

FTWW

Annual Impact Report 2024-2025

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Chair's Statement

It is with immense pride that we present our 2024–2025 Annual Impact Report, reflecting Fair Treatment for the Women of Wales's commitment to health equity and systemic change.



This year marked a pivotal moment in women's health in Wales. We contributed extensively to the development of the NHS's Women's Health Plan, the first of its kind in Wales, and are now supporting implementation, not least as chair of the Women's Health Wales Coalition where we ensure third sector voices inform policy and help to shape services that reflect holistic health needs across the life course.

Across research and education, FTWW has championed co-production as a standard, supporting studies on endometriosis, menopause, neurodiversity, and long-term conditions. Partnerships with universities, health boards, and Health and Care Research Wales position us as a trusted collaborator in shaping the emerging Women's Health Research Centre, transforming the evidence base for women's health in Wales.

We were honoured to receive national recognition as Most Influential Small Organisation at the Welsh Charity Awards, a testament to grassroots advocacy and the dedication of trustees, staff, volunteers, and members. As our influence has grown, so too has our team: thanks to our funders, we've been able to expand our capacity with two new roles, helping to deliver projects that empower women and amplify their voices whilst strengthening our ability to tackle intersectional health inequalities and ensure those most affected shape solutions.

Looking ahead, we are excited to deepen partnerships with a whole range of stakeholders, including other organisations, and our growing membership. Together we will strive to ensure a future where women's health is prioritised, understood, and resourced, where every voice matters and barriers are dismantled.

On behalf of the Board, heartfelt thanks to our members, partners, and supporters. Together, we are building a Wales where health equity is reality.

A handwritten signature in brown ink that reads "W. Holloway".

Willow Holloway

Chair, Fair Treatment for the Women of Wales

Organisational Information

Fair Treatment for the Women of Wales

Charity number: 1191069

Address

Up to 31st August 2025:	From 1st September 2025 (current):
FTWW Plas Eirias Business Centre Abergele Road Colwyn Bay LL29 8BF	FTWW Post Box 96 M-Sparc Gaerwen LL60 6AG

FTWW's mission is to eliminate health inequalities in Wales for women, girls, and people assigned female at birth.

Our vision is a Wales where everyone's right to good health and wellbeing is respected, and healthcare is accessible without barriers.

FTWW is a user-led charity and disabled people's organisation which exists to advance health, wellbeing, and equality, particularly for women and people assigned female at birth affected by long-term, often non-visible, health issues and conditions.

Our charity's activities are designed to improve health and wellbeing-related policy, practice, patient experiences, and women's lives throughout Wales. We achieve this through:

- **Policy and Advocacy**
- **Research and Coproduction**
- **Education and Training**
- **Community Engagement**
- **Strategic Partnerships & Collaborations**
- **Events and Media**
- **Publications, Endorsements, and Submissions**
- **Consultation Responses**

FTWW reaches its aims through the work of our staff, contributions from our volunteers, with oversight provided by our Board of Trustees.

Trustees

Chair – Willow Holloway			Treasurer – June Jeremy		
Joint Co-Vice Chair – Karen Lo			Joint Co-Vice Chair – Liz Williams		
Alison Pritchard	Kirsty Pringle	Lucy Cone	Jon Stevens	Dee Dickens	
Julie Richards (up to April 2025)	Clare Foster (up to July 2025)	Patient Adviser Louise Evans		Finance Officer Tamira Rolls (Volunteer)	

Staff members

Director of Policy and Research	Debbie Shaffer (now <i>Charity Director</i>)
Engagement Officer	Dee Montague-Coast (now <i>Engagement Coordinator</i>)
Charity Coordinator	Isabel Linton, from 1 st October 2024 (now <i>Charity Manager</i>)
Volunteer Coordinator	Rebecca Elley, 1 st October – March 31 st 2025

The charity is governed by a Board of Trustees consisting of 11 members: a Chair, two Co-Vice Chairs, a Treasurer, and seven other trustees. The board provides strategic oversight, ensures compliance with charity law, and approves major decisions such as budgets, policies, and long-term plans in line with the charity's mission and legal obligations. Our Board meets quarterly, with sub-committees including Finance, and Policy, taking place between times. For urgent matters between board meetings, the Chair (or Co-Vice Chairs if the Chair is unavailable) can make interim decisions, which are later ratified by the board.

Strategic direction and overall responsibility for operations and project delivery lies with FTWW's Charity Director. Staff line management is delegated to the Charity Manager, who oversees day-to-day activities and manages the two Coordinators, who deliver projects and services.

Day-to-day spending within the approved budget is managed by the Charity Director and Charity Manager. Our Volunteer Finance Officer supports the Treasurer, Manager, and Director with financial reporting and budget preparation, helping ensure accuracy and transparency across all financial processes.

Activities and Achievements



30+

**Policy
Engagements**



20+

**Research
Projects**



15+

**Education &
Training Activities**



20+

**Focus Groups
Held**



50+

Media Mentions



10+

**Strategic
Collaborations**

**Winner of the Welsh Charity Awards:
★ *Most Influential Small Organisation* ★**



Facebook Page: 2,353 followers (↑ from 2,192 last year)

Facebook Group: 1,994 members (↑ from 1,933 last year)

Instagram: 1,839 followers (↑ from 1,711 last year)

Mailing List: 660 subscribers (↑ from 638 last year)

12 Newsletters & 5 Mailshots Sent with 3730 Opens/Reads

New Website <https://ftww.org.uk/> (visitor numbers available 2025-26)

Policy and Advocacy

FTWW has played a pivotal role in shaping women's health policy in Wales, most notably through our contribution to the NHS Wales Women's Health Plan, launched on December 10th, 2024, with our advocacy efforts ensuring women's voices informed its priorities.



Beyond these milestones, FTWW has actively engaged in initiatives to advance equality and improve health outcomes. We supported the development and inclusivity of Health and Care Research Wales's *Discover Your Role* strategy, contributed to advisory groups such as the Wales Public Services Ombudsman Sounding Board and Health Inspectorate Wales's Equality Advisory Group, and collaborated with BCUHB on the national *Getting It Right First Time* programme for gynaecology. We also played a leading role in the Welsh Government's Disability Rights Taskforce, chairing the Health & Wellbeing Working Group, and participated in Welsh Government forums including those on Gender Equality, Disability Equality, and Period Dignity.



Our advocacy extended to the Senedd, hosting a Drop-In Session during Endometriosis Action Month with Endometriosis UK, acting as co-secretariat for the Cross-Party Group on Women's Health, and contributing to other Cross-Party Groups on Disability, Women, and Suicide Prevention.

As chair of the third sector Women's Health Wales Coalition, we attended key activities such as the Women's Health Plan launch, facilitated Senedd discussions, and engaged with the NHS Wales Women's Health Clinical Network. This year, we welcomed new coalition members, including the Maternal Mental Health Alliance, and HomeStart Cymru, strengthening our collective voice for women's health.



Research and Coproduction

This year, FTWW continued our work in research and coproduction, ensuring that women's voices remain central to innovation in health and care. A key focus has been the ongoing development of the Endometriosis Cymru Symptom Reporting Tool, which is now widely disseminated across Wales. It features on NHS Wales 111 A–Z, NHS Wales Community Health Pathways for Primary Care, and is used by Pelvic Wellbeing Coordinators and Endometriosis Nurses, helping to improve symptom reporting and patient care.



We also remain co-investigators in the *Severe Period Pain Is Not Normal* (SPPINN) study, and partnered with Cardiff, Swansea, and Bangor Universities to establish the Women's Health Research Wales Centre, where FTWW serves as the third sector lead for Public and Patient Involvement and Engagement (PPIE). Our contribution spans four key areas: PPIE, Knowledge Mobilisation, Networking and Collaboration, and Leadership and Administration, ensuring that research priorities reflect lived experience. In addition, we participated in the ESTEEM clinical trial on testosterone HRT and joined the Women's Health & Physical Activity pan-Wales Research Network, further broadening our research impact.

Other significant contributions include supporting the SUCCEED Study consortium on communications around at-home cervical screening, presenting at Cardiff University's Coproduction Conference, and delivering a session on coproduction in women's health policy and practice at Swansea University's Women's Health Symposium. We also produced a video on coproduction in endometriosis care for the Menstruation Research Network Conference, showcasing inclusive approaches to research. Further involvement includes serving on the James Lind Alliance Priority Setting Partnership Steering Group for PCOS and contributing to a Wellcome Trust-funded study led by Dr Aimee Grant at Swansea University on Autism: Menstruation to Menopause.

FTWW continues to empower members to engage with research through surveys, forums, and focus groups. To strengthen collaboration, we have developed a process for researchers to contact us for support with projects, funding applications, and participant recruitment, ensuring that women's voices shape research from inception to implementation.

Education and Training



FTWW has continued to play a key role in shaping education and training to improve women's health experiences and wellbeing across Wales. This year, alongside our volunteer champions, we worked with Health Education and Improvement Wales (HEIW) to coproduce training modules for GPs on both Premenstrual Dysphoric Disorder (PMDD) and endometriosis. These modules aim to increase awareness and understanding among primary care professionals, ensuring earlier diagnosis and better management of the two conditions. Alongside this, we are developing patient-led training for clinicians performing outpatient hysteroscopy, designed to improve clinical practice and patient experiences.

We met with the Royal College of General Practitioners' Medical Director of Curriculum to discuss curriculum guides, professional standards, and opportunities to embed women's health priorities into GP training across the UK. We also delivered training sessions on menopause support to businesses across Wales, helping employers support staff through this life stage. These efforts reflect FTWW's ongoing mission to ensure that education and training are informed by lived experience, improving outcomes for women across Wales.

Community Engagement

FTWW has continued to prioritise community engagement, ensuring that lived experience informs policy, research, and service delivery across Wales. This year, we hosted more than 20 focus groups on a wide range of topics, providing a platform for members to share their insights and influence decision-making. These sessions included discussions on Welsh Government's *Putting Things Right* process for raising complaints or concerns about NHS care or treatment; lupus patients' experiences in collaboration with LUPUS UK and Llais; and giving evidence for the Senedd Equality & Human Rights Committee on Disability and Employment. We also contributed to the development of the Welsh Government's Perinatal Family



Engagement Framework and gathered evidence on disability and employment for the Senedd Equality & Human Rights Committee.

Our focus groups also supported the creation of practical resources, such as a [‘Supporting Others and Helping Them Cope’](#) toolkit for members and visitors to our website, and played a key role in coproducing content for FTWW’s upcoming 2026 Manifesto, *Our Right to Health & Wellbeing in Wales*. In addition, we continued to co-facilitate the North Wales Gynae Voices Forum, strengthening local engagement and collaboration.

Beyond focus groups, in partnership with Disability Wales, we facilitated Social Model of Disability training for staff and volunteers, hosted two pelvic health webinars with *Fit Fanny Adams*, and co-badged a webinar with Endometriosis UK on living with pelvic pain. We also held two Cuppa Chat meet-ups – one online and one in person – providing informal spaces for connection and support. Alongside these activities, we maintained strong engagement through our growing online community group, email support, and direct participation in events across Wales, ensuring that our members remain at the heart of everything we do.



Strategic Partnerships & Collaborations

This year, FTWW worked closely with organisations to address gaps in care for gynaecology, autoimmune disease, and mental health. We partnered with Endometriosis UK, LUPUS UK, Mind Cymru, and NHS Wales (including Women’s Health and Musculoskeletal Clinical Networks) to ensure disabled women and those with chronic conditions were heard at a national level.



Our collaboration with the Welsh Ambulance Services NHS Trust improved NHS Wales 111 content, making health information more accurate and accessible. Between April 2024 and April 2025, coproduced pages saw strong engagement, with over 2,500 views for PMS content, 1,269 for Endometriosis, and 316 for Adenomyosis, a new page resulting from FTWW’s successful petitioning of the Senedd.

At a UK level, FTWW participated in the UK Faculty of Sexual & Reproductive Healthcare Taskforce, the UK Government's All-Party Parliamentary Group on Endometriosis, the General Medical Council's Patient Roundtable, and the NICE (National Institute of Health and Care Excellence) Voluntary & Community Sector Forum. In Wales, we contributed extensively to forums such as the NHS Wales Women's Health Clinical Reference Group, RCOG's Welsh Executive Committee, and the All-Wales Gynaecology Clinical Implementation Network, as well as policy groups like the Welsh NHS Confederation Health & Wellbeing Alliance and WCVA's Health & Social Care Planning Group. Further collaboration included Welsh Government coproduction forums on disability rights and mental health, alongside strengthening partnerships with Public Health Wales, Women's Equality Network, and others, ensuring women's health equality remains a priority across Wales and the UK.

Events



FTWW staff, trustees, and volunteers attended key events across Wales and the UK to ensure women's health and lived experience were central to discussions. Highlights included contributing expertise at the Cwm Taf University Health Board Women's Health Event, the Policy Insight Wales Menopause Conference, and the Everywoman Festival in Cardiff, where we delivered a presentation on

Fibromyalgia and a workshop on 'Getting the most out of your medical appointment', as well as answering questions at our information stand in the Flint & Denbigh Show's Wellness Tent.

Our team played an active role in the Health & Care Research Wales *Research Matters* conference, gave a keynote presentation at the North Wales Women's Health Conference on 'Women's Health: Lived Experience and the Power of Coproduction to Address Inequities', and contributed to International Women's Day events in Cardiff and Newport. Additional involvement included the *Women's Wellbeing in the Workplace* event, where FTWW was the



nominated charity, and the Wales Rare Disease Awareness Event. Across these events, we worked to increase understanding, share patient testimonies, and influence policy and practice to improve women's health in Wales.

Media and Public Profile

FTWW featured in over 50 media pieces, including BBC, ITV, and local press, significantly raising awareness of women's health inequalities and influencing public discourse. Our visibility and advocacy were recognised when we won *Most Influential Small Organisation* at the Welsh Charity Awards in November 2024.

Our media work amplified campaigns that led to tangible improvements in health and care in Wales, including coverage of our petition to add adenomyosis to NHS Wales 111, which appeared on ITV Wales and culminated in success when the condition was officially recognised (NHS Wales 111). Later in 2024, the launch of the NHS Wales Women's Health Plan and FTWW's involvement in it attracted widespread attention across BBC, ITV, and Wales Online.



BBC Wales and BBC Cymru Fyw featured FTWW and our members (BBC News, BBC Cymru Fyw), highlighting gynaecology waiting lists and the urgent need for reform. Meanwhile, our co-produced Endometriosis Cymru Symptom Reporting Tool was spotlighted by BBC Radio 4 Woman's Hour, and we also featured in Health and Care Research Wales's coverage of the SPPINN Study, giving voice to those with severe period pain.

FTWW contributed to stories on barriers faced by disabled women (BBC News) and the cost of fertility treatment (BBC News). We also engaged in national debates on medical misogyny (South Wales Argus) and workplace discrimination (Nation.Cymru).

Publications, Endorsements, and Submissions



This year, FTWW contributed to several influential publications and policy papers, embedding lived experience into national strategies. We co-authored key sections of the NHS Wales Women's Health Plan on *Women's Health Research and Engaging with Patients and Public*, and provided insights for the chapter on Gender Health Inequalities for the Women's Equality Network's *Feminist Scorecard 2024*.

Our evidence featured prominently in Senedd reports on chronic conditions and tackling the disability employment gap, and informed Health Technology Wales's appraisal of robotic-assisted benign gynaecological surgery, shaping recommendations for further research.

FTWW was also quoted throughout BCUHB's North Wales Preconception Strategic Plan and contributed to the Welsh NHS Confederation's policy paper *Everything Affects Health*, calling for a cross-government plan to address poverty and health inequalities. Our impact was further recognised in Rosa UK's Annual Report, which referenced our keynote speech at Rosa's 15-year anniversary event.

Consultation Responses

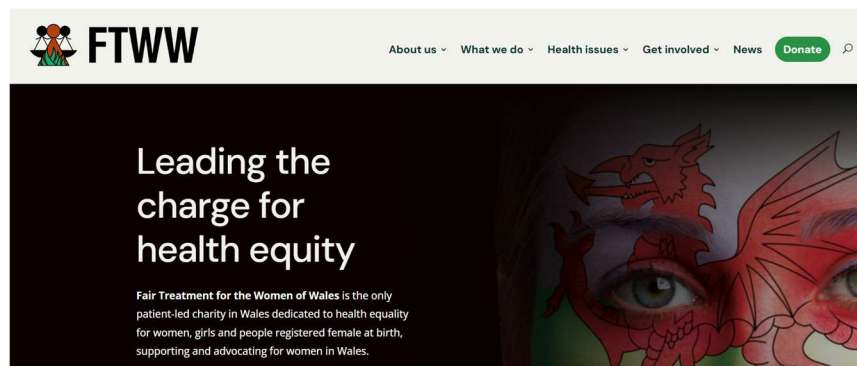
FTWW ensures women's voices shape policy by responding to relevant consultations at national and UK levels. This year, we contributed to Welsh Government consultations on the *Health Impact Assessment Regulations*, *Living with Arthritis and MSK Conditions Framework*, the draft *Mental Health and Wellbeing 10-Year Strategy*, and the *Maternity & Neonatal Care Quality Statement*, to name but a few.

We also provided input on a range of NICE guidelines, including *Endometriosis*; *Menopause*; *Asthma*, and *Health Inequalities*, and submitted evidence to parliamentary consultations, including the Senedd Petitions Committee's discussions on endometriosis and PMDD, petitions submitted by two of FTWW's volunteers, and the Senedd review of hospital discharge. Additionally, we responded to the UK National Screening Committee consultation on HPV self-sampling, ensuring patient perspectives informed screening policy.

Strategy and Operations

Over the past year, FTWW has grown significantly as an organisation. Thanks to funding from the National Lottery Community Fund, and ongoing support from the Waterloo Foundation, we appointed a full-time Charity Coordinator (now Charity Manager) and a part-time Volunteer Coordinator, essentially doubling our capacity to deliver on FTWW's mission and aims.

We also launched a full rebrand, including a new logo and website, supported by National Lottery Awards for All. Alongside this, we partnered with inclusive communications specialists, FOLK, and worked closely with our members through focus groups and research to develop an inclusive communications guide that reflects our values and commitment to accessibility.



In addition, we transitioned to a virtual office and continued to operate remotely, with staff, trustees, and volunteers based across every health board in Wales. Regular communication is maintained through email, Microsoft Teams, and our thriving community Facebook group, ensuring strong collaboration and connection across the organisation.

Our Funders

A heartfelt thank you to our incredible funders, whose ongoing support empowers us to reach more people, and create lasting change.



Feedback from Our Volunteers and Members

Thanks so much for your hard work. You're an amazing charity and give me hope!

You are incredibly supportive of all volunteers, don't change!

I think the opportunities to feed and contribute are so valuable.

Always find the sessions really helpful and everyone is really supportive - FTWW has been an essential resource for me and I am always keen to support where I can.

Thank you for all you do!

I'm so grateful to FTWW for helping and supporting me during menopause.

So helpful and supportive, makes me feel seen and validated which I'm so grateful for.

I found this really helpful. I felt listened to and that my thoughts were valued, and that they could help improve the situation for other women. I find FTWW so supportive and I am so grateful for the community.

Treasurer's Report 2024-25

I am pleased to report that FTWW has had a successful year managing financial stability during 24-25 with some funding extended to mid-2026 allowing new staff to be recruited to help with the ever-increasing workload.



A Lottery Grant awarded for the period of 2024-26 has enabled the employment of a Charity Manager and part salary for the Volunteer Coordinator plus volunteer expenses, tech costs & other necessary fees incurred during our work.

We are fortunate to receive continuing funding from Welsh Government and further funding from Waterloo, with upcoming grants approved for 2025/2026 from the Esmee Fairbairn Foundation & ROSA UK. In the current financial climate funding is always at the forefront of our minds.

Our staff team has been working very hard to find ongoing funding plus keeping their usual many commitments to maintain the charity's core activities and I would like to thank them for their dedication.

Every effort is being made to increase service provision such as consultancy, facilitating public & patient Involvement in research projects, and training delivery to increase our reserves commensurate with the rise in external operational costs and cost of living. The Finance Committee & Charity Manager are working closely to ensure we have robust governance, as are all the Trustees.

Summary of Financial Position 2024-25

The Organisation brought forward a balance of £65,830, generating further income of £100,765 for 24-25, a slight decrease of £5,584 over the 23-24 period.

May I add thanks to the Trustees, Director, Staff & Volunteers for their continuing support without whom we would not be achieving the excellent results we have in 24-25.

A handwritten signature in black ink that reads "June Jeremy".

June Jeremy
Trustee/Treasurer

Financial Statement and Accounts

The following is drawn for the accounts of the Organisation and provides an overview of financial activity for the period 1st April 2024 – 31st March 2025. The Organisation brought forward a balance of £65,830 from 2023-24.

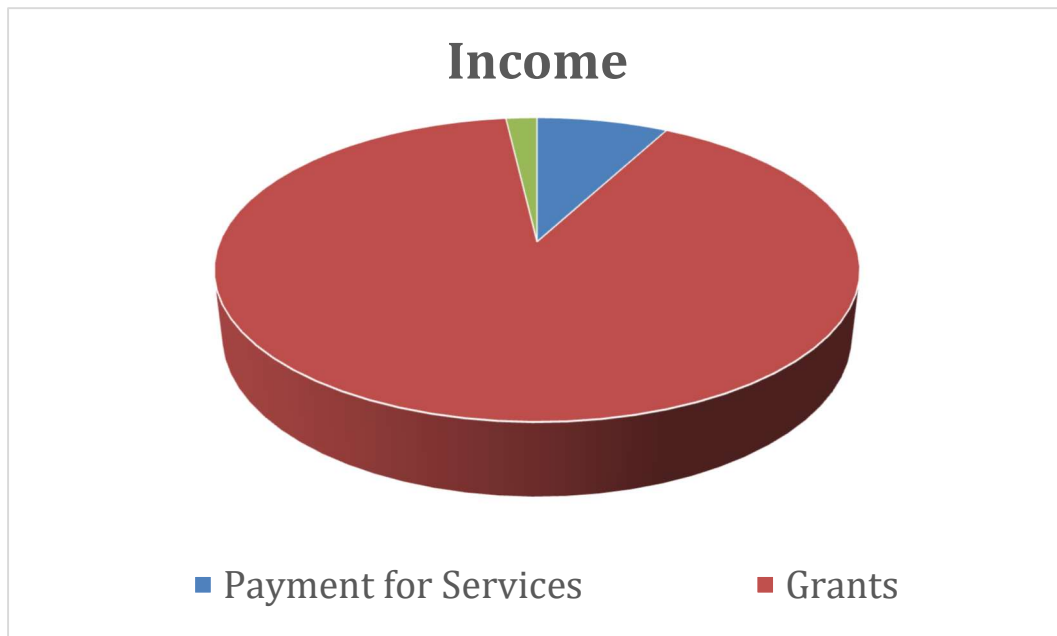
Income

Between 1st April 2024 and 31st March 2025, the organisation generated total income of **£100,765** (£106,349 FY 23/24). This was a slight reduction of £5,584 over the 2023/24 period and a result of changes in our grant funding portfolio. Although we received less income from WG during 2024/25, we were successful in attaining a grant from the Big Lottery Fund.

A breakdown of sources of income is as follows:

Fundraising, Events and Donations	£1,870
Grants	£90,972
Payment for Services	£7,923
TOTAL	£100,765

The relative proportions of income can be seen in the chart below.



A total of £90,972 (£95,428 FY23/24) in grant funding was received comprising £43,348 (£85,458 FY23/24) from Welsh Government; £25,400 (£9,970 FY23/24) from the Waterloo foundation and a new grant of £22,624 from the National Lottery. Of this funding, £12,884 is carried forward into 2025/26.

Funding from the grants was used for salary costs for our director, manager, engagement coordinator, and volunteer coordinator, as well as trustee and volunteer training and expenses, translation, and IT costs.

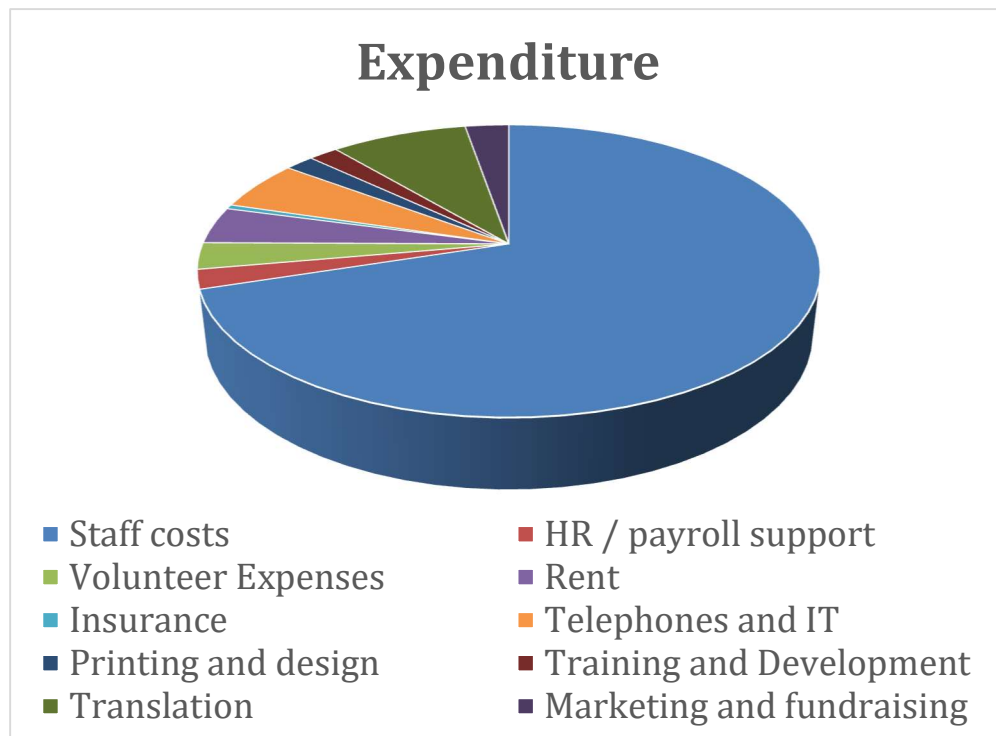
Expenditure

Between 1st April 2024 and 31st March 2025, we expended a total of £108,811 (£95,976 FY23/24) in furtherance of our aims and objectives.

A breakdown of expenditure is as follows.

Staff Costs	£76,265
HR / Payroll costs	£2,306
Volunteer Reimbursement Costs	£3,184
Rent	£4,444
Insurance	£526
Telephone, IT equipment and licenses	£5,996
Training, Development and Consultancy	£1,990
Translation	£9,201
Printing and design	£1,960
Marketing and fundraising	£2,939
TOTAL	£108,811

The relative proportions of expenditure can be seen in the chart below:



This year saw additional staff costs, made possible due to our funding from the National Lottery. This has led to increased capacity for achieving our goals and objectives, and our ability to secure future funding.

The closing balance of funds available to the organisation on the 31st March 2025 was **£57,782**.

The breakdown of restricted and unrestricted funds carried forward at 31st March 2025 is as follows:

Restricted	£12,884
Unrestricted	£44,899
TOTAL	£57,783

Independent Examiner's Report

Audit assurance opinion

Fair Treatment for the Women of Wales

Post box 96

M-Sparc

Gaerwen

LL60 6AG

I have audited the accounts for the Fair Treatment for the Women of Wales (the organisation/charity) covering the period of 1st of April 24 to 31st March 25.

I can confirm that the financial reports provided for the year ending 31st March 25 present a true and fair reflection of the organisation's financial activity during this period.

The scope of the audit included verifying the opening balance carried forward from the 2023/24 financial year, reconciling income against bank statements, conducting a random sample review of expenditure, and verifying the closing balance as at 31 March 2025.

In my opinion, the financial statements are accurate and arithmetically correct.

Karen Cockings (ACCA)

1st December 2025



Section A

Independent Examiner's Report

Report to the trustees

Charity Name
Fair Treatment for the Women of Wales

On accounts for the year
ended

2024-25	Charity no (if any)	1191069
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Set out on pages

1
(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 [31/04/2025](#).

Responsibilities and
basis of report

As the charity's trustees, 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 all 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:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Signed: Karen Cockings

Date: 01/12/2025

Name: Karen Cockings

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

Chartered Accountant - ACCA

Address:

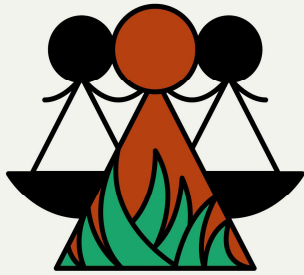
Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern.

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

None, I have no concerns.



FTWW

Fair Treatment for the Women of Wales

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Charity Number: 1191069