



Trustee's Report and Financial Statement

HEALED SCARS

for the year ending
31st August 2021

Contents

With special thanks to our
2020/2021 Funders and Donors

The Robertson Trust

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Arnold Clark

Localgiving

Asda Stirling

Trustees' Report

Reference and Administrative Information

Chairperson's Statement

Strategic Report

Impact Report

Charity structure, Governance and Management

Financial Statement

Statement of financial Activities

Balance Sheet

Cash Flow Statement

Unqualified Auditor's Report

Trustees' Report | Reference and Administrative Information

Healed Scars – the trauma and abuse recovery charity is registered with the Office of the Scottish Charity Regulator (Charity No. SC 050460).

The Board of Trustees are pleased to present their Trustees' Annual Report and accounts for the year ending 31st August 2021. The Trustees' Annual Report contains a Directors' Report as required by charity law.

The report and accounts comply with the requirements of the Accounting and Reporting by Charities.

Principal Address

Bannockburn Business Hub
70 Quakerfield, Stirling, FK7 8HZ

Bankers

CAF Bank Limited
25 Kings Hill Avenue, Kings Hill,
West Malling, Kent ME19 4JQ

Trustees who served through the year were:

Ewelina Maria Chin (Chair)

Perveen Asjad (Treasurer) Appointed 01/01/2021

Nazia Akhtar (Secretary) Appointed 01/11/2021

Patrick Reid

Lucie Cunningham

Olga McIntosh

Francisca Nicol

Lukasz Loszczyk

Joanna Cieslik

Mariola Hattal

Anna Maria Strzalkowska

Maria Kozicka

Katarzyna Kotkiewicz (Secretary) until 01/11/2021

Danuta Wojtyniak (Treasurer) Resigned 01/01/2021

Trustees' Report | Chairperson's Statement

To all our valued members and supporters,

It is a pleasure and honour to present to you my first chair's report for the charity Healed Scars. I hope that it is the first of many.

2020 has disrupted and challenged the world, and all of the communities, families and people living in it. Instead of choosing a passive observation we have decided to take action and make the most positive impact to all women in Scotland who have suffered trauma or abuse.

In September 2020 — Healed Scars has become a fully registered Scottish charity. We at the Healed Scars have been hearing from many ladies, particularly those who have been previously through trauma or abuse, that the COVID19 pandemic has introduced considerable new stresses and mental health challenges into their lives. The public health systems and practitioners have been under massive pressure; bringing new fully qualified and highly dedicated service providers we have decided to make the healing journey more accessible and much faster for women in Scotland.

Many women who seek trauma therapy suffer consequences of one or more traumatic events in their life. Even though many find ways to process trauma effectively and eventually resolve their issues through trauma treatment, other individuals with multiple traumas may require more intensive support. At Healed Scars our professional trauma therapy provides a healing environment for any woman in Scotland aged 18 with trauma-related issues.

At Healed Scars, we work hard every day to pursue our mission of supporting women to rebuild their live after trauma or abuse. We are filling in a gap in the support of women who experienced trauma or abuse and need support to rebuild their lives and receive mental health support.

Trustees' Report | Chairperson's Statement

We're here to improve the choices of counselling for the most socially isolated female survivors of trauma and abuse in Scotland enabling them to become more independent, socially equal, employment–refreshed and active citizens. We know that despite the turmoil and uprooting a new happier and healthier life is achievable, that there is hope. We focus on the period after the women left the toxic situation and are working on the painstaking process of rebuilding their lives.

The first charity year has taught us all that our relationships with our volunteers, beneficiaries, supporters and communities are to be treasured, and that it is always worthwhile doing our bit to share hope and love with those around us, especially in times of darkness. At its core, the work of Healed Scars is about lifting women up from suffering and solitude.

I congratulate our Trustees and core volunteers' team for these achievements, and also take this opportunity to thank our many supporters for their generosity. We are humbled by the willingness of Students on placement to share their time and other resources to help us do all that we do.

I need to mention about all money received from the funders, fundraising activities, street collections and small donations from individuals towards charity healing activities for women who are trying to rebuild their lives after traumatic experiences. Many of whom are sharing their enormous healing process including happy and healthy return into their communities. Incredibly, our Facebook support group has over 1000 followers. This further highlighted how crucial the role of peer support is for the healing journey after trauma or abuse.

The Healed Scars has big dreams and many ideas for achieving its vision, and we will continue to be grateful for your support on that journey.

Ewelina Maria Chin

Chairwoman and Founder

Trustees' Report | Strategic report

Healed Scars– trauma–orientated charity with holistic approach

Seeing through a trauma lens at Healed Scars

With our trauma–informed practices acknowledge and understand the high prevalence, common signs and widespread effects of trauma. There is an understanding of the ways in which trauma can influence emotions and therefore behaviour, leading to the development of coping strategies that can seem excessive, dangerous or harmful without a comprehensive understanding of the multiple consequences of trauma.

Appreciation of invisible trauma and intersectionality at Healed Scars

A broad–based understanding of trauma is adopted, involving an appreciation of community, social, cultural and historical traumas such as racism, poverty, colonialism, disability, homophobia and sexism and their intersectionality. Services understand the context and conditions of people's lives and are culturally and gender competent. To achieve this, staff remain open–minded and consider all perspectives.

Trustworthiness and transparency at Healed Scars

Trusting relationships are built between our Service Providers and beneficiaries through an emphasis on openness, transparency and respect.

This is essential because many trauma survivors have experienced secrecy, betrayal and/or ‘power–over’ relationships.

Collaboration and mutuality at Healed Scars

Our trauma–informed practices understand that there is a unilateral aspect to relationships in mental health care, with one person acting as helper to a ‘helpee’. These roles can replicate power imbalances and reinforce a sense of disability and helplessness in the helpee. Thus, relationships strive for collaboration through transparency, authenticity and an understanding of what both people see as helpful.

Trustees' Report | Strategic report

Empowerment, choice and control at Healed Scars

Here, trauma-informed practices use strengths-based approaches that are empowering and support individuals to take control of their lives and service use. Such approaches are vital because many trauma survivors will have experienced an absolute lack of power and control.

Adaptations to trauma are emphasised over symptoms, and resilience over pathology.

Safety at Healed Scars

Central to trauma experiences are threats to the person's safety and often to the integrity of their identity. Consequently, trauma-informed practices ensure that the service providers and beneficiaries are emotionally and physically safe, with both people defining what this means and negotiating it relationally. This extends to physical, psychological, emotional, social, gender and cultural safety, and is created through measures such as informed choice and cultural and gender competence.

Survivor partnerships at Healed Scars

Trauma-informed practices strive to achieve mutual and collaborative relationships between the service providers and beneficiaries through partnership working. Additionally, services can be led and delivered by people with direct experience of trauma and mental health service use.

Clearly, within trauma-informed approaches, endemic trauma is a motivator for organisational change and improved relationships, alongside an attempt to address trauma-related needs.

Trustees' Report | Impact Report

Objectives and activities

The charity's mission is to promote the importance of supporting women in overcoming trauma and/or abuse, provide information, support and services to female survivors, they need in their healing journey.

Healed Scars' objectives are:

- To increase awareness and understanding of trauma and abuse and its consequences.
- To provide emotional and mental health support for women, such as counselling session, stress management and overcoming trauma workshops.
- To provide alternative therapies (mindfulness, yoga, meditation, and art classes) to help women with overcoming trauma and abuse.
- To assist women in Scotland who have experienced trauma or abuse to return to community living, including access to employability coaching, social outlets, and productive activity.

Trustees' Report | Impact Report

The aim of Healed Scars shall be to

- Empower women who have been affected by trauma and/or domestic abuse to live independent lives free from fear and abuse.
- Keep the voice of the female survivor at the heart of everything we do.
- Meet the needs of women affected by domestic abuse and/or trauma.
- Provide accredited life coaching, trauma healing and empowering services run by women that are based on professional support survivors and responding to what they define as their needs.
- Challenge and highlight the disadvantages which result from trauma and/or domestic abuse.
- Support and reflect diversity and promote equality of opportunity.
- Promote cohesive inter–agency responses to domestic abuse and develop partnerships to work towards a society in which racism, judgment and abuse is no longer tolerated.

Free to access non–judgemental therapies, support and counselling available to all women in Scotland who have lived through trauma and/or abuse at any point in their lives, regardless of age or other factors.

Trustees' Report | Impact Report

Here at Healed Scars, we provide Counselling for female survivors of abuse and trauma, we offer 4–10 sessions for one person, based on individual circumstances and funds available.

Daytime and evening appointments are available. Appointments are always planned and scheduled with one and the same therapist over their sessions, which means the patients won't have to repeat what has happened to them each time they meet.

Our face-to-face therapies are offered in Stirling, Aberdeen, Glasgow and Edinburgh.

If the lady is from a different area you don't have to worry about her travelling to the appointment, as we also offer online and telephone counselling. (Please read our COVID-19 notice – 28/08/2021)

The service is free and confidential. All therapists are fully trained, vetted, accredited, highly experienced and from a range of backgrounds. We also work closely with psychology students who volunteer at Healed Scars, they are very skilled and ready to provide high quality supervised support as well.

Trustees' Report | Impact Report

We offer therapies in English and Urdu, Punjabi, Hindi, Spanish, Gujarati, Polish.

All coaches, healers, counsellors, psychologists, EFT and CBT therapists are vetted and accredited. We also engage students to provide their support via course placement.

We offer a message of hope by sharing the stories of those of us who moved on from past abuse as inspiration and proof: from our experiences we know that despite the turmoil and uprooting a new happier and healthier life is achievable.

We offer a range of services throughout the community to raise awareness of all factors of trauma and abuse, and to offer support to those who may be impacted, choosing the therapy that will work best for the individual, working together towards empowering and supporting women and improving their mental and physical wellbeing.

Trustees' Report | Impact Report

Service Providers offering counselling services for Healed Scars:

- Satinder Panesar – Psychotherapist, Clinical Supervisor & Coach
- Derek Robertson – HCPC registered Practitioner Psychologist
- Agata Robertson – Postgraduate Diploma in Person-centred Counselling
- Abeda Aswat – Integrative Counsellor & Psychotherapist

Open applications:

- Robert Geelan – Counsellor & Psychotherapist
- Miranda Lo – Counsellor & Life Coach
- Anzelika Rula – Counsellor & Psychotherapist

Students:

- Michele Goldie
- Helen MacLeod
- Rachel Brown

Open Applications:

- Sandra Cunniffe
- Rachel Hamilton

Trustees' Report | Impact Report

The Trustees believe that by achieving these objectives the charity will achieve the legal purposes for which it was established namely: to promote understanding of all aspects of overcoming trauma and abuse, therapy, support and services to female trauma/abuse survivors in Scotland.

Healed Scars exists to support women who have been affected by trauma or abuse to ensure that no one must feel like they are alone in trying to cope with the challenges it can bring – both in the short and long term. Our aim is to help these ladies rebuild their lives, rebuild their hope, relearn lost skills, and regain as much independence as possible.

The charity achieves these aims through the delivery of a number of counselling therapies (via phone, online and face to face) with other workshops and services that provide crucial support to female individuals and families affected by trauma.

These services include, but are not limited to:

- a fortnightly community coffee chat at local café**
- a comprehensive website providing information and support on all aspects of overcoming trauma and/or abuse**
- trauma sensitive yoga sessions for women and trauma sensitive classes MOTHER AND CHILD to improve the mother–child relation after experiencing trauma or abuse**
- an online monthly supporting mindfulness session**
- the Advocacy Project, has been introduced and ready to start around December 2021, which would provide assistance to female trauma/ abuse survivors who struggle with day–to–day tasks (legal, welfare, benefits, financial, employability, nutrition, time management, soft skills)**

Trustees' Report | Impact Report

How do we measure success?

We measure success by accurate monitoring of all our activities. For example, we know how many people we have helped through our counselling services. We are pleased to report record numbers of people using our website, social media, publications. We provide detailed records of full admin and quality aspect for each of our activity.

The use of volunteers

Healed Scars makes use of volunteers where appropriate and is extremely grateful for the contribution they make to the work of the charity. The number of volunteers is between 3 –9 depending from charity needs, they help us by assisting with street collections, events coordination and management, fundraising and with other administrative tasks. This work could not continue without the invaluable contribution of these volunteers.

Special Thanks to:

Kathryn Craig — Event Coordinator

Linzi McMaster — Senior Office Clerk

Shu-Wen Tsai — Office Support Clerk

Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims, objectives and operations. They are of the opinion that the provision of the range of services enables Healed Scars to meet its obligation to provide public benefit.

Trustees' Report | Impact Report

Achievements and performance

During the first year, 232 women became healthier, more empowered, less overwhelmed through supportive services to overcome trauma and abuse. Over 85% of women are residents of Scotland, the 14% from England and Wales and 1% from the US.

We were founded to support and lead women that have been suffered abuse and trauma to rebuild their lives by providing free counselling sessions, empowerment coaching, relaxation therapy and various other sessions in Scotland, mostly for residents of the Central Belt of Scotland.

At Healed Scars, we work hard every day to pursue our mission of supporting women to rebuild their live after trauma or abuse. Healed Scars is a new charity based in Scotland filling in a gap in the support of women who experienced trauma or abuse and need support to rebuild their lives and receive mental health support. We're here to improve the choices of counselling for the most socially isolated female survivors of trauma and abuse in Scotland enabling them to become more independent, socially equal, employment–refreshed and active citizens. We know that despite the turmoil and uprooting a new happier and healthier life is achievable, that there is hope. We focus on the period after the women left the toxic situation and are working on the painstaking process of rebuilding their lives. We provide (currently online) support groups and group workshop series empowerment and healing.

Trustees' Report | Impact Report

Support services

Many women in Scotland turn to Healed Scars after traumatic past experiences:

– over 50% domestic violence based trauma, 12 % suffering gender based trauma, almost 20% ethnic inequality trauma.

Across Scotland, during this covid pandemic, women continue to find themselves subjected to ever-increasing levels of anxiety and isolation after trauma and domestic abuse. This has been highlighted in a recent Scottish Government report and has been widely reported and evidenced by domestic abuse support charities, third sector organisations, local authorities and the police. A present and significant crisis is growing for the victims of trauma and abuse which already accounted for a quarter of all violent crime reported throughout Scotland.

Healed Scars helps women that have been suffered abuse and trauma to rebuild lives by providing free counselling sessions, empowerment coaching, relaxation therapy and various other sessions. Healed Scars is here to bring hope, relief to the female survivors, to build these ladies up, to let them believe they can create a better future. The impact of the restrictions in movement during the pandemic has also constrained women who may feel trapped and unable to find the help they need. There is no doubt that this traumatic feelings and abuse will have a long-term impact and continue to increase during the coronavirus crisis. The on-going trauma that women have and will experience needs to be acknowledged and meaningful professional support provided.

Trustees' Report | Impact Report

Campaigns and awareness

Healed Scars is here to raise the voice of authority in the local press on issues associated with trauma and abuse.

Charity representatives took part in few podcast interviews on radio stations, with occasional comments appearing in all the national newspapers. With amazing support from our Trustee and skilled copywriter — Lucie Cunningham, we could deliver high quality publishing material to mass media.

The most popular campaign was the Empowerment Calendar 2021, which was published and delivered to local outlets and organisations in 1400 copies. The campaign highlights the challenges of returning to normal life after experiencing trauma or abuse, it also provides evidence that healing journeys through counselling and other therapies allow survivors to stand back on their feet.

Trustees' Report | Impact Report

Fundraising

The charity is building and making stronger a passionate and hard-working team of fundraisers to generate income from a variety of sources in accordance with Healed Scars stated fundraising principles, which are published on the charity's social media.

The charity is about to create and adopt a fundraising strategy to develop a variety of income streams to avoid the risk of becoming over dependent on sources of income. This strategy will be reviewed at regular intervals by the Trustees.

Trustees' Report | Impact Report

Theme	Principle
Effective	Services and treatments are effective in responding to the nature of trauma distress.
Governance and leadership	There is a whole organisation approach and commitment to promoting women's overcoming trauma and mental health with effective governance and leadership in place to ensure this.
Equality of access	Services promote equality of access to good quality treatment and opportunity for all women, including LGBTQ and BAME women.
Recognise and respond to trauma	Services recognise and respond to the impact of abuse and trauma.
Respectful	Relationships between service provider professionals and women using services are built on respect, <u>compassion</u> and trust.
Safe	Services provide and build safety for women, creating a safe environment that does not retraumatise.
Empowerment through co-production	Services engage with a diverse group of women who use counselling services to co-design and co-produce services. Services promote self-esteem, build on women's <u>strengths</u> and enable women to develop existing and new capacities and skills.
Holistic	Services prioritise understanding women's trauma and abuse distress in the context of their lives and experiences, enabling a wide range of presenting issues to

Trustees' Report | Impact Report

Healed Scars – charity serving LGBTQA+ women

Healed Scars is an inclusive organisation, and supports the LGBTQA+ community.

We do receive referrals to our support programmes which are free to participants. We have a healing online program Anxiety Management Course for LGBTQA+ women. Each virtual workshop can accommodate up to 10 participants.

These sessions are run by Dr. Derek Robertson, a Health and Care Professions Council registered, counselling psychologist in private practice. He is a chartered psychologist with the British Psychological Society and uses a range of different therapies (Cognitive Behavioural Therapy, Acceptance and Commitment Therapy and Person Centered Therapy). He works with the spectrum of anxiety and depression disorders as well as OCD, gender identity difficulties, relationship problems, pervasive mental health difficulties, some personality disorder diagnoses, as well as many other presentations. He takes an inclusive approach to therapy where LGBTQA+ communities and religious diversity is embraced. Supporting transgender clients has been one of her key areas of focus.

Trustees' Report | Impact Report

Future plans

In accordance with the charity's long-term strategy, Healed Scars will continue to:

- support female survivors of trauma or abuse in Scotland through supportive services, such as counselling therapies (online, via phone, face-to-face, outdoor walking), overcoming anxiety and trauma workshops, stress measurement and management courses, trauma sensitive yoga sessions, mindfulness classes, community support groups, virtual mindfulness meetings.
- support female survivors of trauma or abuse in Scotland through its Advocacy Clinic (planned start December 2021).
- develop the trauma healing project in order to raise awareness of trauma and abuse throughout working with Liaison and Diversion, Police Staff, the local authorities and other organisations.
- initiate campaigns to increase awareness and understanding of the importance of services provision for those affected by trauma or abuse.
- strengthen its political engagement in order to campaign for better support and mental support services for women affected by trauma or abuse.
- fundraise in accordance with its fundraising principles, at the heart of which is
- respect for donors, in order to achieve the charity's objectives; and
- maintain and develop links with international organisations with the intention of contributing to and learning from organisations with similar objectives to Healed Scars.

Trustees' Report | Impact Report

COVID-19 (Coronavirus) Update (Latest version 28/08/21)

The well-being of ladies we support, volunteers and service providers is our absolute priority.

With COVID-19 developing in so many countries around the world, our commitment is to adhere to the latest advice from Public Health Scotland and UK Governmental advice. The Trustees have considered the impact of the Covid-19 outbreak. Trustees consider that the outbreak is likely to cause some disruption to the Charity's business.

Healed Scars is in a strong position to deal with the uncertainty and disruption caused by Coronavirus. We have a long-established flexible/remote working practice, great relationships with partners, funders and supporters, and a deeply embedded culture of risk assessment, risk planning and risk management. This has enabled us to adapt our delivery models, so that the majority of our usual activities are now being carried out remotely and make the most of new opportunities that circumstances have presented.

Getting the information of number of positive cases and following advice from government in relation to COVID-19 and social distancing we have taken the decision to let our therapist being flexible on they practice; hence they have rights to suspend the delivery of our face-to-face based therapy sessions and other programmes until further notice. Some of our face-to-face therapies are currently operating as normal but might be moved online.

Trustees' Report | Impact Report

COVID-19 (Coronavirus) Update (Latest version 28/08/21)

All counselling sessions which have been already moved onto the Zoom platform, allow our beneficiaries to continue their healing journey, progress into their chosen therapy, despite the impact of the COVID-19 disruptions.

The Trustees are confident that the Charity can continue as a going concern for a period of at least twelve months from the date of approval of these financial statements. The Trustees have a reasonable expectation that the Charity will have adequate resources to continue in operation for the foreseeable future

Trustees' Report | Financial Statements

The Trustees are pleased to present their annual report together with the consolidated financial statements of the charity and its subsidiaries for the year ending 31 August 2021.