's current situation and offered the opportunity to access remote counselling.

Remote Counselling

There are currently 2 on this waiting list with a current wait time of around 4 weeks.

Testimonials

We haven't set up feed back as yet for our Release clients.

Changes in the Counselling Service

Emma Fisher has recently joined the Centre as Counselling Coordinator and I am really happy to welcome her on to the team and look forward to working with her. As mentioned in the Circle counselling report, there are several changes

happening within the counselling service, all of which will lead to reduced waiting times and a continuity of support across all 3 counselling services.

Update from Emma:

Since receiving funding from the Ministry of Justice for Release in April we have hit the ground running! The service has been relaunched and revamped. We are now able to offer the skills of our Circle Counsellors across the services and have dramatically cut waiting times.

I am continuing to raise the profile of all the services by linking in with Citizen's Advice, Victim Services, Refuges and the Lancashire SAFE Centre. I am also hopeful we will be featuring an awareness piece in the NHS GP Newsletter of all of our services in the coming months.

Myself and Lydia are continuing to merge the three services by updating the contracts, risk assessments and policies.



Circle Counselling report for Chorley Women's Centre AGM July 2021

Introduction

Over the last 12 months we have continued what we started during the first lockdown -to offer sessions remotely via telephone or Zoom. The Covid situation remains very uncertain and I am extremely proud that Circle has been able to continue to support our clients through this most challenging of times. Remote working means that we have been accessible to many more clients including those who may have been unable to access us previously due to health issues, work commitments or childcare commitments. Prior to Covid we offered sessions one day a week, now we are able to offer sessions on any day Monday- Friday and even evening sessions. For those who have been home schooling children, we have taken a flexible approach by offering fortnightly sessions or changing days and times to fit around their caring commitments. We have done everything we can to facilitate as many people as possible to access our sessions. We have proved our capacity to change and adapt and welcome more changes ahead with the move towards a more joined up counselling provision across the three existing services.

We have offered counselling to 65 clients in the last 12 months and have offered an amazing 415 hours of counselling. This is a huge increase on last years figures (which were greatly impacted by Covid) of 45 clients and 175 hours offered. The additional CCG funding which in turn facilitated more counsellors joining our team supported us in this achievement. I feel that it also demonstrates how we have really settled into remote working and utilised the funding given in order to reach as many clients and offer as many sessions as possible.

Circle and the other counselling Services (Release and General)

Our three counselling services have historically worked quite independently under the broader 'umbrella' of Chorley women's centre. A number of things have caused us to consider whether this is the most effective way of working and using our resources going forward, As we emerge from pandemic and all the changes this has brought about, we have decided with the support of the committee that all services would benefit to a more consistent and joined up approach. We have a wealth of experience in our team of counsellors at the centre and feel that there is a benefit to Circle counsellors also working across the Release and General services if the need arises. The role of Circle coordinator will be complimented by newly created role of coordinator for Release and General service to be carried out by Emma Fisher. This will mean all services will have cover in cases of sickness and absence and myself, Emma, Jackie and Paula are working together to ensure all services are working similarly in terms of:

- Referral process
- Safeguarding and risk assessment/management
- Waiting list management
- Policies and procedures
- Peer supervision
- Coordination

These changes are a work in progress and will hopefully benefit the centre going forward. We are also excited to have started to offer counselling in Urdu- a need identified by our local refuges and delivered by Sobia Asghar. We have just started this but initial feedback from clients has been very positive with one client saying 'for the first time I feel I am listened to and understood'.

Staff

In the last twelve months we have used a budget surplus to pay our counsellors on a temporary self employed basis. Our staff situation has remained stable. Our counsellors Wendy Mathers and Sobia Asghar remain with us. Julie Rowe who joined us a student counsellor has now completed her training and has remained with us as a qualified counsellor. Julie completed her training under the most trying circumstances due to Covid

and I wish to congratulate her and wish her every success in her career as a qualified counsellor. Louise Walmsley who also completed the later stages of her training with Circle in 2019, returned to us in October as a qualified counsellor. I wish to extend our thanks to all of our counsellors who continue to demonstrate such passion and dedication to their work.

With regards to our supervision – Peer group supervision has continued throughout the last year and has been especially valuable in giving us a sense of connection and togetherness as an organisation when unable to meet in person. We have warmly welcomed back Emma Fisher as group supervisor following a period of maternity leave. Many thanks to Nina Crook who did a fantastic job of covering as supervisor in Emma's absence. Nina has been a counsellor for Circle previously and will be returning to us in a counselling role shortly, working across all three services as needed. We are excited to open up the opportunity of peer group supervision to all three counselling services to assist us in our aim of a more consistent and joined up approach across the three services.

We are unable to offer student placements at present due to restrictions examining boards are placing on students working remotely but we will continue to monitor this situation and hope to offer placement opportunities again in the future.

Funding

In October we received temporary additional funding from the CCG to assist us in supporting clients through the pandemic. This allowed us to continue to pay our counsellors and to expand our team and offer more sessions. This funding ended in April.

We have secured funding from CBC for the next two years, this funding is partly for Circle and partly for general running costs of the centre. The funding covers some counsellor expenses and the role of coordinator but does not pay counsellors for the delivery of the session. When Circle used volunteer counsellors, volunteer turnover was high. This led in turn to long waiting lists due to volunteer shortages. It was very time consuming to recruit and retain reliable student and volunteer counsellors. Paying our counsellors has brought much needed stability to the team and also recognises and values the specialist work our counsellors do. While we foresee students and possibly even volunteer counsellors being part of Circle going forward, it is felt that relying solely on volunteers presents some real challenges. The combined impact of having a more stable staff situation and offering more flexible appointments has reduced our waiting

time from at its highest 5 months to approximately 3-4 weeks. The impact on clients is that they get help at the point of need.

For this reason it is my aim with the support of the committee to continue to pay our counsellors for as long as possible and as such I am in the process of seeking out and applying for other funding opportunities. I have made an application to Solace for women and applications to Jigsaw housing and the lottery fund are being put together. Emma Fisher has also identified other potential funding sources.

Training

All of our counsellors are fully qualified and maintain their BACP membership. They have also completed at minimum, a BACP recognised certificate in remote counselling which is tailored to the BACP core competencies. I was funded to complete an enhanced 80 hour training course in online working which I have successfully completed.

During the last year, our team have completed Webinars about working with trauma during the pandemic. They have also completed Domestic Abuse awareness training to refresh and update our skills in risk assessment and multi- agency working in Domestic Abuse. We are about to embark upon training in working using a trauma informed approach in our practice which has been arranged by Emma Fisher.

Conclusion

Another challenging but exciting year for Circle where we have expanded our skills and our availability to work remotely. A big thank you to the Circle family including our clients, staff and volunteers at Circle and the Women's centre as well as the Management committee and referring agencies. Thanks also to those who support us with funding including Chorley Borough Council and Chorley and South Ribble CCG and those who have kindly donated to support our work.

Lydia Keighley

Client feedback

We have been using survey monkey to encourage feedback from our clients. Here are some of the comments we have received:

'Domestic abuse counselling has benefited me very much: I no longer feel broken. I no longer feel sad. I no longer have the constant crushing pain in my chest'

'This has been the most helpful counselling/form of mental health help I have ever received after accessing different forms of support over the past 5/6 years.'

'The best counselling I have had, the most significant for my life.....I feel empowered, I feel confident, I feel at peace with what happened and how to not accept less for myself again. I have tools to lean on for life - thank you doesn't scratch the surface of my gratitude.'

'It's definitely changed my mindset and my opinion on counselling. My sessions have helped me to explore my thoughts and feelings in my own life not just during the sessions.'

'I felt at ease instantly. I struggle opening up but with Circle I felt I could be really honest about everything and never felt under pressure to discuss anything in particular.'

For the purpose of reviewing the CCG funding, I prepared 3 case studies based on interviews with our clients. I am sharing these on the following pages with their permission and wish to extend my sincerest thanks to them for taking part.

Case Studies

These case studies use an assumed name and any details that would easily identify the participant have been removed. The case studies are being shared with the permission of the clients involved and participants are aware that they can withdraw their consent at any time. Permission was given to share these case studies with Chorley Women's Centre and Circle staff, volunteers and Committee and also with those responsible for overseeing and reviewing the use of funding awarded by the NHS Chorley and South Ribble CCG in October 2020 to support victims of Domestic Abuse in Chorley and South Ribble. Chorley Women's Centre and Circle Counselling wish to extend our sincere thanks to those that have participated by bravely sharing their experiences in order to demonstrate how the funding has helped them personally.

The nature of the work that we do is highly sensitive. To ensure the safety, wellbeing and confidentiality of those involved, these case studies are not to be shared with any other party or used for any other purpose without the express permission of Circle Counselling Service who would if appropriate seek permission from the participant of the case study. Sharing without permission and careful consideration could risk the safety, privacy and mental health of the participants.

All clients received Person Centred Counselling. This approach allows the client to take the lead during sessions and provides a supportive, non-judgemental environment in which the client can reconnect with themselves, their inner values and sense of self-worth, enabling them to find their own way forward. All of Circle's counsellors are qualified in working in a Person Centred way and have specialist training and experience in working with Domestic Abuse and trauma. Our trauma informed approach means that we can use our specialist knowledge to support our clients in their recovery, whatever stage they may be at.

All clients received their counselling during the funding period and described during the case study interview how being able to access sessions remotely during periods of lockdown and restrictions due to covid was invaluable. Covid restrictions left people unable to access many of their usual coping strategies which has been very detrimental for those recovering from Domestic Abuse. Part of the process of counselling is to support people in identifying and using coping strategies that fit with their own circumstances and this has been crucial to clients during this most challenging time.

Case study 1 - Lynn

Lynn is a woman in her 30s who entered into a new relationship a few weeks prior to the first lockdown in March 2020. Shortly before lockdown was imposed, she moved in with her partner. During the weeks that followed she noticed concerning behaviours in her partner such as greatly increased alcohol use which seemed to be exacerbating his existing mental health issues. When Lynn spoke to her partner about her concerns, she was made to feel it was her fault, there were arguments and Lynn began to question herself. Looking back, she feels that her partner was aware of some of her vulnerabilities and was tapping into them to manipulate her.

After a while Lynn's partner confessed to having long standing drug misuse issues which Lynn was not previously aware of. This led to a temporary breakdown of the relationship but it resumed as Lynn felt that she wanted to try to help and support him in recovery. Lynn soon became aware that her partner was not changing his behaviour. She suspected he was lying or withholding information from her, she felt that she never got the 'full story'. Lynn noticed her partner would often use his own emotional and mental health issues to manipulate her, he would become distressed and she would feel sorry for him. On reflection Lynn feels that a sense of feeling sorry for her partner clouded her judgement and made her more tolerant of unpleasant behaviour. There was no physical abuse in the relationship but Lynn describes feeling afraid of her partner, there were times when his physical presence was imposing and her partner made reference to concerning behaviours in their past relationships. Lynn began to refer to the Women's Aid Website, she suspected at this point that her partner's behaviour was emotionally and psychologically abusive. After seeking support via forums and information on the Women's Aid website, a series of events led to Lynn deciding to end the relationship. Over previous weeks she had already gradually begun to return some of her belongings to her own home and eventually moved back there.

Lynn describes feeling that in the four months she had been in this relationship, her life had changed dramatically and beyond recognition in some respects. She describes how going through this during a lockdown situation intensified the experience. While she was relieved and felt lucky to have been able to leave the relationship, she found herself 'struggling'. Lynn found herself questioning 'how did I end up in an abusive relationship?', she had times where she felt foolish and blamed herself for the choices she had made. She also wondered if she would ever be able to trust another partner in the future or whether she could trust herself to recognise the signs should she be in a similar situation again. Lynn describes herself as a strong person but felt her sense of self-worth and self-belief had been very much diminished. Her mood at this point was very low and she describes 'negative' thinking patterns and feelings of anxiety. This led to her contacting Chorley Women's Centre for support who referred her to Circle.

Lynn was offered up to 8 counselling sessions with Circle, after 7 sessions Lynn felt she had achieved what she needed and her sessions came to a close. Lynn describes her counselling sessions with Circle as a completely safe space where

she felt able to be fully open. In her sessions she developed a trusting relationship with her counsellor and was able to reflect on everything that happened. She describes feeling empowered when as she recounted events, she was reminded of her own strength and abilities to trust her instincts. She feels she learned things that she will carry forward with her, such as being patient in relationships and trusting herself to make good decisions. The sessions helped to rebuild some of the confidence that she had lost and she feels what she learned in her sessions is continuing to benefit her. Lynn states:

‘ I started to process the thinking and realising I was worrying about the future that I couldn’t control but I could control my everyday wellness. Learning to be confident in my abilities again, trusting myself which meant I felt at peace and present. I definitely felt calmer after the counselling and happier that I had processed what I needed to at the time to move forward with my life’

Lynn says it was a big relief to know that there was a specialist service that could help her and finds a sense of reassurance in knowing that the service is there to support should she find herself struggling in her recovery going forward.

Case Study 2 - Jackie

Jackie is a woman in her 50s who was referred to Circle by Victim Support. Jackie was with her husband for nearly 30 years having met him when she was 21. She describes how she now recognises that it was a coercively controlling relationship whereby her behaviour was closely controlled by her husband who would regularly make ominous threats about harming or even killing her and their children. She was 'not allowed' to socialise or make any decisions regarding finances or the spending of money. Her husband had access to firearms and she describes feeling certain that he would one day use them to harm her. At the time, Jackie felt unable to report his behaviour as she didn't feel she would be believed due to there being no physical element to the abuse.

Women's Aid state that '*Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim. This controlling behaviour is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.*' When Jackie had threatened to leave, her husband had made threats which made her fearful to do so. She describes feeling trapped.

Jackie describes how towards the end of her marriage she started to wonder why she was in a relationship with someone who she was afraid of, she wanted to leave and had made a tentative plan to do so when their youngest child, now a teenager, was a little older. She had started to save some of her earnings which she describes as her 'escape pot'. However, events took place that caused Jackie to leave sooner than anticipated. After she requested that she be allowed to visit a family member for a week, serious threats were made by her husband that led to her calling the police. Jackie left and made the decision to end the marriage. Many phone calls followed where her husband threatened to kill her. A short while after leaving she was attacked by him while collecting her child from a visit and sustained extremely serious life-threatening injuries which resulted in her being treated in intensive care. Later, Jackie's husband committed suicide.

Following the attack and subsequent events Jackie was diagnosed with PTSD. She experienced flash backs, panic attacks, nightmares and many other associated symptoms that were massively disruptive in her day-to-day life, she describes feeling that she had lost her confidence. She experienced feelings of being stigmatised and low self-worth. She left her job, something that had always been very precious to her as she didn't feel she was capable of doing it anymore. This was, despite all reports from her colleagues and employer

suggesting she was extremely competent in her work. Jackie accessed EMDR therapy for trauma privately after being advised there was an 8 month wait for NHS treatment. She found this very helpful in managing the physical and psychological symptoms of PTSD. She had EMDR weekly for 12 months, however, after around 12 months she found that she was low in mood and crying every day; she felt a strong need to talk openly about her experiences and to try to make sense of what had happened. By this time, she was not working and unable to afford access to private treatment. She contacted victim support who referred her into our service. The Covid situation further exacerbated her difficulties as it meant she was removed from accessing many of her usual coping strategies and support.

Jackie says that she immediately felt safe within her online counselling sessions. She felt that her counsellor really understood how she was feeling. She describes being able to speak freely, without any sense of judgment and that she was accepted. Jackie says that through the process she learned that given what she had gone through 'it was ok to think and feel the way that I did.' During the course of her sessions, she describes realising for the first time in her life that she is a person in her own right, she realised that previously she had always put others first. Jackie says that through counselling she began to consider the future and what she wants for her life going forward. Although she is still uncertain about what she would like, she now feels that she is entitled to make decisions and choices that acknowledge her needs.

Jackie says she has started to feel confident again and she has decided to enter into voluntary work to build her confidence in the hope that she can return to paid work in the future. She feels that accessing a specialist service was extremely important in her recovery, she believes that Circle's specialist knowledge and experience meant that she felt immediately understood and her experience accepted, this gave her confidence to speak about things that she had been unable to talk about with anyone else.

Case study 3 - Lindsay

Lindsay is a woman in her mid-20s who approached Circle for counselling after struggling with her mental health for a number of years following an abusive relationship in her late teens which lasted just over three years. This relationship became increasingly emotionally and mentally abusive and controlling. While there was never physical violence in the relationship, Lindsay witnessed her partner being aggressive to others and describes feeling in fear of him. The impact of this sustained abuse on Lindsay was such that she attempted suicide. She had never suffered from depression or anxiety prior to this relationship but feels that after the relationship ended 'it never left' her. She was able to leave the relationship with support from Women's Aid and eventually the Police were involved due to continued harassment from her ex-partner involving constant phone calls and setting up of fake social media profiles used to harass and intimidate her.

Over the following years Lindsay was diagnosed with depression and anxiety. She has experienced panic attacks (sometimes repeated panic attacks one after the other) and was prescribed medication which helped for a while. A common source of anxiety was a fear that she would bump into her ex-partner or his family as they lived in the same area. She found that she would worry persistently about things and felt in a heightened state of anxiety much of the time.

During her recovery from this relationship, she was victim of a sexual assault which also impacted very seriously upon her mental health. Lindsay describes carrying feelings of guilt and self-blame. She tried to seek help at this point but the service she approached were unable to accommodate her working pattern so were unable to continue offering her sessions. After just one session they told her that they could no longer work with her. After this experience of reaching out for help, she felt downhearted and didn't seek help again for a long time. Lindsay describes times when her mental health was more stable and she came off

medication but ultimately feels that the issues didn't go away and she would again be prescribed medication for her anxiety.

When she entered into a new relationship, she found it difficult to be open with her new partner and experienced worry and fear that she 'couldn't speak' about her feelings, a fear that she feels resulted from her previous abusive relationship. When she became pregnant her anxiety worsened and she was diagnosed with post-natal depression after the birth of her child.

Around 12 months ago Lindsay returned to university and decided to access support for her mental health available through the university. She was assessed as eligible for this by her GP who felt that her anxiety was serious and long term enough to warrant support. The Covid situation and associated restrictions, together with the change of circumstances due to returning to Education, left her feeling especially in need of support. She was offered a mental health mentor who she sees weekly and during the course of these sessions she decided with their support to try again to access specialist help. She self-referred into our service and had 8 sessions of counselling via zoom.

Lindsay says that her sessions helped her to recognise and explore her feelings of guilt and self-blame, through this process she realised she had done nothing wrong. She feels that she worries much less and that the anxiety she carried with her about seeing her ex-partner has gone. She has now been off medication for around 12 months and can't remember the last time she had a panic attack. Lindsay says that she has developed coping strategies that help her in day-to-day life and that her current relationship has improved as she feels she can communicate her feelings better and be more open with her husband. Lindsay describes how specialist counselling, along with the ongoing support from her mental health mentor has really helped her to start to move forward from the abuse she has suffered in the past and helped her to cope during the pandemic situation.

Wome's Centre Treasurer's Annual Report 2020-2021						
Opening balances as at May 1st 2020						
	Es					
Current Acc.	574.26					
Deposit Acc.	13579.37					
Circle Acc.	5595.9					
Liaison Acc.	7757.04 *					
Counsellor A	2994.07					
Petty Cash	69.25					
Total			30569.89			
Total Income 2020-2021	**				64304.05	
Total Expend 2020-2021					43889.1	
Surplus			20404.95		20404.95	
Total			50974.84			
Closing balances as at April 30th 2021						
Current Acc.	581.17					
Deposit Acc.	31772.4	***				
Circle Acc.	6310.38					
Liaison Acc.	8225.56	****				
Counsellor A	3935.92					
Petty Cash	149.41					
Total			50974.84			
Unrestrictre funds						
		Income	Expenditure	Balance	IncomeTotal	Exp. Total
Current Deposit and Petty cash						
Chorley Co.		4584				
Moj		17500				
Dons		1775.44				
Interest		3.61				
Total					23863.05	
Expenditure						
Utilities			1744.45			
Rates			225.28			
Office, inc PPE			711.88			
Vol Exp. Inc Vols Ins			683			
Repairs, renewals			401.15			
Liability Insurance etc			1817.19			
Total						5582.95
Balance				18280.1		

Anne Steffer

K Gallagher

R Hutchinson

Restricted Funds	Income	Expenditure	Balance	IncomeTotal	Exp. Total
Circle					
Chorley Co.	9166				
CCG	7488				
Total				16654	
Expenditure					
Coordinator		6146.02			
Counsellors pay and exp.		8453.5			
Training		1340			
Total		15939.52			15939.52
Balance			714.48		
Liason, Cen Manager					
CCG	9828.52				
Total				9828.52	
Expenditure					
Centre Manager salary	9360				
Total					9360
Balance			468.52		
Counsellors					
CCG	13958.48				
Total				13958.48	
Expenditure					
Counsellor Exp		12507.21			
Release Phone		509.42			
Total					13016.63
Balance			941.85		
GRAND TOTAL INCOME				64304.05	
GRANDTOTAL EXPENDITURE					43899.1
GRAND BALANCE			20404.95		

Signed
LYNDA GALLAGHER PIMM
TREASURER



ANNE STAFFORD
VICE TREASURER



PAT WHITTINGTON
INDEPENDENT EXAMINER



DATE 9/6/2021

Comments

*Includes £5946.75 of this year's CCG grant

**Includes next year's CCG £5946.75 and MoJ £17500

***Includes next year £17500 MoJ grant

****Includes next year's CCG £5946.75 grant

If we take out the £17500 MoJ grant for next year our income for this year is
£46804.05

Our expenditure was £43899.10

Our surplus would be £2904.95

As the centre was used less due to Covid and lockdowns our running costs were less, but we managed to maintain a service and our online and telephone counselling

We received extra funding this year, £7488 from the CCG for Circle our DV Counselling service

As Lancashire Women have not used the centre this past year, we have not had their donation, but they hope to return in July 2021

Tesco donated £1000 and we also thank our other smaller but appreciated donations.

Next year our CCG grant of £23785.99 is confirmed for Counselling and Centre, Manager costs.

Chorley Council Grant for Centre running costs and Circle, (our DV counselling) to be confirmed

MoJ Sexual abuse counselling £17500 is new money for Release.