



Working to create lives without fear

Annual Review 2016/2017

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

The Board of Trustees remain committed to ensuring that yourSanctuary can continue to provide the significant difference that it makes to the lives of those experiencing the trauma of domestic abuse. This year we have supported the organisation with some key strategic decisions which we are confident will help us to continue to provide this difference for years to come.

The Board have also supported our partnerships with various organisations which strengthens our responses and enables us to influence domestic abuse strategies both locally and nationally.

This year we have continued to focus on ensuring that we are delivering against our four core aims, remaining committed to our charitable objects and overseeing the good governance of the organisation.

None of the work that takes place could be achieved without the commitment and enthusiasm of the staff, volunteers and supporters of yourSanctuary, so on behalf of the Board of Trustees I would like to take this opportunity to give our heartfelt thanks to all those who have worked so hard this year to support the victims and survivors of domestic abuse.

Sally Spires
Chair of Trustees

Chief Executive

This year has seen more progress and exciting developments for us as an organisation but also for the wider domestic abuse agenda in the county.

We have seen the continuing growth of our Children's service both in our refuges and in our outreach service. Each year that we deliver this work we learn more about the needs of the children and also what their non-abusive parent needs to support them in their journey to recovery. We are proud of this ground breaking and innovative work that provides hope for the future for the children and young people who engage with us.

Our partnership with the other outreach providers in the county has further strengthened our work and has increased the range of our influence within statutory and voluntary organisations. We were excited that Surrey was chosen by Women's Aid National to be one of only three pilot areas for their new approach to responding to domestic abuse called 'Change that Lasts'. The strength of the domestic abuse services partnership and our approach to the work was a key reason for their choice. Over the next three to five years this project will see more involvement by trusted professionals and trained members of the community in a holistic, community-led response to domestic abuse.

This year has also seen another major national pilot delivered in Surrey – Transforming Women's Justice – seeking to divert women from the criminal

justice system to provide interventions for issues that are often the reason for women's offending behaviour. I was pleased to be invited to be part of the project implementation board to bring our knowledge of how domestic abuse can often be a factor in the lives of women coming to the attention of the police. This project is making a very real difference to women, and their children, who would otherwise have been given community or custodial sentences, and are instead being supported away from offending behaviour.

yourSanctuary continues to provide a much needed service to our community, and to be a part of the wider work being undertaken in Surrey to respond effectively to survivors of domestic abuse. Our reputation, knowledge and skills are valued not only by our clients but also by the organisations that we work with in our efforts to ensure that survivors are treated with respect and dignity no matter who they ask for support or where they turn for help.

I would like to take this opportunity to thank our amazing team of staff and volunteers for another year of hard work and dedication; and a heartfelt thank you goes to all our supporters and funders without whom we could not continue to support survivors and their children.

Fiamma Pather
Chief Executive

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 2017. 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

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Mission

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Core Aims

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Core Values

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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. All 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 the houses offer shared accommodation we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. Our community outreach service is focussed on risk management and providing support according to individual need. The service is open to the general public limited only by geographical boundaries – i.e. 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:

- Maintain the quality of our core services – Refuge, Community Outreach Service and Helpline
- Maintain our reputation as a specialist holistic provider of domestic abuse services in Surrey
- Protect sources of income from existing and new statutory bodies
- Build and maintain external fundraising opportunities via an effective fundraising strategy.



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. Our clients are referred to us through a variety of agencies:

- Police
- Health professionals
- Children's Services
- Children's Centres
- yourSanctuary 24 hour helpline
...and other statutory and voluntary agencies.

During 2016/2017 we received 1069 referrals, which is an increase over the previous year and each of our outreach workers supported an average of 30 to 40 clients at any one time. We offer a wide range of services:

- Risk 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 one-to-one basis, we also deliver group work programmes - the Freedom Programme and the Recovery Toolkit. 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 survivors and to build friendships.

As part of the Surrey Domestic Abuse Services partnership our outreach workers also provide an IDVA (Independent Domestic Violence Advocate) service to victims who are going through the criminal court system.

We also attend our local MARACs (Multi-Agency Risk Assessment Conferences) where the highest risk victims 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.

“ I am so grateful.
I can't thank you enough
for being there for me. ”

Our Specialist Male Outreach Service continued to serve the whole of Surrey receiving referrals from our partner outreach services as well as other agencies and professionals. This year we received 108 referrals for male victims – in line with the number of referrals we received the previous year.

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 victims who may approach them for help.

During the year staff gave training and/or presentations to a variety of organisations:

- Early Help professionals
- Social care
- Surrey Police
- Surrey Police PCSOs
- Watchetts Community Forum
- Frimley Community Forum
- Surrey Chamber of Commerce
- Health professionals – St Peters and Ashford Hospitals.

Impact

- **85% of our clients were safer as a result of engaging with our outreach service**
- **96% of our clients felt more empowered and confident after engaging with the outreach service.**

A photograph of children's hands with colorful paint on their fingers, set against a blurred background of a child's face. The hands are positioned in the top left and top right corners of the page.

Children's Outreach Service

We have been running this service since 2014 with funding from the Office of the Police and Crime Commissioner (OPCC) which enables us to provide one-to-one therapeutic support to children who have experienced DA. The service aims to support children who may be displaying negative behaviour as a result of their experiences.

As a result of the success of this work, and as part of the Surrey Domestic Abuse Services partnership, we successfully bid for a Surrey County Council contract to extend our Children's service. The contract commenced in June 2015 and consisted of three strands of work - Prevention, Intervention and Early Help. This funding has enabled us to expand our one-to-one work with children and also to include group work for children referred to us by Social Care. We are also providing consultation sessions in our local Social Care referral hub in order to upskill staff to deal more appropriately and effectively with cases that involve domestic abuse, and this year we delivered 47 of these sessions. This contract has also enabled us to deliver healthy relationship workshops in local schools and other settings in an effort

to prevent our young people entering into future abusive relationships.

During one-to-one sessions 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 geared towards the needs of the individual.

During this year we have supported 7 children through one-to-one sessions; 17 children and young people and 196 professionals have attended one of our healthy relationship workshops; 27 early years' professionals attended awareness raising sessions; and 17 children attended our group programmes.

As a result of the learning from delivering these programmes we are hoping to extend our Children's Outreach Service to run groups for both mums and their children so that they can recover and learn together in parallel sessions.

“ *It's helped a lot to get my feelings out, it's made me feel better about myself and deal with situations.* ”



Refuge Service (Safe Houses)

We have 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 2016/2017 we welcomed 42 women and 52 children into our refuges and helped 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.

Again, the 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 took with them when they moved out into the community.

As always we are very well supported by lots of other agencies and groups which help us to extend the number of activities that we can provide for our families in refuge. For example, the wonderful women from Hillsong church regularly come into refuge to give pamper sessions to our residents; we signed up to the Buddy Bag scheme so that each child coming into refuge is given a back pack filled with items such as toys, books, pyjamas, a toothbrush, colouring pencils and other goodies; a therapy dog visited the refuge and the children made him dog biscuits; a volunteer organised fortnightly craft sessions, and another volunteer organised regular cookery sessions.

Impact

- **97% of women staying in our refuge were safer**
- **96% of women who stayed in our refuge felt more empowered and confident**

“*Thank you very much for all your support.
You were just like a family to me.*”



Children's Service in Refuge

Our children's service in refuge is funded by Children in Need, the OPCC and Surrey County Council. This means that we have one full-time therapeutic play worker and one part-time play-worker working across both our refuges. Our children's service in refuge focuses 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 that 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 play room that is equipped with toys, books, arts and crafts materials, and other activities, all of which are used to help the children engage, play and have fun.

52 children stayed in our two refuges this year, most of whom benefitted from the support we could offer them. The children also received support from other groups/agencies whilst they were with us, for

example, children's centres, health visitors, local companies, and volunteers.

Activities

As always we have tried to involve and engage 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:

Face painting
Trips to the farm
Trips to the 'Lookout'
Story time
Singing and dancing
Picnics
Cooking sessions
Outdoor play
Painting and craft sessions.

Impact

- 100% of children in refuge were safer
- 85% of children felt more empowered and confident

“*Since we have come to the refuge my son has become a very happy and confident boy. Before we came here he was very shy and wouldn't leave my side, but now he is quite happy to play with other children.*”



Helpline

Our specialist domestic abuse helpline is unique in Surrey and was available 24 hours a day, 7 days a week. During the year we received 2308 calls. The majority of callers (1,005) wanted some general advice, over 497 callers wanted listening support, and 421 calls were requests for refuge. 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 can provide the following:

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

Impact

- **75% of our callers were safer after speaking to one of our trained members of staff/volunteers**
- **87% of callers were more empowered and confident after engaging with our helpline service**

“ I didn't think anybody could help me but when I spoke to the woman on the helpline she helped me to understand that there is help and support out there. ”



Volunteers

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

During the year we have been helped by a team of 60 volunteers who have had roles throughout the organisation:

Helpline; Admin; Outreach; Refuge; Fundraising; Marketing

In 2016/2017 our volunteers contributed approximately 9000 hours to yourSanctuary which is equivalent to approximately £90,000 if we were to pay staff members. This is an amazing contribution and demonstrates how much more we can deliver with and through our volunteers. However our volunteers also 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 462 shifts this year which represents 79% of all the out of hours shifts. Our volunteers have also taken shifts during the day - lessening the load on our staff

members. This year they covered 260 shifts during office hours which is an increase from last year.

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

- The team from COMO hotels did a volunteering day at the White House and refurbished the kitchen, the en-suite bathrooms and did some redecorating
- Hillsong Church continued to provide regular pamper sessions and also did cake decorating with the children in refuge
- Two volunteers who had been clients of ours shared their experiences at our Annual Meeting
- We had volunteers to help set up our new look website
- Richard undertook a range of DIY and gardening jobs at the White House
- Maureen carried a number of craft sessions including 'clay creations' with refuge families.

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.

Fundraising



We were yet again thrilled that so many of our supporters chose some incredible challenges in order to fundraise for us.

In May of last year Sally Spires, our Chair of Trustees, did a sponsored walk for us (dressed as a banana!) and raised £500.

In July a team of enthusiastic cyclists from Accent Peerless Housing Association completed the Leeds and Liverpool Cycle Challenge and raised over £1000 for us.

Later that month Jenni Cox, completed an amazing challenge – the Ultra Marathon which took place in the Lake District for

two days and nights and she ran for over 105 miles. This raised £2000.

In September a small team of staff and volunteers undertook the annual Surrey 5 Peaks Hikeathon and they raised £1500 for yourSanctuary.

And then in November we ran our first crowd funding campaign to raise money for a climbing frame for one of our refuges and this raised nearly £3,000.

Thank you to everybody who ran, walked, cycled and/or raised money for us. We are all very grateful.

Future Plans

Staff

- Focus on working relationships
- Develop staff empowerment and involvement
- Improve internal communications
- Delegate responsibility to staff for their own continuing professional development
- Undertake a consultation process around provision of on-call and out of hours' helpline.

Prevention

- Work with commissioners to extend IRIS into North West Surrey
- Link to the 'Ask Me' strand of 'Change that Lasts'

Provision

- Undertake a review of the refuge model
- Work with DA providers towards new commissioning landscape
- Develop a volunteering programme in our outreach service
- Develop the helpline in to multi-channel service
- Work with North Surrey to fund a hospital based IDVA (independent domestic violence advocacy) service.

Recovery

- Run a pilot group for non-abusive parent and child
- Ensure the whole organisation is trauma and attachment theory informed.

Our Services

- facts, figures, results and impact

Outreach

We received 1069 referrals for our outreach service during the year

Impact

- **85% of our clients were safer as a result of engaging with our outreach service**
- **96% of our clients felt more empowered and confident after engaging with the service.**

We received 2308 calls on our helpline

Impact

- **75% of our callers were safer after speaking to one of our trained members of staff/volunteers**
- **87% of callers were more empowered and confident after engaging with our helpline service**

Helpline

Refuge

This year we welcomed 42 women and 52 children into our two refuges

Impact

- **97% of women staying in our refuge were safer**
- **96% of women who stayed in our refuge felt more empowered and confident**

- **Refuge - 47 children supported**

Impact

- **100% of children in refuge were safer**
- **85% of children felt more empowered and confident**

- Outreach – 7 children engaged with the 1:1 service
- 17 children attended our group work programme
- 196 professionals that work with children and young people and 17 children and young people attended healthy relationship workshops
- 27 early years professionals attended awareness raising sessions
- We delivered 47 consultations in our local Social Care Children's service referral and assessment hub

Children's Services

Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse: Runnymede, Surrey Heath and Woking Borough Councils; 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 of Berkshire & Surrey; Soroptimist International; Eli Lilly; COMO Hotels; Fala Limited; the Mother's Union; and the Inner Wheel of Woking

And to all our individual donors, schools, local churches and other organisations who make such a wonderful contribution

Financial Review

Reserves policy

The trustees have reviewed the policy in the last year and have decided to maintain unrestricted funds that are the free reserves of the charity at a level which equates to 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 dependent on our support and services, and to avoid immediate financial difficulties for the charity.

By maintaining free reserves at this level 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 yourSanctuary.

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 £673,244 compared to £687,158 in 2015/16. Income for the year included grants and donations from BBC Children in Need to continue funding a refuge children's worker, from the Community Foundation for Surrey to support our outreach programmes in the community, from the American Women of Berkshire and Surrey to fund the cost of replacement beds for refuge, and from the Mothers' Union various gifts and in particular a large contribution towards the new play frame in refuge. In addition to this we received funding directly, and via a partnership with other Surrey Domestic Abuse Outreach providers, from the Office of the Police & Crime Commissioners for Surrey (OPCC) and from Surrey County Council. This funding enabled us to extend our male and female outreach services, to extend our refuge workers' hours, to employ an additional children's worker for refuge, and to continue the children's outreach service, and the helpline. It also helped with our volunteer and outreach programmes, and enabled us to continue

our transition fund, providing bedding and basic equipment for those women and families moving on from refuge.

In line with the reduction in income, total expenditure for the year reduced from £676,419 in 2015/16 to £659,647 in 2016/17, with staff costs being the principal expense. Staff costs in 2015/16 included an extra pension liability in respect of earlier years of £14,803. Excluding that amount, staff costs reduced from £471,674 in 2015/16 to £449,990 in 2016/17, with average staff numbers reducing from 17 to 16.

Restricted income is given to the charity for a specific purpose or project and for 2016/17 amounted to £193,346. The total expenditure for the year was, £194,549, which, combined with the reserves brought forward from the prior year of £2,215, left a balance carried forward of £1,012 which is for the refuge children's service.

At the beginning of the financial year there was a fund of £53,654 which the trustees had designated for the purpose of fundraising and for the helpline. During the year the element designated for fundraising was utilised in full leaving a balance on that fund at the year-end of £45,000 which the trustees have designated to improve and develop the helpline, being the only domestic abuse helpline in Surrey.

The total surplus for the year was £13,597 (2015/16 surplus £10,739) with a surplus for the year on unrestricted funds of £23,454 (2015/16 surplus £28,632).

The charitable company's incoming and outgoing resources all relate to continuing activities. The charitable company had 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', the Charities Act 2011, 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.

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.

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 bi-monthly by senior management and every six months by 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.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07257302 (England and Wales)

Registered Charity number
1137057

Registered office

15A Monument Way
Woking
Surrey
GU215LY

Trustees

A M Vinnicombe
J Cracknell
A Taylor
M G Williams
S P Rose
B C French
J Croydon
S E Spires (Chair)

Company Secretary

A Bents

Chief Executive

Fiamma Pather

Auditors

AJ Bennewith & Company
3 Wey Court
Mary Road
Guildford
Surrey
GU1 4QU

Bankers

Barclays Bank
Town Gate House
Church Street East
Woking
Surrey GU21 6AE

Statement of Trustees Responsibilities

The trustees (who are also the directors of yourSanctuary 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, AJ Bennewith & Company, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 13th October 2017 and signed on its behalf by:



A M Vinnicombe - Trustee

Report of the Independent Auditors to the Trustees

We have audited the financial statements of your Sanctuary for the year ended 31 March 2017 on pages twenty to thirty one. 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).

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.

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities set out on page seventeen, 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.

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with regulations made under Section 154 of that Act.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

continued overleaf...

Opinion on financial statements

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 2017 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.

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.



AJ Bennewith & Company
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: 19th October 2017

Statement of Financial Activities for the Year Ended 31 March 2017

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.17 Total funds £	31.3.16 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	20,610	-	-	20,610	22,725
Other trading activities	3	455,762	193,346	-	649,108	662,004
Investment income	4	3,526	-	-	3,526	2,429
Total		479,898	193,346	-	673,244	687,158
EXPENDITURE ON						
Raising funds	5	946	-	8,654	9,600	9,600
Charitable activities	6					
Refuges		289,781	33,928	-	323,709	311,172
Outreach		141,522	101,885	-	243,407	263,374
Women's Safety Worker		-	-	-	-	21,209
Children's services - Refuge		24,195	43,815	-	68,010	71,064
Helpline		-	14,921	-	14,921	-
Total		456,444	194,549	8,654	659,647	676,419
NET INCOME/(EXPENDITURE)		23,454	(1,203)	(8,654)	13,597	10,739
RECONCILIATION OF FUNDS						
Total funds brought forward		389,321	2,215	53,654	445,190	434,451
TOTAL FUNDS CARRIED FORWARD		412,775	1,012	45,000	458,787	445,190

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

Balance Sheet - At 31 March 2017

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.17 Total funds £	31.3.16 Total funds £
FIXED ASSETS						
Tangible assets	12	9,191	-	-	9,191	15,391
CURRENT ASSETS						
Debtors	13	16,096	-	-	16,096	11,470
Cash at bank and in hand		455,849	8,084	45,000	508,933	472,247
		471,945	8,084	45,000	525,029	483,717
CREDITORS						
Amounts falling due within one year	14	(68,361)	(7,072)	-	(75,433)	(53,918)
NET CURRENT ASSETS		403,584	1,012	45,000	449,596	429,799
TOTAL ASSETS						
LESS CURRENT LIABILITIES		412,775	1,012	45,000	458,787	445,190
NET ASSETS		412,775	1,012	45,000	458,787	445,190
FUNDS						
Unrestricted funds	15				412,775	389,321
Restricted funds					1,012	2,215
Designated funds					45,000	53,654
TOTAL FUNDS					458,787	445,190

continued overleaf...

Balance Sheet - At 31 March 2017

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2017.

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 special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 13th October 2017 and were signed on its behalf by:



A M Vinnicombe -Trustee

Cash Flow Statement for the Year Ended 31 March 2017

	Notes	31.3.17 £	31.3.16 £
Cash flows from operating activities:			
Cash generated from operations	1	34,592	27,459
Interest paid		(244)	(269)
Net cash provided by (used in) operating activities		34,348	27,190
Cash flows from investing activities:			
Purchase of tangible fixed assets		(1,188)	(9,908)
Interest received		3,526	2,429
Net cash provided by (used in) investing activities		2,338	(7,479)
Change in cash and cash equivalents in the reporting period		36,686	19,711
Cash and cash equivalents at the beginning of the reporting period		472,247	452,536
Cash and cash equivalents at the end of the reporting period		508,933	472,247

Notes to the Cash Flow Statement for the Year Ended 31 March 2017

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

	31.3.17 £	31.3.16 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	13,597	10,739
Adjustments for:		
Depreciation charges	7,388	4,789
Interest received	(3,526)	(2,429)
Interest paid	244	269
(Increase)/decrease in debtors	(4,626)	188
Increase in creditors	21,515	13,903
Net cash provided by (used in) operating activities	34,592	27,459

Notes to the Financial Statements for the year ended 31 March 2017

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

Support costs are those functions that assist the work of the charity but do not directly undertake

charitable activities. Support costs include finance, back office and governance costs which support the charity's activities. These costs have been allocated across the various services as set out in note 7.

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 fitting - 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.

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.

Notes to the Financial Statements for the year ended 31 March 2017

2. DONATIONS AND LEGACIES

	31.3.17	31.3.16
	£	£
Donations	20,610	22,725

3. OTHER TRADING ACTIVITIES

	31.3.17	31.3.16
	£	£
Grants and contracts	494,421	502,322
Refuge rents	154,687	159,682
	649,108	662,004

4. INVESTMENT INCOME

	31.3.17	31.3.16
	£	£
Deposit account interest	3,526	2,429

5. RAISING FUNDS

Raising donations and legacies

	31.3.17	31.3.16
	£	£
Consultancy	9,600	9,600

6. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 7)	Totals
	£	£	£
Refuges	299,350	24,359	323,709
Outreach	213,777	29,630	243,407
Children's services - Refuge	59,659	8,351	68,010
Helpline	13,469	1,452	14,921
	586,255	63,792	650,047

Notes to the Financial Statements for the year ended 31 March 2017

7. SUPPORT COSTS

	General	Governance costs	Total
	£	£	£
Refuges	22,916	1,443	24,359
Outreach	27,786	1,844	29,630
Children's services - Refuge	7,830	521	8,351
Helpline	1,252	200	1,452
	59,784	4,008	63,792

8. NET INCOME/(EXPENDITURE)

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

	31.3.17	31.3.16
	£	£
Auditors' remuneration	2,600	2,800
Auditors' remuneration for non audit work	1,408	2,062
Depreciation - owned assets	7,388	4,789

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 nor for the year ended 31 March 2016.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2017 nor for the year ended 31 March 2016.

10. STAFF COSTS

	31.3.17	31.3.16
	£	£
Wages and salaries	414,082	433,466
Social security costs	30,858	32,901
Other pension costs	5,050	20,110
	449,990	486,477

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

31.3.17	31.3.16
16	17

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

Notes to the Financial Statements for the year ended 31 March 2017

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Endowment funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	22,725	-	-	22,725
Other trading activities	482,550	179,454	-	662,004
Investment income	2,429	-	-	2,429
Total	507,704	179,454	-	687,158
EXPENDITURE ON				
Raising funds	-	-	9,600	9,600
Charitable activities				
Refuges	286,769	24,403	-	311,172
Outreach	142,217	121,157	-	263,374
Women's Safety Worker	21,209	-	-	21,209
Children's services - Refuge	28,877	42,187	-	71,064
Total	479,072	187,747	9,600	676,419
NET INCOME/(EXPENDITURE)	28,632	(8,293)	(9,600)	10,739
Transfers between funds	(45,000)	-	45,000	-
Net movement in funds	(16,368)	(8,293)	35,400	10,739
RECONCILIATION OF FUNDS				
Total funds brought forward	405,689	10,508	18,254	434,451
TOTAL FUNDS CARRIED FORWARD	389,321	2,215	53,654	445,190

Notes to the Financial Statements for the year ended 31 March 2017

12. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2016	11,200	26,683	37,883
Additions	-	1,188	1,188
At 31 March 2017	11,200	27,871	39,071
DEPRECIATION			
At 1 April 2016	4,667	17,825	22,492
Charge for year	2,240	5,148	7,388
At 31 March 2017	6,907	22,973	29,880
NET BOOK VALUE			
At 31 March 2017	4,293	4,898	9,191
At 31 March 2016	6,533	8,858	15,391

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.17 £	31.3.16 £
Other debtors	14,682	7,628
Prepayments	1,414	3,842
	16,096	11,470

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.17 £	31.3.16 £
Trade creditors	12,834	2,267
Other creditors	12,276	12,647
Accrued expenses	50,323	39,004
	75,433	53,918

Notes to the Financial Statements for the year ended 31 March 2017

15. MOVEMENT IN FUNDS

	At 1.4.16 in funds £	Net movement between funds £	At 31.3.17 £
Unrestricted funds			
General fund	389,321	23,454	412,775
Restricted funds			
BBC Children in Need	1,815	(803)	1,012
OPCC - Computer equipment	400	(400)	-
	2,215	(1,203)	1,012
Designated funds			
Fund raising project	8,654	(8,654)	-
Helpline project	45,000	-	45,000
TOTAL FUNDS	445,190	13,597	458,787
Net movement in funds, included in the above are as follows:	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	479,898	(456,444)	23,454
Restricted funds			
BBC Children in Need	28,012	(28,815)	(803)
Community Foundation	4,630	(4,630)	-
OPCC - Staffing	107,637	(107,637)	-
OPCC - Training	3,445	(3,445)	-
OPCC - Programmes & services	4,000	(4,000)	-
SCC - Programmes	500	(500)	-
SCC - Children's Outreach Worker	24,531	(24,531)	-
OPCC - Transition fund	12,340	(12,340)	-
OPCC - Volunteers	8,251	(8,251)	-
OPCC - Computer equipment	-	(400)	(400)
	193,346	(194,549)	(1,203)
Designated funds			
Fund raising project	-	(8,654)	(8,654)
TOTAL FUNDS	673,244	(659,647)	13,597

continued overleaf...

Notes to the Financial Statements for the year ended 31 March 2017

15. MOVEMENT IN FUNDS - continued

Restricted funds

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

Community Foundation -
Grant received toward the provision of the Recovery Toolkit and the Freedom Programme.

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

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

OPCC Training -
Grant provided towards the provision of specialist training.

OPCC Computer Equipment -
Grant provided towards the purchase of new computer equipment.

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

OPCC Volunteer Project -
Grant towards the cost of managing the charity's volunteers.

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

SCC Programmes -
Grants towards setting up an AVA programme for children.

Designated funds

Fund raising project -
Funds designated for fund raising.

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

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2016.

Detailed Statement of Financial Activities for the Year Ended 31 March 2017

	31.3.17 £	31.3.16 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	20,610	22,725
Other trading activities		
Grants and contracts	494,421	502,322
Refuge rents	154,687	159,682
	649,108	662,004
Investment income		
Deposit account interest	3,526	2,429
Total incoming resources	673,244	687,158
EXPENDITURE		
Raising donations and legacies		
Consultancy	9,600	9,600
Charitable activities		
Wages	375,889	396,903
Social security	27,809	30,083
Pensions	4,878	20,110
Premises costs	61,136	59,758
Repairs and renewals	37,326	34,600
Staff recruitment and training	16,289	9,839
Travel and subsistence	11,275	10,607
Sundries	505	335
Activities and materials	11,038	9,971
Office expenses	26,022	27,266
Consultancy	4,736	3,774
Design	1,964	-
Fixtures and fittings	2,240	2,240
Computer equipment	5,148	2,549
	586,255	608,035
Support costs		
Other		
Wages	38,193	36,563
Social security	3,049	2,818
Pensions	172	-
Insurance	6,154	10,541
Publicity	3,490	1,164
Human resources	8,482	1,517
Carried forward	59,540	52,603
Other		
Brought forward	59,540	52,603
Bank interest	244	269
	59,784	52,872
Governance costs		
Auditors' remuneration	2,600	2,800
Auditors' remuneration for non audit work	1,408	2,062
Legal fees	-	1,050
	4,008	5,912
Total resources expended	659,647	676,419
Net income	13,597	10,739

This page does not form part of the statutory financial statements

Thank you

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

Runnymede, Surrey Heath and Woking Borough Councils; 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 of Berkshire & Surrey; Soroptimist International; Eli Lilly; COMO Hotels; Fala Limited; the Mother's Union; and the Inner Wheel of Woking

And to all our individual donors, schools, local churches and other organisations who make such a wonderful contribution