



# Working to create lives without fear

Annual Review 2019/2020

# Vision

Our vision is a world free from domestic abuse

# Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated.  
We challenge mind sets to change attitudes and facilitate informed choices

# Core Aims

- To offer **protection** for victims and their children
- To work towards the **prevention** of domestic abuse
- To **provide** effective services
- To **undo** the harm caused by domestic abuse

# Core Values

- Protection
- Empowerment
- Respectful
- Non-Judgemental

# Chair of Trustees

I am pleased to report another very busy and fruitful year for Your Sanctuary. During the past year, the Board has been particularly focused on how Your Sanctuary can continue to grow in terms of the scale and scope of the services that we offer to those experiencing domestic abuse. We seek to do this whilst remaining within our resource limitations, particularly in terms of funding and staffing.

The organisation remains committed to providing both refuge and outreach services to support the victims and survivors of domestic abuse. We have continued to build our service delivery by enhancing our scope particularly in the areas of children and young people, outreach and adults with complex needs. This year particularly saw our attention focused on the potential to expand our refuge offering working alongside Woking Borough Council with an exciting project to provide a new refuge which would expand our accommodation and support services offering. This work continues and our aim is to see this through to implementation in the coming year. We also successfully re-tendered for outreach services funding from Surrey County Council and continue to build our relationship within the Surrey Domestic Abuse Partnership.

As we moved towards the end of the financial year, we saw the unparalleled arrival of the Covid-19 pandemic and the Government requirement for us as a nation to lockdown in late March 2020. The social and psychological impacts of this decision have severe implications for many survivors of domestic abuse and Your Sanctuary stands ready to continue to provide all necessary support as we see incidents of domestic abuse rise. Our CEO and her team have swung into action quickly to adapt and maintain our service delivery. As I write this, the pandemic continues and Your Sanctuary continues to work to ensure our refuge services, and adapted outreach services, are available to all those in need of support.

This busy and unpredictable year has placed great pressure on the CEO, staff and volunteers who continue to undertake their difficult and demanding work with compassion, dedication and commitment irrespective of the conditions around them. On behalf of all Board Trustees I would like to send a heartfelt thank you to them all and state how much we appreciate their continued loyalty in such difficult times.

Susan Rose  
Chair of the Board of Trustees

# Chief Executive

This year has been a very busy one for all of us at Your Sanctuary and has brought with it some challenges and changes.

Our adult and children's outreach service has historically been partly funded by a grant from a pooled budget from Surrey County Council, the OPCC and Surrey Police. For some years we have been working in partnership with 3 other charities in Surrey to deliver these services. We were informed early in 2019 that the grant would end and that there would be a competitive tender process put in place for a new contract. The four existing partners formalised our partnership into what is now known as the Surrey DA Partnership and together we bid for the contract. After much hard work by all of us we were thrilled to hear in September 2019 that we had been successful and that the new contract would start on 1st April 2020. As a partnership we demonstrated that our services are delivered locally around the needs of the survivor and are of the highest quality. The intervening months were spent mobilising in preparation for the start of the contract.

We were very excited to learn some years ago that Woking Borough Council intended to build a purpose-built refuge for our use – this would be a much larger and more modern building designed with the needs of survivors in mind. During this year we have seen the site transformed from a set of plans to a large building with a projected completion date in the summer of 2020. This new building is a symbol of the partnership between ourselves and Woking Borough Council, and a commitment from them to support survivors of domestic abuse and their children for many years to come. We are very much looking forward to furnishing and equipping the new refuge so that we can start to welcome many families fleeing from their perpetrator.

We have been members of the national charity Women's Aid for many years and have been very interested to see the development of their innovative response to survivors of domestic abuse called 'Change that Lasts'. Surrey were chosen to pilot this innovation and the principles have now been adopted as the basis for the Surrey Domestic Abuse Strategy. As part of this work Women's Aid is developing a suite of tools for use by domestic abuse workers which are designed to help both the worker and the survivor understand their needs and strengths. We were asked to trial these new tools within our outreach team. We received training from Women's Aid before implementing the tools. The results of the pilot will be evaluated and used to inform how this initiative is further developed and rolled out.

We are very proud to have been chosen as one of the Mayor's charities again this year. Councillor Beryl Hunswick chose us and the Women's Support Centre as a reflection of her commitment and interest in women's issues. This has given us the opportunity to raise awareness of our organisation and of the issue of domestic abuse with so many people in the community. We are very grateful to the Mayor for her support this year.

Later in this report you will read about our work with survivors – sadly the numbers of survivors and their children needing our support has continued to increase and we therefore we continue to grow and develop our services in order to meet their needs. None of this would be possible without our hard working and dedicated staff and volunteers, our generous supporters and our partners without whom we would not be able to do all that we do.

Fiamma Pather  
CEO

# Report of the Trustees

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 2020. 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 2015).

## OBJECTIVES AND ACTIVITIES

### Vision

Our vision is a world free from domestic abuse.

### Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind set to change attitudes and facilitate informed choices.

### Core Aims

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services
- To undo the harm caused by domestic abuse

### Core Values

- Protection
- Empowerment
- Respectful
- Non-Judgemental

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and in particular to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. Our charitable activities are focussed on providing protection from, prevention of and recovery from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As houses offer shared accommodation we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. We do, however, provide an outreach service in the community for both men and women. Our community outreach service is focussed on risk management and providing support according to individual need. The Outreach service is open to the general public limited only by geographical boundaries – ie North West Surrey as per our service level agreements. Our Helpline service is available to all and is advertised throughout Surrey by ourselves and various partner agencies.

In order to meet our core aims our strategies this year were:

- To transform Your Sanctuary into a trauma informed organisation
- To have sustainable and secure funding
- To deliver excellent services that meet the needs of survivors



# Community Outreach Service

Our community outreach service provides emotional and practical support to those experiencing domestic abuse in the boroughs of Woking, Runnymede and Surrey Heath. We work from a needs-led and strengths-based perspective to ensure that each client is treated as an individual. Our clients are referred to us through a variety of agencies:

- Police
  - Health professionals
  - Children's Services
  - Children's Centres
  - Your Sanctuary helpline
- ...and other statutory and voluntary agencies

During 2019/2020 we received 1295 referrals, which represents an increase of over 300 referrals over the previous year. Each of our outreach workers supported an average of over 40 clients at any one time. We offer a wide range of services:

- Risk and needs assessment and safety planning
- One-to-one support
- Access to counselling
- Access to legal clinics
- Advocacy
- Group work
- Referral or signposting to other agencies
- Support through court - civil and criminal

Not only do we work with clients on a 1:1 basis, we also deliver the Freedom Programme. These groups enable women to understand more about the abuse they have experienced and grow in confidence and self-esteem, as well as being a great opportunity to meet other women and build friendships.

As part of the Surrey Domestic Abuse Services partnership our outreach workers also provide an IDVA (Independent Domestic Violence Advocate) service to survivors who are going through the criminal court system. This support can be vital as many people find the criminal justice system confusing and frightening. Our IDVAs provide information to the survivors as well as ensuring their voice is heard in the court hearings themselves.

We also attend our local MARACs (Multi Agency Risk Assessment Conferences) where the highest risk survivors in our areas are discussed confidentially with other agencies such as the police, social care, housing, probation and others and a risk management plan is put together.

“Thank you so much for all of your help and support I definitely wouldn't have the strength to do this without you supporting me”



Our Specialist Male Outreach Service continues to serve the whole of Surrey receiving referrals from our partner outreach services as well as other agencies and professionals. This year we received 105 referrals for male survivors which is an increase from the previous year.

We have continued to extend our service offering by developing a team of outreach volunteers who offer longer term emotional support to those survivors who don't need the more intense service offered by our outreach workers. They also accompany survivors to appointments with other professionals such as housing appointments and also accompany them to family court hearings.

Our Outreach service also strives to ensure that other professionals, agencies and organisations are more aware of domestic abuse and are able to give an appropriate response to survivors who may approach them for help. This year we delivered a number of training/awareness raising sessions for a number of organisations:

CAMHS, Woking Borough Council staff, Childrens Services Assessment Team, Woking Refugee Focus Group, Catalyst, Surrey Police, ACS School, Enterprise UK, National Police Women's Networking Group, Family Law Solicitors Seminar, Kone (Chertsey).

#### **Impact**

- **80% of our clients felt safer as a result of engaging with our outreach service**
- **95% of our clients felt more empowered and confident after engaging with the outreach service**

# Children's Outreach Service

Our children's outreach service provides 1:1 therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and are often the children of our outreach clients. During 1:1 session the children are encouraged to speak openly in a safe and non-judgmental environment. They are supported through therapeutic play and are enabled to explore their thoughts and feelings around their personal safety, self-awareness, self-worth, self-esteem and sense of purpose. The sessions are child-centred and needs led.

Through our grant from Surrey County Council we are also able to deliver group work which is co-facilitated by social care professionals in a multi-agency partnership. The group work programme is the AVA Community Group Programme which focusses on the following core issues:

- validation of the children's experiences
- understanding abuse
- reducing self-blame
- safety planning
- managing appropriate and inappropriate expressions of emotion
- the mother-child relationship

During 2019/2020 we worked with 32 children on a 1:1 basis and through our group work programmes. As part of our partnership working, we also provide consultation sessions in our local social care hub in order to develop knowledge and skills around domestic abuse. This is aimed at improving responses to survivors of domestic abuse who are engaged with a social worker, and this year we ran 79 consultation sessions.

It is vital that other professionals who work with children and young people understand how they are impacted by experiencing domestic abuse at home. 75 professionals attended sessions delivered by our Children's Outreach team.

“ Cheers for all the help. Things are different now ”



# Refuge Service (Safe Houses)

Your Sanctuary has two refuges located in North West Surrey. These are safe houses in secret locations for women and their children fleeing abuse and violence. We can accommodate 13 women at any one time, with each room also accommodating their children.

Each woman has a key worker allocated to her on arrival, who will provide emotional and practical support throughout her 6 month stay which includes:

- One-to-one emotional support
- Support in claiming benefits and budgeting
- Group work
- Volunteering opportunities
- Educational/training opportunities
- Support with resettlement/move on
- Parenting support
- Advocacy

During 2019/2020 we welcomed 83 survivors from 37 families into our refuges and supported them to recover from their experiences. They came from all over the country and often arrived with only 1 suitcase of belongings or sometimes just with the clothes they were standing up in.

The Office of the Police and Crime Commissioners for Surrey (OPCC) kindly provided a transition fund for the families that came into our refuges, so we were able to welcome them with new bedding, towels, crockery, saucepans etc which they used during their stay and then took with them when they moved out into the community.

As always, we have been very well supported by a number of other agencies and groups who help us to extend the number of activities that we can provide for our families in refuge. For instance, volunteers from a company called Ivanti came to one of our refuges and painted all the bedrooms; an arts and crafts volunteer ran regular sessions for the families in refuge; 2 therapeutic wellbeing practitioners painted a beautiful mural on the fence of one of the refuges reflecting the residents' thoughts and feelings to design it; the Artful Thoughts group ran an art session for some of the women; a Yoga teacher ran yoga and mindfulness classes and a company called UK Cloud came along and tidied up one of the gardens. We are so grateful for all the support from organisations and individuals in our community.

## Impact

- 100% of women staying in our refuge increased their understanding of domestic abuse risk factors
- 100% of women who stayed in our refuge felt safer

“You showed me that I can calm my anxieties down, and when I feel that I am strong, it's then that I will overcome my fears, it just takes time to keep healing our past traumas is my guess”

# Children's Service in Refuge

Our children's service in refuge is funded by BBC Children in Need, the OPCC and Surrey County Council. This provides us with one full time therapeutic play worker and one part-time play-worker working across both our refuges. Our children's service in refuge focusses on therapeutic support and play, alongside group play work for the children who come and stay with us.

The service aims to:

- Undo the harm caused by witnessing and experiencing domestic abuse
- Help children understand the abuse was not their fault
- Rebuild their self-esteem and confidence
- Support them in the transition from refuge to life in the community

Each refuge has a playroom that is equipped with toys, books, arts and crafts materials, and other activities, all of which is used to help the children engage, play and have fun.

46 children were supported by our refuge children's service this year. The children also received support from other groups/ agencies whilst they were with us, for example, family centres, health visitors, local companies, and volunteers.

## Activities

We involved and engaged the children in refuge in a number of activities this year - none of which could happen without the hard work and dedication of our staff team, volunteers and supporters.

Here are a few examples of what went on throughout the year:

Arts and craft sessions  
Picnics to Virginia Water, Woking Park, Wetlands Centre, Lamas Splash Park  
Group outings to Legoland, Thorpe Park, Sea Life, Shrek World, Bocketts Farm, Gravity Force  
Trampolining, Treasure Cove  
Cooking / Baking  
Rhyme Time / Music Making  
Karaoke / Dancing  
Role play / Dressing up / Face Painting  
Board Games  
Independent play in the garden and playroom  
Parties – Birthday, Halloween – Halloween craft activities  
Rhyme Time / Storytime

## Impact

- 90% of children felt safer
- 95% of children felt more empowered and confident

“ I feel like I have much more confidence and I understand why I react the way I do ”



# Helpline

Our specialist domestic abuse helpline is unique in Surrey and is available from 9am till 9pm, 7 days a week.

Our helpline is often the first port of call for people experiencing domestic abuse and the fact that they can talk to somebody who is non-judgemental, empathetic and above all believes them is extremely important.

Our trained staff and volunteers take calls from:

- People experiencing domestic abuse
- Friends or family members worried about somebody else
- Professionals seeking advice and/or referral pathways
- People wishing to donate to the charity

Staff and volunteers provide:

- Listening support
- Information
- Sign posting to other agencies
- Referral into Your Sanctuary services

During the year we received in 3,582 calls with the busiest month being November. Nearly 1000 of the calls were for emotional support and over 700 were requests for refuge.

Our on-line chat service launched in February 2019 aimed at survivors and others for whom the phone may not be appropriate or safe. Here at Your Sanctuary we are committed to developing services to meet the needs of as many survivors as possible, so we are very pleased that 368 people accessed our chat service. We are hoping to build on that success in the coming year.

## **Impact**

- **92% of callers felt more confident and empowered**
- **95% of callers felt more enabled to deal with the situation**

“ I have called the helpline a few times now and each time the call handler is so kind and takes the time to listen to me. I don't know what I would have done without you ”

# Volunteers

It would not be possible to do all the work that we do without the continued support of our fantastic volunteers.

During the year we have been helped by a team of 70 volunteers who have had various roles throughout the organisation:

- Helpline • Admin • Outreach • Refuge • Children's Services • Fundraising • Marketing

In 2019/2020 volunteers contributed approximately 6,200 hours (which is 1000 hours more than the previous year) to Your Sanctuary which is equivalent to approximately £68,000 if we were to pay staff members. This is an important and much valued contribution and demonstrates how much more we can deliver with and through our volunteers. Our volunteers contribute to the well-being of clients and staff, provide positive energy, creativity and also do a great job of promoting our services externally.

This year more shifts than ever were covered by volunteers on our helpline during out of hours shifts - approximately 540 shifts this year which represents 90% of the total out of hours shifts. Our volunteers have also taken shifts during the day - lessening the load on our staff members. This year they covered 173 shifts during office hours which is an increase from last year.

Volunteers are involved with a wide variety of activities to support this organisation:

- Driving refuge residents and their belongings to their new homes
- Volunteering with outreach clients providing 1:1 support, attending drop-in sessions and accompanying clients to court
- Undertaking gardening and decorating projects at our refuges
- Raising funds through car boot sales and selling raffle tickets at the Woking Beer Festival
- Helping us with our eBay fundraising initiative
- Providing a variety of activity sessions for refuge residents

We would also like to take the opportunity to thank the Surrey Volunteer Bureaux network and other organisations who play an important role in helping us to find volunteers.



# Donations and Fundraising

As a charity our full service provision is dependent on the organisations and individuals who support us, enabling us to extend our work and reach as many survivors of domestic abuse as possible.

In the year ended 31st March 2020 we received significant grants from BBC Children in Need, the Community Foundation for Surrey, The Henry Smith Charity, the Lloyds Bank Foundation, and Women's Aid, which together supported our work with children, allowed us to extend our outreach services, deliver the helpline, and provide other services.

Once again, we are very grateful to the local staff of Enterprise Rent-A-Car who have undertaken several sponsorship events on our behalf in addition to providing voluntary help to improve our refuges.

We have continued to crowdfund for particular needs and are thankful for the financial support of GlobalGiving.

We have also received many gifts and donations from individuals, churches, schools, supermarkets, other organisations, and companies in the area. We are always amazed at the people, both young and old, who support us, and would like to take this opportunity to express our very grateful thanks, not just for the fundraising (which is vital) but also for the encouragement staff and service users alike take from knowing that others care. We know that it takes real effort to organise events, and we are thankful for all those individuals and groups who have held creative and thoughtful activities from coffee mornings to discos and Zumba challenges, a grand ball at a local castle, and sponsorship events such as running marathons. Your Sanctuary and the families we support rely on these donations which enable us to continue to provide our full range of services. Once again, we thank you all.

Our major funders are Surrey County Council, Woking Borough Council, the Office of the Police and Crime Commissioners for Surrey (OPCC), and the Ministry of Housing, Communities and Local Government. As always, we are enormously grateful for their support which underpins our ability to achieve our mission.

The charity uses a fundraising consultant to make trust and grant applications, and an in-house fundraiser to raise

funds and awareness in the community. During the year ended 31 March 2020 the total amount fundraised was £221,000 which was in line with objectives set. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above.

## **Impact of Covid-19 and lockdown**

As we approached the year end the country entered lockdown as a result of the spread of COVID-19, and in common with many charities we were concerned as to the impact this would have on our ability both to carry out our work and to fundraise.

As it turned out, the lockdown was a double-edged sword for our charity. It gave rise to increased numbers of women seeking refuge to escape abusive partners, and as we exited the lockdown we were inundated with people contacting us, particularly via the helpline, as they finally had sufficient freedom to escape their perpetrator and get in touch. However, at the same time, there was significant publicity of this most unwelcome side effect of the lockdown and so we were fortunate to be the recipients of a number of grants from statutory bodies and trusts towards the additional work we were facing, and many fantastic donations from local organisations and individuals. These grants and donations will be reported in next year's financial statements. This tremendous response alleviated any short-term concerns over Your Sanctuary's ability to respond to the crisis and to continue its vital work.

From the outset of the crisis the charity's priority was to ensure the safety of staff, volunteers, refuge residents and other clients. A risk assessment was quickly developed and adopted, and then adapted over the months. The safe houses remained open, the helpline and chat service both increased their offering, face to face meetings with adult clients changed to telephone calls, and, where possible, some meetings with vulnerable children in the community continued, in a suitably distanced fashion. We are thankful to our extraordinary staff and volunteers who have been fully committed during this time and shown great versatility in order to ensure we could respond to the fullest extent possible.

## Future Plans

### **Strategic aims for 2020/21:**

- Diversify our funding sources to increase sustainability
- Develop a new refuge service delivery model
- Improve community awareness of domestic abuse
- Expand children's services
- Retain the Adult and Children and Young People's outreach contract

# Our Services

## - facts, figures, results and impact

Source: Your Sanctuary - Outcomes Measurement Framework

### Outreach

We received 1295 referrals for our community outreach service during the year

#### Impact

- **80% of our clients were safer as a result of engaging with our outreach service**
- **95% of our clients felt more empowered and confident after engaging with the outreach service**

### Helpline

We received 3582 calls on our helpline

#### Impact

- **92% of our callers felt more enabled to deal with the situation after engaging with our helpline service**
- **95% of callers were more empowered and confident after engaging with our helpline service**

### Refuge

This year we welcomed 83 survivors from 37 families into our two refuges

#### Impact

- **100% of women staying in our refuge increased their understanding of domestic abuse risk factors**
- **100% of women who stayed in our refuge felt safer**

### Children's Services

#### In Refuge

- 46 children stayed in our two refuges this year

#### Impact

- **90% of children felt safer**
- **95% of children felt more empowered and confident**

#### In the Community

- We worked with 32 children through our one-to-one and group work programmes
- We delivered 79 consultation sessions with social workers/family support workers
- 75 Professionals attended awareness raising/training sessions

Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse: Surrey County Council; Woking and Runnymede Borough Councils; the Office of Police and Crime Commissioners in Surrey; Mayor of Woking for 2017/18, Councillor Cundy; BBC Children in Need; Community Foundation for Surrey; Tampon Tax Fund; Lloyds Bank Foundation; John Ackroyd Trust; Women's Aid; American Women in Berkshire & Surrey; Enterprise Holdings; GlobalGiving; Waitrose; Co-op; ASDA; SC Johnson; Woking Rotary Club; The Purcell Club; Manor House School; Woking Asian Business Forum; Merlin's Magic Wand; Yvonne Arnaud Theatre; HM Prison Send; Suez Recycling; BP Foundation; Great Bookham Belles WI; Soroptimists in Weybridge and Guildford, and Mothers' Union. And as always our grateful thanks go out to all our individual donors, schools, local churches and other organisations who support us in so many ways.



# Financial Review

## Reserves policy

The trustees regularly review the reserves policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of approximately 8 months' unrestricted expenditure. The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event that all other funding ceases in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the equivalent of 8 months' unrestricted expenditure ensures sufficient funds are always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges, and gives the charity the opportunity in the 8 month intervening period to seek new funding to support Your Sanctuary.

As the year end approached, COVID-19 was taking a grip on the country and it was evident we were entering unprecedented times. By the year end the country had gone into lockdown, and in common with many charities Your Sanctuary faced considerable financial uncertainty. At that time businesses were required to cease operations, at least temporarily, the economic outlook was bleak, and many people found themselves at home, perhaps having lost their job, or furloughed, but almost certainly unsure of what the future might hold. Against that backdrop of uncertainty the trustees felt it appropriate to revise the budget for 2020/21 downwards in anticipation of much reduced corporate and community fund-raising. They were also taking account of the new purpose built refuge being planned by Woking Borough Council which, combined with two large grants from the Ministry of Housing, Communities and Local Government, was set to increase refuge service provision by about 50% by the end of 2020/21. It was also anticipated the pandemic would lead to an increase in domestic abuse in society and therefore increased demand for our services, not only in refuge but also in the community.

Taking all these factors into account the reserves needed to increase to £418,000 to be in line with the policy. At 31 March 2020 free reserves totalled £446,628. After allowing for the revised forecast deficit in 2020/21 of £28,000 this reduced to £418,628 and therefore the trustees were satisfied the reserves at the year end were in keeping with the policy.

## Financial Review of the Year

During the year funds received were spent across our services; two refuges, outreach, children's services and the helpline. Total income for the year was £871,293 compared to £776,646 in 2018/19. Along with the grants and funding received from Surrey County Council and Woking Borough Council, the charity received significant funding from the Office of the Police and Crime Commissioners for Surrey (OPCC) to enable us to continue our adult outreach services, the children's outreach service, the helpline, and to employ a part-time children's worker in refuge. It also funded our transition fund providing bedding and equipment for those women and families moving on from refuge, and helped us

to provide outreach programmes in the community. In the course of the year the charity also received a new grant from the Ministry of Housing, Communities & Local Government to enable us, over an 18 month period, to accept women with more complex needs into refuge. We continued to receive a major grant from BBC Children in Need which funded a full-time children's worker in refuge, a grant from Lloyds Bank Foundation to fund our outreach volunteers' work, and we received a number of significant grants from the Community Foundation for Surrey towards running outreach programmes in the community, the helpline, our children's outreach work, and to continue our outreach volunteers' project. Women's Aid also provided funding to facilitate the Change That Lasts 'Expert Voices' scheme in the community.

Expenditure in the year increased to £842,137 from £737,067 in 2018/19. This was mainly comprised of staff costs which increased to £619,106 in 2019/20 from £525,712 in 2018/19 as a result of increasing our services and staff numbers from new funding received, and in particular in relation to the new complex needs work.

Restricted income is given to the charity for a specific purpose or project and for 2019/20 amounted to £296,963. The related expenditure for the year was £305,176, which, combined with the reserves brought forward from the prior year of £10,000, left a balance carried forward of £1,787 which is for outreach work.

At the beginning of the financial year there was a fund of £45,000 which the trustees had designated to improve and develop the helpline, and for future fundraising costs. During the year £10,000 was used in relation to helpline running costs, and the trustees designated a further £15,000 towards future outreach staff costs and training costs, giving a balance on that fund at the year-end of £50,000, which is expected to be expended over the next three years.

The overall surplus for the year was £29,156 (2018/19 surplus of £39,579), with a surplus for the year on unrestricted funds of £32,369 (2018/19 surplus £34,579). The surplus was added to reserves and has resulted in a balance of £446,628 on unrestricted funds at the year end, and total funds (including restricted and designated) of £498,415. As detailed in the Reserves Policy, at the year end the trustees took account of the forthcoming commissioning process to be undertaken in the summer of 2019 in respect of the adult and children's outreach services. Together these services comprise a significant part of the charity's business and so it was considered prudent to allow reserves to accumulate at the year end to provide extra resource in the event the commissioning process was unsuccessful.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) '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 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

## Structure, Governance and Management

### Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010. It is registered as a charity with the Charity Commission.

### Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Short-listing and interviews take place against agreed criteria. New trustees are invited and encouraged to attend a short training session to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than two and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

### Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two operations managers. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The operations managers have responsibility for the day to day operational management of the charity, individual supervision of the front-line staff team and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

### Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees have therefore developed a strategic plan to diversify income with the continued investment in an in-house fundraiser. Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

## Reference and Administrative Details

**Registered Company number**  
07257302 (England and Wales)

**Registered Charity number**  
1137057

**Principal and Registered office**  
15A Monument Way  
Woking  
Surrey  
GU21 5LY

**Trustees**  
S P Rose (Chair)  
J Croyden  
J Ward  
R Foster  
L Tait  
(appointed 6 April 2019)  
C Earle  
(appointed 9 July 2020)  
G Johnson  
(appointed 9 July 2020)  
T Patrick  
(appointed 9 July 2020)  
J Charles  
(appointed 22 July 2020)  
M G Williams  
(resigned 17 February 2020)  
A Taylor  
(resigned 5 October 2019)  
S E Hart  
(resigned 17 September 2019)

**Company Secretary**  
A Bents

**Chief Executive**  
Fiamma Pather

**Auditors**  
Bennewith 2018 Limited  
(Statutory Auditors)  
3 Wey Court, Mary Road  
Guildford  
Surrey

**Bankers**  
Barclays Bank  
Town Gate House  
Church Street East  
Woking  
Surrey



# Statement of Trustees Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

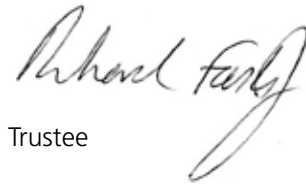
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

## **Auditors**

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 3 December 2020 and signed on its behalf by:



R Foster - Trustee

# Report of the Independent Auditors to the Trustees

## Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

We have nothing to report in respect of the

following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

continued overleaf...

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our

opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.


A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

### **Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Bennewith 2018 Limited (Statutory Auditors)  
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

3 Wey Court  
Mary Road  
Guildford  
Surrey  
GU1 4QU



Date: 3 December 2020

# Statement of Financial Activities for the Year Ended 31 March 2020

					31.3.20	31.3.19
	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>						
Donations and legacies	2	116,299	84,334	-	200,633	179,564
Charitable activities	3	439,436	212,629	15,000	667,065	594,366
Investment income	4	3,595	-	-	3,595	2,716
Total		559,330	296,963	15,000	871,293	776,646
<b>EXPENDITURE ON</b>						
Raising funds	5	51,023	-	-	51,023	54,705
Charitable activities	6					
Refuges		331,736	74,837	-	406,573	314,083
Outreach		109,497	151,258	-	260,755	249,202
Children's services - Refuge		20,547	43,873	-	64,420	71,969
Helpline		14,158	35,208	10,000	59,366	47,108
Total		526,961	305,176	10,000	842,137	737,067
<b>NET INCOME/(EXPENDITURE)</b>		32,369	(8,213)	5,000	29,156	39,579
<b>RECONCILIATION OF FUNDS</b>						
Total funds brought forward		414,259	10,000	45,000	469,259	429,680
<b>TOTAL FUNDS CARRIED FORWARD</b>		446,628	1,787	50,000	498,415	469,259



## Balance Sheet - At 31 March 2020

					31.3.20	31.3.19
	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £	Total funds £
<b>FIXED ASSETS</b>						
Tangible assets	12	705	-	-	705	2,192
<b>CURRENT ASSETS</b>						
Debtors	13	38,174	-	-	38,174	17,191
Cash at bank and in hand		576,420	1,787	50,000	628,207	529,349
		614,594	1,787	50,000	666,381	546,540
<b>CREDITORS</b>						
Amounts falling due within one year	14	(168,671)	-	-	(168,671)	(79,473)
<b>NET CURRENT ASSETS</b>		445,923	1,787	50,000	497,710	467,067
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		446,628	1,787	50,000	498,415	469,259
<b>NET ASSETS</b>		446,628	1,787	50,000	498,415	469,259
<b>FUNDS</b>	16					
Unrestricted funds					446,628	414,259
Restricted funds					1,787	10,000
Designated funds					50,000	45,000
<b>TOTAL FUNDS</b>					498,415	469,259

## Balance Sheet - At 31 March 2020

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

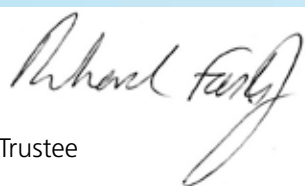
The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

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 audited under the requirements of Section 144 of the Charities Act 2011.

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 on 3 December 2020 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'R Foster', is written over a white rectangular background.

R Foster -Trustee

# Cash Flow Statement for the Year Ended 31 March 2020

	Notes	31.3.20 £	31.3.19 £
<b>Cash flows from operating activities:</b>			
Cash generated from operations	1	96,166	15,072
Interest paid		(303)	(300)
<b>Net cash provided by (used in) operating activities</b>		95,863	14,771
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		(600)	(4,263)
Interest received		3,595	2,716
<b>Net cash provided by (used in) investing activities</b>		2,995	(1,547)
<b>Change in cash and cash equivalents in the reporting period</b>		98,858	13,225
<b>Cash and cash equivalents at the beginning of the reporting period</b>		529,349	516,124
<b>Cash and cash equivalents at the end of the reporting period</b>		628,207	529,349

## Notes to the Cash Flow Statement for the Year Ended 31 March 2020

### 1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.20 £	31.3.19 £
<b>Net income/(expenditure) for the reporting period (as per the statement of financial activities)</b>	29,156	39,579
<b>Adjustments for:</b>		
Depreciation charges	2,087	6,147
Interest received	(3,595)	(2,716)
Interest paid	303	300
Increase in debtors	(20,983)	(1,934)
Increase/(decrease) in creditors	89,198	(26,304)
<b>Net cash provided by (used in) operating activities</b>	96,166	15,072

### 2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.19 £	Cash flow £	At 31.3.20 £
<b>Net cash</b>			
Cash at bank and in hand	529,349	98,858	628,207
<b>Total</b>	529,349	98,858	628,207

# Notes to the Financial Statements for the year ended 31 March 2020

## 1. ACCOUNTING POLICIES

### Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

### 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.

### Allocation and apportionment of costs

Costs related to a particular activity are allocated to it directly. Other costs are apportioned between the activities on the basis of estimated usage.

### Tangible fixed assets

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

Fixtures and fittings - Straight line over 5 years

Computer equipment - Straight line over 3 years

### 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.

Designated funds have been set aside by the charity of a particular purpose. The funds remain unrestricted and can be used for another purpose at the Trustee's discretion.

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

### 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.

### Donated goods

The charity receives donated goods for resale. These goods are not recognised as income on receipt. Instead, the net amount received is recognised as income when sold. The proceeds of sale are categorized as 'Charitable activities'.



<b>2. DONATIONS AND LEGACIES</b>	31.3.20	31.3.19
	£	£
Donations	89,153	96,699
General grants and trust income	111,480	82,865
	<b>200,633</b>	<b>179,564</b>

<b>3. CHARITABLE ACTIVITIES</b>	31.3.20	31.3.19
	£	£
Other grants and contracts	479,753	421,242
Refuge rents	178,967	171,144
Other income	1,449	300
Donated goods resold	6,896	1,680
	<b>667,065</b>	<b>594,366</b>

Grants from local government and the Office of Police and Crime Commissioners for Surrey totalled £166,614 (2019: £177,017). These amounts primarily contributed towards staffing costs in refuge, adult and children's outreach, and helpline services. A grant received from the Ministry of Housing, Communities and Local Government totalling £69,415 (2019: £Nil) was used to extend the work with residents in refuge with more complex needs.

<b>4. INVESTMENT INCOME</b>	31.3.20	31.3.19
	£	£
Deposit account interest	<b>3,595</b>	<b>2,716</b>

<b>5. RAISING FUNDS</b>		
<b>Raising donations and legacies</b>	31.3.20	31.3.19
	£	£
Staff costs	39,582	37,876
Consultancy	11,441	16,829
	<b>51,023</b>	<b>54,705</b>

<b>6. CHARITABLE ACTIVITIES COSTS</b>	Direct costs	Support costs (See note 7)	Totals
	£	£	£
Refuges	374,763	31,810	406,573
Outreach	234,672	26,083	260,755
Children's services - Refuge	57,144	7,276	64,420
Helpline	52,940	6,426	59,366
	<b>719,519</b>	<b>71,595</b>	<b>791,114</b>

<b>7. SUPPORT COSTS</b>	Other	Governance costs	Totals
	£	£	£
Refuges	29,245	2,565	31,810
Outreach	24,249	1,834	26,083
Children's services - Refuge	6,752	524	7,276
Helpline	6,059	367	6,426
	<b>66,305</b>	<b>5,290</b>	<b>71,595</b>

<b>8. NET INCOME/(EXPENDITURE)</b>		
Net income/(expenditure) is stated after charging/(crediting):	31.3.20	31.3.19
	£	£
Auditors' remuneration	2,900	2,800
Auditors' remuneration for non audit work	2,340	2,444
Depreciation - owned assets	2,087	6,148

## 9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

## 10. STAFF COSTS

	31.3.20	31.3.19
	£	£
Wages and salaries	550,927	477,392
Social security costs	45,053	34,573
Other pension costs	23,126	13,747
<b>Total</b>	<b>619,106</b>	<b>525,712</b>

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

31.3.20	31.3.19
19	17

No employees received emoluments in excess of £60,000.

## 11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>				
Donations and legacies	115,899	63,665	-	179,564
Charitable activities	448,202	146,164	-	594,366
Investment income	2,716	-	-	2,716
<b>Total</b>	<b>566,817</b>	<b>209,829</b>	<b>-</b>	<b>776,646</b>
<b>EXPENDITURE ON</b>				
Raising funds	<b>54,705</b>	-	-	<b>54,705</b>
<b>Charitable activities</b>				
Refuges	304,520	9,563	-	314,083
Outreach	134,386	114,816	-	249,202
Children's services - Refuge	26,019	45,950	-	71,969
Helpline	2,608	44,500	-	47,108
<b>Total</b>	<b>522,238</b>	<b>214,829</b>	<b>-</b>	<b>737,067</b>
<b>NET INCOME/(EXPENDITURE)</b>	<b>44,579</b>	<b>(5,000)</b>	<b>-</b>	<b>39,579</b>
<b>Transfers between funds</b>	<b>(10,000)</b>	<b>-</b>	<b>10,000</b>	<b>-</b>
<b>Net movement in funds</b>	<b>34,579</b>	<b>(5,000)</b>	<b>10,000</b>	<b>39,579</b>
<b>RECONCILIATION OF FUNDS</b>				
<b>Total funds brought forward</b>	<b>379,680</b>	<b>15,000</b>	<b>35,000</b>	<b>429,680</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>414,259</b>	<b>10,000</b>	<b>45,000</b>	<b>469,259</b>

## 12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2019	11,200	22,665	33,865
Additions	-	600	600
At 31 March 2020	11,200	23,265	34,465
<b>DEPRECIATION</b>			
At 1 April 2019	11,200	20,473	31,673
Charge for year	-	2,087	2,087
At 31 March 2020	11,200	22,560	33,760
<b>NET BOOK VALUE</b>			
At 31 March 2020	-	705	705
At 31 March 2019	-	2,192	2,192

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

	31.3.20 £	31.3.19 £
Other debtors	24,249	7,142
Prepayments	13,925	10,049
	38,174	17,191

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

	31.3.20 £	31.3.19 £
Trade creditors	2,086	5,889
Other creditors	15,020	11,696
Accrued expenses	151,565	61,888
	168,671	79,473

## 15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	31.3.20 £	31.3.19 £
Within one year	27,332	27,617



## 16. MOVEMENT IN FUNDS

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
<b>Unrestricted funds</b>			
General fund	<b>414,259</b>	<b>32,369</b>	<b>446,628</b>
Restricted funds			
Community Foundation & Tampon Tax Fund	10,000	(10,000)	-
OPCC - Staffing	-	1,787	1,787
	<b>10,000</b>	<b>(8,213)</b>	<b>1,787</b>
Designated funds			
Outreach services	-	15,000	15,000
Helpline project	35,000	(10,000)	25,000
Fund raising and commissioning	10,000	-	10,000
	<b>45,000</b>	<b>5,000</b>	<b>50,000</b>
<b>TOTAL FUNDS</b>	<b>469,259</b>	<b>29,156</b>	<b>498,415</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	<b>559,330</b>	<b>(526,961)</b>	<b>32,369</b>
<b>Restricted funds</b>			
BBC Children in Need	28,873	(28,873)	-
Lloyds Foundation	8,740	(8,740)	-
Community Foundation & Tampon Tax Fund	10,886	(20,886)	(10,000)
OPCC - Staffing	110,762	(108,975)	1,787
OPCC - Programmes & services	2,500	(2,500)	-
SCC - Children's Outreach Worker	24,530	(24,530)	-
OPCC - Transition fund	5,422	(5,422)	-
Women's Aid	30,835	(30,835)	-
Ministry of Housing - Complex Needs	69,415	(69,415)	-
CAST - Helpline	5,000	(5,000)	-
	<b>296,963</b>	<b>(305,176)</b>	<b>(8,213)</b>
<b>Designated funds</b>			
Outreach services	15,000	-	15,000
Helpline project	-	(10,000)	(10,000)
	<b>15,000</b>	<b>(10,000)</b>	<b>5,000</b>
<b>TOTAL FUNDS</b>	<b>871,293</b>	<b>(842,137)</b>	<b>29,156</b>

## 16. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.19 £
<b>Unrestricted Funds</b>				
General fund	<b>379,680</b>	<b>44,579</b>	<b>(10,000)</b>	<b>414,259</b>
<b>Restricted Funds</b>				
Community Foundation & Tampon Tax Fund	-	10,000	-	10,000
Garfield Weston	15,000	(15,000)	-	-
	<b>15,000</b>	<b>(5,000)</b>	-	<b>10,000</b>
<b>Designated funds</b>				
Helpline project	35,000	-	-	35,000
Fund raising and commissioning	-	-	10,000	10,000
	<b>35,000</b>	-	<b>10,000</b>	<b>45,000</b>
<b>TOTAL FUNDS</b>	<b>429,680</b>	<b>39,579</b>	-	<b>469,259</b>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	<b>566,817</b>	<b>(522,238)</b>	<b>44,579</b>
<b>Restricted funds</b>			
BBC Children in Need	30,950	(30,950)	-
Lloyds Foundation	6,243	(6,243)	-
Community Foundation & Tampon Tax Fund	20,538	(10,538)	10,000
OPCC - Staffing	109,571	(109,571)	-
OPCC - Programmes & services	2,500	(2,500)	-
SCC - Children's Outreach Worker	24,530	(24,530)	-
OPCC - Transition fund	9,563	(9,563)	-
Women's Aid	5,934	(5,934)	-
Garfield Weston	-	(15,000)	(15,000)
	<b>209,829</b>	<b>(214,829)</b>	<b>(5,000)</b>
<b>TOTAL FUNDS</b>	<b>776,646</b>	<b>(737,067)</b>	<b>39,579</b>

## 16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
<b>Unrestricted funds</b>				
General fund	<b>379,680</b>	<b>76,948</b>	<b>(10,000)</b>	<b>446,628</b>
<b>Restricted funds</b>				
OPCC - Staffing	-	1,787	-	1,787
Garfield Weston	15,000	(15,000)	-	-
	<b>15,000</b>	<b>(13,213)</b>	-	<b>1,787</b>
<b>Designated</b>				
Outreach services	-	15,000	-	15,000
Helpline project	35,000	(10,000)	-	25,000
Fund raising and commissioning	-	-	10,000	10,000
	<b>35,000</b>	<b>5,000</b>	<b>10,000</b>	<b>50,000</b>
<b>TOTAL FUNDS</b>	<b>429,680</b>	<b>68,735</b>	-	<b>498,415</b>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	<b>1,126,147</b>	<b>(1,049,199)</b>	<b>76,948</b>
<b>Restricted funds</b>			
BBC Children in Need	59,823	(59,823)	-
Lloyds Foundation	14,983	(14,983)	-
Community Foundation & Tampon Tax Fund	31,424	(31,424)	-
OPCC - Staffing	220,333	(218,546)	1,787
OPCC - Programmes & services	5,000	(5,000)	-
SCC - Children's Outreach Worker	49,060	(49,060)	-
OPCC - Transition fund	14,985	(14,985)	-
Women's Aid	36,769	(36,769)	-
Ministry of Housing - Complex Needs	69,415	(69,415)	-
CAST - Helpline	5,000	(5,000)	-
Garfield Weston	-	(15,000)	(15,000)
	<b>506,792</b>	<b>(520,005)</b>	<b>(13,213)</b>
<b>Designated funds</b>			
Outreach services	15,000	-	15,000
Helpline project	-	(10,000)	(10,000)
	<b>15,000</b>	<b>(10,000)</b>	<b>5,000</b>
<b>TOTAL FUNDS</b>	<b>1,647,939</b>	<b>(1,579,204)</b>	<b>68,735</b>



## **16. MOVEMENT IN FUNDS - continued**

### **Restricted funds**

BBC Children in Need - Grant received to fund a refuge children's worker.

Lloyds Bank Foundation - Grant towards the cost of managing outreach volunteers.

Community Foundation- Grant received toward the provision of the Recovery Toolkit and the Freedom Programme, the helpline, children's outreach, and also a grant towards the cost of managing outreach volunteers.

OPCC - Staffing - Grants towards additional staff or staff hours. During the year this included: contributions towards helpline staff, part-time children's refuge worker, a part-time children's outreach worker, and extra support hours in adult outreach.

OPCC - Programmes & Services - Grants towards various programmes and services. During the year this included: delivery of a freedom programme.

OPCC - Transition Fund - Grants toward the provision of basic homewares for residents moving on from refuge.

SCC - Children's Worker - Grant received to fund a part-time children's outreach worker.

Women's Aid - Outreach - Grant received towards the Change That Lasts scheme.

Ministry of Housing - Complex Needs - Grant received towards extending our work in refuge to cater for women with more complex needs.

CAST - Helpline- Grant towards developing and testing the helpline chat tool.

Garfield Weston - Helpline - Grant received towards helpline service development.

### **Designated funds**

Outreach Services - Funds designated for outreach and training.

Helpline Project - Funds designated to improve and develop the charity's helpline.

Fund raising and commissioning - Funds designated for fund raising for the charity and the costs of commissioning new contracts.

## **17. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2020.



Thank you to all our supporters  
who through their generosity have  
enabled us to support so many  
survivors of domestic abuse

Woking Borough Council; Mayor of Woking for 2019/20, Councillor Hunwicks;  
Ministry of Housing, Communities and Local Government; The Office of Police and Crime Commissioners in Surrey;  
Surrey County Council; BBC Children in Need; The Lloyds Bank Foundation;  
Community Foundation for Surrey; American Women in Surrey; Soroptimist International;  
The Mother's Union; Masonic Relief Chest Scheme; CAST.

Thanks also go to all our individual donors, regular givers, schools, supermarkets, local churches and other  
organisations who make such a wonderful contribution.