



# Report of the Trustees & Financial Statements

Year Ended 31st March 2022

This report contains the Charity progress in the year  
April 2021 to 31st March 2022

**Report of the Trustees & Financial Statements  
for the Year Ended 31 March 2022**

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### **CHAIR'S MESSAGE 2021-2022**

It is a great honour to present to you the annual report of Swan Women's Centre as Chair and on behalf of all of the Trustees. The last 12 months have once again proved the value of having a women's mental health charity firmly established in the Borough of Sefton. These last few years have seen extraordinary change as we have learned to adapt to Covid and the changing requirements for our operations and indeed our lives. The impact upon our mental health has challenged us all and demand for mental health services has reached an all-time high. We have adapted our ways of working to see more women this year than ever before and worked hard with other agencies in the Borough to assist with crisis management - ensuring counselling services are locally available and to those in most need.

I know what a tremendous relief our service users feel when they see the warm and welcoming doors of the centre open, even if they do not need the support on that day. We recognise the wide range of support services we offer can support and empower women to make positive differences in their lives. That is why we endeavour to offer a holistic support environment for women and girls.

We have sought to change the landscape and focus of our service as we deliver on our 3 year business plan. I am proud we have established a now commissioned young people's counselling service from Southport as well as Litherland. This represents part of our focus on girls as well as women.

As a smaller charity we recognise that partnership working is critical to expand our reach and this year we have begun working in partnership with Sefton Women and Children's Aid delivering counselling services for women in Sefton.

Last year we delivered 2840 counselling sessions to women and 411 counselling session to young people. This is a remarkable achievement and would not be possible without the dedication of all of the volunteers who make SWAN a fabulous organisation. Our volunteers provided approximately 6000 hours this year. At minimum wage this equates to a contribution of £57,000.

As part of this annual report I would like to thank our funders who show great confidence in our services, ethos and offer.

#### **Our funders and donors for the year 21/22 included:**

- Rosa Foundation
  - John Moores Foundation
  - Sefton Council
  - Sefton CVS -
  - Sefton Women and Children's Aid
  - Lloyds Bank Foundation
  - Community Foundations Merseyside
  - NHS CCG's Southport and Formby and South Sefton
  - Eleanor Rathbone
  - Rathbone Management
  - United Reformed Church Crosby
- And of course our volunteer card makers raised nearly £400 too!**

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Last year we saw a number of changes to our staffing of our staff and Trustees. We wish all that form part of our journey success and happiness in their next endeavours and welcome new recruits and Trustees openly into the SWAN family. We are thankful to those who have dedicated so much to SWAN including Joan and Rita who retired at the end of March after being at the heart of the organisation for over 17 years and June who retired from the board after more than 20 years involvement in the running and the delivery of SWAN services.

As a women's charity we aim to celebrate and empower women. This year we celebrated International Women's Day, with the vital themes to 'Break the Bias' and we held a day of pampering and celebration for local women. I was extraordinarily touched to see the gift packs our volunteers had sourced for women taking part that included period packs and small treats. We also celebrated Volunteering Week, again a day of celebration and thanks to all that support us.

**At SWAN we are ambitious for our organisation, our community and the women who use our service.**

**We have exciting plans for next year which will include;**

- Maturing our young person's counselling team in their base in the Family Wellbeing Centre in Southport working alongside the Early Help Team. Funded by Alder Hey and part of the Children and Adolescent Mental Health Services (CAMHS) in Sefton.
- Opening a new base to deliver our Adult counselling services from in Gordon House Southport. This is currently being referred to as The Women's Hub.
- Delivering a new partnership with Light for Life – a Homeless Charity and we will be working alongside them in Southport.

Finally, the staff team at SWAN are a credit to this charity and their dedication to help us grow and change lives is a wonder to behold.

Trish Hardy  
Chair of Trustees.

SWAN Women's Centre

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

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### INTRODUCTION

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### OBJECTIVES & ACTIVITIES

#### *Objectives and Aims*

#### **Vision**

*Where women and teenage girls feel secure, confident and positive,  
where they can transform their lives and celebrate their true worth and value*

#### **Mission**

*"To support and empower women and teenage girls to improve their mental health and wellbeing."*

#### *Public Benefit*

We are ideally located, in the heart of a socially deprived community with easy access, for all, on foot or travelling by public transport.

All our charitable activities focus on the provision of support for women and girls who have experienced or are experiencing anxiety, depression, stress or poor mental health, or, those women and girls who have become socially excluded as a result of factors such as unemployment, financial hardship, ill health (physical or mental) and youth or old age. Our purpose is to support women and girls and help them overcome such difficulties through the delivery of a range of services, which support them to transform their lives and celebrating their true worth.

#### *Staff and Volunteers*

We had 8 paid members of staff during the year and over 70 volunteers. We continue to be indebted to everyone who supported our community during the last couple of difficult years. We have been extremely grateful to all the team who have worked throughout the pandemic to ensure that those who require our support have been able to access it whether that has been online, telephone or face to face. Our requests for support either counselling or befriending continues to increase. Without the commitment and selflessness of the entire team, we would not be able to meet those increasing needs.

We have a very diverse group of volunteers who carry out many roles throughout the organisation and this allows the organisation to significantly increase the number of people that we are able to support and provide services to.

**The Board of Trustees fully recognises the excellent work that the staff and volunteers carry out and values the contribution everyone makes to the success of the Women's Centre**

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### *Significant Activities*

The significant activities of the charity that provide public benefit, include the following:

#### *Volunteering*

Volunteers play a vital role in the success of the organisation and our Volunteer Co-ordinator has a lead role in ensuring that volunteers are recruited, supported and trained to carry out their roles effectively. We have over 70 volunteers at SWAN and they carry out a wide variety of support services including counselling, befriending, trustees, administration, activities etc.

The Reception team consists of 10 volunteers who provide a welcome and a cup of tea for anyone who comes into the centre. These volunteers are the first person that clients and visitors meet and they endeavour to put all of those who use our centre, at ease, immediately. They have vast knowledge of our services as well as what else is also available within the locality. They bring their own knowledge and experience with them. Our volunteers are trained to ensure that they have an understanding of mental wellbeing but many may have experienced poor mental health in their pasts too. This gives them a great deal of insight and empathy into some of the experiences of those who use our services.

Currently our activity volunteers run groups such as Card Making, Knitting, Mosaics as well as a Coffee afternoon. In the near future we will be running Mindfulness sessions, which are also delivered by a volunteer.

Our board of Trustees are volunteers who ensure that the charity reaches its full potential. They are passionate about the work that they carry out and they ensure that the charity is compliant with all of its legal responsibilities. We appreciate their time and dedication to the centre

#### **A Volunteers Perspective**

*I have found volunteering at Swan Women's Centre rewarding both personally and professionally. I have seen the difference the service makes to clients and have watched the women's confidence grown week on week, as has mine. The work volunteers do is invaluable and if I could work here full time, permanent, I would in a heartbeat.*

#### *Therapeutic Allotment*

Eco-therapy is the name given to a wide range of therapeutic programmes which aim to improve your mental and physical wellbeing through doing outdoor activities in nature. It has been proven to improve mental health, boost self-esteem, help people with mental health problems return to work, improve physical health, and reduce social isolation.

The Therapeutic Allotment Project provides a safe place for women to talk about their struggles and problems and be supported in a peaceful space surrounded by the healing benefits of nature, promoting wellbeing. The allotment allows for therapeutic support to take place during the practical tasks of gardening; working alongside someone can be effective and more suitable for clients who may struggle to access counselling. The project has encouraged a supportive environment that extends beyond its boundaries as friendships are formed and social isolation reduced.

The project has supported 7 women this year and we have carried out 128 sessions. This group have been very supportive of each other and their friendships have continued to flourish. They have all attended regularly and enjoyed the gardening tasks; growing food organically and taking it home also encourages health eating. Through the project we have been working with and building connections with the wider gardening community. The women have been growing flax for an art project linking the history of the local area as it once grew flax for production of linen; 'Linacre' means flax field. The project has also been involved in the 'Taking Roots' display at Tatton Park for which it gained a prestigious 'Silver Gilt' award. The women grew flowering plants that were included in the allotment plot at the Tatton Flower show, many helped build and care for the display during the show. Being involved in this enabled us to promote the work of the Therapeutic Allotment to a wider audience as well as developing partnerships within the community.

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Looking after a garden parallels 'life' in many ways. It reflects the 'actualising tendency' that underpins Person-Centred philosophy, in that people will thrive if their needs are met. A plant will only grow, flourish, survive and reach its potential to flower and set seed if it has the right conditions.

***A garden reflects the struggles we can all face in life, it can build resilience and faith and hope for the future.***

### Case study

Ms M first contacted the Centre in September 2021 as she was feeling isolated and lonely. She has a diagnosis of fibromyalgia and was unable to continue gardening on her own. Ms M's wellbeing and physical health improved while she was attending the project. Her confidence increased and she was able to get support from other agencies. She engaged with the Social Prescribers at her GP surgery to help her apply for any benefits she was entitled to. While attending the project she was able to offer support to the other ladies. She encouraged them to get support for themselves, in whatever area was important to them. As her wellbeing improving we also noticed that she had started to wear more colourful dresses, scarves etc. as an expression of her increased confidence. This therapeutic allotment has enabled her to continue gardening in a way that was suitable for her changing physical needs.

She has now attended the allotment over 20 times and reports that she no longer feels lonely.

### Befriending Project

#### **Befriending Project**

The project is in its 5<sup>th</sup> year in 2022, impacting the lives of women in the community who experience isolation, loneliness and poor mental health. The Befriending Coordinator recruits, trains and supports women in the community to volunteer and support those who are in positions of struggle. This is achieved through offering companionship in a variety of mediums – from telephone calls and home visits to accompanying them whilst engaging in community activities. Support can also be offered to attend various appointments and complete day to day tasks, such as shopping. Each woman receiving the service is offered 12 months of support and thus, 12 months commitment from each volunteer befriender is also requested.

**17 volunteers have been through the befriending recruitment process this year, offering support to a total of 44 women in the community across the last 12 months.**

### Case study

Ms K registered with us at the centre in May 2021. She initially accessed our counselling service in July 20 but also asked if befriending was available for her too, she was offered befriending in September 2021. Her initial hope from accessing the befriending project was to re-engage in the community, she felt she was disconnected, isolated and this was negatively impacting the rest of her life. She was unemployed and lived at home with her adult son. Her goals initially focused on getting out more to increase her opportunity to socialise and to reignite her passion for life through something artistic and staying alive, as this was becoming increasingly difficult.

***The coordinator matched Ms K with J, a volunteer befriender from a different area, background and age group. The coordinator saw similarities but could not have foreseen the connection and relationship that the two women would build.***

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### **Impact statement from Ms K accessing the service.**

*I can't tell you how much of a difference having a befriender made to my life. Such a simple idea but such a big impact. When I found the Swan Centre I was probably at the lowest I've ever been, and in a very deep dark hole. I just couldn't see my way out. Right from the get go, just speaking to [the coordinator] made me feel better, I realised I wasn't alone & somewhat dubiously, I agreed to the befriending service.*

*Beside worrying my 'friend' wouldn't be a good match or wouldn't have anything in common with me, there was that underlying shame that I was beyond help, especially if I needed someone to be asked to be my friend.... But it's not like that at all! [The coordinator] took the time & energy to get to know me, and really worked hard to find someone suited to me, who I am & what I needed, and she excelled herself! It took a while to find someone who matched me, but my befriender is just amazing! She's been so kind & patient with me but slowly and surely she's helped me find myself again.*

*We meet up every week and take each week as it comes. Sometimes we do crafts, sometimes we shop, sometimes we just sit in coffee shops and drink coffee, but the fact I'm actually leaving the house and again I have the confidence to get on a bus, I want to get out of the house, I want to go into shops & I want to be sociable again, is such a huge thing for me, but more so, I actively look forward to seeing her every week. Never once have I felt like she's only there because she signed up to be, or I'm a burden which is a huge part of how I felt about my friends before. There's never any pressure to do or say or be anything I don't want to.*

*I'd like to think we'd be friends however we met, the fact I was in a crisis when we did is never an issue nor a pivotal part of her support. She's just there for me and gives me that friendship, love, support and care I didn't know I was lacking nor needed so much. And she does it with smiles, love & laughter too. I'll never be able to thank her or (the coordinator) enough for being my friend. You never know how much the smallest act of kindness can change someone's life, and whilst I was working on my own issues simultaneously, such a simple idea and a simple act of friendship can change someone's life, a befriender made so much of a difference to me.*

*The match met weekly, going for coffee, crafting, shopping in charity shops (an unknown hobby of each woman) and talking generally about their weeks. K's aim was to continue this, moving to some art classes and even mosaics at SWAN.*

*K spoke in quarterly reviews of how the relationship between her and her volunteer befriender was "excellent. Like looking at myself. I am thrilled, she is a joy to be around". Even at 4 months in, K identified herself as a different person to when she started, with the befriender helping her to "find (my) passion and re-engage with previous hobbies, as well as new ones".*

*At a later stage, K reflected on how the help of the befriending project has helped to increase her confidence, feel better about herself and actually leave home – something she said not doing was detrimental to her mental health. She is out, alone, using public transport and discovering new places. She was able to identify other organisations that she would be interested in accessing support from, something fed back to the befriender in their supervision sessions, with K's permission, to ensure the goals could be achieved.*

*At the point of writing, K has made the decision to start university to pursue a career in counselling as a result of her life experiences, including that of SWAN. Approaching the end of her support, K hopes to gain support through the application process and feels ready to take the next step in her life, for herself*

### **Adult Counselling Services**

We have been providing counselling services to women experiencing mental health problems in Sefton since 1992. Our reputation as an award winning counselling placement provider has enabled us to recruit and retain 15 qualified Volunteer Counsellors as well as offer placements to 16 Counsellors in training. We have 4 counselling employees including a Counselling and Wellbeing Manager.

**Between 2021- 2022, 522 women accessed 3268 counselling sessions.**

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### Case Study

Mrs J's daughter first contacted the Centre in December 2021. Mrs J has a hearing impairment so we replaced our usual telephone assessment with a face to face meeting. She came into the centre for an assessment on 20<sup>th</sup> December 2021. She started her counselling sessions with us on 23<sup>th</sup> March 2021. She accessed 6 sessions of counselling with us.

Mrs J is finding it very hard to adjust to living with a hearing impairment. Her confidence is low as a consequence of not being able to join in conversations. She said she feels 'stupid' and 'embarrassed' and doesn't tell people that she can't hear them. She presents with very low self-esteem because of this. She talked about her past trauma. She used the sessions to talk about her family relationships of the positive and negative impact of them.

Mrs J was able to explore her feelings around recent surgery that left her with severe headaches. She explored her feelings around past relationships and how they had impacted on her self-esteem and confidence. She was able to make connections to her present feelings and her self-esteem and her confidence began to change and improve. She was able to talk to her family, especially her daughter, about family issues. She felt empowered to make changes in her life and speak about how she experienced things to others.

#### Client feedback

*In Mrs J's feedback she informed us that she had started to feel much happier in herself and was surprised how much better she was feeling. This change happened quite quickly and her mood was much more positive. Her demeanour changed she looked well and took pride in her appearance. She began to walk taller and hold her body straighter rather than hunched over with what looked like the weight of the world on her shoulders. She expressed that she felt 'lighter'. She feels that she now has a voice and feels more confident. She looks well and her brother said he has noticed a difference in her. She agreed that we had done some good work during her counselling sessions and that she was ready to finish as she could see the progress she has made.*

### Young Persons Counselling Service (aged 13 years +)

We set up our counselling service for female teenagers in March 2019. Our largest young person's service is based in our Women's Centre in Litherland however in 2021 we started to work from The Family Centre in Southport, sharing a base with Sefton's Early Help Team.

The 1:1 counselling service supports young women aged from 13-19 years who come with a variety of problems and areas within their lives that they wish to explore.

Young people can self-refer into the services but many referrals come from parents/carers or they may have been referred to us by the Early Help Team, schools or their GPs. The service is provided by the Young Women's Counselling Coordinator as well as six volunteer counsellors.

**During this year 67 young people have accessed 422 sessions with us across both bases.**

### Case Study

Chante' says she has always been an anxious person, her anxiety is predominantly linked to extreme fear of socialising and being with groups of people; she feels it rules her life. It was clear in the introduction session other areas of her life have also been contributory to her anxiety.

She is on an apprenticeship as a Receptionist, the expectations of others in the office link into the expectations she puts on herself, which can be unhelpful. Home is sometimes difficult, family feel she should be at university; she feels she is letting her family down. She has taken on too much at work with an aim to take on another apprenticeship in the future.

The client was very upset when she came into the room for her first session; she decided some talking Person Centred therapy and relaxation would be beneficial for her.

On our first few sessions, we worked on exploring the core of her feelings around her fear and anxiety. Psycho-education was used to help her understand where and why her fear may have started. There were a number of incidents in her

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childhood that may have contributed to her fear. Recognising this helped her to understand herself and how and why situations may affect her.

On the following weeks we included guided meditation to enable her to work on deep relaxation, with reflection on her fear and its possible beginnings.

### Client feedback

The client disclosed how much the sessions and deep relaxation had helped her to put certain aspects of her fear into a different frame that she finds useful.

She feels she has never been listened too before or understood like she has during our sessions.

### *Emotional Well-being Support Groups*

We deliver two, counsellor facilitated, Emotional Support Groups every week.

The aim of the facilitator is to provide a place where members feel safe enough to talk with honesty as well as build trust in the group, so there can be an exchange of genuine communications that are heard with empathy and without fear of judgement. Talking openly and honestly helps each group member to understand themselves and others better.

The aim of the group is to empower the members to make positive changes in their lives by listening, using mindful techniques, discussion and by supporting each other within the group. Most of the women who attend the groups are experiencing anxiety, stress, depression or other mental health problems.

The groups are weekly, ninety minute meetings, at the same time each week. There are ground rules which each member has agreed to prior to joining the group. There are two groups, an afternoon and an evening group. The groups are open and referrals from self or other professionals are welcome. Prospective members have a pre-group meeting with the Counsellor and together they decide if the group will meet the needs of the perspective member and the group as a whole.

When the centre wasn't closed due to Covid restrictions, the evening Emotional Well-being group has continued to meet weekly. They were able to do this because they are fewer in number and met the requirements set out by government Covid rules.

They have become a tight knit group. They mutually support each other by sharing their thoughts and feelings and listening to each other's experiences.

**During 2021 – 2022, 45 women attended the support group (when the centre was open and we were able to run them) we provided 86 sessions over the 12 months.**

### Case study

Ms F joined the group as she was experiencing depression, panic attacks and high anxiety. She shared with the group, that her husband had ended their marriage leaving her with considerable debts. The realisation that the income from her part time job would not cover the financial out goings of her household meant that Ms F had to move into full time work. She explained that it was a struggle, but over time she had been able to manage her finance's so no more debts would be incurred and she was able to make regular payments on the outstanding debts. In group, Ms F further explained that although the practicalities of living alone had been addressed she felt extremely lonely, and missed her husband, as she still loved him. Over the weeks and months, Ms F shared that she was coming to terms with the fact that her husband wasn't going to come back and she was trying to make a new life for herself. Ms F returned to the craft class, at the centre, that she used to attend. She said she had been made welcome from the 'old gang' and some new members. Ms F's emotional well-being improved and her self-confidence began to grow.

Recently Ms F shared that she felt 'stressed out' about her work situation. She felt she was expected to do more tasks than she could manage in the given time and explained that her back log of work was causing her to have sleepless nights. She discussed in group that she had tried to explain the pressure she felt to her boss, but she found him to be unsympathetic and unhelpful.

Over the following weeks Ms F became increasingly anxious about her work situation and became physically ill with migraines, aches and pains and shared that she had begun to have suicidal thoughts. I carried out a Safe Guarding Assessment with Ms F

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and went through a 'Staying Safe' Plan, (A Safety Plan that includes what you would do, and who might support you, in a crisis.) I also referred Ms F to her GP. Her GP signed her off work for four weeks.

A few weeks later, Ms F shared in group that the Staying Safe Plan had helped her to realise that her current crisis was a direct result of the work pressure she was experiencing and she planned to change jobs. All the members shared their experiences of 'crisis and change'. Member discussed that in their pasts, it was by reflecting and taking action that they too had been able to make positive changes to their situations.

In the last meeting of March, Ms F told us that one of her many job applications had been successful and she would be earning more money with better terms of working conditions. All the group were pleased for her and said how she looked so well and that she was an inspiration to them all. Ms F stated 'When my husband left me, I was up the creek without a paddle. Well, now I have built my own ship and I'm not going to sink.'

Ms F said 'I've been through a tough, dark emotional time, but I'm longer feeling suicidal and I feel proud of herself'. She thanked the group for listening and supporting her.

### Outreach Service

The centre provides an outreach service for women who cannot access community based services due to severe anxiety, agoraphobia or emotional problems and who often do not get any support from statutory services because they do not fit the criteria of severe mental illness. We aim to help women build their confidence and develop their individual potential to integrate into their local communities. An experienced Counsellor provides these services to women at home.

**During the year we supported 19 women. We provided 67 home visits and 260 telephone support calls.**

### Case study

Mrs P is 80 years old and finds it difficult to go out on her own. She has always been active and confident but the last few years she has lost some of this confidence. She had a fall some years ago when she was out walking the dogs and she now seems to have stopped going out at all. She used to like to socialise with her friends so now she feels isolated and lonely, she said she misses them. Her daughter does all of her shopping for her and accompanies her mum to any appointments that she has to attend. Mrs P feels guilty as she believes that she is taking up all of her daughter's time and stopping her from spending time with her friends. She said she lacks focus which is annoying her, as she has always kept herself busy and had stimulating jobs in her working life. Things seem to be slowing down for her and she gets tired all the time, she is scared of being on her own.

She has Asthma, an Ulcer, Anxiety, Depression, Tinnitus, Irregular Heartbeat and has a pace maker fitted.

### Actions

We spent a while getting to know each other and she engaged in learning CBT techniques that she is able to use when she is feeling particularly anxious. We has started to consider how to turn those negative thoughts into more positive ways of looking at events and her life. Unfortunately due to Covid 19 we moved from meeting face to face to telephone sessions as she is medically vulnerable and she lost a lot of confidence. We have long chats about her life and the things that she currently likes to do e.g. reading. We started to discuss books that we are reading together.

However the work that we done has enabled Mrs P to:

- Go for lunch with her friends on several occasions.
- She has gone back to making earrings which she hasn't done for a while
- She has had counselling at the centre.

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### ACHIEVEMENT AND PERFORMANCE

#### *Charitable Activities*

##### *Groups/Courses and Activities*

We have set up a number of support groups that have then developed into Peer Support Groups. During this period we had 3 Peer Support groups running on a weekly basis.

We were able to offer a number of different activities and courses at the centre during Covid following social distancing guidance. We offered a number of socially distanced, small group activities such as knitting, card making, mosaic art as well as a managed a number of coffee afternoons. We kept in touch on a weekly basis via telephone throughout the pandemic with all the women who attend regular group activities. There are approximately 30 women who fall into this group.

- We distribute Food Bank Vouchers on behalf of our local food bank
- We distribute cold weather payments on behalf of the local council.

#### *Fundraising Activities*

Due to Covid regulations fundraising activities have been limited to those that we can carry out in small groups such as selling hand-made cards made by the women who access the centre and volunteers who lead these activities.

#### *Donations*

We continue to receive regular direct debit donations via Local Giving. We thank all of those who, despite often having limited financial resources themselves, continue to prioritise a donation to the women's centre.

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### FINANCIAL REVIEW

#### *Principal Funding Sources*

The charity's principal funding sources are Southport and Formby and South Sefton Clinical Commissioning Groups and Sefton Council. John Moores Foundation has granted us 2 years funding to deliver the Befriending Project and Eleanor Rathbone Charitable Trust has also contributed to this project too. A core funding grant from Lloyds Bank Foundation has enabled us to develop the organisation and services that we provide.

#### *Reserves and Investment Policy*

The trustees have identified financial risk as a result of the many continuing changes to government funding policies; accordingly these uncertainties have been considered and addressed when setting the charity's reserves policy. The trustees recognise that the circumstances of the charity will change over time and as such the reserves policy is reviewed annually. The amount held in reserves is also monitored regularly during the course of the year as part of the quarterly budgetary and management reporting.

#### *General Reserves*

General Reserves The trustees have set a target range for free general reserves of £150,000 excluding fixed assets and aim to retain working capital within that range. The amount is representative of six months running costs, redundancy costs and provides short term financial security in the event of service level agreements with Clinical Commissioning Groups and/or Local Authorities being withdrawn or reduced. The reserve provides the trustees with sufficient solvency and time to take whatever action would be necessary in such circumstances. Net current assets at the balance sheet date amounted to £150,912 (2021 £171,902) and therefore fall within the required level expected. Community fundraising has not been possible during the year, due to restrictions related to Covid 19.

#### *Designated Reserves*

##### Contingency Fund:

The trustees felt it was prudent and a matter of best practice to set aside a separate reserve that would ensure the charity met its contractual redundancy and other liabilities in the event there was a decrease or withdrawal of regular income and the charity found it unable to continue in existence.

##### Investment policy:

Cash balances held by the charity, but not required for day to day working capital are held in a separate interest bearing account with easy access.

### FUTURE PLANS

We are focused on expanding the services that we provide for teenage girls. We are continuing to provide counselling for teenage girls in the North and South of Sefton and we hope to expand our services to include support groups for teenage girls too.

In the year ahead we will be working in partnership with Sefton Women and Children's Aid and Light for Life. We have developed a 'Women's Hub' that is based in Southport. We envisage that other services will join us to help us provide a wraparound service for women in Sefton.

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

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### Structure, Governance And Management

#### *Governing Document*

The organisation is a charitable company limited by guarantee, formed in 1989 and achieved charitable status in 1992. The organisation was established under a Memorandum of Association and is governed by its Articles of Association. The organisation constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

#### *Responsibilities of the Trustees*

The trustees are expected to comply with all the requirements as laid down in the following Charity Commission Publications

- The Essential Trustee
- The Hallmarks of an Effective Charity

#### *Recruitment of New Trustees*

The members of the Board are both directors of the company and charity trustees. The organisation has robust policies and procedures to identify potential trustees and to recruit appropriately skilled people. All potential board members are interviewed by the Chair and/or Vice Chair, or delegated trustees of the organisation to identify skills and values that will be of value to the organisation.

#### *Appointment of New Trustees*

All new Trustees complete a formal application and interview process prior to meeting with the Chair of Trustees and Chief Executive. A trustee is appointed at a general meeting having been recommended by a serving trustee and appropriate notice to members eligible to vote has been given. A simple majority of members eligible to vote is required to appoint the trustee.

#### *Organisational Structure*

The Board of Trustees holds 6 weekly Board meetings, an AGM and up to two development days per year, The Board develops the Strategic Plan for the organisation. The Board have a broad range of skills that include financial monitoring; risk management; human resources and training. The Board delegates the day to day management of the organisation to a Chief Executive who has responsibility for the implementation of the strategic plan and line management responsibility for staff. The Chief Executive also has responsibility for Quality Assurance and the on-going development of the organisation.

#### *Induction and Training of New Trustees*

New trustees receive information about the organisation including previous year's financial statements, various budgets, business plans, officer's reports and organisational structure. Trustees will meet with the Chief Executive to be briefed on the organisation's current financial and strategic position. A Trustee Development day takes place on an annual basis. The focus of the development days is strategic planning, team building and enhancing understanding of the range of services delivered by the organisation.

#### *Wider Network*

The charity works in partnership with a range of other local organisations and has set up and facilitates the CEO Network for 3rd Sector leaders in Sefton. We are a representative on our Sefton Healthwatch, Sefton Council Overview and Scrutiny Committee (Childrens) as well as Health and Social Care Forum. We are a member of the Voluntary Sector Advisory Group in Sefton and we work closely with both Sefton's and Liverpool's voluntary sector as well as our local Council and Clinical Commissioning Groups.

#### **Related Parties**

SWAN has a wide range of stakeholders including: people who use our services, commissioning bodies such as Local Authorities and Clinical Commissioners, other funding bodies, staff and volunteers. SWAN works to a range of national and local strategies that are relevant to the services delivered. The organisation works in partnership with a range of agencies, particularly in the public and third sectors and seeks to influence both the development and implementation of strategies and policies that impact on the lives of women who experience poor mental health.

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

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### REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number  
02720502

Registered Charity number  
1011971

Registered office  
Former Litherland Library Linacre Road, Litherland  
Liverpool Merseyside L21 6NR

### Trustees

Mrs P Hardy - Chair of Trustees  
Mrs C Wallis – Vice Chair of Trustees  
Ms S A Oldnall - Trustee  
Ms A Horsfield- Trustee  
Miss B Kent – Trustee  
Mrs J Anderton -Trustee (resigned 9.5.22)  
Miss A K Farrell – Trustee (appointed 18.5.22)  
Mrs L Mock – Trustee (appointed 17.5.22)  
Miss L Williams – Trustee (appointed 23.5.22)

Chief Executive Officer  
Ms K Christie

Independent Examiner  
Suzanne Draper FCCA ACA  
ACCA, ICAEW  
SB&P Chartered Accountants  
Oriol House 2/8 Oriol Road  
Bootle Merseyside  
L20 7EP

Bankers  
Unity Trust Bank  
Nine Brindley Place  
Birmingham B1 2HB

### Solicitors

Brabners Chaffe Street LLP  
Horton House Exchange Flags  
Liverpool L2 3YL

Approved by order of the board of Trustees on 25th September 2022



**Mrs P Hardy – Chair of Trustees**

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

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### INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES

Independent examiner's report to the trustees of SWAN Womens Centre ('the Company')  
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

#### *Responsibilities and basis of report*

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

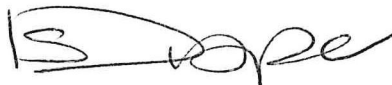
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

#### *Independent examiner's statement*

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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



Suzanne Draper FCCA ACA ACCA, ICAEW

SB&P Chartered Accountants

Oriel House 2/8 Oriel Road Bootle Merseyside L20 7EP

Date: ..... 31/10/22 .....

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

### STATEMENT OF FINANCIAL ACTIVITIES (SOFA)

Statement of Financial Activities  
(Incorporating an Income and Expenditure Account)  
for the Year Ended 31 March 2022

		Unrestricted	Restricted	31.3.22 Total funds £	31.3.21 Total funds £
	Notes	funds £	funds £		
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies		2,500	40,465	42,965	104,968
<b>Charitable activities</b>					
Women's support services		-	130,760	130,760	129,683
Other trading activities	2	18,390	2,100	20,490	8,300
Investment income	3	12	-	12	20
Other income		32,943	-	32,943	27,950
<b>Total</b>		53,845	173,325	227,170	270,921
<b>EXPENDITURE ON</b>					
Raising funds		-	-	-	-
<b>Charitable activities</b>					
Women's support services	4	45,543	202,617	248,160	239,269
<b>Total</b>		45,543	202,617	248,160	239,269
<b>NET INCOME/(EXPENDITURE)</b>		8,302	(29,292)	(20,990)	31,652
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		119,493	52,409	171,902	140,250
<b>TOTAL FUNDS CARRIED FORWARD</b>		127,795	23,117	150,912	171,902

The notes form part of these financial statements

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

### BALANCE SHEET

Balance Sheet  
31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	8	10,721	-	10,721	19,431
<b>CURRENT ASSETS</b>					
Debtors	9	967	-	967	213
Cash at bank and in hand		129,239	23,116	152,355	160,275
		130,206	23,116	153,322	160,488
<b>CREDITORS</b>					
Amounts falling due within one year	10	(13,131)	-	(13,131)	(8,017)
		117,075	23,116	140,191	152,471
<b>NET CURRENT ASSETS</b>					
		127,796	23,116	150,912	171,902
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		127,796	23,116	150,912	171,902
<b>NET ASSETS</b>					
		127,796	23,116	150,912	171,902
<b>FUNDS</b>					
Unrestricted funds	11			127,796	119,493
Restricted funds				23,116	52,409
<b>TOTAL FUNDS</b>					
				150,912	171,902

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

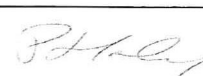
- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on

25.09.2022

and were signed on its behalf by:  
P Hardy - Trustee



## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

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### NOTES TO THE FINANCIAL STATEMENTS

#### 1. ACCOUNTING POLICIES

##### *Basis of preparing the financial statements*

The accounts have been prepared on the going concern basis.

The Board of Trustees have considered the financial position of the charity and its ability to continue as a going concern. Subject to external funding continuing at a similar level to this year, it is envisaged that the result for the year ending 31 March 2022 will be a surplus of between £30,000 and £35,000.

Looking towards the year ending 31 March 2022, and again, subject to the regular grant providers (CCG's) and local authorities, continuing to support the charity, together with regular and continued monitoring of cost levels, the management and Board of Trustees are confident that the charity's operation will continue. The management and Board of Trustees think it is unlikely that the regular funding provided will be completely withdrawn but consideration does have to be given to the fact that the funding is based on budgetary demands of the individual local authorities and CCG's and there is always a possibility that funding could be at risk in the future.

##### *Income*

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### *Expenditure*

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### *Governance costs*

Governance costs include costs relating to the longer term strategic planning and development of the charity. Included is 100% of the management salary costs that The Board of Trustees feel fairly represents and reflects the time spent on the charity's longer term continuity and development.

##### *Tangible fixed assets*

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Short leasehold	- 25% on cost
Fixtures and fittings	- 25% on reducing balance
Computer equipment	- 25% on reducing balance

##### *Taxation*

The charity is exempt from corporation tax on its charitable activities.

##### *Fund accounting*

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

### *Hire purchase and leasing commitments*

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

### *Pension costs and other post-retirement benefits*

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

#### 2. OTHER TRADING ACTIVITIES

	<b>31.3.22</b>	<b>31.3.21</b>
	£	£
Fundraising events	15,729	7,705
Room hire	4,761	595
	<b>20,490</b>	<b>8,300</b>

#### 3. INVESTMENT INCOME

	<b>31.3.22</b>	<b>31.3.21</b>
	£	£
Deposit account interest	12	20
	<b>12</b>	<b>20</b>

#### 4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs £	Totals £
Women's support services	205,975	42,185	248,160
	<b>205,975</b>	<b>42,185</b>	<b>248,160</b>

#### 5. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	<b>31.3.22</b>	<b>31.3.21</b>
	£	£
Depreciation - owned assets	9,882	9,884
Hire of plant and machinery	2,112	2,237
	<b>12,000</b>	<b>12,121</b>

#### 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

### *Trustees' expenses*

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

#### 7. STAFF COSTS

The average monthly number of employees during the year was as follows:

	<b>31.3.22</b>	<b>31.3.21</b>
Staff	9	10
	<b>9</b>	<b>10</b>

No staff members were paid in excess of £60,000 during the year

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

### 8. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>				
At 1 April 2021	66,877	9,660	5,999	82,536
Additions	-	500	672	1,172
 and 31 March 2022	66,877	10,160	6,671	83,708
<b>DEPRECIATION</b>				
At 1 April 2021	47,770	9,660	5,675	63,105
Charge for year	9,553	125	204	9,882
At 31 March 2021	57,323	9,785	5,879	72,987
<b>NET BOOK VALUE</b>				
At 31 March 2022	9,554	375	792	10,721
At 31 March 2021	19,107	-	324	19,431

### 9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade debtors	60	-
Prepayments and accrued income	907	213
	967	213

### 10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Trade creditors	4,888	-
Social security and other taxes	2,650	2,163
Other creditors	2,434	1,174
Accrued expenses	3,159	4,680
	13,131	8,017

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

### 11. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
<b>Unrestricted funds</b>				
General fund	104,493	8,303	-	112,796
Contingency fund (designated)	15,000	-	-	15,000
	<b>119,493</b>	<b>8,303</b>	<b>-</b>	<b>127,796</b>
<b>Restricted funds</b>				
Lloyds Bank Foundation	33,000	(17,884)	-	15,116
Eleanor Rathbone	10,000	(5,000)	(5,000)	-
Sefton CVS (Council for Voluntary Services)	-	8,000	-	8,000
SWACA	9,409	(9,409)	-	-
Rathbone Management Trust	-	(5,000)	5,000	-
	<b>52,409</b>	<b>(29,293)</b>	<b>-</b>	<b>23,116</b>
<b>TOTAL FUNDS</b>	<b>171,902</b>	<b>(20,990)</b>	<b>-</b>	<b>150,912</b>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	53,845	(45,542)	8,303
<b>Restricted funds</b>			
Lloyds Bank Foundation	-	(17,884)	(17,884)
Sefton Social Services	49,850	(49,850)	-
John Moores Foundation	10,000	(10,000)	-
NHS CCG's	80,910	(80,910)	-
Eleanor Rathbone	-	(5,000)	(5,000)
Rosa Foundation	3,264	(3,264)	-
SWACA	7,000	(16,409)	(9,409)
Sefton CVS	-	-	-
SEF002	22,301	(14,301)	8,000
Rathbone Management Trust	-	(5,000)	(5,000)
	<b>173,325</b>	<b>(202,618)</b>	<b>(29,293)</b>
<b>TOTAL FUNDS</b>	<b>227,170</b>	<b>(248,160)</b>	<b>(20,990)</b>

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

### 11. MOVEMENT IN FUNDS - continued

#### Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
<b>Unrestricted funds</b>				
General fund	103,253	(19,067)	20,307	104,493
Contingency fund (designated)	15,000	-	-	15,000
	<u>118,253</u>	<u>(19,067)</u>	<u>20,307</u>	<u>119,493</u>
<b>Restricted funds</b>				
P H Holt	6,051	-	(6,051)	-
NHS CCG's	13	(12)	(1)	-
Lloyds Bank Foundation	-	33,000	-	33,000
Steve Morgan Foundation	3,521	-	(3,521)	-
MIND	2,108	-	(2,108)	-
Community Fund – Lancashire	1,670	-	(1,670)	-
Community Fund - SWACA	8,634	(1,678)	(6,956)	-
Eleanor Rathbone	-	10,000	-	10,000
SWACA	-	9,409	-	9,409
	<u>21,997</u>	<u>50,719</u>	<u>(20,307)</u>	<u>52,409</u>
<b>TOTAL FUNDS</b>	<u>140,250</u>	<u>31,652</u>	<u>-</u>	<u>171,902</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources Movement expended £	in funds £
<b>Unrestricted funds</b>			
General fund	48,844	(67,911)	(19,067)
<b>Restricted funds</b>			
National Lottery Community Fund	8,454	(8,454)	-
Lloyds Bank Foundation	33,000	-	33,000
Sefton Social Services	49,850	(49,850)	-
NHS CCG's	79,833	(79,845)	(12)
Allotment Project	2,470	(2,470)	-
Steve Morgan Foundation	12,800	(12,800)	-
Eleanor Rathbone	10,000	-	10,000
Rosa Foundation	9,870	(9,870)	-
SWACA	10,800	(1,391)	9,409
Community Fund - Lancashire	5,000	(5,000)	-
Community Fund - SWACA	-	(1,678)	(1,678)
	<u>222,077</u>	<u>(171,358)</u>	<u>50,719</u>
<b>TOTAL FUNDS</b>	<u>270,921</u>	<u>(239,269)</u>	<u>31,652</u>

### 12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

## Report of the Trustees & Financial Statements for the Year Ended 31 March 2022

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### 13. RESTRICTED FUNDS

#### Sefton Social Services

The purpose of this fund is to contribute towards running costs of the charity.

#### John Moores Foundation

Funding received to contribute towards running costs of the charity.

#### NHS CCG's

Funding is received from NHS South Sefton and NHS Southport & Formby CCG's to provide the following services:

- counselling and listening service
- support group

#### Other running costs

#### P H Holt

The purpose of this fund is to utilise the allotment to develop the gardening group and provide an eco therapeutic outlet for vulnerable women who are coping with mild/moderate health problems.

#### Steve Morgan Foundation

A grant awarded to assist with funding our befriending project.

#### MIND

A grant awarded to provide specific leadership opportunities for women.

#### Community Fund - Lancashire

A grant awarded towards the cost of delivering counselling services to young persons.

#### Eleanor Rathbone

A grant awarded to help cover costs of delivering the Befriending service to local women struggling with mental health issues and isolation.

#### ROSA

A grant awarded to help cover costs of 3 counsellors to provide telephone and online counselling services for women and girls aged 14 plus.

#### Lloyds Bank Foundation

A grant awarded for core funding to help the development of the organisation and help towards payroll costs.

#### SWACA

A dual grant awarded towards the cost of delivering counselling services to women affected by domestic abuse.

#### Eleanor Rathbone Management Trust

A grant awarded to help cover payroll and volunteer costs of delivering the Befriending service to local women within Bootle.

#### Sefton CVS

Grants received to help towards payroll and volunteer expenses for various programs with Sefton CVS.

### 14. DESIGNATED FUNDS

The contingency fund has been designated by the trustees to provide for redundancy and other costs in the event of a winding up. The amount has been reduced during the year to reflect a reduction in contractual redundancy costs.

**Report of the Trustees & Financial Statements  
for the Year Ended 31 March 2022**

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15. *TRANSFERS*

There have been transfers between restricted funds and unrestricted general funds which represents fully expended grants received in the year.