FearFree Charity

England & Wales · Charity number 1064764

Details

Other names	FearLess, FearLess Charity, SPLITZ, SPLITZ SUPPORT SERVICE, FearFree
Status	Registered
Legal form	Charitable company
Company number	03360057
Registered	1997-10-09
Register	View on the Charity Commission register

Contact

Address	Oak House Epsom Square White Horse Business Park Trowbridge BA14 0XG
Phone	01225777724
Email	finance@fearfree.org.uk
Website	www.fearfree.org.uk

Activities

Objects: The objects for which the Company is established are to relieve the needs of adults, children and families who have experienced or are experiencing domestic abuse, sexual violence, stalking and harassment in the United Kingdom

Activities: Support to families and individuals who have experienced separation, divorce or domestic abuse or who have associated needs.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** Children/young People, Other Defined Groups

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Geography

- **Area of benefit:** UNITED KINGDOM AND EUROPE
- Bristol City
- Devon
- Gloucestershire
- Somerset
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£5,173,235	£4,899,221	£960,477	155
2024-03-31	£4,756,658	£4,466,591	£715,468	134
2023-03-31	£4,134,996	£4,300,034	£425,401	133
2022-03-31	£3,501,062	£3,541,818	£590,439	105
2021-03-31	£3,220,987	£3,192,247	£565,108	95

Trustees

Name	Role	Appointed
Maureen Margrie	Chair	2024-02-28
Adrian Long		2022-02-23
Clare Fielden		2021-10-21
Joanna Kitching		2025-05-30
Mark Smith		2025-05-30
Nigel Peter Stevens		2023-05-24
Rebecca Ayres		2018-10-31

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FearFree Charity

England & Wales - Charity number 1064764

Accounts

FEARFREE CHARITY LIMITED
REPORT & FINANCIAL STATEMENTS
31 MARCH 2025

Charity Number: 1064764

Companies House Number: 3360057

Charity Name: FearFree Charity Limited

Charity Registration: 1064764

Company Limited by Guarantee Registered in England and Wales: 3360057

Registered Office: Oak House, Epsom Square, White Horse Business Park, Trowbridge, BA14 0XG

Our Board of Trustees

Maureen Margrie CGMA, FCMA: Chair

Clare Fielden MCIPD: Chair of People Committee

Rebecca Ayres: BSc MA Dipsw: Chair of Service Quality and Safeguarding Committee

Nigel Stevens: Chair of Finance, Income and Risk Committee

Adrian Long

Mark Smith: Appointed 30th May 2025

Jo Kitching: Appointed 30th May 2025

Georgina Brown: Appointed 30th May 2025

Tim Jackson: Resigned 20th December 2024

Cindy Ervine: Resigned 5th November 2024

Our Chief Executive

CEO: Debbie Beadle (appointed November 2024)
CEO: Claire Marshall (resigned December 2024)

Principle Bankers: CAF Bank Limited, Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

Auditor: Burton Sweet Limited, The Clock Tower, 5 Farleigh Court, Old Weston Road**,** Flax Bourton, Bristol. BS48 1UR

1. Introduction from the Chair

The past two years have marked a period of meaningful transition and thoughtful reflection for FearFree and the Board. In November 2024, we were delighted to welcome our new CEO, Debbie Beadle, whose leadership brings fresh energy and vision to our mission. At the same time, we bid a farewell to Claire Marshall, whose contributions helped focus our strategic direction. Like many charities across the UK, we have navigated financial pressures with resilience and purpose.

We also said goodbye to two exceptional trustees: Cindy Ervine, who dedicated 20 years of service to FearFree, and Tim Jackson, whose short-term commitment evolved into a longer and deeply valued tenure. Their dedication went far beyond expectations, and we are profoundly grateful for their wisdom and support. In 2025, we welcomed three new trustees, Jo Kitching, Mark Smith and Georgina Brown, each bringing fresh perspectives and making a tangible difference to the Board's work and our wider community.

Under Debbie's thoughtful leadership, we have taken time to evaluate our strengths and challenges in fulfilling our charitable purpose. Following a comprehensive financial and strategic review, we made several difficult decisions, including restructuring of our staff team.

As a people-powered organisation, this was not taken lightly. We are deeply thankful for the grace and sensitivity with which our leadership team managed this process, and we remain inspired by the compassion and professionalism shown by our staff throughout. To those who have moved on, we extend our sincere thanks and best wishes.

During 2024 we launched our first charity retail store in Trowbridge. It successfully raised our profile and increased visibility for our services. Once it had fulfilled its intended purpose, the Board made the difficult but necessary decision to close it. This experience offered valuable learning and underscored our commitment to making bold, purposeful choices in pursuit of our mission—even when the outcomes are mixed.

At every board meeting, we discuss the voices and experiences of our service users. Their stories—and the dedication of the staff, volunteers, and partners who support them—guide our decisions and reaffirm our commitment.

To our service users – your courage, insight, and feedback are at the heart of everything we do. Your experiences guide our decisions, shape our services, and inspire our team every day. We remain committed to creating safe, empowering spaces where your voice is heard and your needs are met with dignity and respect. Thank you for trusting us to walk alongside you.

To our funders and supporters - your belief in our mission enables us to respond with agility and compassion in the face of complex challenges. Your investment in FearFree is an investment in safer futures, stronger communities, and lasting change. We are proud to share the impact of your support in this report and look forward to deepening our partnership as we continue to grow and evolve.

Our goal remains clear: to break the cycle of domestic violence and stalking. Supporting and engaging with FearFree is a powerful way to help make that vision a reality.

To our staff team – you are HEROES! You are the heart of FearFree—the reason we make a difference, and the reason we continue to grow stronger together.

Maureen Margrie, CGMA, FCMA
Chair

2. Introduction from the CEO

I joined FearFree at the end of November 2024 taking over from Claire Marshall who had developed FearFree over the last three years. I want to thank Claire for her support when taking over this role. The year 2024/2025 was the penultimate year of the current three-year strategy which saw the organisation through a lot of change. This has continued into this financial year. FearFree has had an almost complete change in senior leadership. Starting with my appointment as CEO we have also said goodbye to Frankie Duddridge and Gemma Vinton as Heads of Services and Ian Wakeham as Head of Finance. I want to thank them all for the time and commitment to the organisation.

As experienced by many charities, FearFree has continued to face financial challenges. The reduction in funding from grants and trusts, the rising living costs resulting in commissioned contracts needing more supplement funding from charity reserves and the unforeseen rise in National Insurance and Living Wage has meant that the organisation as had to cut costs. We have worked tirelessly across the organisation to cut costs and save money to ensure that our services continue to run. We unfortunately had to close our pop-up shop as this posed too great a financial risk at this time. This has been wonderful experience running a shop and we are very grateful to the public and community in supporting this venture. We may well return to this at a later date.

Our services in Devon have changed slightly. We successfully transitioned the Devon Domestic Abuse Contract to the Devon Domestic Abuse Alliance and continue to work closely with them to support people affected in Devon. Our Interpersonal Trauma Response Service running across GP surgeries remains strong as does our Rise service providing routes into employment for both victims and those who have harmed. This service is going from strength to strength, and we are expanding across all the areas we work. We also won four new contracts in Devon. Our Housing Independent Domestic Violence Adviser, helps people who have been affected by domestic abuse to find safety at home. This role has been funded by the Nationwide Community Grants. We are supporting people affected by domestic abuse to find safety in their home with our Housing Independent Domestic Violence Adviser, funded by Nationwide Community Grants. We have partnered with North Devon Against Domestic Abuse to continue to provide a Health Independent Domestic Violence Adviser in Exeter Hospital, We received funding from the Ministry of Justice for a children's worker to support our Interpersonal

Trauma Response Service programme and also won an award from the Army Benevolent Fund providing support to identifying and responding to military personnel who harm their partners.

Our services across Wiltshire and Gloucestershire remain strong and successful, supporting victims and those who harm affected by domestic abuse, sexual violence and stalking. This could not be delivered as successfully without the effective partnerships we have with commissioners and partners. We have also expanded our offer for children affected by sexual violence through funding from the Health Inequalities Fund.

This year saw an exciting new direction for FearFree where we are increasing our public awareness and campaigning to improve the lives of those affected by abuse and violence. We launched our Emergency Stop Campaign. This was a result of receiving many cases of young women who were sexually assaulted and stalked by driving instructors. FearFree is leading a campaign to make changes to the Sexual Offences Act 2003 and working with the Driver and Vehicle Standards Agency to make learning to drive safer for all. This campaign has support from MP's and others in the sector and will be gaining momentum in the coming months.

We have also focused more attention on awareness through social media and other outlets. Our media presence is ever growing with requests for comments and appearances more frequent. We hope this will improve the reach and awareness of our service to those people who we are currently not reaching.

To improve our sustainability and respond to the challenging funding environment FearFree has also launched FearFree Business which supports all businesses to provide a safe environment for their staff and be proactive about preventing and responding to abuse and violence as well as raising valuable funds for us to continue our work.

As we are in the last year of our strategy I am working closely with our partners, staff, trustees and most importantly the people we support to develop our next strategy. We have lots of exciting plans and I will be looking forward to sharing them in due course. Watch this space….

3. About FearFree

FearFree is breaking the cycle of domestic abuse, sexual violence and stalking through ash comprehensive range of services for both victims of harm and those who have caused harm, operating across the South West.

We all know someone who has experienced domestic abuse, sexual violence or stalking but we may not realise it. One in four women have experienced domestic abuse or sexual violence in their lifetime. One in five men have experienced domestic abuse and one in twenty men have experienced sexual violence in their lifetime.

On average, domestic abuse victims experience 50 incidents of abuse before they get effective help – often living in fear for years, as they suffer repeated harassment, coercion, financial control, verbal abuse and physical, sometimes sexual violence.

Our services range from awareness and prevention, through safety and support, to empowerment and recovery, we are here to support people through every step of their journey, to build a life free from fear.

The needs of the people we support are diverse and varied. To ensure our support is effective, we provide trauma responsive services that are personalised to each individual. As a long-standing charity in the community, we provide support for anybody needing it no matter their gender and personal circumstances. We work with victims and their children to understand what is happening to them, to help them feel safe and supported and ultimately take control of their lives and eventual recovery.

With 80% of abusers having suffered an abusive past themselves, it's easy to see how domestic abuse and sexual violence becomes a cyclical pattern of behaviour that ruins lives. We work with those who have harmed to understand their behaviour and provide support to change. Through this holistic approach we can change lives, provide hope for the future and give people the opportunity and skills to flourish in their future relationships.

Not just for the short term, not just until the next time. But permanently.

Together, we can break the cycle.

4. Our Services and Impact

In FearFree services, our mission is to create safer communities by supporting people affected by domestic abuse, sexual violence, and stalking, and to work with those who cause harm to change their behaviour using a trauma-responsive framework. Guided by our values — Kind, Receptive, Open, Expert, Pragmatic, and Robust — we continue to deliver services across the South West regions.

This year, our services have reached thousands of individuals and families, each with unique experiences, challenges, and strengths. Behind every number is a person whose journey towards safety, stability, and empowerment we have been privileged to walk alongside.

Who We Support

FearFree supports a wide spectrum of people, from many backgrounds. We work with adults who have experienced abuse by providing specialist support through our Independent Domestic Violence Advisors, Independent Sexual Violence Advisors, Interpersonal Trauma Practitioners, Independent Stalking Advocacy Caseworkers and Counsellors. We also provide

a variety of psychoeducational courses aimed at breaking the cycle of abuse for participants, and improving confidence in having future healthy, happy relationships.

We have supported many children and young people, aged five upwards who have experienced, or witnessed, abuse to receive therapeutic support and counselling, often using creative and play-based approaches to help them process trauma and strengthen resilience.

A key part of early intervention measures in preventing abuse is our work to engage people who have caused harm in relationships to engage with our behaviour change programmes, learning how to build safer, healthier relationships. A large part of this work includes disrupting patterns of generational abuse, and supporting the understanding of trauma, the impact of trauma and how victims experience abuse.

Additionally, families and wider communities, including schools and workplaces, have benefitted from our prevention, psychoeducation, and peer support offers, which reduce isolation and create lasting networks of support.

Many of the people we support face multiple and complex challenges, including poor mental health, financial pressures and struggles with the rise in cost of living, housing insecurity, or social isolation and relational difficulties. Through working holistically, in partnership with statutory and voluntary agencies, we ensure that complex needs are recognised and addressed.

How We Provide Support

We delivered a comprehensive portfolio of services across the year designed to meet people where they are and support them to move forward:

- Crisis advocacy and safety planning through our Independent Domestic Violence Adviser, Independent Sexual Violence Adviser, and Independent Stalking Advocacy Caseworker teams.
- Therapeutic interventions for adults and children, delivered by specialist practitioners in safe and creative environments.
- Psychoeducational group support and learning for survivors and victims of domestic abuse, including groups for parents and young people.
- Behaviour change programmes, including Positive Relationships Gloucestershire and our Domestic Violence Perpetrator Programme, which combine challenge with compassion to support lasting change.
- Training and knowledge sharing, equipping professionals across health, education, military, and criminal justice sectors to identify and respond to domestic abuse and sexual violence.

Outcomes and Impact

FearFree's impact is measured not only in numbers but in the lived experiences of the people we support. This year:

- 9,319 adult victims engaged in crisis support, 335 people engaged successfully with our behaviour change services, while 597 children and young people received specialist, therapeutic intervention.
- 78% of people using our services who engaged with providing feedback reported an increase in their sense of safety as a result of our support.
- 93% victim-survivors indicated improved mental health through reduced anxiety and stronger resilience, highlighting the value of having someone who believed and stood alongside them.
- 89% of people who attended our behaviour change programmes indicated life-changing improvements in the relationships with their families and significant others, including their children.
- 126 people using our services who have multiple, complex needs moved from crisis into volunteering, training, or employment with the support of our Rise programme coaches.
- 1650 secondary school students attended healthy relationships education sessions, facilitated through our Rise programme.
- 1351 professionals trained to recognise and understand domestic abuse, sexual violence, and associated harms, including hidden forms of abuse, across the year. By training GP surgeries, military staff, social workers, housing teams, teachers and other professionals, we have strengthened early identification and intervention, ensuring that people receive help sooner.

Case Study

Sarah

Sarah was referred to FearFree after experiencing a serious assault, which followed a prolonged period of stalking. The assault left her traumatised, fearful, and unsure of how to navigate the criminal justice process. She was connected with our non-domestic Independent Stalking Advocacy Caseworker service, where she received specialist one-to-one support.

Her Independent Stalking Advocacy Caseworker worked closely with her to help her understand her rights, prepare for court, and feel supported through each stage of the legal proceedings. Having a trusted advocate by her side enabled Sarah to feel heard and protected in a system that often feels overwhelming and intimidating. This support gave her the confidence to participate fully in the process, ensuring her voice was represented.

Once the criminal justice process was complete, Sarah was ready to think about her future. With encouragement, she was introduced to FearFree's Rise programme, which supports people in building confidence, resilience, and new opportunities following abuse and trauma. As a mature student, Sarah embraced the chance to reimagine her life. She engaged with the programme's workshops, coaching, and peer support, using the experience as a platform for significant change.

Through the Rise programme, Sarah identified a new career path that aligned with her values and aspirations. She is now undertaking further study with the goal of moving into a professional role that will give her long-term stability and purpose.

Sarah's journey illustrates the importance of seamless, wraparound support. From the immediate safety and justice needs addressed by our non-domestic Independent Stalking Advocacy Caseworker service, through to the longer-term empowerment offered by Rise, she was able to move from crisis and recovery towards rebuilding her life with hope and ambition.

Wider Social Value

FearFree's work not only transforms individual lives but also reduces demand on other services. By intervening early and holistically, we help ease pressure on police, health services, and social care. Our volunteers contributed thousands of hours this year, offering befriending, mentoring, and event support. We are ensuring that the voices of people using our services have continued to shape service design through collaborative and authentic work, and many opportunities for people to provide feedback. Our continued partnership work with the education sector including Universities, statutory services, and health partners have driven innovation through a combined trauma-responsive approach, contributing to research, evaluations and ongoing education.

Looking Ahead

FearFree continues to innovate and grow in response to community needs. In the coming years, we are looking to grow our co-production with the people who use our services through offering forums and the opportunity to have direct, strategic input. We will expand our volunteer programme in all areas to strengthen peer and community support and offer upskilling opportunities for people who may otherwise struggle to access employment. We are preparing for service expansion in 2025-2026, including new models for stalking advocacy, wider therapeutic offers, peer support facilitation and professional training. We continue to maintain a strong focus on staff wellbeing, reflective practice, and trauma-responsive culture, ensuring our teams remain resilient, supported and are provided with many opportunities to develop skills and interests in the workplace.

5. Our People and Our People Strategy

The impact that our employees and volunteers have on the work that we do, and the people we support remains significant. We appreciate their expertise and dedication to our charity. In 2024 / 2025 we employed an average of 153 staff and went through significant changes at the end of that year including a TUPE process in Devon and a redundancy situation in that area. We have also undergone a significant organisation restructure which started at the end of the financial year. All these processes had a significant impact on our employees who despite the challenging times remained professional and committed to delivering the best work for our clients.

Our employees are at the forefront of our minds and efforts, and we aim to remain a supportive organisation that employs and attract best talent as we move into our new strategy and structure in 2025/2026.

	Paid staff			Volunteers
	Full time	Part time	Total	
Average staff and volunteer numbers over 2025/26				
Leadership and Trustees	7	-	7	7
Services and Education	58	64	122	29
Fundraising and Marketing	4	-	4	8
Support Services	3	3	6	0
Retail	2	0	2	4
	74	**67**	**141**	**48**

Employee Wellbeing:

Employees' happiness and wellbeing continue to be one of our main priorities. We introduced a new and improved Employee Assistance Programme that provides free counselling calls 24/7, 365 days per year at no cost to our employees, their immediate family and our volunteers. The counselling service also offers six regular counselling therapy sessions and Cognitive Behavioural Therapy.

The new Employee Assistance Programme provides access to a wellbeing app. The app gives advice on how employees and volunteers can look after their own wellbeing and enables them to track their mood daily and tailor the advice that it gives to their needs.

The Employee Assistance Programme provides support in variety of personal matters, such as personal legal information or tax support, family issues including childcare and elder care, housing and tenancy concerns and bereavement or loss.

Our employees say that they appreciated regular support from our new employee's assistance programme and in some cases, it helped them get through challenging situations in their personal and work lives.

Compensation, Employee Benefits & Retention:

Retaining and motivating employees remains important to FearFree's sustainability and success. Salary reviews are one of the activities that we undertake at FearFree to support employee retention efforts. We were able to conduct a salary review as part of our restructuring this year. The new salaries are reflective of the current salaries on the market and our employee's expertise and commitment to their roles at the charity.

We believe that regular breaks from work are important to keep employees healthy, motivated and productive at work. We work in a fast paced, high pressure environment. As a thank you to our employees, we granted three days of wellbeing leave to them at the end of the calendar year 2025 to ensure that everyone has an opportunity to have a break from day-to-day work. We also introduced a holiday buy benefit where employees can purchase up to five additional days of leave during the holiday year if they wish to take leave in excess of their current holiday allowance. We believe that the above will impact positively on employee's wellbeing.

Learning and Development at FearFree

Enhancing employee's skills and giving them the tools that help them perform in their roles to the best of their abilities is imperative.

We have recently introduced a new mandatory training platform where employees complete a wide range of training from Health and Safety to Safeguarding of Adults and Children training. We also created a suite of training dedicated to our service staff including training for new managers on managerial responsibilities including the explanation of the link between employee relation processes to employment legislation and leadership training on how to handle difficult conversation and conflict in teams. We believe that this will ensure that our managers are able to look after their teams independently with a minimum input from the senior management and human resources and build strong and well performing teams.

We made a number of improvements to our processes over the last year including our supervision and recruitment processes. The supervisions focus on performance and employee's wellbeing to ensure appropriate level of support from managers. Our improved

recruitment process has an extended interview period. This gives us an opportunity to get to know our candidates and their skills and enables us to make more informed decisions on who are the best candidates for our roles.

We have recently started working with apprenticeship training providers on securing an Independent Domestic Violence Adviser apprenticeship for our teams where funding was provided by an organisation that was able to offer their apprenticeship levy to us. We are excited about this newly formed partnership and it's a great opportunity for our team to complete an Independent Domestic Violence Adviser degree and bring their newly learnt skills and knowledge into the organisation.

New People Strategy and Structure

The new company structure allows us to share the knowledge and expertise across the whole team and various roles within the organization. Our Children and Families, Front Door Intervention and Transition and Recovery teams are focused on working together and sharing knowledge to enhance expertise in the new teams and improve internal policies and processes.

6. Fundraising and Income Generation

The story of our fundraising this year has been one of contrasts with moments of celebration and creativity set against financial challenges and difficult choices.

Between April 2024 and March 2025, the climate for fundraising was among the most challenging in recent memory. Rising costs, a crowded charity marketplace, and shrinking pools of unrestricted funding created constant pressure. Community fundraising became harder to sustain, corporate partnerships took longer to secure, and grant programmes saw a huge increase in applications and demand.

And yet, through it all, one thing remained constant: the extraordinary generosity of people, businesses, and communities who believe in a FearFree world.

A Year of Events and Moments

The fundraising year opened in April with Wendy's Big Night Quiz, a room filled with laughter, friendly rivalry, and a sense of community. It was a reminder that joy itself can be a form of resistance, and that even simple gatherings can carry profound meaning when they are rooted in solidarity.

Just weeks later, in May, came one of our showcase moments. The Fashion Against Fear show. More than a runway, it became a stage for confidence, recovery, and courage. It reminded everyone present that fundraising is not just about raising money but about raising voices and celebrating the strength that survives even the most difficult circumstances.

Through the summer, fundraising slipped into the everyday rhythm of community life. Tea dances, Freshers Fayres in Wiltshire, and local gatherings became spaces where ordinary activities were transformed into acts of support. By autumn, the spirit of togetherness carried us into rugby clubs and winter markets, where small towns and big hearts joined forces.

As the year drew into colder months, that same generosity glowed even brighter. December brought wreath making workshops, the harmonies of the La La Choirs, the joy of the Kids Out festivities, and the bustling energy of our Christmas wrapping stations. Each tradition was reshaped into something deeper: an act of kindness, a message of hope.

The year came to its crescendo in March, with two milestones that captured both resilience and celebration: our powerful Free the Night event, and the determination of 13 FearFree runners completing the Bath Half Marathon, every mile carrying our mission further into the community.

These events did more than raise funds, they raised our profile. The energy and visibility they created rippled outwards, sparking conversations with businesses and organisations who wanted to step forward and play their part.

Corporate Partnerships and Community Support

That momentum translated into a year of strong corporate engagement, with over 68 businesses choosing to support FearFree. Some raised money through workplace initiatives, others gave directly, and many used their platforms to amplify our message to audiences we could not have reached alone.

We also marked the conclusion of one of our most significant corporate partnerships: Hargreaves Lansdown, who donated and extraordinary £173,000 which included funds raised by staff. Their generosity has directly supported survivors and left a legacy that will endure far beyond the partnership itself.

At the same time, new collaborations came to life with Let's Go Girls, Netball Southwest, and Still Sisters, each reflecting the creativity and diversity of businesses who recognise that tackling abuse is part of their responsibility.

And alongside these new relationships, we are grateful for the steady commitment of our ongoing partners such as Michelmores, The Manor House Hotel, and Trethowans solicitors, whose continued support through fundraising, services and volunteering has provided both consistency and trust in a year of change.

The example set by these businesses with both their new and long-standing commitment inspired individuals and families to act too. Proving that collective action is just as powerful on a personal level as it is in boardrooms and workplaces.

Community Giving and Individual Commitment

That spirit was clear in the way people chose to give. This year, supporters created over 50 online fundraising pages, raising more than £20,000 and behind every page was a story, a personal connection, a tribute, or simply a choice to act.

In total, over 680 people donated directly to FearFree. Most striking of all, 48 became regular donors, compared with just eight last year. This sixfold increase shows a deepening commitment, a recognition that survivors need more than one-off gestures: they need steady, consistent support that continues long after the spotlight fades.

And that same sense of trust and long-term investment was echoed by our funders.

That kind of commitment is the foundation that allows us to look ahead with confidence. And it was mirrored by the trust placed in us by funders, whose investment signalled a long-term belief in our mission.

Grants and Trusts

In a highly competitive environment, we submitted over 30 applications and secured 12 successful awards, bringing in £196,000. These grants were more than project-specific funding; they also supported our core operations, a vital acknowledgment that services cannot be delivered without strong foundations.

In this way, trusts and foundations echoed the same commitment shown by our regular donors: an investment not just in what FearFree does, but in who FearFree is. That belief gave us the confidence to keep testing new ideas and exploring new ways of connecting with our communities.

In October, we opened the FearFree charity shop. It was a bold new venture, that, for a few months, became a hub of connection, community, and visibility on the high street. By March, however, it became clear that trading conditions were too challenging, and the difficult decision was made to close.

Though short-lived, the shop gave us valuable insight into the power of visibility and where our strengths lie and reflected the same courage we ask of survivors every day, to take risks, to adapt, and to keep moving forward.

Of course, at the heart of all this work were the people, the staff and volunteers who turned every donation, grant, and pledge into real action for survivors.

Future Plans

With the ever-challenging fundraising environment FearFree is looking to build our sustainability and resilience. In the year 2025/2026 we have launched FearFree Business a programme which aims to make businesses and places of employment FearFree for employees and to recognise and respond to indicators of abuse. The programme will also provide an

avenue to diversify our funding for our charity. We have already made exciting new inroads with many businesses and foresee positive impact within those organisations in their ability to respond to domestic abuse and stalking as well as additional income to provide resilience and flexibility for us in the coming years.

Reflection: Fundraising is Much More Than Numbers

Looking back, it is tempting to measure this year in financial terms: the £196,000 secured from trusts, the £178,000 raised by Hargreaves Lansdown, the £20,000 generated through online pages, or the 68 corporate supporters, 680 donors, and 48 new regular givers who stood with us. Impressive as these figures are, fundraising has never truly been about money alone.

It is about the moments that live between the numbers: the choir singing carols for strangers and filling a cold night with warmth; the business that chose to put survivors' safety at the centre of its values; or the student who created a fundraising page in memory of someone they loved. Even in the moments of disappointment, a shop that did not take root as we had hoped, or an event that raised less than we dreamed of, there was still something of value. In each of these moments there was hope, meaning, and purpose; a shared commitment to do all we could to support those whose lives have been devastated by abuse.

The true measure of this year lies not just in the totals recorded, but the collective choices made by those whose supported us, both large and small, and a shared belief that everyone deserves a FearFree life, and only by standing together can we break the cycle of abuse.

7. Communications and Reach

It's been a bold and busy year for Communications, packed with events, partnerships, and new launches. Still in its early stages, 2024 marked only the second year of communications as a dedicated function within the charity and it's one we can be proud of. We've continued to grow, improve, and learn, with much to reflect on as we move forward.

Among the many highlights, we also faced challenges, notably the closure of our Devon commissioned service and our first pop-up store. This required sensitive communications to ensure clarity, compassion, and the protection of our reputation.

Media

2024 was the year Netflix's Baby Reindeer dominated the media spotlight, and we joined the national conversation, sharing our expertise with British GQ, Metro, and The Trisha Goddard Show.

Regionally, the launch of our Rise service gained strong media traction, with ITV South West and Heart Radio amongst the many outlets that covered the launch.

In June, we launched our first-ever media partnership to coincide with the men's Euros tournament. Own Your Game, in collaboration with Greatest Hits Radio and Wiltshire FA, flipped the script on traditional football tournament messaging by speaking directly to people who harm, rather than solely signposting support for survivors. This bold campaign led to a 20% increase in calls to our helpline.

In October, for Domestic Abuse Awareness Month, we were proud to work with ITV South West on a dedicated series focused on FearFree. Each evening, a five-minute segment on the regional news programme highlighted a different area of our work from behaviour change through to our services for children. A huge thank you goes to our incredible service users who bravely took part, helping to break the stigma around talking about abuse.

Campaigns

2024 marked FearFree's first steps into political campaigning. Our Emergency Stop campaign calls for an amendment to the Sexual Offences Act (2003) to include professions such as driving instructors under the legal definition of positions of trust.

We were thrilled to see Emergency Stop already gain national media attention, with features on BBC Radio 4's Woman's Hour, Radio 1 Newsbeat, and as the lead story on BBC News Online.

With the formal launch of our petition coming soon, we're excited to build on this momentum. We are hugely grateful to Scarlett*, whose courage in sharing her lived experience of stalking inspired us to begin this campaign.

Digital Marketing

Our digital evolution took a major step forward in 2024, as we began using Google's free advertising grant to launch our own Google Ads campaigns. This highlights our efforts to reach people in new, innovative ways.

Our social media channels saw follower growth and increased engagement as we deepened our understanding of our audiences and delivered content tailored to their needs. This year, thanks to the enthusiasm and initiative of our interns, we launched our TikTok account which has enabled us to connect with younger audiences by tapping into relevant trends and conversations.

Events

The year started in style with Fashion Against Fear, our sold-out charity fashion show. We showcased the best of new and vintage fashion, boosting our brand awareness, and positioning through strong media coverage and social media buzz.

The year ended on a high with another sold-out event, Free the Night. Over 200 people of all genders took to the streets of Trowbridge demanding a safer world for women. Free the Night

was FearFree's first experience with live television, as ITV South West broadcasted directly from the night. We successfully sold out the event ahead of time using only organic and earned media, demonstrating the power of our growing community and social media strategy.

*not her real name

8. Strategic Review

The charity is in year three of its four-year strategic plan. The charities primary aims were combined into three main areas:

1) FearFree as a provider of trauma informed and evidence-based services personalised to clients' needs.
2) Investing in people and supporting experts in our field.
3) Independent, sustainable charity and company representing its many communities.

The table below outlines how we have met the objectives this year and where there are areas that we need to develop.

Vision: Working for a future where those trapped in a cycle of domestic abuse and sexual violence can break free and flourish Mission: From prevention and awareness, through safety and support, to empowerment and recovery.			
Core objectives:	1) Provider of trauma informed and evidence based services personalised to clients' needs	2) Investing in people supporting people, experts in our field	3) Independent, sustainable charity and company representing its many communities
Strategies	Priorities		
Service offer Quality and standards	• Integrated services for domestic abuse, sexual violence and stalking • Personalised needs based services for victims perpetrators and children • Volunteer led therapeutic and recovery services • Full offer across the South West		
What we have achieved	• Successful in 5 tenders • Rise Service Expanded • Our therapeutic service as commended as one of the highest scored services to achieve Blus Star accreditation • Improved our resilience and development of skill through cross training and delivery across contracts		

	• Developing training programmes • Achieved quality standards (Blue Star, RESPECT, Leading Lights Cyber Essentials Plus)
Gaps and Challenges	• Demonstrating impact and reporting on achievements more effectively • Understand and taking steps to improve our services to reflect the communities we serve
Reach Improve access to services	• Diverse and open services for all our communities • Physical presence in all our communities and localities • Easy access via all digital and physical media
What we have achieved	• Accessibility tool added to website • Increased areas of delivery and working with more diverse partners • Improved reach and engagement through social media platforms
Gaps and Challenges	• Still need to diversity further Board, staff and volunteers • Further understand needs of local communities and develop collaborations
People Supporting people to flourish	• High performing and flexible workforce of trained experts in our field • Resilient, well-being focused culture and environment • The place to work; reward and recognition, development, career pathways
What we have achieved	• Flexible workforce, expert/skilled workforce • Increased capacity in the HR team • Improved staff benefits • Real living wage employer
Gaps and Challenges	• Trainings and skill consistent across organisation • Gaps in policy and procedure • Gaps in Recruitment and onboarding • Professional development plans to be implemented
Sustainability Diversification and investment	• Full range of voluntary income streams • Invest in commercial presence and opportunities Capacity to expand current services and pilot new initiatives
What we have achieved	• Expanded fundraising team • Increased and started to diversify our income from fundraising • Won tenders
Gaps and Challenges	• Changes to fundraising landscape • Had to close the shop
Education and Research	• Support sector colleagues through flexible education packages • Awareness campaigns and support through schools, colleges and workplaces

Development and innovation	• Research division to demonstrate service value and evidence base
What we have achieved	• Delivered workshops, training in schools, conferences and stakeholders • Worked with universities • Started FearFree Business
Gaps and Challenges	• Due to capacity have not developed education to where we had predicted this year
Influence Brand, reputation and visibility	• Create a brand that speaks to all audiences • Invest in marketing to provide a platform for income generation • Reputation as sector experts and thought leaders
What we have achieved	• Increased media presence. We are approached by multiple media outlets for comments and interviews • New brand • New more accessible website
Gaps and Challenges	• Fear Free identity still to be firmed • Measuring the impact, clear identity, what we stand for • Improve brand for attracting employees

9. Review of Finances

FearFree's main funding comes from local authorities and other statutory bodies to fulfil statutory responsibilities to support adults and children who are experiencing or have experienced domestic abuse, sexual violence and stalking. In addition, we receive funding from the National Lottery, Armed Forces Covenant Trust and other grant giving organisations.

The Board has been committed to reducing FearFree's reliance on statutory contract funding to enable investment in development of our behaviour change expertise and training to support front line workers and organisations to recognise and respond to domestic abuse, sexual violence and stalking thus enabling FearFree to increase its impact.

Raising funds

FearFree is registered with the fundraising regulator and conducts all fundraising activities in-house in accordance with the Fundraising Code of Practice. During the course of this year there have been no failures to adhere to fundraising standards or complaints received regarding fundraising activities.

All funds raised are for the sole use of FearFree in delivering its charitable benefit. Some funders may designate or restrict funding to specific charitable purpose. In such instances,

they are identified in our accounts as restricted and only used for that purpose unless reclassified with the agreement of the donor. Funds with no restricted purpose, unsolicited donations and small donations are allocated to our general funds.

In 2024 FearFree opened its first charity retail store which successfully raised the Charity's profile and increased visibility for our services. However, this success did not translate into a financial contribution that would warrant continuing the operations. Therefore, the Board took the difficult decision to close the store and monitor opportunities for charity retail in the future.

Financial performance

FearFree was supported by external accounting firm, Godfrey Wilson and its auditors, Burton Sweet, to conduct a thorough review of its contracts to prepare its annual accounts for the year ending 31 March 2025. This resulted in a restatement of the year ending 31 March 2024 to reflect recognition of income and expenditure in accordance with the Statement of Recommended Practice (SORP) FRS 102 (Second Edition – October 2019).

	31 March 2024 (Restated)	**31 March 2025**
Total income	**£4,394,851**	**£5,173,235**

Public sector funding for service delivery declined slightly year to year (£95k) which was offset by an increase (£823k) in income from donations and grants. Grant income is 30% (£1.4m) of total income for the year (2024: £0.5m) including £0.7m income for a three-year grant from the National Lottery to empower people impacted by domestic abuse into employment, education, training or volunteering.

FearFree's unrestricted income from donations and grants increased by 225% from £221k (2024 restated) to £499k (2025). Restricted income from donations and grants was £1,054k in 2025 (2024 restated: £508k). For a detailed analysis of income and restricted funds please reference notes 2 and 15 of this report.

	31 March 2024 (Restated)	**31 March 2025**
Total expenditure on charitable activities	**£4,351,901**	**£4,665,067**
Total expenditure on raising funds (note 4)	**£234,154**	**£114,690**

For year ending 31 March 2025, FearFree delivered a net gain of £274k (2024 restated: net loss £71k) against a total expenditure of £4,899k (2024 restated: £4,467k).

FearFree's total salaries and staff costs including NI and pension was £3.5m (2024: £3.1m) an increase on the previous year of £421k, reflecting the increase of average number of persons employed in 2024 from 134 to 155 in 2025. Staff costs are 72% (2024: 70%) of the organisation's charitable spend. Further analysis of charitable expenditure showing

the operational activities undertaken by FearFree charity are given in the Statement of Financial Activities and notes 4 to 8.

FearFree's debtors rose from £791k (2024 restated) to £1,092k as at 31 March 2025, with a £394k increase of amounts owed to the Charity (trade debtors) (reference note 11). Creditors rose from £519k (2024 restated) to £908k (2025) reflecting a £454k increase in accruals and deferred income (reference note 12). Cash position at 31 March 2025 was £780k (2024: £275k).

FearFree's total funds of £960k are comprised of £678k restricted and £282 unrestricted. This is an increase of £220k from 31 March 2024 (restated) (£333k restricted plus £353k unrestricted). Note 15 provides an analysis of restricted funds and associated movements.

Reserves policy

The Board closely monitors performance to the approved budget, cash and free reserves position, and has established controls and mitigation measures. These include a combination of close monitoring of reserve and cash positions, cost control measures and additional income streams.

Reserves are needed to cover unforeseen costs like redundancy payments should a service not be funded or temporary funding of services while new funds are sought, and to cover unplanned emergencies and other unforeseen expenditure. The trustees consider the minimum level of free reserves to be £250k, and review this on an annual basis. FearFree held free reserves of £246k as at 31 March 2025 (2024 restated: £282k). Free reserves are unrestricted funds which are freely available, they do not include fixed assets nor designated funds used for other purposes.

Investment power and policy

Investments are made in accordance with the charity's Articles of Association and Investment Policy. Having considered the available options the Trustees decided to invest in commercial common investments funds (high interest bank accounts and short term deposit accounts).

Accreditation

FearFree charity has maintained national recognition for the quality of its governance, management and service delivery. Accreditation includes: Cyber Essentials Plus, Data Security Protection Toolkit, Safe Lives – Leading Lights, Respect Perpetrator Programme Standard and Blue Star. We are also Living Wage Employers.

10. Structure Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 25 April 1997 and registered as a charity on 9 October 1997, having previously been registered as the Single

Parent Family Association in 1993. The company was established under a Memorandum of Association that established the objects and powers of the charitable company and is governed under its Articles of Association. The memorandum and Articles of Association were reviewed in 2013 and redrawn to conform to the Charity Commission template. The Trustees undertook a review of the charity's Objects and recommended a minor amendment, which was approved in January 2017. The Articles and constitution were reviewed and have been submitted to the Charity Commission in August 2023 under the charity's new name FearFree.

Appointment of Trustees

Trustees are appointed by the members at the Annual General Meeting of the charity. Under the Articles, trustees who have completed their term of office must retire at the Annual General Meeting unless an extension is agreed by the full Board of Trustees.

Potential new trustees are identified from a variety of sources including external recruitment, personal recommendations by members or the current trustees. Before we start to select trustees, the board skills audit is updated to ensure that we retain the required experience and skill for the Board. Selection for appointment is based solely on the contribution it is believed the individual is likely to make to the development and delivery of the charity's objectives.

The Board embraces diversity in its broadest sense, believing that a wide range of experience, background, perspective, skills and knowledge combine to contribute towards a high performing, effective Board, which is better able to support and direct the charity. The Board have prioritised diversifying the board recognising that this is necessary to achieve the strategic objective of FearFree to represent the community it serves.

In addition, the Board ensure a proportion of trustees have lived experience of domestic abuse, sexual violence and stalking to provide context to Board decision making and best represent the views of service users.

Prospective trustees are interviewed by a panel which includes the Chair and Chief Executive Officer before their appointment is ratified by the Board of Trustees. Pre-appointment vetting checks are conducted against the Disqualified Directors Register and the Individual Insolvency Register, plus a vetting process is carried out.

New trustees are provided with a comprehensive induction including; details of the management structure, financial performance and the constitution and governance framework for the charity. Trustees are expected to undertake statutory and mandatory training, Board development training and encouraged to attend internal and external events and spend time with staff delivering front line services.

The charity's trustees are also directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the trustees.

Board effectiveness

The Board of Trustees reviews its own effectiveness through an annual review in accordance with the Charity Commission Governance Code. The Chair proposes to the Board an annual work plan that reflects the risks and opportunities facing the charity and guides the Board in delivering its responsibilities throughout the year.

Trustee Remuneration

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or executive leader of the charity and any contractor, donor or other partner to be disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. The disclosure of any conflicts of interest is an agenda item of each board meeting. In the current year no such related party transactions were reported.

Details of trustees' expenses and related party transactions are disclosed in the accounts.

Corporate Governance and Internal Controls

The charity is governed by the Board of Trustees which is responsible for establishing appropriate corporate governance and internal control. The Board has overall responsibility for the running of the charity but delegates the day-to-day operations to the CEO and Executive Team. Over this last year the majority of Executive Team is new staff including a new Chief Executive Officer who joined at the end of November 2024. We have developed a business assurance framework which ensures that all areas of the organisation are closely monitored, and that Board has appropriate oversight over the strategic, financial and operational areas of the charity. The Board meets regularly throughout the year with set Board and committee meetings with additional meetings when required.

Charity Governance Structure

The governance of the charity is managed through Board meetings and committee meetings attended by trustees and Executive Leadership Team with other members of staff when warranted. Through the committees the Board members scrutinise areas of the business to ensure effective governance and monitoring of the organisation. The Board and committee meetings are detailed below.

After a review of the committees this year the Board decided to combine the Finance and Income Generation Committee and Risk and Audit Committee to make Finance, Risk and Income Generation Committee. The Board has also introduced the Service Quality and Safeguarding Committee this year recognising that this area of our work needs more focussed scrutiny by the Board.

Full Board Meetings

The Board sets quarterly meetings attended by the full board and members of the Executive Leadership Team. The Board considers reports from each committee as well as reports from the Executive Leadership Team. Decisions that need to be made are discussed and voted on.

The main duties of the Board of Trustees are:

- Ensure that the organisational strategy is delivered.
- Have overall responsibility for the service elements of the organisational strategy, agree priorities and monitor progress against key quality indicators.
- Review primary reports, escalations and risks escalated from the Board sub committees.
- Receive assurance that all FearFree services are performing effectively.

Finance Risk and Income Generation Committee

This committee meets quarterly. The purpose of the sub-committee is:

- To ensure that the trustees within the Finance, Risk and Income Generation Committee fully understand the charity's finances, risks and supporting/associated policies and procedures.
- To approve risk mitigation measures.
- To advise on accepting risks above the acceptable norm.
- To help train new trustees in financial and risk matters.
- To provide a mechanism that allows the expertise, skills and experience of the trustees and others within the Finance, Risk and Income Generation Committee to support the Chief Executive Officer and Finance Manager in the financial management of the charity.
- To help prevent fraud and bribery by ensuring that all tasks associated with the finance function are not performed by one person without supervision from others.
- To review insurance cover, financial and risk management policies and procedures.

Service Quality and Safeguarding Committee

This committee meets quarterly. The purpose of the sub-committee is:

- To monitor, evaluate and continuously improve the quality of services provided to services users.
- To ensure that the organisation is meeting all relevant legal and regulatory requirements.
- To monitor and evaluate the standardisation of service quality across the organisation.
- To ensure service quality remains at the correct level to meet standards for accreditations.
- To feedback and make recommendations to the board relating to service quality and safeguarding.

People Committee

This committee meets quarterly. The purpose of the sub-committee is:

- To ensure that the trustees within the committee fully understand the charity's requirements in ensuring fair employment practices and monitoring and understanding of employment policies and practices.
- To help train new trustees in employment matters.
- To provide a mechanism that allows the expertise, skills and experience of the trustees and others within the committee to support the Chief Executive Officer in the management of the charity.
- To review and recommend employment policies to the Board.
- To manage on behalf of the Board the succession planning for the Trustees and Chief Executive Officer, reporting back to the Board at least twice per annum.

Remuneration Committee

This committee meets once a year. The purpose of the sub-committee is:

- Formulate and monitor the organisation's Remuneration Policy.
- Review the organisation's salary banding process, related remuneration and reward packages against agreed independent market benchmarking tools and ensure FearFree salary and reward packages are equitable, fair and remain competitive.
- Approve the annual cost of living salary increase for all staff considering rates of inflation and known social care, charity sector and commercial benchmarking in the given year.
- Determine the remuneration and reward package of the Chief Executive Officer.

11. Risk Management

FearFree has a Risk Management policy and procedure to co-ordinate and manage risk within the organisation. This year we have engaged Bright HR who are also supporting in ensuring that we meet standards and regulations. We also achieved Cyber Essentials Plus and the DBS Toolkit which ensures we are compliant with cyber security and data protection risk. The accountability for risk sits across all lines of management in the organisation and is a standing agenda item for management meetings.

The Chief Executive Officer, Executive Leadership Team and trustees use a risk register to regularly assess the risks and uncertainties that the charity is exposed to which helps the Executive Leadership Team to identify, monitor, record, and manage risk on an operational and strategic basis. The risk register is a live document that is regularly reviewed and updated by the Chief Executive Officer and Executive Leadership Team. All risks have an owner from the

Executive Leadership Team who report on their areas of responsibility to the Finance, Risk and Income Generation Committee at quarterly intervals.

Significant risks are escalated to the trustees for review. Sub-committees of the Board of Trustees have delegated responsibility to keep those risks specific to them under review and escalate to the Board where necessary.

The following risks have been identified as the most prominent factors facing the charity during the course of 2024/25.

Risk One	Risk Two	Risk Three
Risk of insufficient funds due to the challenging funding environment and reliance on commissioned contracts which do not cover full costs recovery to meet strategic intentions and deliver quality services	Poor organisational capacity and performance. Due to staff sickness and low retention due to cost of living and needing higher wages. This results in the loss of skilled staff.	Risk of poor performance and trading sites posing financial and contract liabilities
Mitigations • Testing of contract parameters to ensure the contracts are sustainable without supplementary funding • A fundraising strategy and team is now in place. The strategy will be reviewed annually and subject to quarterly performance reviews • All proposed projects that may be reliant on long term voluntary funding must comply with the charity's objects, have agreed outcomes and budgets	Mitigations • Regular review of staff structure in light of post pandemic challenges and longer-term strategy • Ensure all staff have clear job descriptions and work plans. • Regularly monitoring of staff sickness, holiday uptake and staff turnover • Ensure the succession plan is reviewed, updated and accessible • Ensure effective cross-skilling between roles through training • Conduct regular line-management and supervisions in accordance with supervision policy • Provide external supervision for those involved in casework • Provide appropriate training in accordance with service training plans	Mitigations • Weekly review of income and expenditure • Utilising public appeals to generate donated stock • Clear and efficient exit strategy • Recruit experienced staff

Please note: The charity made the decision to close the shop due to the financial risk.

12. Statement of Trustee Responsibilities

The trustees (who are also directors of FearFree Charity Limited for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

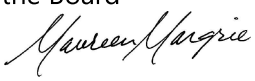
- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 make themselves aware of that information. On behalf of the Board

Maureen Margrie, Chair 

Date: 19 December 2025

List of Special Thanks

Commissioners and Grant Funders

Wiltshire Council

Wiltshire Office of the Police and Crime Commissioner Wiltshire Probation

Gloucestershire County Council Gloucestershire Office of the Police and Crime Commissioner

Armed Forces Covenant Fund Trust

The National Lottery Community Fund

NHS Bath and North East Somerset Swindon & Wiltshire Integrated Care Board

Interpersonal Trauma & Violence Team, Safeguarding Directorate, Devon Integrated Care Board

Devon County Council

Victim Support Devon & Cornwall

Royal Devon and Exeter Hospital Safeguarding Team

Nationwide Community Grants

University of Bristol

Devon Partnership NHS Trust All at the Church of England

Fundraising

Bradford on Avon Co-op

Exeter Chiefs Foundation

Exeter Masons

Spin Dance Fitness

Still Sisters

The Works

Trowbridge Council

University of Exeter

Wadworths

Waitrose

Warminster Town Council

Westbury United Reformed Church

Battens Solicitors

Clear Vision Accountancy

Excalibur Communications

Goughs Solicitors

Hargreaves Lansdown

Michelmores Solicitors

Pen Carrie

Stonewood Group

Tesco

B&Q Foundation

Chippenham Town Council

Crossing Pathways project, funded by the Home Office

Devizes Town Council

Elzabeth and Prince Zaiger Trust

Gibbons Family Foundation

Jack Lane Charitable trust

Jamieson- Bystock Trust

Melksham Without Parish Council

National Grid Nationwide Foundation

NHS England Southwest, Workforce Training and Education Fund

North Devon Councillor Grants Operation Christmas Hamper

Persimmon Charitable Trust Salisbury Soroptimists

Souter Charitable Trust

St Edmunds and St Mary Major Charity St James Trust

The Armed Forces Covenant Fund Trust

The National Benevolent Charity

The National Lottery Awards for all.

The National Lottery Community Fund

The Norman Family Trust

The Northwick Trust

Wiltshire Community Foundation

Wiltshire Council HSF Fund

Zurich Community Trust

Our Ambassadors

Ariana Watling

Sarah Jepson

Independent auditor's report to the members of FearFree Charity Limited

Opinion
We have audited the financial statements of FearFree Charity Limited (the "Charity") for the year ended 31 March 2025 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;

- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;

- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted out audit in accordance with international Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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
In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

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 auditor's report 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 the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the directors' report has been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;

- the financial statements are not in agreement with the accounting records and returns;

- certain disclosures of trustees' remuneration specified by law are not made; or

- we have not obtained all the information and explanations necessary for the purposes of our audit; or

- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 an auditor's report 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- making enquiries of those charged with governance and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- discussing amongst the engagement team the risks of fraud;
- gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- testing journal entries to identify unusual transactions;
- assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and

- investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state in them in an auditor's 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joshua Kingston

Joshua Kingston FCA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 19 December 2025

FEARFREE CHARITY

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £ Restated
Income from:					
Donations and grants	**2**	498,860	1,054,417	1,553,277	730,135
Charitable activities	**3**	2,881,365	677,565	3,558,930	3,654,658
Trading activities		34,957	-	34,957	-
Investments		26,071	-	26,071	10,058
Total income		3,441,253	1,731,982	5,173,235	4,394,851
Expenditure on:					
Raising funds	**4**	234,154	-	234,154	114,690
Charitable activities	**5**	3,240,330	1,424,737	4,665,067	4,351,901
Total expenditure		3,474,484	1,424,737	4,899,221	4,466,591
Net income/ (expenditure)	**7**	(33,231)	307,245	274,014	(71,740)
Transfers between funds	**15**	(37,706)	37,706	-	-
Net movement in funds		(70,937)	344,951	274,014	(71,740)
Total funds at the start of the year as previously stated		150,373	565,095	715,468	723,151
Prior year adjustment	**22**	203,137	(232,142)	(29,005)	35,052
Total funds at start of year (restated)	**15**	353,510	332,953	686,463	758,203
Total funds at end of year	**15**	282,573	677,904	960,477	686,463

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

See note 16 for fund-accounting comparative figures.
The notes on pages 37 to 49 form part of these financial statements.

FEARFREE CHARITY

BALANCE SHEET

AS AT 31 MARCH 2025

Company number: 03360057

	Note	2025 £	2024 £ Restated
Fixed assets			
Intangible assets	**9**	30,690	41,490
Tangible assets	**10**	6,131	29,532
		36,821	71,022
Current assets			
Debtors	**11**	1,091,804	790,695
Cash at bank and in hand		779,608	275,396
Short-term investments		-	88,273
		1,871,412	1,154,364
Liabilities			
Creditors: amounts falling due within one year	**12**	(908,023)	(518,923)
Net current assets		963,389	635,441
Provisions for liabilities	**13**	(39,733)	(20,000)
Net assets		960,477	686,463
Funds			
Restricted funds	**17**	677,904	332,953
Unrestricted funds	**17**	282,573	353,510
		960,477	686,463

These financial statements have been prepared in accordance with the special provision for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

The financial statements were approve by the Trustees on..19 December 2025.....and are signed on their behalf:

.....

Maureen Margrie

The notes on pages 37 to 49 form part of these financial statements.

FEARFREE CHARITY

CASHFLOW STATEMENT

YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £ Restated
Net cash (outflow)/inflow from operating activities	**20**	389,868	161,932
Non-operational cash flows:			
Payments for intangible fixed assets		-	(10,800)
Payments for tangible fixed assets		-	-
Investment income		26,071	10,058
		26,071	(742)
Net cash (outflow)/inflow for the year	**21**	415,939	161,190

Cashflow Restrictions

Charity law prohibits the use of net cash inflows of any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 37 to 49 form part of these financial statements.

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

FearFree Charity meets the definition of a public entity under FRS102.

The Trustees have considered all available information to assess the going concern status of the charity. Particular attention has been paid to the reserves and cash position of the charity along with regular monitoring of the financial reports, budgets and future forecasting. The Trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

Income
Income from donations is included in come when these are receivable, except as follows:

I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;
II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure
Expenditure is recognised on an accruals basis in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Raising funds expenditure include those costs incurred in seeking voluntary contributions costs of goods sold and other costs which include the costs of running a participating in fundraising events and collections and cost of goods purchased for resale.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Governance costs are included within support costs.

Allocation and apportionment costs
Certain expenditure is directly attributable to specific activities and this has been included in those cost categories. Other costs, which are attributable to more than one category, are apportioned across cost categories on the basis of an assessment of workload carried out from time to time. Overhead support costs have been apportioned between charitable activities on a basis consistent with the use of resources.

1 **Accounting policies (*continued*)**

Pension
The charity contributes to defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Intangible fixed assets
Amortisation is provided on intangible assets so as to write off the cost, less any estimated residual value, over their useful life as follows:

Amortisation is provided on the following basis:
Website development - straight line over 5 years

Tangible fixed assets
Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible asset into its intended working condition should be included in the measurement cost. Capital items with purchase price of more than £1,000 are included within fixed assets.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives:

Depreciation is provided on the following basis:
Fixtures and fittings - straight line over 5 years
Computer equipment - straight line over 3 years

Debtors
Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand
Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors
Creditors and provisions are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable of a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Creditors are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted and the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objects 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 form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Further explanation of the nature and purpose of each fund is included in note 15 of the financial statements.

2 Income from: donations and grants

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Corporate fundraising	109,319	6,796	116,115
Community fundraising	39,345	-	39,345
Grants	322,933	1,046,416	1,369,349
Individual giving	21,804	955	22,759
Gift Aid	2,355	-	2,355
Other	3,104	250	3,354
	498,860	1,054,417	1,553,277

Prior year comparatives	Unrestricted Funds £	Restricted Funds £ Restated	Total Funds 2024 £ Restated
Corporate fundraising	147,164	-	147,164
Community fundraising	39,239	-	39,239
Grants	6,035	508,391	514,426
Individual giving	7,827	-	7,827
Gift Aid	2,877	-	2,877
Other	18,602	-	18,602
	221,744	508,391	730,135

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

Included in the total above are government grants including from non-departmental public bodies totalling £733,535 (2024: £12,828).

3 Income from: charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Public sector funding - core service delivery	2,881,365	677,565	3,558,930
	2,881,365	677,565	3,558,930

Prior year comparatives	Unrestricted Funds £ Restated	Restricted Funds £	Total Funds 2024 £ Restated
Public sector funding - core service delivery	3,537,494	117,164	3,654,658
	3,537,494	117,164	3,654,658

Income from public sector funding comprises performance related grants and service level agreements made by local authorities to fund the charity's activities.

4 Expenditure on: raising funds

	2025	2024
	£	£
Fundraising and trading costs	63,621	8,561
Staff and volunteer costs	170,533	106,129
	234,154	114,690

5 Expenditure on: charitable activities

	Activities undertaken directly	Support costs (Note 6)	Total 2025
	£	£	£
Provision of charitable services	3,770,552	894,515	4,665,067
	3,770,552	894,515	4,665,067

Prior year comparatives	Activities undertaken directly	Support costs (Note 6)	Total 2024
	£	£	£
Provision of charitable services	3,641,460	710,441	4,351,901
	3,641,460	710,441	4,351,901

Please see detailed description of our activities in the Trustees' Annual Report.

6 Support costs

All support costs are allocated to charitable activities, by usage.	Total Funds 2025	Total Funds 2024
	£	£
Staff and volunteer costs	397,355	263,731
Office costs	258,797	198,340
Premises costs	159,262	178,270
Finance costs	740	388
Marketing and advertising	25,035	23,488
Governance costs	53,326	47,385
Bad debt	-	(1,161)
	894,515	710,441

7 Net income / (expenditure) for the year

		2025	2024
		£	£
Auditor fees :	- Audit	15,880	15,120
	- Accounts preparation	3,020	2,880
	- Prior year over/under provision	-	7,410
Depreciation		23,401	31,081
Amortisation		10,800	10,530
Trustees' remuneration		-	-
Reimbursement of zero Trustees' travel expenses (2024: zero Trustees)		-	-

8 Staff costs and numbers

The aggregate payroll costs were:	2025	2024
	£	£
Wages and salaries	3,174,090	2,783,971
Social security costs	246,566	231,625
Contribution to defined contribution pension scheme	110,807	91,403
Redundancy costs	-	3,023
	3,531,463	3,110,022

The average number of persons employed by the company (headcount) during the year was 155 (2024: 134).

In the year, no employee received benefits over £60,000. In 2024, one employee received benefits (excluding employer's national insurance contributions and employer pension costs) of between £80,000- £90,000.

The key management personnel of the charity are listed on page 4.

The total amount of employee benefits (including employer's national insurance contributions and employer pension contributions) received by key management personnel for their services to the charity was £447,764 (2024: £335,457).

9 Intangible fixed assets

	Website development	Total
	£	£
Cost		
At 1 April 2024	54,000	54,000
At 31 March 2025	54,000	54,000
Amortisation		
At 1 April 2024	12,510	12,510
Charge for the year	10,800	10,800
At 31 March 2025	23,310	23,310
Net Book Value		
At 31 March 2025	30,690	30,690
At 31 March 2024	41,490	41,490

10 Tangible fixed assets

	Fixtures, fittings & equipment	Total
	£	£
Cost		
At 1 April 2024	95,870	95,870
At 31 March 2025	95,870	95,870
Depreciation		
At 1 April 2024	66,338	66,338
Charge for the year	23,401	23,401
At 31 March 2025	89,739	89,739
Net Book Value		
At 31 March 2025	6,131	6,131
At 31 March 2024	29,532	29,532

11 Debtors

	2025	2024
	£	£ (Restated)
Trade debtors	567,968	174,296
Other debtors	2,897	6,482
Prepayments and accrued income	520,939	609,917
	1,091,804	790,695

12 Creditors

	2025	2024
	£	£
Trade creditors	49,687	128,298
Taxation and social security	56,114	55,691
Other creditors	19,465	16,924
Accruals and deferred income	782,757	318,010
	908,023	518,923

Included above is deferred income from grants and contracts.

	2025	2024
	£	£
Deferred income balance at start of period	253,872	227,337
Amount released to income	(253,872)	(227,337)
Amount deferred in the period	696,189	253,872
Deferred income balance at end of period	696,189	253,872

13 Provisions for liabilities and charges

	2025	2024
	£	£
Dilapidation of leased buildings	39,733	20,000
	39,733	20,000

14 Operating lease commitments

At 31 March 2025 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025	2024
	£	£
Amounts payable:		
Within one year	64,937	56,559
Within two and five year	59,777	105,975
	124,714	162,534

15 Movement between funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
	Restated				
Restricted funds					
OPCC Gloucestershire	-	76,000	(76,000)	-	-
Chippenham Boroughlands	4,252	-	-	-	4,252
Alarms Gloucestershire	10,390	-	(4,080)	-	6,310
Military DVPP Programme	225,874	-	(126,624)	-	99,250
Gloucestershire Volunteer	6,404	-	(6,404)	-	-
OPCC Devon	-	306,435	(344,141)	37,706	-
The National Lottery Community Fund	(376)	706,653	(237,918)	-	468,359
Children Tool Kits	-	11,230	(1,835)	-	9,395
Housing IDVA	57,766	-	(19,075)	-	38,691
Gloucestershire OPCC	18,126	100,000	(100,000)	-	18,126
Gloucestershire PRG	-	159,998	(137,615)	-	22,383
Gloucestershire PRG Awareness Raising	-	9,358	(8,343)	-	1,015
Wiltshire Household Support	-	15,000	(15,000)	-	-
Wiltshire MoJ	10,517	134,472	(144,989)	-	-
Devon Behaviour Change	-	99,941	(99,941)	-	-
NHS Mental Health IDVA	-	45,284	(38,035)	-	7,249
Devon Housing IDVA - Feeling Safe	-	52,511	(52,511)	-	-
Home Starter Kits	-	1,800	(1,800)	-	-
Crisis fund	-	13,300	(10,426)	-	2,874
	332,953	1,731,982	(1,424,737)	37,706	677,904
Unrestricted funds					
General funds	282,488	3,441,253	(3,440,283)	(37,706)	245,752
Fixed asset reserve	71,022	-	(34,201)	-	36,821
	353,510	3,441,253	(3,474,484)	(37,706)	282,573
Total funds	686,463	5,173,235	(4,899,221)	-	960,477

15 Movement between funds (continued)

Prior year comparatives	At 1 April 2023 £ Restated	Income £ Restated	Expenditure £ Restated	Transfers £ Restated	At 31 March 2024 £ Restated
Restricted funds					
Standing Together Against Domestic Abuse	14,757	-	(14,757)	-	-
OPCC Gloucestershire	18,401	-	-	(18,401)	-
Community First	3,788	4,323	(8,111)	-	-
The Noel Buxton Trust	8,714	-	-	(8,714)	-
DHSE Best Start	337	-	(2,556)	2,219	-
Chippenham Boroughlands	4,252	-	-	-	4,252
Alarms Gloucestershire	10,209	1,000	(819)	-	10,390
Military DVPP Programme	297,750	-	(71,876)	-	225,874
Gloucestershire Volunteer	-	7,500	(1,096)	-	6,404
OPCC Devon	-	308,235	(308,235)	-	-
The National Lottery Community Fund	-	-	(376)	-	(376)
Safer Accommodation	-	5,000	(5,000)	-	-
Housing IDVA	-	59,984	(2,218)	-	57,766
Gloucestershire OPCC	-	90,000	(62,874)	(9,000)	18,126
Gloucestershire PRG Awareness Raising	-	15,041	(15,041)	-	-
Wiltshire MoJ	67,555	134,472	(191,510)	-	10,517
	425,763	625,555	(684,469)	(33,896)	332,953
Unrestricted funds					
General funds	269,858	3,769,296	(3,751,041)	(5,625)	282,488
Fixed asset reserve	62,582	-	(31,081)	39,521	71,022
	332,440	3,769,296	(3,782,122)	33,896	353,510
Total funds	758,203	4,394,851	(4,466,591)	-	686,463

Designated funds

Fixed asset reserve

The net book value of fixed assets is shown in a separate designated fund. Transfers between this and general funds represent fixed asset additions and disposals.

Restricted funds

Standing Together Against Domestic Abuse

Provision of a full time hospital based IDVA at the Royal Devon & Exeter hospital.

OPCC Gloucestershire

Employment of one full time Independent Stalking Advocacy Caseworker (ISAC) for Gloucestershire to focus on high risk cases.

Community First

Building Bridges pilot. Funded by the National Lottery and European Social Fund for the South West region, this a programme which seeks to empower people impacted by Domestic Abuse into employment, education, training or volunteering.

15 Movement between funds (continued)

The Noel Buxton Trust
Funding for The Elephant In The Room project for children.

DHSE Best Start
Department of health and Social Care, Health and Wellbeing fund to provide the Best Start project in Devon improving access to perinatal services through the provision of community navigators and community champions.

Chippenham Borough Lands Community Trust
Welfare support for individual clients residing within the parish of Chippenham and have done so for two years.

Alarms Gloucestershire
Funding, provided from the Safer Streets funding, for the provision of personal safety alarms for victims and potential victims of abuse.

Military DVPP Programme
Funded by the Armed Forces Covenant Trust, this is a Behaviour Change programme, focussing on clients who are military or former miliary personnel.

Gloucestershire Volunteer
Funded by Gloucester County Council, this grant is for the employment of a part-time volunteer co-ordinator.

OPCC Devon
Funded by the Police & Crime Commissioner for Devon and Cornwall through partners Victim Support, this fund supports survivors of Domestic Abuse and Sexual Violence.

The National Lottery Community Fund
Funded by the National Lottery for the South West region, this a programme which seeks to empower people impacted by Domestic Abuse into employment, education, training or volunteering.

Children Tool Kits
Interactive toolkit Funded by National Lottery for children 7-11 and over 12 who have witnessed or experience domestic abuse or sexual violence.

Safer Accommodation
Funded by Devon County Council this fund enables the recruitment of a trained domestic abuse housing specialist to ensure victims can access and maintain safe and suitable housing as they rebuild their lives.

Housing IDVA
Funded by Nationwide Building Society, this fund enables the recruitment of a trained domestic abuse housing specialist within the Devon area, to ensure victims can access and maintain safe and suitable housing as they rebuild their lives.

Gloucestershire OPCC
Operated through Gloucestershire County Council from Gloucester Office of the Police Crime Commission, this fund related to the provision of specialist services for addressing perpetrator behaviour within the country.

Gloucestershire PRG
Funded by Gloucester County Council to deliver Postive relationships and behavioir change for people that cause harm and provide support to their partners.

Gloucestershire PRG Awareness Raising
Additional funding from Gloucestershire Couny Council to increase community engagement for PRG programme.

15 Movement between funds (continued)

Wiltshire Household Support
Funded by Wiltshire County Council to offer families who are fleeing or have just fled an abusive relationship and are being relocated into emergency social housing support with their essentials and non essentials.

Wiltshire MoJ
Funded by Wiltshire Office of Police Crime Commission, but managed via Wiltshire County Council as an extension to their contract, this fund enables the recruitment of a trained domestic abuse specialist to support adults and children within Wiltshire who are abused victims.

Devon Behaviour Change
Funded by Devon County Council to provide Behavioir Change services to support the main Devon DA contract.

NHS Mental Health IDVA
Provision of a full time Mental Health IDVA based at Royal Devon Hospital.

Devon Housing IDVA - Feeling Safe
Staying Put IDVA, Funded by Devon County Council. This fund enables the recruitment of a trained domestic abuse housing specialist within the Devon area, to ensure victims can stay safe in their home.

Home Starter Kits
Crisis support for people fleeing abusive relationships and starting up a new home.

Crisis fund
Crisis funds for victims of Domestic Abuse across South West.

16 Prior year fund comparatives for the Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Income from:	**Restated**	**Restated**	**Restated**
Donations and grants	221,744	508,391	730,135
Charitable activities	3,537,494	117,164	3,654,658
Investments	10,058	-	10,058
Total income	3,769,296	625,555	4,394,851
Expenditure on:			
Raising funds	114,690	-	114,690
Charitable activities	3,912,807	439,094	4,351,901
Total expenditure	4,027,497	439,094	4,466,591
Net income/ (expenditure)	(258,201)	186,461	(71,740)
Transfers between funds	33,896	(33,896)	-
Net movement between funds	(224,305)	152,565	(71,740)
Total funds at start of year	332,440	425,763	758,203
Total funds at end of year	108,135	578,328	686,463

17 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Intangible fixed assets	30,690	-	30,690
Tangible fixed assets	6,131	-	6,131
Other net current assets	245,752	677,904	923,656
	282,573	677,904	960,477

Prior year comparatives	Unrestricted Funds £ Restated	Restricted Funds £ Restated	Total Funds 2024 £ Restated
Intangible fixed assets	41,490	-	41,490
Tangible fixed assets	29,532	-	29,532
Other net current assets	282,488	332,953	615,441
	353,510	332,953	686,463

18 Related party transactions

There are no related party transactions in the current or prior year apart from those already disclosed throughout the report.

19 Control

The Charity is controlled jointly by the Trustees, there is no controlling party.

20 Reconciliation of net movement in funds to net cash inflow from operating activities

	2025 £	2024 £ Restated
Statement of Financial Activities: Net movement in funds	274,014	(71,740)
Investment income	(26,071)	(10,058)
Amortisation	10,800	10,530
Depreciation	23,401	31,081
Increase / (decrease) in creditors: current liabilities	389,100	9,874
Increase in provisions for liabilities	19,733	-
Decrease / (increase) in debtors	(301,109)	192,245
Net cash inflow / (outflow) from operating activities	389,868	161,932

21 Analysis of changes in cash during the year

	2025	2024	Change
	£	£	£
Cash at bank and in hand	779,608	275,396	504,212
Short-term investments	-	88,273	(88,273)
	779,608	363,669	415,939

	2024	2023	Change
	£	£	£
Cash at bank and in hand	275,396	64,584	210,812
Short-term investments	88,273	137,895	(49,622)
	202,479	1,088,955	161,190

22 Prior year restatement

The following restatements are required due to errors in the recognition of income and classification of funds. The change in treatment affected one grant and three service contracts in the prior year.

The impact of the above changes are shown below:

Analysis by net assets	2024 As previously stated	Adjustment	2024 Restated amounts
	£	£	£
Intangible assets	41,490	-	41,490
Tangible assets	29,532	-	29,532
Debtors	819,700	(29,005)	790,695
Cash at bank and in had	275,396	-	275,396
Short term deposits	88,273	-	88,273
Creditors < 1 year	(518,923)	-	(518,923)
Provisions for liabilities	(20,000)	-	(20,000)
Total net assets	715,468	(29,005)	686,463

Accrued income and trade debtors are the debtors affected.

Fund totals at year-end	2024 As previously stated	Adjustment	2024 Restated amounts
	£	£	£
Restricted funds	(565,095)	232,142	(332,953)
Unrestricted funds	(150,373)	(203,137)	(353,510)
	(715,468)	29,005	(686,463)

Fund totals at year-end	2023 As previously stated	Adjustment	2023 Restated amounts
	£	£	£
Restricted funds	(425,763)	-	(425,763)
Unrestricted funds	(297,388)	(35,052)	(332,440)
	(723,151)	(35,052)	(758,203)

22 Prior year restatement (continued)

Income and Expenditure	2024 As previously stated £	Adjustment £	2024 Restated amounts £
Income from donations and grants - unrestricted	(221,744)	-	(221,744)
Income from donations and grants - restricted	(563,391)	55,000	(508,391)
Income from charitable activities - restricted	(117,164)	-	(117,164)
Income from charitable activities - unrestricted	(3,546,551)	9,057	(3,537,494)
Charitable activity expenditure - restricted	516,041	168,428	684,469
Charitable activity expenditure - unrestricted	3,835,860	(168,428)	3,667,432
Transfers between funds - restricted	25,182	8,714	33,896
Transfers between funds - unrestricted	(25,182)	(8,714)	(33,896)
		64,057	

FearFree Charity

England & Wales - Charity number 1064764

Accounts

BREAKING THE CYCLE OF ABUSE

Annual Report and Financial Statements
Year ended 31 March 2024

FEARFREE CHARITY LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

Company Registration Number 03360057

Charity Number 1064764

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INTRODUCTION FROM THE CHAIR

I was delighted to join FearFree as the new Chair in January 2024. I have some very big shoes to fill as Ann Cornelius stepped down after nine years of hard work and service. She, like everyone else I have encountered at FearFree, was laser focused on delivering our mission to clients of prevention, awareness, safety, support and empowerment for recovery to end the cycle of domestic abuse and sexual violence.

FearFree provides its services and support primarily through commissioning. Demands for services have increased at the same time local authorities have constrained budgets. This makes for a difficult environment for commissioners and contracted charities who are committed to providing excellent statutory services. FearFree could not have the impact it does without the support of commissioners, partners and contractors, and we are grateful for those relationships.

As 2024 comes to a close, our dynamic CEO, Claire Marshall will be leaving FearFree to take on an exciting role. Claire has worked diligently with the Board to focus on the future of FearFree with a specific desire to grow its impact and reach and to take steps for the charity to become more sustainable. This resulted in the implementation of an ambitious forward-looking strategic plan that enables FearFree to focus on its purpose, enables us serve more clients and become more financially resilient. I am delighted to share that we have successfully recruited a new CEO who will be joining us in November to take the reigns from Claire.

The Annual Report and Accounts provide an excellent overview of FearFree's progress for the year ending 31st March 2024 under Claire Marshall's leadership. As we move forward, the Board will be focused on working with our new CEO to lead our brilliant team and delivery of our strategy to fulfil our aims.

Like most service delivery charities, FearFree is fully dependent upon its people. I have been greatly impressed by the dedication and compassion of all the staff, volunteers and trustees. At every board meeting, we receive and discuss client experiences. We are completely impressed and proud to hear about the experiences of our clients and the individuals and teams supporting them. The impact of the work is made clearer to trustees, and we learn about the time, effort and dedication of staff, volunteers and partners that result in tangible differences to people's lives. These insights also help us with our discussions and decision making as a Board, ensuring the clients voice and experience is uppermost in our minds and actions.

I am very proud to be associated with FearFree as it delivers on its vision, mission and objectives working from a position of kindness, receptiveness, openness, expertise, pragmatism and robustness. I offer my heart felt thanks to all our staff, volunteers, partners, contractors and trustees for engaging with and supporting FearFree as it assists clients to recover from and stop the cycle of domestic violence.

Maureen Margrie, CGMA, FCMA
Chair

INTRODUCTION FROM THE CEO

As a charity in the midst of a transformation strategy, FearFree is accustomed to change in recent years, however, this last year 2023/24 has seen the biggest changes in its 31 year history as a registered charity.

Demand for FearFree's services is as high as ever and meeting that demand has been a constant struggle for our staff and our volunteers, who are as committed as ever to serving the urgent and sometimes desperate needs of our clients. The increasing complexity of clients needs and the strains on the health and social care system, mental health partners and of course the criminal justice system has placed a huge responsibility on the charity which has meant difficult conversations with commissioners, who in turn are managing significant budgetary and political constraints. To meet these challenges we are adapting to new ways of working and implementing new systems but the struggle continues and it is only through the ongoing commitment and dedication of our wonderful staff and volunteers that we can support more clients and their families than ever before.

This last year has seen the implementation of two new services. October saw the start of our NHS commissioned Sexual Violence Therapeutic Service in Wiltshire and Swindon and demand for the service was immediate.

April saw the launch of RISE funded by the National Lottery Community Fund. In partnership with wonderful local companies, the service provides coaching and support for people who have experienced abuse to rebuild their confidence through education, training and job opportunities. This fresh start for victims is a vital part of the recovery journey and is inspiring clients and staff alike, seeing clients go on to rebuild their lives, gain their independence and provide for their families and perhaps achieve the dreams they had before abuse and create new plans for the future.

This year has seen significant change at leadership level with several new faces joining FearFree. Jo Hatton is our new Head of People, Training and Development, joining us from the commercial sector, Jo is relishing the challenge of building a new culture at FearFree and developing staff and volunteers to fulfil their potential. Joining us from a church charity, Ian Wakeham is our new Head of Finance and has taken on the challenge of radically upgrading our finance systems to enable the comprehensive financial reporting we now need for our ever-growing charity.

And finally Gemma Vinton joins as Head of Services from Wiltshire Police where she served most recently as their VAWG (Violence Against Women and Girls) specialist. The new team have taken on an array of challenges but are approaching the work with dedication and positivity.

A key ambition for FearFree is to improve its profile and media and this last year has seen a significant increase in coverage thanks to the skills of new Communications Manager, Sioned Johnstone. Weekly radio, TV, print and social coverage has featured the vast array of FearFree services and client stories.

Fundraising may be in its infancy at FearFree buts it's been a bumper year, particularly for grant funding for new services and the extraordinary efforts of our brilliant corporate partners. Stonewood Construction, Michelmores lawyers, have done some incredible fundraising. But Hargreaves Lansdown raised an incredible £128,000 last year and extended the partnership for another six months. This is the biggest corporate partnership in the charities history and we will be forever grateful for the wonderful contribution they have made to our work, as with all our partners.

This last year saw the appointment of our new Chair, Maureen Margrie. Maureen has brought her considerable experience of charity and governance to the Board and I'm sure will be a great leader to the Board for this next exciting phase of FearFree's development.

This report brings my own tenure at FearFree to a close as I move on to pastures new. It has been an absolute privilege to lead FearFree through the radical transformation that has been undertaken over the almost four years of my time as CEO. Throughout that time, we have achieved many firsts including starting the professional fundraising operation, implementing a marketing strategy and team, opening our first store and putting in place a fantastic new leadership team. Everything at FearFree has been done through teamwork and it has been a complete pleasure to work with some of the most dedicated, skilled and passionate people in the charity sector and I'm sure the charity will go on to successfully serve many thousands of clients and it's communities for decades to come.

Claire Marshall,
Chief Executive

TRUSTEES' REPORT

Legal and Administrative Information

Charity Name	FearFree Charity Limited	
Charity Registration	1064764	
Incorporation	Company Limited by Guarantee registered number 3360057	
Registered Office	Oak House Epsom Square White Horse Business Park Trowbridge BA14 0XG	
Our Board of Trustees		
Chair	Maureen Margie	CGMA, FCMA
	Ann Cornelius	
	Clare Fielden	MCIPD
	Rebecca Ayres	BSc MA Dipsw
	Cindy Ervine	LLB (Hons)
	Adrian Long	
	Nigel Stevens	
	Tim Jackson	BSC FCA
Our Senior Management Team		
Chief Executive Officer	Claire A Marshall	
Head of People, Training and Development	Jo Hatton	
Head of Finance	Ian Wakeham	
Head of Services	Gemma Vinton	
Head of Services	Frankie Duddridge	
Head of Services	Lydia Little	
Head of Fundraising	Jessica Gay	
Principal Bankers	CAF Bank Limited Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ	
Auditor	Burton Sweet Limited The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR	

Quote from a ITRS Service User:

"Imagine it was a really rough sea and I was struggling to stay above water, you were there to throw me a lifeline. I will never forget you. I owe so much to you."

ABOUT FEARFREE

FearFree is breaking the cycle of domestic abuse, sexual violence and stalking through a comprehensive range of services operating across the South West.

From awareness and prevention, through safety and support, to empowerment and recovery, we are here to support our clients through every step of their journey, to build a life free from fear.

Our clients' needs are as diverse as they are unique, we are a provider of trauma informed services personalised to each individual. As a well-loved charity, we provide support completely free of charge and for all sexes, backgrounds and beliefs. We work with victims and their children to understand what is happening to them, to help them feel safe and supported and ultimately take control of their lives and eventual recovery.

We are also specialists in behaviour change programmes for perpetrators or abusers who are willing to work with us to understand and ultimately change their behaviour for the better.

We all know someone who has experienced domestic abuse, sexual violence or stalking but we may not realise it. One in four women have experienced domestic abuse or sexual violence. One in 20 men have experienced sexual violence.

On average, domestic abuse victims experience 50 incidents of abuse before they get effective help – often living in fear for years, as they suffer repeated harassment, coercion, financial control, verbal abuse and physical, sometimes sexual violence.

Just one in six sexual violence victims ever seek help. Many victims of abuse don't report their abuser for fear of reprisals, or in the belief that they'll change. They may have low self-esteem, feel helpless, trapped and economically dependent. They may also be be scared that law enforcement and social services won't take their situation seriously.

With 80% of abusers having suffered an abusive past themselves, it's easy to see how domestic abuse and sexual violence becomes a cyclical pattern of behaviour that ruins lives. Through this holistic approach we can change lives, provide hope for the future and give people the opportunity and skills to flourish in their future relationships.

Not just for the short term, not just until the next time. But permanently.

Together, we can break the cycle.

VISION, PURPOSE AND VALUES

Vision:

Working for a future where those trapped in a cycle of domestic abuse, sexual violence and stalking can break free and live a life free from fear.

Purpose:

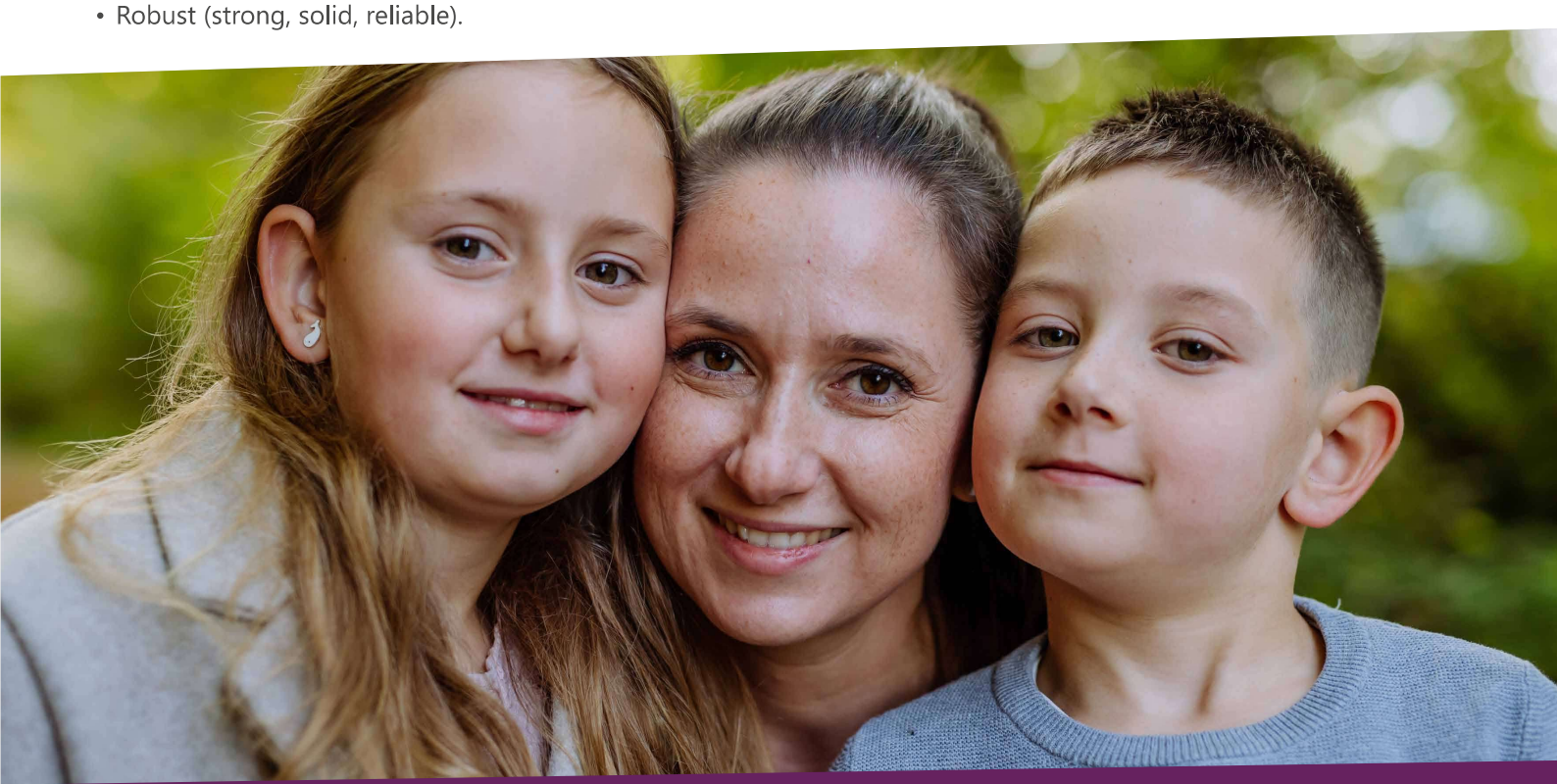
We will break the cycle of abuse and sexual violence because we will:

- Help build public awareness and support to those affected by abuse to recognise the signs and symptoms of unhealthy behaviours and relationships.
- Give people the confidence to change or leave abusive experiences or relationships behind and help them to find opportunities to rebuild their lives.
- Help abusers and survivors recognise the causes and impacts of their behaviour and support them in their efforts to change for the better.

Values

We are:

- Kind (generous of spirit).
- Receptive (believing, empathetic).
- Open (welcoming, friendly).
- Expert (applying deep knowledge and know-how).
- Pragmatic (practical, solution-focused).
- Robust (strong, solid, reliable).



Quote from a FearFree Service User

"Thank you for helping me see there was hope for me and my children."

TRUSTEES' REPORT

Our purposes and activities

Our charity's purposes are set out in the objects contained in the company's Articles of Association. The main objects include:

- Support adults and children who are experiencing or have experienced domestic abuse, sexual violence and stalking.

The aims of our charity are to work with victims and perpetrators of domestic abuse, sexual violence and stalking and provide support to the families of those affected and work to encourage healthy relationships. Our aims fully reflect the purposes that the charity was set up to further.

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months and assesses the success of each key activity and the benefits they have brought to those groups of people we are established to help. The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. To enhance this review we produce an Equality Monitoring Report showing demographic and biographical details of the team and service users.

Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity'. Our main objectives for the year continued to be promoting healthy relationships, preventing family crises and relieving the needs of those affected. The strategies we use to meet these objectives include:

- Providing a range of services that promote healthy relationships and prevent family crisis.
- Focusing on encouraging healthy relationships, and the impact on family, friends and the wider community.
- Applying national standards of service delivery.
- Working in partnership with other agencies to ensure the widest range of services is available to best match the needs of the community.
- Promoting awareness of healthy relationships, to reduce the likelihood of young people engaging in harmful behaviour.

Our main activities and the groups we aim to help are described below. Our main charitable activities consist of the services we provide and are demonstrably undertaken purely for public benefit.

Putting these strategies into action we have four major areas of activity which are: domestic abuse outreach work; support for children and young people affected by domestic abuse; programmes for perpetrators to help them change their abusive behaviour; and mentoring/ befriending services to help people move on. Our services described below focus very much on the safety of those affected by domestic abuse.

Quote from a FearFree Service User

"It's been an amazing experience. I came here with no hope of coming out with anything. Within the first session I was shocked how much I opened up and shared what I did. I would recommend this course to everyone that wants to change the way they see things. I have changed myself and I will continue to change .

"

OUR SERVICE OFFER

GEMMA VINTON
Head of Services

FRANKIE DUDDRIDGE
Head of Services

LYDIA LITTLE
Head of Services

FearFree are proud to offer domestic abuse, sexual violence and stalking support services across the South West. We recognise that whilst all three forms of abuse have distinct characteristics and risks, they remain intrinsically interlinked. Statistics demonstrate that approximately 50% of sexual violence is domestic in nature (committed by someone that the victim has [or had] an intimate or familial relationship with) and stalking behaviour remains a highly significant risk for domestic homicide. Research tells us that stalking had been a factor in approximately 94% of domestic homicides. FearFree therefore offers a truly unique service through our expertise in all three forms of abuse.

Our ethos is to offer an inclusive and trauma-informed service to anyone who needs it. We are proud to work with victims, survivors, perpetrators, and children / young people impacted by abuse, with the aim of breaking the cycle of abuse. We will work with victims and survivors regardless of when the abuse occurred, or whether it was reported to the police. We continue to receive positive feedback from clients such as:

"I have felt let down by a lot of support I've reached out for in the past, but not FearFree. I feel you've understood my story. The organisation and delivery of support from the organisation has been unfaultable, I've felt heard and held by everyone I've spoken to."

FearFree are strong advocates for multi-agency practice, and we are proud to work in a multi- agency framework, recognising that safeguarding is everyone's responsibility. We work closely with statutory and voluntary partners across the South West and are grateful for their insights and support. Our service receives regular feedback from professional partners highlighting our strong working relationships.

Domestic abuse and stalking services:

FearFree offer domestic abuse services across Wiltshire and Devon, providing support to victims / survivors and children and young people impacted by abuse. Over the last financial year, the services again saw ongoing high referral numbers, and an increased complexity in case presentation, requiring us to adapt our practice to meet demand. Across our victim domestic abuse services, FearFree received a total of 10,564 referrals in the year.

Whilst referral numbers across the service look like they have decreased from the previous year, it is important to remember that in the year prior we had an additional ISVA service that added to these referral numbers and therefore a direct comparison is not possible. Referral numbers for our domestic abuse and stalking services have increased this year. This year saw the introduction of a new service, with Wiltshire and Swindon Sexual Violence Therapeutic Service (WSSV), this only went live mid-year and therefore we anticipate numbers to increase over the coming year.

We are delighted to see an increase in the referrals for those who have harmed, an increase of 36%. However, we acknowledge that the gap between victim referrals and behaviour change referrals remains significant and it continues to be a strategic priority for our service to increase referrals within this area.

Our dedicated, skilled and passionate teams provide trauma informed services, designed to meet the individual needs of each service user. This means support can look different for each individual – and may involve group work, one-to-one support or a brief intervention.

Whilst the domestic abuse services across Wiltshire and Devon are funded differently, they offer broadly similar services – incorporating triage and referral services, high risk intervention, and support for children and young people. The primary aim for the support is to reduce risk and increase safety, enabling individuals to live a life free from fear.

To ensure each individual receives the right support for them, we complete a DASH (Domestic Abuse, Stalking and Harassment) Risk Assessment with each adult victim/ survivor at the earliest opportunity. This enables us to greater understand their needs and ensure we put in a place a tailored safety plan for each person. In line with national best practice, the DASH is continually monitored throughout support, and we are delighted that typically we see a reduction in risk as cases progress through our provisions.

FearFree are strong believers in a whole family approach to addressing domestic abuse and therefore we additionally offer support to young people affected by domestic abuse in their own intimate relationships and to children impacted by abuse in their family homes.

This support is tailored to the individual child – utilising creative and play based activities to engage children and young people. For example, our staff have used Minecraft characters to help children understand how to manage anger.

The pictures below relates feelings of anger to being armour-less in the computer game Minecraft, expressing that when you are feeling angry you need tools to help you calm down and feel better, including the tool 'block breathing':

Additionally, we receive ongoing and consistent positive parent feedback such as:

"M's mentor was absolutely amazing. She now understands how to deal with her worries and how to cope with feeling anxious"

We continue to manage and deliver the Devon commissioned domestic abuse and sexual violence services, on behalf of Devon County Council, operating under the banner of the LEESAR Partnership (the LEESAR Partnership includes subcontracting arrangements with specialist organisations providing court IDVAs and therapeutic recovery for domestic abuse).

Our Devon service additionally includes a Health IDVA and Mental Health IDVAs – specialist workers integrated with Devon Partnership Trust and the Royal Devon and Exeter Hospital. We are hugely proud of the specialist work completed by these staff and the impact it has had on particularly complex cases.

In Wiltshire, alongside our domestic abuse support, we additionally provide accommodation services. FearFree were commissioned to deliver these services, known collectively as the Phoenix Service, partnering with GreenSquare Accord and Salisbury Refuge. The Phoenix Service supports men and women, children and families at all risk levels across Wiltshire and adult and child victims of sexual abuse across Wiltshire and Swindon.

Our Wiltshire service is Leading Lights accredited in recognition of its delivery of exceptional domestic abuse services. Leading Lights is the national standard for best practice in this sector.

FearFree are proud to have been at the forefront of delivering stalking services for a number of years, including the Gloucestershire Independent Stalking Advocacy Caseworkers (ISACs) providing a key link between the victim, police, a multi-agency stalking clinic and the wider Criminal Justice Process. We know that victims who have an ISAC typically receive a better outcome at Court.

We also have an ISAC post in Wiltshire for victims of domestic abuse related stalking which enables us to increase our specialist support across the county and develop new working relationships with the police to tackle this important issue. One client expressed:

"I could not have coped without your kindness, empathy, and expertise. You have got me through one of the toughest years of my life, there have been times where I just wanted to give up, I felt that I had nothing more to give, but you would always help me focus on what mattered and to feel brave enough to rise again. You women are miracle workers!"

The Interpersonal Trauma Response Service

The Interpersonal Trauma Response Service (ITRS) launched in April 2023 as a result of FearFree's very successful pilot programme using the IRIS model.

ITRS involves partnerships between the Clinical Commissioning Group (CCG), public health and domestic violence and abuse (DVA)/sexual violence (SV) services as well as between Devon County Council and Torbay Unitary Authority. The model consists of a specialist DVA and SV training, support and referral programme for general practices. ITRS provides in-house training for general practice teams (clinicians and administrative staff) and a named practitioner to whom patients could be referred to for support and be seen face-to-face in surgeries if needed.

Our ITRS team offer support to adult victims / survivors of any gender, and additionally can support children over the age of five who have been affected by DVA as well as adult who are concerned about their own abusive behaviours.

"You got me through the hardest times in my life and now I see truth like never before and even able to feel anger. Thank you for all you did for me, I will never forget you."

Training has been completed at GP surgeries across every council district in Devon, Plymouth and Torbay. ITRS have successfully delivered training to 1,316 GP surgery staff this year, which has resulted in 712 adult survivor/victims referrals, 118 children and young person referrals and 27 adults requesting support with their own abusive behaviours (April 2023 – June 2024). Our trainings have been very well received with GPs providing feeding back like:

"Phenomenal - every single clinician, healthcare professional and staff member at a hospital or GP practice should undergo this session - it is eye-opening, informative and very constructive. I felt I had a good understanding of DVSA and how to manage patients and I still learnt a great deal from this fantastic team and seminar."

Recovery and Empowerment

Empowerment and recovery are crucial components in supporting survivors of domestic abuse. Restoring control following domestic abuse, often involving patterns of power and control, helps survivors to regain a sense of control over their lives. Abuse can often erode a survivor's self-esteem, and empowerment focused support reminds clients of their strengths and capabilities, building belief in their ability to live independently and safely. This aspect of our work shifts the focus from merely surviving to thriving, allowing survivors to rebuild their lives on their own terms.

As part of the recovery and empowerment programme at FearFree, we run group courses, a befriending service and are proud to have launched our 'education, training and employment service', Rebuilding Independence Through Support and Empowerment (RISE). FearFree recognises that when a client has survived an abusive relationship or dedicated time to making changes to their own behaviour, the thought of their future can be overwhelming. Our RISE programme offers in person group sessions and 1-2-1 support to help impacted individuals develop skills and confidence to make a fresh start through the most appropriate education, training, and employment opportunities for them. This is a brand new service which launched towards the end of the year, that we are looking forward to seeing flourish (much like its clients!) in the near future.

We are proud to have continued to develop our group work provision over the last year, and now run three established group programmes for victims and survivors:

Rediscovering You – a psychoeducational group for standard risk clients to help to identify and develop self-care needs and understand barriers, triggers and how to feel more in control of emotions and choices.

Empowering You – a group that creates a safe and informed space where anyone impacted by domestic abuse can come together to empower individuals to grow and explore their personal understanding of abuse. Service users who completed Empowering You commented:

"I just wanted to thank you both once again for a fantastic course, I appreciate all that I've learnt and know it will help immensely for my future in such a positive way."

"Thank you and thank you again for such an incredible and eye-opening experience. I also really want to do the other courses you mentioned."

Journey to Heal - a psychoeducational group for standard to medium risk clients who have experienced sexual violence, with a focus on supporting individuals to understand what has happened to them, the impact of trauma on the brain and empower them to develop coping strategies to manage trauma symptoms.

Our groups receive extremely positive feedback:

"I was hesitant at first but found the course helpful, the facilitators were really supportive and understanding."

"Excellent experience and very supportive group. I found a lot of value in each session, and it will help me in the future for sure."

"Melanie, the facilitator, is absolutely fantastic! There are not enough stars on the scale to rate her knowledge and respectful approach towards other people."

As strong advocates for the importance of peer support and in recognition of the additional resources, skills and knowledge that volunteers can offer, FearFree are delighted to offer a volunteer befriending service across Wiltshire and Devon.

Our befrienders offer a listening ear, typically through weekly or fortnightly phone calls. Once a relationship has been developed, the sessions gradually shift focus to look at goal setting and moving forward. Our mentoring service is designed to empower individuals and help them move forward in their recovery journey – and is often used as a 'transition' service from the intensive support of an IDVA for example, towards closure.

"This support has helped me draw a line under last year and all the court activity with my ex and now I'm able to move on."

All of our volunteers are provided with comprehensive training and support, including supervision. FearFree are particularly proud that many of our volunteers have lived experience, and a significant number are previous service users.

Domestic Abuse Perpetrator Work

We continue to advocate for the importance of perpetrator interventions and recognise that breaking the cycle requires us to work with everyone impacted by domestic abuse.

Our innovative and trauma-informed perpetrator services, offer a range of interventions, including:

- Integrated Offender Management (IOM) model services, for high-risk perpetrators.
- A 25 week extended Domestic Violence Perpetrator Programme (DVPP) for men who have been abusive in a heterosexual relationship.
- One to one behaviour change support – offering inclusive and accessible services for men and women, alongside younger perpetrators.
- An eight week, perpetrator programme for low-medium risk perpetrators called Choosing Positive Relationships (CPR).
- Situational violence in relationships one-to-one support.

Additionally, this year, saw the launch of our new Forces Intervention Program (FIP), a service offering support adapted to the nuances and complexities of families of serving military personnel and veterans that live or work in Wiltshire. The 25-week course consists of group sessions and 1-2-1 support delivered by specialist advisors, with partners, children and all affected others having access to support. This service offers service personnel and veterans the opportunity to change abusive behaviour.

FearFree recognise that approximately 80% of perpetrators of domestic abuse witnessed abuse as children, and that whilst we never excuse abuse, we seek to understand it, and support people to make changes in recognition of its importance in breaking the cycle of abuse. Our passionate staff provide education, awareness, and practical techniques and strategies to help people change their behaviour.

Following completion of any of our perpetrator interventions, completers are invited to join a Relapse Prevention Group (RPG). Our facilitated groups provide ongoing peer support and challenge, to help perpetrators maintain the changes they have made. Participants are given the opportunity to discuss challenges they have experienced and practice using the tools and techniques they have been taught.

As part of our commitment to a whole family approach to addressing domestic abuse, all Behaviour Change Services additionally offer integrated partner support. The victim, and any new partner or relevant family member, are provided risk focused support to ensure their safety and help measure the impact of our Behaviour Change Services.

FearFree are proud to run perpetrator services across Wiltshire, Devon and Gloucestershire and continue to run our specialist DVPP in Wiltshire.

Sexual Violence Services

As part of the Devon LEESAR partnership, we subcontract sexual violence recovery with a local specialist organisation.

The Wiltshire & Swindon Sexual Violence (WSSV) Therapeutic Service provides tailored trauma-informed and victim-centred therapeutic support for victims and survivors of sexual violence, regardless of when the abuse occurred or whether it was reported to the police.

Support is available to anyone aged five and over, living in Wiltshire and Swindon. Where children under five have been the victim, support is provided to parents and carers.

The service is distinct from the SARC and the ISVA Service and is focused on supporting victims and survivors to manage their trauma symptoms and move forwards in their recovery journey.

FearFree are proud to offer a range of therapeutic interventions, including counselling, psychoeducational support, group support, peer support through befriending, art therapy, non-directed play therapy for children. All interventions are tailored to the individual needs of the client and can be face-to-face, virtual or by telephone.

Adult counselling tends to last around 12 weeks, with a focus on safety and stabilisation, creating a secure base and restoring control over trauma reactions, as well as reflection and mindfulness, validation of existing coping skills, processing traumatic experiences, restoring reality and challenging distorted perceptions, grieving losses, reconnecting to oneself, others and the world, and restoring autonomy. FearFree also look at post-traumatic growth planning via onward support networks and signposting.

One of our clients who was in our Journey to Heal group programme commented:

"I found the course thorough, very helpful and it gave me a sense of self and reminded me that I needed to look after myself. So much, in fact, I have quit my job and changed careers to support my mental health."

"I never realised how good it was to talk to and with other women who understand everything I have and was feeling, being able to relate made feel less isolated. I just wish there was groups locally that women could go to continue this support outside of the course."

Children and young people (aged five and above) will have a safe and consistent space via counselling to talk through and overcome their experiences. The sessions are child-centred, age appropriate and focused on the needs of the child or young person, including play based and creative art. Counselling can take place at schools/ children's centres (if appropriate) or in counselling rooms.

We look forward to offering EMDR counselling as the service develops.

Support is available to both adults and children / young people from one of our Sexual Violence Therapeutic Advisors (SVTA) who provide tailored therapeutic support, distinct from counselling. Psychoeducational in nature, the support primarily focuses on safety and stabilisation, helping clients to move forward in their recovery journey.

The Future

FearFree continue to explore every possible opportunity to provide support to those impacted by domestic abuse, sexual violence and stalking, recognising that breaking the cycle of abuse in a complete and whole family approach is the only way to address the root causes and have the significant impact needed to tackle these pervasive issues.

CASE STUDIES

RISE case study: Maryam

Maryam had experienced sexual assault as a child. She is now in her late teens and had reached out to her local GP for support. Her GP referred her to FearFree's Young Person's Interpersonal Trauma Practitioner.

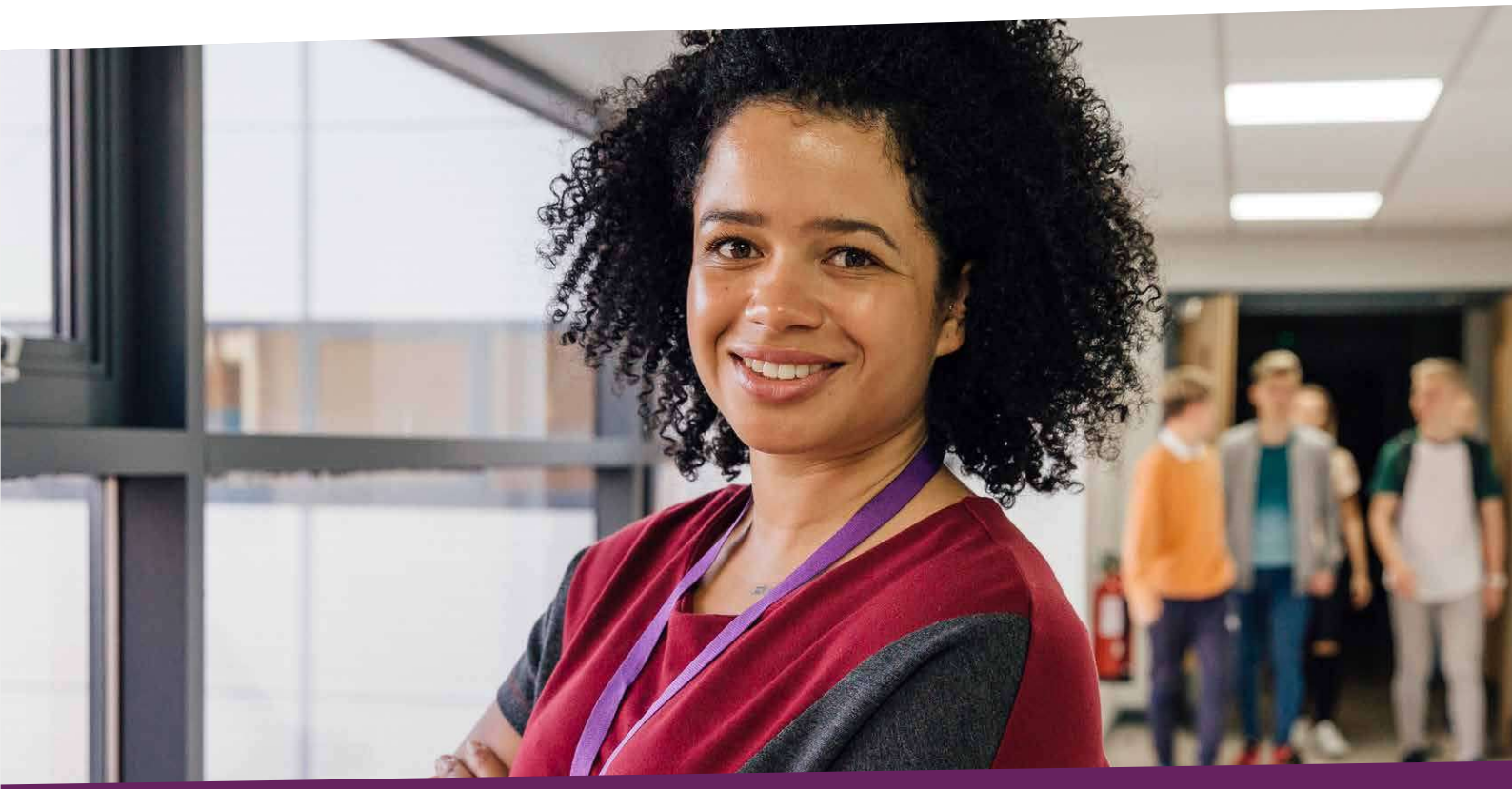
When Maryam met with our Young Person's Practitioner, she told her that she was unhappy with her career and felt like she was wasting her life. The Practitioner identified that she would benefit from two levels of support. Our ITRS team would support Maryam's health and wellbeing and our RISE service would help her to address her career goals.

Maryam met with her RISE coach and in their first sessions they worked to understand her short-and long-term career goals. She expressed a desire to work with people and they worked together to create an action plan of short-term goals to help her achieve this. These goals include doing a further education course and volunteering in the sector.

The cost of the course was a barrier for Maryam. We contacted the college and identified a bursary that she could apply for. We worked with Maryam to complete an application which was successful. We then provided financial support to help Maryam buy suitable clothes for college.

The next goal on the action plan was to start gaining practical experience in the field through volunteering. Working together, Maryam and her coach found an organisation that offered volunteering options and we contacted them to ask about placements. Maryam was invited to interview for a volunteer role. We helped her prepare for the interview by helping her decide on an appropriate outfit, looking at transport options and practicing interview questions and answers. The volunteering role was offered to Maryam, and we worked with the organisation and Maryam to look at her availability and plan her schedule.

Once Maryam had started her new course and was volunteering, we moved onto her next goal which was to find a new job. Her Coach linked in with a local employability provider who is helping to source opportunities for her. To help her secure a new role we have worked with Maryam to develop her CV. We empowered Maryam to use AI software to help her rewrite her CV which has had a positive impact on her confidence and self- esteem. We will continue working with Maryam until all the goals on her action plan have been completed.



Quote a from a FearFree Service User

"Over the last 30 years, I've had a lot of counselling and therapies, but your support has been by far the best I have ever received."

Housing IDVA case study/issues

I am finding that the more I work with clients around housing support, the more complex cases are getting.

Some of the situations I come across are:

- Clients who feel trapped in privately owned houses with perpetrators that they are wanting to leave or divorce, because they could lose their rights to the property should they leave and have nowhere to live with their children. This is exacerbated by financial abuse, where names are put on or taken off of tenancies or mortgages without the consent of the victim. Leaving them with fewer options to leave and leaving the perpetrator further in control of the situation.
- In some cases, if a client wants to leave, they may not be able to access temporary accommodation as they may not be entitled to benefits due to their share in the marital home. They are often prevented from accessing these shares by the perpetrator sabotaging viewings, delaying court processes, and refusing sales of their house.
- Sometimes with temporary accommodation and Devon home choice bandings, you have to provide so much evidence for there being domestic abuse, or you are not considered a priority. It is often hard to prove domestic abuse because of the nature of it being behind closed doors and not always being physical.
- Blanket policies on domestic abuse can be really restrictive with our clients, sometimes leaving them with few choices to keep themselves safe. The policies and laws around housing and a client's rights when fleeing abuse can be so complex and difficult to understand that there are people who choose not to leave due to this and remain in a place where they feel at risk.

It would be great to have a specialist working with us who understands the law, the impact of domestic abuse on housing and a client's rights, so that we can increase our knowledge and give the best support we can to our clients and advocate for them in complex systems, in order to help them to move forwards in the safest way possible.

JO HATTON
Head of People, Training and Development

OUR PEOPLE AND OUR ORGANISATION

We are thrilled to see the impact that our employees and volunteers have on the work that we do and our clients. People remain at the heart of our mission as we grow and change as an organisation. In 2023 / 2024 we have employed an average of 146 staff which is an increase of 42% since 2022 and 6.5% since 2023. We were also supported by over 50 volunteers.

We believe that people are engaged when they are happy in an organisation, therefore giving our employees, volunteers, and support staff the best working experience and making our charity a great place to work is at the forefront of our minds and efforts.

	Paid staff			Volunteers
	Full time	Part time	Total	
Average staff and volunteer numbers over 2023/24				
Leadership and Trustees	6	-	6	7
Services and Education	57	72	129	33
Fundraising and Marketing	4	-	4	13
Support Services	2	5	7	1
	69	77	146	54

Quote from a FearFree Service User

"I have felt down by a lot of support I've reached out for in the past, but not FearFree. I feel you've understood my story and delivery of support from the organisation has been unfaultable. I've felt heard and held by everyone I've spoken to."

Recruiting the best talent in the South West

We know that we already have a great array of talent at FearFree. Our employees are experts in what they do, and we want to continue bringing great talent into our growing charity.

We understand that when it comes to recruitment we have to stay on top of our game in the current, competitive job market. We continuously look for new platforms and ways of advertising our jobs. We also introduced a vacancy review process where we monitor our active vacancies and proactively look for solutions to delays in the recruitment process. Such solutions involve headhunting through our recruitment partners or advertising our roles through new recruitment media.

This year we also introduced new ways of sourcing talent and tools that will help us achieve our recruitment goals. One of those tools is a LinkedIn recruiters license that opened the door for more targeted recruitment. We can now connect with and interview candidates that apply for our roles through one of the most popular professional networks. We are also able to target new talent that have not yet heard about our fantastic charity.

To give ourselves some space for innovation and keep up with the newest recruitment trends, we are bringing a HR Advisor on board who will act as the main point of contact for all hiring managers and work with the Head of People, Training & Development on new, improved recruitment strategy. They will also provide guidance to our manager and training on recruitment related topics.

Looking after our employees' wellbeing

We care about our employees' wellbeing. Their happiness and success continue to be one of our main priorities. In addition to a generous holiday entitlement of 28 days per year, increasing with employees' length of service, we offer flexibility around working hours to employees that need it due to changing personal circumstances. It's important for us to support them and minimise any pressure that they may be under. In our charity, most flexible working requests are considered favourably and are responded to promptly.

In addition, all employees and volunteers have access to our Employee Assistance Programme counselling helpline, and our HR team and managers make an active effort to remind them that this benefit is available to them. The EAP trained counsellors are free for calls 24/7, 365 days per year at no cost to our staff or volunteers.

We understand that all employers should foster a compassionate culture and empower their people to take steps to proactively manage their health. We as an employer, also have a role to play in helping staff with long-term health conditions getting the best support at FearFree for their health. We work with an occupational health provider to ensure that every employee with a long-term condition receives appropriate support underpinned by advice from trained medical occupational health clinicians. We make accommodations following those referrals, put wellbeing plans in place and support employees through regular contact with them from their line managers and HR.

Quote from a Professional Partner

"FearFree as an organisation provide outstanding support to individuals involved in Domestic Abuse, and we feel very lucky to have them supporting us in the area. Having a dedicated military IDVA role which provides continuity is priceless in our transient community."

Giving our employees an opportunity to learn and develop

We understand from research produced by Towards Maturity supported by the CIPD that the ability for organisations to successfully evolve is determined by the capability of their staff. Transformation of any organisation is linked to the transformation of individuals and will only take place if learning is at its core. We recognise that our charity is growing and evolving and that we need to be proactive in our efforts to ensure successful transformation of our talent.

We understand that clarity on our employees' skills and competencies is imperative for our organisation to flourish. FearFree employees need to know what their path to success at FearFree looks like. For that reason, we created a competency matrix for our service teams. The new competencies will open discussions between managers and employees about their professional development at FearFree. They will also provide clarity on pay progression for our staff.

In addition to that following one of our bi-yearly staff away days and discussions with employees, we recognised that many members of staff are looking for further development. To support professional development conversations between managers and employees, we introduced a professional development plan review process. This process gives employees an opportunity to track their own progression and feel in charge of their own success at our charity.

We know that our managers play a key role in the development of our employees and in their success at FearFree. Our aim is to give managers the right tools to help our employees succeed in their roles. To help facilitate that during and post the onboarding period we trained our managers on setting smart goals. The smart goals provide focus and helped many of our employees successfully complete their probation periods.

We are always on a lookout for the right training opportunities and courses for our organisation and listen to employees' feedback. We introduced a new shorter, less laborious version of one of our mandatory training courses (health and safety) based on feedback from new starters and our neurodiverse employees. Any training completed by our employees needs to be effective, user friendly, inclusive to all and should not feel like a chore. We want for all our new starters to have a positive onboarding experience.

Compensation and retention

We understand that there is a direct link between higher pay and higher employee retention rates. Retaining and motivating employees is imperative to FearFree's sustainability and success. One of the activities that we undertake at FearFree to support employee retention efforts are annual salary review. We undertook such a review this year in conjunction with a comprehensive salary market research in the charity sector. After a careful review of our budgets and recognising how important it is to offer competitive salaries to new and current members of staff, we increased our salary levels by 4%. This increase alongside our continuous commitment to Real Living Wage brought our salaries in line with current market rates.

Volunteers at FearFree

Volunteers continue making a significant and essential contribution to the work of FearFree. In the past year over 54 volunteers in a range of roles, including as part of our Befriender Service, events and core functions e.g. administration. We were preparing this year for an increase to this number due to our new charity retail strategy and pending new volunteering strategy that will be led by our new HR Advisor.

To lay the foundations for growth, a significant amount of work has begun in development of a new volunteer platform, Salesforce, to improve the volunteer onboarding experience and manage volunteer data across FearFree.

We also introduced non-service staff training for volunteers. This will provide them with essential knowledge about our services and equip them with skills needed to best support our organisation.

Quote from a FearFree Volunteer

"To be a cheerleader and say, Great well done, that's fantastic can have a big affect on someone who isn't used to hearing how great they are."

Our plans for 2024/25 – putting our people first

We have great plans for 2024/25. To ensure that people at FearFree are treated fairly during any recruitment process, and have a great experience from day one, we will review our recruitment and interview processes. We are also going to work with the FearFree marketing team to enhance promotion of our employer brand through social media. Our pay and reward levels will help attract the best talent in the sector and continue our efforts to make FearFree a charity of candidates' choice.

To bring more volunteers on board to meet service demands we will introduce a new volunteering strategy, to give our current and future volunteers the opportunity to feel part of our organisation. We will introduce a volunteer recruitment processes, work with our marketing department on volunteer recruitment campaigns, and enhance our volunteer training package.

Our aim is to focus on Equity, Diversity and Inclusion through enhancing employees' knowledge through training about EDI and reviewing current policies.

We will introduce a wellbeing committee to gain employees' perspective on the wellbeing support that we currently offer at FearFree. We will listen to their suggestions and work with them to create a strong wellbeing strategy.

Quote from a FearFree Service User

"This is a charity close to our hearts. Me and my children fled domestic abuse. We experienced first- hand how much of a difference the support and care of FearFree made to our healing journey. Words cannot describe how extremely hard and tough those first months were. As a family we have set ourselves a goal this year, to raise money and awareness for FearFree whilst having fun as a family."

FEARFREE FUNDRAISING

JESSICA GAY
Head of Fundraising

Reflecting on a year of growth and impact: 2023/2024

As we reflect on 2023/2024, we are proud to share that it marked our first full year of fundraising after over 30 years of operation. Despite being a small team—just two, expanding to three in July 2023—we are thrilled with the successes, learnings, and growth we've achieved this year.

Grants and trusts successes

One of our major achievements came from our Grants and Trusts efforts. In an environment where grant funders are facing immense pressure due to reduced funds and increased applications, we were able to secure several six-figure bids to launch game-changing services for those we support. This success is a testament to the passion and fortitude of our frontline workers, a deep understanding of our clients' needs and of the gaps in nationwide service provision.

Among these successful bids is our new RISE programme, funded by The National Lottery Community Fund. Launched in April 2024, RISE is designed to support children (aged 15 and above) and adults impacted by abuse in accessing meaningful education, employment, and training. This programme will also see us partner with businesses and educational institutes to provide crucial back-to-work training and educational skills.

What makes RISE particularly special is the accompanying evaluation study funded by The National Lottery Community Fund. This study will allow us to gather data over the next three years to demonstrate the transformative power of education, training, and employment for those who have been impacted by abuse. Our goal is to share these findings nationally, convincing partners and charities across the country of the importance of breaking the cycle of abuse through such interventions.

Corporate partnerships and community engagement

Beyond grants, our team worked tirelessly to support our corporate partners and deliver meaningful impact. We continued our interactive Lunch and Learn series, both in person and online, helping businesses understand abuse and how to support colleagues, friends, and loved ones. These sessions have been crucial in breaking down stigmas and educating the public on the multifaceted challenges our clients face, including housing, mental health, and financial issues.

Our valued corporate partner, Michelmores, remarked on the impact of our knowledge sessions:

"FearFree's knowledge sessions have armed us with a thorough awareness of the charity's work and the importance of supporting FearFree. We never know who might need their support, so it's crucial to enable them to continue their vital services."

We also celebrated an extended partnership with Hargreaves Lansdown, which began as a 12 month collaboration and was extended to 18 months due to the fruitful outcomes for both parties. Here's what Hargreaves Lansdown had to say about our partnership:

Case Study: Hargreaves Lansdown

"In March 2023, the HL Foundation embarked on a meaningful partnership with FearFree, focused on breaking the cycle of domestic abuse, sexual violence, and stalking across the South West. This collaboration, driven by a shared vision of creating safer communities, has resulted in substantial financial support and innovative infrastructural enhancements for FearFree."

Financial contributions and impact

Between March and December 2023, the HL foundation donated over £128,000 to FearFree, with further support anticipated. This funding has been instrumental in scaling FearFree's work, enabling them to make a transformative difference in countless lives.

Quote from a FearFree Service User

"At the start I felt lost and I didn't know what was going on inside my head. Now I feel empowered and have so much more clarity. It was so great to be heard, be seen, and have my feelings validated."

Quote from a FearFree Service User

"I could not have coped without your kindness, empathy, and expertise. You have got me through one of the toughest years of my life, there have been times where I just wanted to give up. I felt that I had nothing more to give, but you would always help me focus on what mattered and to feel brave enough to rise again!"

Technological advancements

Understanding the importance of efficient operations, the HL Foundation also invested in technological advancements for FearFree, setting up a new SharePoint intranet facility. This centralised system has streamlined collaboration, allowing their staff to focus more on delivering essential support services.

Transformative outcomes

Our partnership with FearFree has led to:

- Empowerment and Safety: Thousands of victims have received support to rebuild their lives, free from fear.
- Sustained Recovery: Tailored services have helped victims not just survive but thrive.
- Community Awareness and Prevention: Increased education efforts are creating informed communities that can identify and prevent abuse.

The partnership between the HL Foundation and FearFree showcases the significant difference that strategic financial support and technological innovation can make in empowering a charity to achieve its mission.

"Our partnership has been one of collaboration which has brought hope, safety, and empowerment to thousands, underscoring our commitment to fostering lasting positive change in our communities."

The HL Foundation has submitted our partnership for the Best Charity Partnership of the Year at the MoneyAge Awards 2024.

We've been incredibly fortunate to receive support from businesses of all sizes, including our local partners like Octavian and Oakridge Recruitment, who participated in our sports-themed sweepstake. We're also grateful to partners like The Works and Zurich Community Trust, who donated hand creams for our recovery work with survivors and creative resources, books, and toys for the children and young people we support.

Every contribution, big or small, has made a significant impact on the lives of those we help, and we couldn't do it without the generosity of all our partners.

Community support

We want to extend our deepest thanks to our growing community of supporters. Whether through personal events, our skydive, or running events, your support has been invaluable. While we have come a long way, our mission continues, and we can only achieve it with your continued support.

Together, we can ensure that adults, children, and families break free from abuse and rebuild their lives—not just temporarily, but permanently.

Thank You

Quote from a FearFree Service User

"You have been one of the only people I can trust and have been there for me throughout this."

ACTIVITY IN 2023-2024

Whilst referral numbers across the service look like they have decreased, it is important to remember that in the year prior we had an additional Independent Sexual Violence Advisors (ISVA) service that added to these referral numbers and therefore a direct comparison is not possible. Therefore, with 10,564 referrals for victims this year, a decrease of 744, it is evident that referral numbers for our domestic abuse and stalking services have increased this year. This year saw the introduction of a new service, with Wiltshire and Swindon Sexual Violence Therapeutic Service (WSSV), this only went live mid-year and therefore we anticipate numbers to increase over the coming year.

We are delighted to see an increase in the referrals for those who have harmed, an increase of 36%. However, we acknowledge that the gap between victim referrals and behaviour change referrals remains significant and it continues to be a strategic priority for our service to increase referrals within this area.

Service	Victim referrals (including CYP)	Behaviour Change Referrals	Total referrals
DAPP	24	57	81
Devon	5,722	113	5,835
FIP	15	10	25
ISAC	139	N/A	139
ITRS	602	18	620
PRG	64	211	275
Wiltshire	3,488	126	3,614
WSSV	510	N/A	510
RISE	N/A*	N/A	N/A
Total across FearFree			11,099

*This is a new service and figures are not yet available.

Referrals by year

	2022	2023	2024
Services	13,384	11,152	10,425
Behaviour Change	308	393	535
Stalking	187	156	139

Please note: The figures presented are not directly comparable, as the size and scope of service contracts has changed over the years.

Quote from a FearFree Behaviour Change Service User

"I have been treated kindly and with no judgement at all. The course has helped me to handle pressure and use my timeout plan when I feel low. It's been life changing, I'm so grateful for the support."

STRATEGIC REVIEW 2023/2024

As the charity entered year two of its four year strategic plan, progress has been made on the charity's primary aims:

- Offer a quality and comprehensive personalised service to our clients.
- Improving access to our services and organisation.
- Supporting our people to flourish.
- Achieve sustainability through investing in the full spectrum of commercial and voluntary income streams.
- Build awareness of abuse and help educate our sector, colleagues, partners and public.
- Develop an accessible brand that speaks to clients, partners and public about abuse.

What progress has been made is 2023/24 against primary objectives:

- The brand has been further developed this last year, enhanced by extensive media coverage, enabling FearFree to become the voice of the South West, reaching greater audiences than ever before.
- We extended our service offer with three new contracts, ranging from therapeutic support for sexual violence victims, a new service for military abuse support and a new grant funded service to support clients in recovery, supporting them into training, education and employment.
- The website, HR and finance systems are being upgraded this year rather than last due to single person dependency challenges in those departments.
- The commitment to our people continues with a modest pay award for some employees but it is the largest ever for FearFree. In addition, we are dedicated to flexible working with hybrid working and supporting an increasingly diverse workforce to give their best.

Objectives for 2024/25:

Service quality

Continue to expand our service portfolio for clients through fighting for new contracts in the South West.

Reach

Implement Single Point of Access to streamline access and triage of services.

Sustainability

Fully implement our trading strategy with the opening of our first stores.

Influence

Further develop digital footprint to increase awareness of abuse issues and access.

Quote from a Quote from FearFree Service User

"Phenomenal - every single clinician, healthcare professional and staff member at a hospital or GP practice should undergo this session - it is eye-opening, informative and very constructive. I felt I had a good understanding of domestic abuse and sexual violence and how to manage patients and I still learnt a great deal from this fantastic team and seminar."

REVIEW OF FINANCIAL RESULTS

IAN WAKEHAM
Head of Finance

Our principle funding sources come from local authorities and other statutory bodies such as the Police Commissioners to fulfil the statutory contract our work to support adults and children who are experiencing or have experienced domestic abuse, sexual violence and stalking. This also includes work programmes to facilitate behaviour change in perpetrators. Throughout the year, we have focused on a number of fundraising activities and other grants in order to be less reliant on statutory contract funding.

The total income grew during the year from from £4.4m (revised) to £4.5m, and increase of £26k, an increase in 0.6% (2023: 26.61%, revised). A detailed analysis of income is shown in the Statements of Financial Activity (SoFA) on notes 2 and 3 of the financial statements.

Total spending on charitable activities was £4.5m (2023: £4.3m).

Overall, expenditure exceeded income resulting in a deficit of £8k (2023: £133k, restated).

The amount spent on salaries and staff costs including NI and pension was £3.1m (2023: £3.1m) an increase on the previous year of £58k. Staff costs are 70% (2023: 71%) of the organisation's charitable spend.

Further analysis of charitable expenditure showing the operational activities undertaken by FearFree charity are given in the SOFA and in notes 4 to 8 of the financial statements.

Income for the year of £4.5m included £0.7m of restricted funds (2023: £4.4m, £0.8m). Of the £715k of funds retained at the year end, £565k were restricted and none were designated (2023: Total £723k, restricted £426k, non designated).

Further analysis of restricted and unrestricted funds is shown in the SOFA and notes 15 and 17 of the financial statements. Income and expenditure are managed through stringent financial controls. Income has continued to grow with new contracts and contract variations. As such, we hold an appropriate amount of deferred income which is used to generate a small amount in interest. Movements are shown in note 15 of the financial statements.

Fundraising

The Charity is registered with the fundraising regulator. Under the fundraising code of practice legislation, the following approach is taken by the Charity;

The Charity does not utilise any external agencies or commercial participators to conduct fundraising activities or act on the Charities behalf.

During the course of this year there has been no failures to adhere to fundraising standards or complaints received regarding fundraising activities.

All funds raised are for the sole use of FearFree charity in delivering its charitable benefit. We may allocate the funds to a specific project or piece of work with the agreement of the donor.

Unsolicited donations or small donations with no restricted purpose will be allocated to our general funds.

Accreditation

FearFree charity has maintained national recognition for the quality of its governance, management and service delivery. Accreditation includes: Cyber Essentials Plus, Data Security Protection Toolkit, Safe Lives – Leading Lights, Respect Perpetrator Programme Standard, NCVO Investing in Volunteers and Lime Culture Male ISVA Sexual Violence accreditation. We are also Living Wage Employers and an Accredited Disability Confident employer.

Investment power and policy

Investments are made in accordance with the charity's Articles of Association and Investment Policy. Having considered the available options the Trustees decided to invest in commercial common investments funds (high interest bank accounts and short term deposit accounts).

The Trustees consider the overall return on investments and deposits to be disappointing.

Reserves policy and going concern

Reserves are needed to cover unforeseen costs like redundancy payments should a service not be funded or temporary funding of services while new funds are sought, and to cover unplanned emergencies and other unforeseen expenditure. The trustees consider the ideal level of reserves to be £250k, and review this on a regular basis. The charity held free* reserves of £79k, on 31 March 2024 (2003: £196k restated). The board continues to review approved budgets to work towards the free reserves policy noting we would temporarily fall below the reserve policy to allow investment for future growth and sustainability. The board established controls and mitigation measures

to replenish these reserves in a timely manner back to our policy level. These include a combination of close monitoring of reserve and cash positions, cost control measures and additional income streams.

*Free reserves = unrestricted reserves, less the net book value of any fixed assets.

Structure, governance and management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 25 April 1997 and registered as a charity on 9 October 1997, having previously been registered as the Single Parent Family Association in 1993. The company was established under a Memorandum of Association that established the objects and powers of the charitable company and is governed under its Articles of Association. The memorandum and Articles of Association were reviewed in 2013 and redrawn to conform to the Charity Commission template. The Trustees undertook a review of the charity's Objects and recommended a minor amendment, which was approved in January 2017. The Articles and constitution were reviewed and have been submitted to the Charity Commission in August 2023 under the charity's new name FearFree.

Appointment of Trustees

Trustees are appointed by the members at the Annual General Meeting of the charity. Under the Articles, Trustees who have completed their term of office must retire at the Annual General Meeting unless an extension is agreed by the full Board of Trustees.

Potential new trustees are identified from a variety of sources including external recruitment, personal recommendations by members or the current trustees. Selection for appointment is based solely on the contribution it is believed the individual is likely to make to the development and delivery of the charity's objectives.

The Board embraces diversity in its broadest sense, believing that a wide range of experience, background, perspective, skills and knowledge combine to contribute towards a high performing, effective Board, which is better able to support and direct the charity.

In addition, the Board ensure a proportion of Trustees have lived experience of domestic abuse, sexual violence and stalking to provide context to Board decision making and best represent the views of service users.

Prospective trustees are interviewed by a panel which includes the Chair and Chief Executive Officer before their appointment is ratified by the Board of Trustees. Pre-appointment vetting checks are conducted against the Disqualified Directors Register and the Individual Insolvency Register, plus a vetting process is carried out.

New trustees are provided with a comprehensive induction including; details of the management structure, financial performance and the constitution and governance framework for the charity. Trustees are expected to undertake statutory and mandatory training, Board development training and encouraged to attend internal and external events and spend time with staff delivering front line services.

The charity's trustees are also directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the trustees.

Board Effectiveness

The Board of Trustees review its own effectiveness through an annual review in accordance with the Charity Commission Governance Code. The Board also undertakes development reviews at annual Board away days and the Chair conducts annual reviews with each individual trustee.

Trustee Remuneration

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or executive leader of the charity, with a production company, contracted actor, performer or exhibitor must be disclosed to the full Board of Trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

The Board of Trustees, and the Executive Leadership Team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. Details of trustees' expenses and related party transactions are disclosed in the accounts.

Corporate Governance and Internal Control

The charity is governed by the Board of Trustees which is responsible for establishing appropriate corporate governance and internal control. This is achieved by the Board establishing strategic, financial and governance plans, setting policies, agreeing the operations plan and monitoring progress against the same. The Board meets regularly throughout the year. Overall responsibility for the day to day management of the organisation is delegated by the Board to the Chief Executive Officer.

Charity Governance

Responsibility for the governance structure of the organisation is split between the Board of Trustees, four committees and the Executive Leadership Team. The make-up and responsibilities of these committees are described below. Trustees are encouraged to attend meetings of any of these committees and working groups where appropriate to their roles and interests.

Board of Trustees

The Board holds a quarterly reporting meeting and specific meetings to review and develop strategy, for Governance and Board development and holds responsibility for reviewing organisational and service effectiveness.

The main duties of the Board of Trustees are:

- Ensure that the organisational strategy is delivered.
- Have overall responsibility for the service elements of the organisational strategy, agree priorities and monitor progress against key quality indicators.
- Review primary reports, escalations and risks escalated from the Board sub committees.
- Receive assurance that all FearFree services are performing effectively.

Executive Leadership Team

The Executive Leadership Team (ELT) is responsible for delivering the strategic plan and the operations plan, keeping the board fully informed of risk and opportunities that may affect the organisation.

ELT meets monthly and is chaired by the Chief Executive Officer.

People Committee

This committee is responsible for governance of human resources including regulation and compliance, the charities staffing structure and policies, volunteering strategies and trustee selection and development. The committee meets four times a year with additional meetings as required by the Board.

The main duties of the Committee are to:

- Maintain a strong awareness of the latest employment legislation and ensure the organisations policies reflect contemporary practice and manage organisational risk.
- Review matters affecting staff performance or satisfaction and make recommendations as to remedial actions.
- Ensure new organisational development strategies and interventions are well planned and support the development of a positive organisational culture.
- Use monitoring systems to evaluate progress and regular agreed intervals and recommend actions.

Remuneration Committee

This committee is responsible for ensuring that the remuneration arrangements support the strategic aims of the organisation. The committee has the same membership as the People Committee and meets once or twice a year.

The main responsibilities of the Committee are to:

- Formulate and monitor the organisation's Remuneration Policy.
- Review the organisation's salary banding process, related remuneration and reward packages against agreed independent market benchmarking tools and ensure FearFree salary and reward packages are equitable, fair and remain competitive.
- Approve the annual cost of living salary increase for all staff considering rates of inflation and known social care, charity sector and commercial benchmarking in the given year.
- Determine the remuneration and reward package of the Chief Executive Officer.

Finance and Income Generation Committee

The Finance and Income Generation Committee is responsible for close monitoring of the financial viability of the charity and its assets, establishing financial policies, overseeing the financial audit and providing assurance to the Board of Trustees the charity has adequate and compliant financial controls. It also receives and monitors reports on income generating functions of the charity. The committee meets six times a year and on other occasions as required to deal with specific matters raised by the Board.

Quote from a professional partner:

"I think we need a direct line to each other; I wouldn't have been able to work this case without you, the multi-agency work has been vital."

The main duties of the Committee are to:

- Recommend the Reserves Policy and other relevant financial policies to the Board of Trustees and reviewing the use of reserves.
- Recommend approval of the financial plan and ensure budget achievement is realistic and proportionate to investment.
- Review the quarterly forecast to ensure projections are reasonable and fall within the trustees reserves policy.
- Maintain a strong awareness of the latest legislation and practices affecting or related to income generation and report to the Committee.
- Identify areas of risk and/or development opportunity and agree monitoring mechanisms.
- Utilise monitoring systems to evaluate progress against the Income Generation Strategy at regular agreed intervals and recommend actions to mitigate risk as appropriate.

Risk and Audit Committee

This committee meets four times a year and is responsible for oversight of regulation and compliance, the charity's risk management, health and safety, estates and environment, quality and audit management.

The main duties of the Committee are to:

- Maintain a strong awareness of the latest legislation and practices affecting or related to our work, environment and workforce and report to the Board of Trustees.
- Identify areas of risk and/or development and agree priorities and monitoring mechanisms.
- Utilise monitoring systems to evaluate progress and regular agreed intervals and recommend actions to mitigate risk as appropriate.

Quote from a FearFree Service User

"I was made to feel like a person not just a number on a list. I would like to thank you for all you did. I was treated with kindness and respect."

Risk Management

FearFree has a comprehensive structure of controls to co-ordinate and manage risk within the organisation. This consists of lines of accountability through which issues of risk can be debated and the effectiveness of the organisations risk management arrangements assured.

The Chief Executive Officer, Executive Leadership Team and trustees use a risk register to regularly assess the risks and uncertainties that the charity is exposed to which helps the Executive Leadership Team to identify, monitor, record, and manage risk on an operational and strategic basis. The risk register is a live document that is regularly reviewed and updated by the Chief Executive Officer and Executive Leadership Team. All risks have a owner from the Executive Leadership Team who report on their areas of responsibility to the Risk and Audit Committee at quarterly intervals. Significant risks are escalated to the trustees for review. Sub-committees of the Board of Trustees have delegated responsibility to keep those risks specific to them under review and escalate to the Board where necessary.

The following risks have been identified as the most prominent factors facing the charity during the course of 2023/24.

RISK ONE	RISK TWO	RISK THREE
Risk of loss of service contracts either through tender processes or poor performance.	**Service capacity challenges due to overwhelming referrals and or staff recruitment challenges.**	**Voluntary income not meeting growth expectations.**
MITIGATION	**MITIGATION**	**MITIGATION**
Whilst contract tenders are by nature competitive and unpredictable, each opportunity is assessed for its strategic fit, its contribution or draw on core infrastructure and its potential to serve the local population effectively and cost effectiveness. FearFree work closely with local commissioners to assess and maintain service effectiveness and to best understand how to serve the needs of the local population and partners.	FearFree work closely with commissioners and partners to ensure referrals are appropriate and manageable and continually try to innovate and create new ways to support large volumes of clients whilst maintaining quality service delivery. FearFree has a new recruitment strategy and enhanced benefits and wellbeing initiatives in order to recruit and retain the best staff despite sector recruitment challenges.	FearFree is at the very beginning of its income growth journey and therefore all new income is hard to predict. Thus, all budget projections are very conservative, investment is modest and new streams are being added to the portfolio gradually each year. Governance oversight is provided by the Finance and Income Generation Committee.

Statement of trustees' responsibilities

The trustees (who are also directors of FearFree Charity Limited for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 make themselves aware of that information.

On behalf of the Board

Maureen Margrie

Date 20 November 2024

List of special thanks

Commissioners and Grant Funders

Wiltshire Council
Wiltshire Office of the Police and Crime Commissioner
Wiltshire Probation
Gloucestershire County Council
Gloucestershire Office of the Police and Crime Commissioner
Armed Forces Covenant Fund Trust
The National Lottery Community Fund
NHS Bath and North East Somerset Swindon & Wiltshire Integrated Care Board
Interpersonal Trauma & Violence Team, Safeguarding Directorate, Devon Integrated Care Board
Devon County Council
Victim Support Devon & Cornwall
Royal Devon and Exeter Hospital Safeguarding Team
Nationwide Community Grants
University of Bristol
Devon Partnership NHS Trust
All at the Church of England

Our Ambassadors

Ariana Watling
Sarah Jepson

Fundraising

B&Q Foundation
Battens Solicitors
Bradford on Avon Co-op
Chippenham Town Council
Clear Vision Accountancy
Crossing Pathways project, funded by the Home Office
Devizes Town Council
Exeter Chiefs Foundation
Exeter Masons
Excalibur Communications
Gibbons Family Foundation
Goughs Solicitors
Hargreaves Lansdown
Hot Pod Yoga
Jamieson- Bystock Trust
Melksham Without Parish Council
Michelmores
National Grid
Nationwide Foundation
NHS England Southwest, Workforce Training and Education Fund
North Devon Councillor Grants
Operation Christmas Hamper
Pen Carrie
Persimmon Charitable Trust
Salisbury Soroptimists
Spin Dance Fitness
St Edmunds and St Mary Major Charity
St James Trust
Stonewood Group
Tesco
The Armed Forces Covenant Fund Trust
The National Lottery Community Fund
The Works
Trowbridge Council
University of Exeter
Wadworths
Waitrose
Warminster Town Council
Westbury United Reformed Church
Wiltshire Community Foundation
Wiltshire Council HSF4 Fund
Zurich Community Trust

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF FEARFREE CHARITY LIMITED

Opinion

We have audited the financial statements of FearFree Charity Limited (the "Charity") for the year ended 31 March 2024 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the Charity's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with international Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

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 auditor's report 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 the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report has been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- The financial statements are not in agreement with the accounting records and returns;
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not obtained all the information and explanations necessary for the purposes of our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 an auditor's report 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- We identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of those charged with governance

and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;

- Discussing amongst the engagement team the risks of fraud;
- Gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- Testing journal entries to identify unusual transactions;
- Assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- Investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state in them in an auditor's 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joshua Kingston

Joshua Kingston ACA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

Date: 20 November 2024

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDES INCOME AND EXPENDITURE ACCOUNT) YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £ (Restated)
Income from:					
Donations and grants	**2**	221,744	563,391	785,135	645,656
Charitable activities	**3**	3,546,551	117,164	3,663,715	3,779,730
Investments		10,058	-	10,058	7,360
Total income		3,778,353	680,555	4,458,908	4,432,746
Expenditure on:					
Raising funds	**4**	114,690	-	114,690	2,993
Charitable activities	**5**	3,835,860	516,041	4,351,901	4,297,041
Total expenditure		3,950,550	516,041	4,466,591	4,300,034
Net income/ (expenditure)	**7**	(172,197)	164,514	(7,683)	132,712
Transfers between funds	**15**	25,182	(25,182)	-	-
Net movement in funds		(147,015)	139,332	(7,683)	132,712
Total funds at the start of the year (as previously stated)		364,943	60,458	425,401	590,439
Prior year adjustment	**22**	(67,555)	365,305	297,750	-
Total funds at start of year (restated)	**15**	297,388	425,763	723,151	590,439
Total funds at end of year	**15**	150,373	565,095	715,468	723,151

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

See note 16 for fund-accounting comparative figures.

The notes on pages 42 to 53 form part of these financial statements.

BALANCE SHEET AS AT 31 MARCH 2024

Company number: 03360057

	Note	2024 £	2023 £
Fixed assets			
Intangible assets	**9**	41,490	41,220
Tangible assets	**10**	29,532	60,613
		71,022	101,833
Current assets			
Debtors	**11**	819,700	947,888
Cash at bank and in hand		275,396	64,584
Short-term investments		88,273	137,895
		1,183,369	1,150,367
Liabilities			
Creditors: amounts falling due within one year	**12**	(518,923)	(509,049)
Net current assets		664,446	641,318
Provisions for liabilities	**13**	(20,000)	(20,000)
Net assets		715,468	723,151
Funds			
Restricted funds	**17**	565,095	425,763
Unrestricted funds	**17**	150,373	297,388
		715,468	723,151

These financial statements have been prepared in accordance with the special provision for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

The financial statements were approved by the Trustees on **20 November 2024** and are signed on their behalf:

Maureen Margrie

.....

Maureen Margrie, Chair of the Board of Trustees

The notes on pages 42 to 53 form part of these financial statements.

CASHFLOW STATEMENT YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £ (Restated)
Net cash (outflow)/inflow from operating activities	**20**	161,932	(822,154)
Non-operational cash flows:			
Payments for intangible fixed assets		(10,800)	(43,200)
Payments for tangible fixed assets		-	(28,482)
Investment income		10,058	7,360
		(742)	(64,322)
Net cash (outflow)/inflow for the year	**21**	161,190	(886,476)

Cashflow Restrictions

Charity law prohibits the use of net cash inflows of any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 42 to 53 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

1 Accounting policies

BASIS OF PREPARATION

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

FearFree Charity meets the definition of a public entity under FRS102.

The trustees have considered all available information to assess the going concern status of the charity. Particular attention has been paid to the reserves and cash position of the charity along with regular monitoring of the financial reports, budgets and future forecasting. The trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

INCOME

Income from donations is included income when these are receivable, except as follows:

I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;

II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

EXPENDITURE

Expenditure is recognised on an accruals basis in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Raising funds expenditure include those costs incurred in seeking voluntary contributions costs of goods sold and other costs which include the costs of running a participating in fundraising events and collections and cost of goods purchased for resale.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Governance costs are included within support costs.

ALLOCATION AND APPORTIONMENT COSTS

Certain expenditure is directly attributable to specific activities and this has been included in those cost categories. Other costs, which are attributable to more than one category, are apportioned across cost categories on the basis of an assessment of workload carried out from time to time. Overhead support costs have been apportioned between charitable activities on a basis consistent with the use of resources.

PENSION

The charity contributes to defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

INTANGIBLE FIXED ASSETS

Amortisation is provided on intangible assets so as to write off the cost, less any estimated residual value, over their useful life as follows:

Amortisation is provided on the following basis:
Website development - straight line over five years

TANGIBLE FIXED ASSETS

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible asset into its intended working condition should be included in the measurement cost. Capital items with purchase price of more than £1,000 are included within fixed assets.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives:

Depreciation is provided on the following basis:

Fixtures and fittings - straight line over five years
Computer equipment - straight line over three years

DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1 Accounting policies *(continued)*

CASH AT BANK AND IN HAND

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

CREDITORS

Creditors and provisions are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable of a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Creditors are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted and the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objects 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 form part of unrestricted funds and have been identified as being for particular purposes by the trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the trustees.

Further explanation of the nature and purpose of each fund is included in note 15 of the financial statements.

2 Income from: donations and grants

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Corporate fundraising	147,164	-	147,164
Community fundraising	39,239	-	39,239
Grants and Trusts	6,035	563,391	569,426
Individual giving	7,827	-	7,827
Gift Aid	2,877	-	2,877
Other	18,602	-	18,602
	221,744	563,391	785,135

Prior year comparatives	Unrestricted Funds £	Restricted Funds £ (Restated)	Total Funds 2023 £ (Restated)
Corporate fundraising	7,880	-	7,880
Community fundraising	13,004	-	13,004
Grants and Trusts	268,469	348,622	617,091
Individual giving	6,107	-	6,107
Gift Aid	606	-	606
Other	968	-	968
	297,034	348,622	645,656

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

3 Income from: charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Public sector funding - core service delivery	3,546,551	117,164	3,663,715
	3,546,551	117,164	3,663,715

Prior year comparatives	Unrestricted Funds £ (Restated)	Restricted Funds £ (Restated)	Total Funds 2023 £
Public sector funding - core service delivery	3,602,986	176,744	3,779,730
	3,602,986	176,744	3,779,730

Income from public sector funding comprises of performance related grants and service level agreements made by local authorities to fund the charity's activities.

4 Expenditure on: raising funds

	2024 £	2023 £
Fundraising costs	8,561	2,993
Staff and volunteer costs	106,129	-
	114,690	2,993

5 Expenditure on: charitable activities

	Activities undertaken directly £	Support costs (Note 6) £	Total 2024 £
Provision of contracted services	3,641,460	710,441	4,351,901
	3,641,460	710,441	4,351,901

Prior year comparatives	Activities undertaken directly £	Support costs (Note 5) £	Total 2023 £
Provision of contracted services	3,718,549	578,492	4,297,041
	3,718,549	578,492	4,297,041

6 Support costs

	Total Funds 2024 £	Total Funds 2023 £
Staff and volunteer costs	263,731	250,118
Office costs	198,340	143,154
Premises costs	178,270	140,054
Finance costs	388	651
Marketing and advertising	23,488	7,557
Governance costs	47,385	25,269
Loss on disposal of fixed assets	-	1,969
Bad debt	(1,161)	9,720
	710,441	578,492

7 Net income/ (expenditure) for the year

	2024 £	2023 £
Auditor fees :		
- Audit	15,120	13,515
- Accounts preparation	2,880	2,577
- Prior year over/under provision	7,410	(725)
Depreciation	31,081	26,868
Amortisation	10,530	1,980
Trustees' remuneration	-	-
Reimbursement of Trustees' travel expenses (zero Trustees, 2023: one Trustee)	-	123

8 Staff costs and numbers

The aggregate payroll costs were:

	2024 £	2023 £
Wages and salaries	2,783,971	2,713,676
Social security costs	231,625	228,321
Contribution to defined contribution pension scheme	91,403	88,371
Redundancy costs	3,023	21,240
	3,110,022	3,051,608

The average number of persons employed by the company (headcount) during the year was 134 (2023: 133).

One (2023: One) employee received benefits (excluding employer's national insurance contributions and employer pension costs) of between £80,000- £90,000.

The key management personnel of the charity are listed on page 4.

The total amount of employee benefits (including employer's national insurance contributions and employer pension contributions) received by key management personnel for their services to the charity was £335,457 (2023: £272,053)

9 Intangible fixed assets

	Website development £	Total £
Cost		
At 1 April 2023	43,200	43,200
Additions	10,800	10,800
At 31 March 2024	54,000	54,000
Amortisation		
At 1 April 2023	1,980	1,980
Charge for the year	10,530	10,530
At 31 March 2024	12,510	12,510
Net Book Value		
At 31 March 2024	41,490	41,490
At 31 March 2023	41,220	41,220

10 Tangible fixed assets

	Fixtures, fittings and equipment £	Total £
Cost		
At 1 April 2023	95,870	95,870
At 31 March 2024	95,870	95,870
Depreciation		
At 1 April 2023	35,257	35,257
Charge for the year	31,081	31,081
At 31 March 2024	66,338	66,338
Net Book Value		
At 31 March 2024	29,532	29,532
At 31 March 2023	60,613	60,613

11 Debtors

	2024 £	2023 £ (Restated)
Trade debtors	183,353	594,278
Other debtors	6,482	13,517
Prepayments and accrued income	629,865	340,093
	819,700	947,888

12 Creditors

	2024 £	2023 £
Trade creditors	128,298	148,732
Taxation and social security	55,691	49,502
Other creditors	16,924	16,734
Accruals and deferred income	318,010	294,081
	518,923	509,049

Included above is deferred income from grants and contracts.

	2024 £	2023 £
Deferred income balance at start of period	227,337	682,992
Amount released to income	(227,337)	(682,992)
Amount deferred in the period	253,872	227,337
Deferred income balance at end of period	253,872	227,337

13 Provisions for liabilities and charges

	2024 £	2023 £
Dilapidation of leased buildings	20,000	20,000
	20,000	20,000

14 Operating lease commitments

At 31 March 2024 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Amounts payable:		
Within one year	56,559	67,722
Within two and five year	105,975	190,688
	162,534	258,410

15 Movement between funds

	At 1 April 2023 £ (Restated)	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Restricted funds					
Standing Together Against Domestic Abuse	14,757	-	-	-	14,757
OPCC Gloucestershire	18,401	-	-	(18,401)	-
Community First	3,788	4,323	(3,062)	-	5,049
The Noel Buxton Trust	8,714	-	-	-	8,714
DHSE Best Start	337	-	(2,556)	2,219	-
Chippenham Boroughlands	4,252	-	-	-	4,252
Alarms Gloucestershire	10,209	1,000	(819)	-	10,390
Military DVPP Programme	297,750	-	(46,452)	-	251,298
Gloucestershire Volunteer	-	7,500	(1,096)	-	6,404
OPCC Devon	-	308,235	(242,178)	-	66,057
Community Fund: RISE	-	-	(376)	-	(376)
Salisbury NHS Trust	-	55,000	-	-	55,000
Safer Accommodation	-	5,000	-	-	5,000
Housing IDVA	-	59,984	(2,218)	-	57,766
GTU03 (R) GCC PRG	-	90,000	(62,874)	(9,000)	18,126
GTU04 Glos PRG (R) - CC/OPCC Additional Funding	-	15,041	(15,041)	-	-
GTU10 (R) - GC PRG Awareness Raising Fund	-				
WIL110 (R) MoJ Wiltshire Police Funding	67,555	134,472	(139,369)		62,658
	425,763	680,555	(516,041)	(25,182)	565,095
Unrestricted funds					
General funds	234,806	3,778,353	(3,919,469)	27,151	120,841
Fixed asset reserve	62,582	-	(31,081)	(1,969)	29,532
	297,388	3,778,353	(3,950,550)	25,182	150,373
Total funds	723,151	4,458,908	(4,466,591)	-	715,468

15 Movement between funds (continued)

Prior year comparatives	At 1 April 2022 £ (Restated)	Income £ (Restated)	Expenditure £ (Restated)	Transfers £ (Restated)	At 31 March 2023 £ (Restated)
Restricted funds					
Standing Together Against Domestic Abuse	16,672	36,227	(38,142)	-	14,757
OPCC Gloucestershire	12,957	59,222	(53,778)	-	18,401
Community First	-	68,379	(64,591)	-	3,788
The Noel Buxton Trust	8,714	-	-	-	8,714
DHSE Best Start	2,644	240,857	(243,164)	-	337
Chippenham Boroughlands	4,252	-	-	-	4,252
Alarms Gloucestershire	-	12,916	(2,707)	-	10,209
Military DVPP Programme	-	297,750	-	-	297,750
WIL110 (R) MoJ Wiltshire Police Funding	77,600	50,872	(60,917)	-	67,555
	122,839	766,223	(463,299)	-	425,763
Unrestricted funds					
General funds	406,632	3,666,523	(3,809,867)	(28,482)	234,806
Fixed asset reserve	60,968	-	(26,868)	28,482	62,582
	467,600	3,666,523	(3,836,735)	-	297,388
Total funds	590,439	4,432,746	(4,300,034)	-	723,151

FIXED ASSET RESERVE

The net book value of fixed assets is shown in a separate designated fund. Transfers between this and general funds represent fixed asset additions and disposals.

STANDING TOGETHER AGAINST DOMESTIC ABUSE

Provision of a full time hospital based IDVA at the Royal Devon and Exeter hospital.

OPCC GLOUCESTERSHIRE

Employment of one full time Independent Stalking Advocacy Caseworker (ISAC) for Gloucestershire to focus on high risk cases.

COMMUNITY FIRST

National Lottery funded partnering with Community First to deliver a Building Better Opportunities programme to enable clients to get back into employment or training post recovery.

THE NOEL BUXTON TRUST

Funding for The Elephant In The Room project for children.

DHSE BEST START

Department of Health and Social Care, Health and Wellbeing Fund to provide the Best Start project in Devon improving access to perinatal services through the provision of community navigators and community champions.

CHIPPENHAM BOROUGH LANDS COMMUNITY TRUST

Welfare support for individual clients residing within the parish of Chippenham and have done so for two years.

ALARMS GLOUCESTERSHIRE

Funding, provided from the Safer Streets funding, for the provision of personal safety alarms for victims and potential victims of abuse.

MILITARY DVPP PROGRAMME

Funded by the Armed Forces Covenant Trust, this is a Behaviour Change programme, focussing on clients who are military or former military personnel.

GLOUCESTERSHIRE VOLUNTEER

Funded by Gloucester County Council, this grant is for the employment of a part-time Volunteer Co-ordinator.

15 Movement between funds (continued)

OPCC DEVON

Funded by the Police and Crime Commissioner for Devon and Cornwall through partners Victim Support, this fund supports survivors of domestic abuse and sexual violence.

COMMUNITY FUND: RISE

Funded by the National Lottery for the South West region, this a programme which seeks to empower people impacted by domestic abuse into employment, education, training or volunteering opportunities.

SALISBURY NHS TRUST

Crossing Pathways funding, this fund seeks to provides a Health IDVA within Salisbury NHS trust to support early intervention and improved victim safety, and to raise awareness of domestic abuse across clinical services.

SAFER ACCOMMODATION

Funded by Devon County Council this fund enables the recruitment of a trained domestic abuse housing specialist to ensure victims can access and maintain safe and suitable housing as they rebuild their lives.

HOUSING IDVA

Funded by Nationwide Building Society, this fund enables the recruitment of a trained domestic abuse housing specialist within the Devon area, to ensure victims can access and maintain safe and suitable housing as they rebuild their lives.

GLOUCESTERSHIRE OPCC

Operated through Gloucestershire County Council from Gloucester Office of the Police Crime Commission, this fund related to the provision of specialist services for addressing perpetrator behaviour within the country. Transfer between funds of £9,000 represents the apportionment of core costs.

GLOUCESTERSHIRE PRG AWARENESS RAISING

Funded by Gloucester County Council, this fund relates to increasing awareness of perpetrator behaviours within the county.

WILTSHIRE MOJ

Funded by Wiltshire Office of Police Crime Commission, but managed via Wiltshire County Council as an extension to their contract, this fund enables the recruitment of a trained domestic abuse specialist to support adults and children within Wiltshire who are abused victims.

16 Prior year fund comparatives for the Statement of Financial Activities

	Unrestricted Funds £ (Restated)	Restricted Funds £ (Restated)	Total Funds 2022 £ (Restated)
Income from:			
Donations and grants	56,177	589,479	645,656
Charitable activities	3,602,986	176,744	3,779,730
Investments	7,360	-	7,360
Total income	3,666,523	766,223	4,432,746
Expenditure on:			
Raising funds	2,993	-	2,993
Charitable activities	3,833,742	463,299	4,297,041
Total expenditure	3,836,735	463,299	4,300,034
Net income/ (expenditure)	(170,212)	302,924	132,712
Transfers between funds	-	-	-
Net movement between funds	(170,212)	302,924	132,712
Total funds at start of year	467,600	122,839	590,439
Total funds at end of year	297,388	425,763	723,151

17 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Intangible fixed assets	41,490	-	41,490
Tangible fixed assets	29,532	-	29,532
Other net current assets	79,351	565,095	644,446
	150,373	565,095	715,468

Prior year comparatives	Unrestricted Funds £ (Restated)	Restricted Funds £ (Restated)	Total Funds 2023 £ (Restated)
Intangible fixed assets	41,220	-	41,220
Tangible fixed assets	60,613	-	60,613
Other net current assets	195,555	425,763	621,318
	297,388	425,763	723,151

18 Related party transactions

There are no related party transactions in the current or prior year apart from those already disclosed throughout the report.

19 Control

The Charity is controlled jointly by the Trustees, there is no controlling party.

20 Reconciliation of net movement in funds to net cash inflow from operating activities

	2024 £	2023 £ (Restated)
Statement of Financial Activities: Net movement in funds	(7,683)	132,712
Investment income	(10,058)	(7,360)
Loss on disposal of fixed assets	-	1,969
Amortisation	10,530	1,980
Depreciation	31,081	26,868
Increase / (decrease) in creditors: current liabilities	9,874	(481,532)
Increase in provisions for liabilities	-	12,214
Decrease / (increase) in debtors	128,188	(509,005)
Net cash inflow / (outflow) from operating activities	161,932	(822,154)

21 Analysis of changes in cash during the year

	2024 £	2023 £	Change £
Cash at bank and in hand	275,396	64,584	210,812
Short-term investments	88,273	137,895	(49,622)
	363,669	202,479	161,190

	2023 £	2022 £	Change £
Cash at bank and in hand	64,584	741,132	(676,548)
Short-term investments	137,895	347,823	(209,928)
	202,479	1,088,955	(886,476)

22 Prior year restatement

The following restatements are required due to errors in the recognition of income and classification of funds. The change in treatment affected three grants and one service contract in the prior year.

The impact of the above changes are shown below:

Analysis by net assets	2023 As previously stated £	Adjustment £	2023 Restated amounts £
Intangible assets	41,220	-	41,220
Tangible assets	60,613	-	60,613
Debtors	650,138	297,750	947,888
Cash at bank and in hand	64,584	-	64,584
Short term deposits	137,895	-	137,895
Creditors < 1 year	(509,049)	-	(509,049)
Provisions for liabilities	(20,000)	-	(20,000)
Total net assets	425,401	297,750	723,151

Accrued income is the debtor affected.

22 Prior year restatement *(continued)*

Fund totals at year-end	2023 As previously stated £	2022 Adjustment £	2023 Adjustment £	2023 Restated amounts £
Restricted funds	60,458	58,040	307,265	425,763
Unrestricted funds	364,943	(58,040)	(9,515)	297,388
	425,401	-	297,750	723,151

The 2022 adjustment is a 2023 opening balance reclassification of funds.

Income and Expenditure	2023 As previously stated £	2023 Adjustment £	2023 Restated amounts £
Income from donations and grants - restricted	(240,857)	(348,622)	(589,479)
Income from charitable activities - restricted	(232,533)	55,789	(176,744)
Income from charitable activities - unrestricted	(3,598,069)	(4,917)	(3,602,986)
Charitable activity expenditure - restricted	519,606	(56,307)	463,299
Charitable activity expenditure - unrestricted	3,777,435	56,307	3,833,742
Transfers between funds - restricted	(41,875)	41,875	-
Transfers between funds - unrestricted	41,875	(41,875)	-
		(297,750)	

23 Post balance sheet events

Funding was awarded to the charity from The National Lottery Fund, restricted towards a post year project that is not able to be recognised as income in the year. The amount awarded was £706,659 for the three year project, to fund The Education and Employment Programme.

@FearFreeCharity

www.fearfree.org.uk

FEAR FREE

BREAKING THE CYCLE OF ABUSE

FearFree Charity

England & Wales - Charity number 1064764

Accounts

BREAKING THE CYCLE OF ABUSE

Annual Report and Financial Statements
Year ended 31 March 2023

FEARFREE CHARITY LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

Company Registration Number 03360057

Charity Number 1064764

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INTRODUCTION FROM THE CHAIR

The last year marked a huge transition year for the charity, with virtually all service contracts being re-tendered and new services beginning. This meant significant change for our wonderful team of staff and volunteers who managed the upheaval whilst maintaining their utter dedication to the most important people in our charity, our clients. We are grateful to everyone for their commitment and, in particular, to our team of volunteers who give their time and expertise freely and willingly.

Thank you too to all our commissioners, contractors and partners, it is only together we serve so many thousands of clients and their families and continue to strive to break the cycle of abuse.

During the year, there has also been changes on the Board of Trustees as we said goodbye to both Fiona Carter and Steve Offord and thank them for their dedicated service to the charity. Looking forward, we wish a warm welcome to two new Trustees with Tim Jackson and Nigel Stevens joining us this year, both of whom have an array of expertise to offer FearFree.

The charity finances continue to be carefully managed and we ended the year 22/23 with a deficit which was a carefully managed investment budget to allowed us to launch the charity's new three year strategy, a new brand and a new fundraising strategy which in turn will bring greater sustainability for the charity for years to come.

Sadly my term of office completes this year and I will be leaving FearFree in December at the AGM. Thank you to all the wonderful Trustees I have served with past and present; it has been an honour and pleasure working with you. And thank you to the Leadership Team for their dedication and sheer determination during a time of significant change. Whilst my time at FearFree has come to an end, I will be excited to be hand over to the new Chair an organisation utterly transformed and thriving as it stretches itself into a bright new future.

Ann Cornelius
Chair

INTRODUCTION FROM THE CEO

A difficult reality of our work is the constantly changing contracting arena. We are fortunate to hold contracts with Regional Councils, Police and Crime Commissioners the NHS as well as partners in the charity sector. This last year meant that virtually every contract and was re-tendered and the difficulties of additional workload and staffing changes meant the year was our most challenging ever.

A huge thank you is required to all the staff and volunteers who were affected by these changes and for their complete dedication to our clients throughout. An extra special thank you is needed to my heroic Leadership Team who weathered a stormy year with aplomb, and we are now a better charity because of it.

The last year has meant the start of our fundraising strategy, the recruitment of our Head of Fundraising, Jessica Gay and the start of her burgeoning team of professional fundraisers for the first time in the charity's history. We've had a great beginning with a committed group of new corporate partners to support us and we have ambitious plans to expand a number of income streams this next year, the start of our marketing strategy and an exciting start to charity retail, making 2023/34 a pivotal but exciting year ahead for the charity.

This year, we marked our 30th anniversary as a registered charity. We celebrated three decades of service and told the stories of some of the thousands of clients whose lives have been changed through our work.

This year, has marked the last year of office of our Chair, Ann Cornelius, after many years' service as a Trustee and latterly as Chair. Ann's leadership of the Board both before and since my appointment has been exemplary and she will be very much missed.

We don't operate in isolation but in a huge wider team, our extraordinary staff work with wonderful commissioners and partners across councils, social care, the police and criminal justice teams, probation services, the military, GP's and hospitals, academia and our charity sector colleagues. It's been both a pleasure and privilege working with you this last year and working together to break the cycle of abuse.

Claire Marshall
Chief Executive

TRUSTEES' REPORT

Legal and Administrative Information

Charity Name	FearFree Charity Limited		
Charity Registration	1064764		
Incorporation	Company Limited by Guarantee registered number 3360057		
Registered Office	Oak House Epsom Square White Horse Business Park Trowbridge BA14 0XG		
Our Board of Trustees			
Chair	Ann Cornelius	BSc Econ (Hons), CIHCM	Resigned 18 December 2023
Vice Chair	Annette Foster	BA (Hons)	Resigned 20 October 2022
	Rebecca Ayres	BSc MA Dipsw	
	Cindy Ervine	LLB (Hons)	
	Steve Offord	BA (Hons)	Resigned 8 February 2023
	Fiona Carter	ACA	Resigned 8 February 2023
	Clare Fielden	MCIPD	
	Adrian Long		
	Nigel Stevens		Appointed 24 May 2023
	Tim Jackson	BSC FCA	Appointed 24 May 2023
Our Senior Management Team			
Chief Executive Officer	Claire A Marshall	MA, MCIoF, MIoD	
Director of Service	Emily Denne	BA (Hons)	Appointed 1 April 2022
Head of People	Sarah-Jane-King	MCIPD	
Head of Finance	Rodger Pressland		Appointed 1 June 2023
Head of Fundraising	Jessica Gay		Appointed 1 April 2022
Principal Bankers	CAF Bank Limited Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ		
Auditor	Burton Sweet Limited The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR		

Quote from a client:

"They have never judged my comments, never made by guilty, ashamed, stupid or embarrassed – all the feelings I have lived with for years."

ABOUT FEARFREE

FearFree is breaking the cycle of domestic abuse, sexual violence and stalking through a comprehensive range of services operating across the South West.

From awareness and prevention, through safety and support, to empowerment and recovery, we are here to support our clients' every step of their journey, to build a life free from fear.

Our clients' needs are as diverse as they are unique, we are a provider of trauma informed services personalised to each individual. As a well-loved charity, we provide support completely free of charge and for all sexes, backgrounds and beliefs. We work with victims and their children to understand what is happening to them, to help them feel safe and supported and ultimately take control of their lives and eventual recovery.

We are also specialists in behaviour change programmes for perpetrators or abusers who are willing to work with us to understand and ultimately change their behaviour for the better.

We all know someone who has experienced domestic abuse, sexual violence or stalking but we may not realise it. One in four women have experienced domestic abuse or sexual violence. One in 20 men have experienced sexual violence.

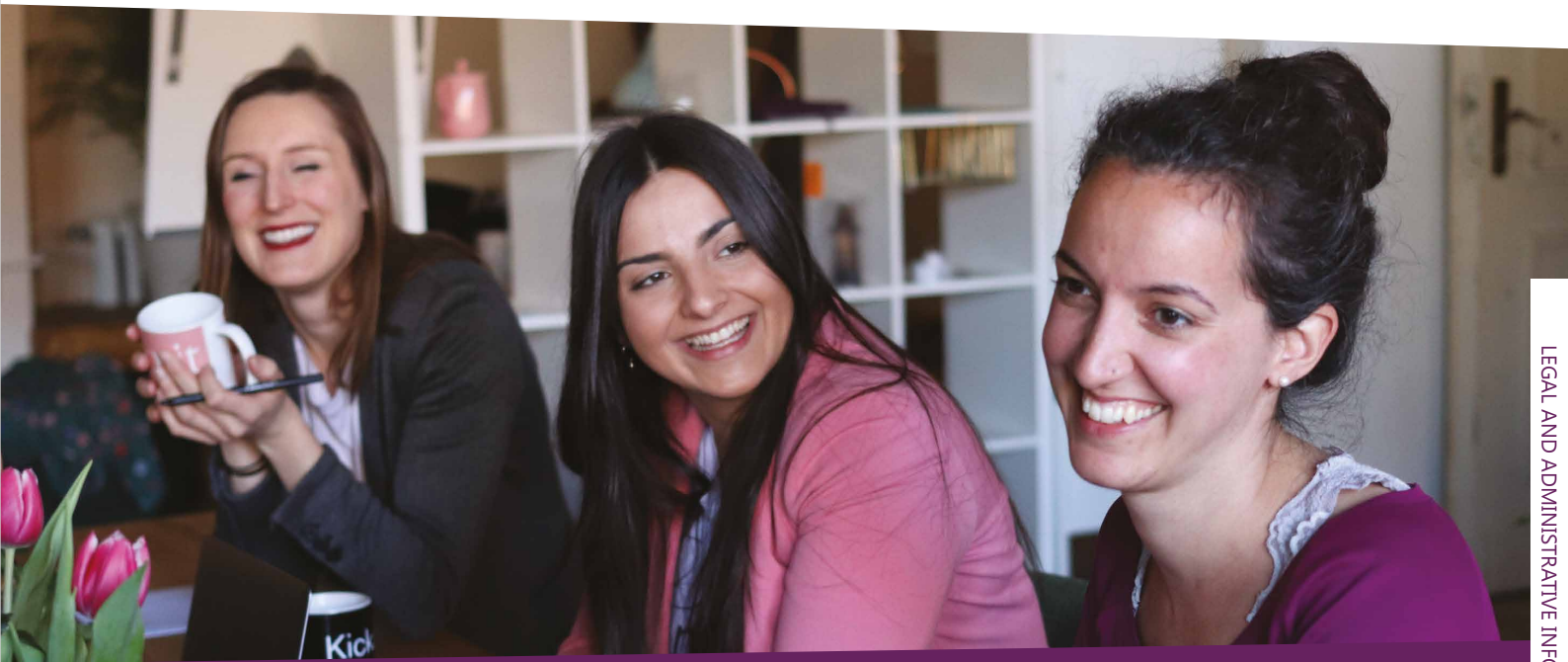
On average, domestic abuse victims experience 50 incidents of abuse before they get effective help – often living in fear for years, as they suffer repeated harassment, coercion, financial control, verbal abuse and physical, sometimes sexual violence.

Just 1 in 6 sexual violence victims ever seek help. Many victims of abuse don't report their abuser for fear of reprisals, or in the belief that they'll change. They may have low self-esteem, feel helpless, trapped and economically dependent. And they can be scared that law enforcement and social services won't take their situation seriously.

With 80% of abusers having suffered an abusive past themselves, it's easy to see how domestic abuse and sexual violence becomes a cyclical pattern of behaviour that ruins lives. Through this holistic approach we can change lives, provide hope for the future and give people the opportunity and skills to flourish in their future relationships.

Not just for the short term, not just until the next time. But permanently.

Together, we can break the cycle.



VISION, PURPOSE AND VALUES

Vision:

Working for a future where those trapped in a cycle of domestic abuse, sexual violence and stalking can break free and live a life free from fear.

Purpose:

We will break the cycle of abuse and sexual violence because we will:

- Help build public awareness and support those affected by abuse to recognise the signs and symptoms of unhealthy behaviours and relationships.
- Give people the confidence to change or leave abusive experiences or relationships behind and help them to find opportunities to rebuild their lives.
- Help abusers and survivors recognise the causes and impacts of their behaviour and support them in their efforts to change for the better

Values

We are:

- Kind (generous of spirit)
- Receptive (believing, empathetic)
- Open (welcoming, friendly)
- Expert (applying deep knowledge and know-how)
- Pragmatic (practical, solution-focused)
- Robust (strong, solid, reliable)

Quote from professional partner and client:

This service is fantastic. I have no doubt it has saved and changed lives.

TRUSTEES' REPORT

Our Purposes and Activities

Our charity's purposes are set out in the objects contained in the company's Articles of Association. The main objects include:

- Support adults and children who are experiencing or have experienced domestic abuse, sexual violence and stalking.

The aims of our charity are to work with victims and perpetrators of domestic abuse, sexual violence and stalking and provide support the families of those affected and work to encourage healthy relationships. Our aims fully reflect the purposes that the charity was set up to further.

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months and assesses the success of each key activity and the benefits they have brought to those groups of people we are established to help. The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. To enhance this review we produce an Equality Monitoring report showing demographic and biographical details of the team and service users.

Public Benefit

In shaping our objectives for the year and planning our activities, the trustees have considered Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity. Our main objectives for the year continued to be promoting healthy relationships, preventing family crises and relieving the needs of those affected. The strategies we use to meet these objectives include:

- Providing a range of services that promote healthy relationships and prevent family crises.
- Focusing on encouraging healthy relationships, and the impact on family, friends and the wider community.
- Applying national standards of service delivery.
- Working in partnership with other agencies to ensure the widest range of services is available to best match the needs of the community.
- Promoting awareness of healthy relationships, to reduce the likelihood of young people engaging in harmful behaviour.

Our main activities and the groups we aim to help are described below. Our main charitable activities consist of the services we provide and are demonstrably undertaken purely for public benefit.

Putting these strategies into action we have four major areas of activity which are: domestic abuse outreach work; support for children and young people affected by domestic abuse; programmes for perpetrators to help them change their abusive behaviour; and mentoring/ befriending services to help people move on. Our services described below focus very much on the safety of those affected by domestic abuse.

Our service offer:

FearFree are proud to offer Domestic Abuse, Sexual Violence and Stalking services across the South-West. We recognise that whilst all three forms of abuse have distinct characteristics and risks, they remain intrinsically interlinked. Statistics demonstrate that approximately 50% of Sexual Violence is domestic in nature (committed by someone that the victim has [or had] an intimate or familial relationship with) and stalking behaviour remains a highly significant risk for domestic homicide. Research tells us that stalking had been a factor in approximately 94% of domestic homicides. FearFree therefore offers a truly unique service through our expertise in all three forms of abuse.

Our ethos is to offer an inclusive and trauma-informed service to anyone who needs it. We are proud to work with victims, survivors, perpetrators, and children / young people impacted by abuse, with the aim of breaking the cycle of abuse. We will work with victims and survivors regardless of when the abuse occurred, or whether it was reported to the Police.

FearFree are strong advocates for multi-agency practice, and we are proud to work in a multi- agency framework, recognising that safeguarding is everyone's responsibility. We work closely with statutory and voluntary partners across the South-West and are grateful for their insights and support. Our service receives regular feedback from professional partners highlighting our strong working relationships:

"You have changed her life and enabled her to be resilient and confident and that she feels safe."
Social Worker describing our impact on a service user.

Domestic Abuse Services:

FearFree offer Domestic Abuse Services across Wiltshire and Devon, providing support to victims / survivors and children and young people impacted by abuse. Over the last financial year, the services again saw an ongoing high referral numbers, and an increased complexity in case presentation, requiring

us to adapt our practice to meet demand. Across our victim Domestic Abuse services, FearFree received a total of 10,231 referrals in the year.

Our dedicated, skilled and passionate teams provide trauma-informed services, designed to meet the individual needs of each service user. This means support can look different to each individual – and might involve group work, one-to-one support or a brief intervention.

Whilst the Domestic Abuse Services across Wiltshire and Devon are funded differently, they offer broadly similar services – incorporating triage and referral services, high risk intervention, and support for children and young people. The primary aim for the support is to reduce risk and increase safety, enabling individuals to live a life free from fear.

To ensure each individual receives the right support for them, we complete a risk assessment (Domestic Abuse, Stalking and Harassment – DASH) with each adult victim/survivor at the earliest opportunity. This enables us to greater understand their needs and ensure we put in a place a tailored safety plan for each person. In line with national best practice, the DASH is continually monitored throughout support, and we are delighted that typically we see a reduction in risk as cases progress through our provisions.

We are very proud to have developed our group-work provision over this year and in Wiltshire are now running two successful groups for victims and survivors: Rediscovering You and Hope 2 Recovery. Both groups are designed to increase understanding and awareness around abuse, utilising a trauma-informed approach to help participants move forwards towards empowerment and recovery. One service user who completed Rediscovering You described it as:

"An in-person group full of wonderful facilitators and participants. The group captured a lot of what we experience on the other side of trauma and used that knowledge to help us pursue our personal growth."

FearFree are strong believers in a whole family approach to addressing Domestic Abuse and therefore we additionally offer support to young people effected by Domestic Abuse in their own intimate relationships and to children impacted by abuse in their family homes. This support is tailored to the individual child – utilising creative and play based activities to engage children and young people. For example, our staff have used superheroes to talk through feelings and emotions, noting how the 'Hulk' responds when he becomes angry.

This picture shows our children's recovery mentors 'Incredible Hulk-O-Meter" which enables children to identify different stages of anger and how their body responds:

DEVON

We continue to manage and deliver the Devon commissioned domestic abuse and sexual violence services, on behalf of Devon County Council, operating under the banner of the LEESAR Partnership (the LEESAR Partnership includes subcontracting arrangements with three specialist organisations providing sexual violence recovery, court IDVAs and therapeutic recovery for domestic abuse).

Our Devon Service additionally includes a Health IDVA and Mental Health IDVAs – specialist workers integrated with Devon Partnership Trust and the Royal Devon and Exeter Hospital. We have been highly proud of the specialist work completed by these staff and the impact it has had on particularly complex cases. One professional working with our mental health IDVA team provided this feedback:

"The ongoing support has been crucial in service user recognising her value as a person, and for her to consider living a life without being abused emotionally and sexually by people who pose a risk to her. Really wanted to say to you well done as this is tough work, and the huge strides service user has been able to make through this safeguarding process have largely been as a result of your tenacious and candid approach."

2022-2023 has also seen FearFree continue to offer the IRIS Service, which is the Domestic Abuse Advocate Educator pilot scheme in GP surgeries. We are delighted to report that this small pilot has led to a much wider service being commissioned, which FearFree have been running since April 2023.

WILTSHIRE

In Wiltshire, alongside adult Domestic Abuse support, we additionally provide accommodation services. FearFree were commissioned to deliver these services, known collectively as the Phoenix Service, partnering with GreenSquare Accord and Salisbury Refuge. The Phoenix service supports men and women, children and families at all risk levels across Wiltshire and adult and child victims of sexual abuse across Wiltshire and Swindon (see further information below).

Our Wiltshire Service was accredited by Leading Lights this year for its delivery of exceptional Domestic Abuse Services. Leading Lights is the national standard for best practice in this sector – this accreditation therefore is testament to the phenomenal service being delivered in the area.

STALKING SERVICES

FearFree are proud to have been at the forefront of delivering stalking services for a number of years and this year we were delighted to have maintained our contract to deliver the Gloucestershire Independent Stalking Advocacy Caseworker (ISAC) following a competitive tendering process, which also saw the contract double in size. The ISAC Service provides a key link between the victim, the Police, Stalking Clinic and the wider Criminal Justice Process – and we know that victims who have an ISAC typically receive a better outcome at Court.

This year additionally saw the introduction of an ISAC post in Wiltshire for victims of domestic abuse related stalking. This additional funding has enabled us to increase our specialist support across the county and develop new working relationships with the Police to tackle this important issue.

Domestic Violence Perpetrator Work

We continue to advocate for the importance of perpetrator interventions – recognising that breaking the cycle requires us to work with everyone impacted by Domestic Abuse. Our innovative and trauma-informed perpetrator services, offer a range of interventions, including:

- Integrated Offender Management (IOM) model services, for high risk perpetrators.
- A 25 week extended Domestic Violence Perpetrator Programme (DVPP) for men who have been abusive in a heterosexual relationship.
- One to one behaviour change support – offering inclusive and accessible services for men and women, alongside younger perpetrators.
- An eight week, perpetrator programme for low-medium risk perpetrators called Choosing Positive Relationships (CPR).
- Situational violence in relationships one to one support.

FearFree recognise that approximately 80% of perpetrators of Domestic Abuse witnessed abuse as children – and that whilst we never excuse abuse, we can seek to understand it and support people to make changes. Our passionate staff provide education, awareness, and practical techniques and strategies to help people change their behaviour.

Following completion of perpetrator interventions, completers are invited to join a Relapse Prevention Group (RPG). Our facilitated groups provide ongoing peer support and challenge, to help perpetrators maintain the changes they have made. Participants are given the opportunity to discuss challenges they have experienced and practice using the tools and techniques they have been taught.

As part of our commitment to a whole family approach to addressing domestic abuse, all Behaviour Change Services additionally offer integrated partner support. The victim, and any new partner or relevant family member, is provided risk focused support to ensure their safety and help measure the impact of our Behaviour Change Services. In Bristol, this Service is provided by the commissioned service, Next Link, through a secondment arrangement.

FearFree are proud to run perpetrator services across Wiltshire, Devon and Gloucestershire and we also continue to run our specialist DVPPs in Wiltshire and Bristol as part of the Reprovide pilot in partnership with Bristol University and look forward to seeing the results of their study in the near future.

Sexual Violence Services

This year has seen us continue to provide our high quality, and trauma focused support to victims and survivors of sexual violence through our Wiltshire and Swindon Independent Sexual Violence (ISVA) Service. Our ISVA provision is highly inclusive, supporting children and adults, no matter when the abuse occurred and those who report their experience of sexual violence and those who do not. This year saw us receive a total of 921 referrals for adult and child victims.

Our staff are ISVA or CHISVA (Children's ISVA) qualified, and all referrals are risk assessed utilising a bespoke risk assessment, which enables us to co-produce a safety and support plan with the service user. Like our Domestic Abuse Services, the Sexual Violence service has seen a rise in referral numbers and the complexity of cases, with a significant proportion of service users additionally experiencing mental health difficulties. We are pleased therefore that from October 2023 we will be running the new Wiltshire and Swindon Sexual Violence Therapeutic Service providing trauma- informed and holistic therapeutic services for victims.

This year has seen us introduce group work to the ISVA Service, with our new programme 'Courage to Heal' launching. Courage to heal is a psychoeducational group for standard to medium risk service users, with a focus on supporting individuals understand what has happened to them, the impact of trauma on the brain and empower them to develop coping strategies to manage trauma symptoms. Courage to Heal has proved popular with service users and we look forward to expanding this provision in the coming year.

Mentoring and Befriending Services

As strong advocates for the importance of peer support and in recognition of the additional resources, skills and knowledge that volunteers can offer, FearFree are delighted to offer a volunteer befriending service. This year has seen that service expand beyond Wiltshire, and into Devon. We look forward to extending it across our wider geographical patch in the next year.

Our befrienders offer a listening ear, typically through weekly or fortnightly phone calls. Once a relationship has been developed, the sessions gradually shift focus to look at goal setting and moving forward. Our mentoring service is designed to empower individuals and help them move forward in their recovery journey – and is often used as a 'transition' service from the intensive support of an IDVA for example, towards closure.

One of our service users talked to us about their "buddy", telling us:

"My buddy supported me through the toughest times for me. She empowered me, she has become a part of this healing journey I will never forget. A key part of me becoming my true self. I cannot thank her enough."

All of our volunteers are provided with comprehensive training and support, including supervision. FearFree are particularly proud that many of our volunteers have lived experience, and a significant number are previous service users.

Quote from a client:

"She is nice, she is helpful, she is funny, she is fun, she is cool and she is good."

Perpetrator programmes

At FearFree we believe we can't break the cycle of abuse without addressing the huge challenge perpetrator behaviour. Whilst the majority the FearFree's work is with victims of abuse, we are also committed to the whole family approach and our programmes to help abusers understand, address and ultimately change their behaviour for the better. The abuser's story is less often told but here our client, Pete, tells his story and that of his family.

PETE'S STORY

Pete had been with his partner for over 20 years, and they had two children together. He came to FearFree after reading about domestic abuse and recognising that he was displaying some of these behaviours himself.

He was struggling with anxiety and the pressure of feeling that he had to ensure his family were provided for had led to him becoming controlling around finances. As well as this he had belittled his partner and used sexual pressuring and intimidating behaviour. He was ashamed and although he was worried about his relationship breaking down, he knew the time had come to get help.

"Admitting I needed help was one of the lowest points I had, but looking back it's one of the best things I have done."

Pete came to FearFree for support and took part in group sessions which led him to realise that his behaviour was scaring his family. Through a mixture of role plays, breathing techniques and mindfulness tools he learnt to recognise and react to the signs of anger in his body.

"I've learnt techniques to deal with my feelings, to avoid 'taking them out' on others. It's changed how I react to everything."

As the course progressed, Pete become aware of his reactions at home and was able to remain calm in difficult situations. He also went to his GP and was given anti-anxiety medication which helped him feel more relaxed. He spoke to family members about the abuse, and we supported him to have an open, age-appropriate conversation with his children.

Near the end date of the course, Pete and his wife decided to separate, and he decided to stay on the course for longer. Pete has now moved into his own house and has arranged to see his children regularly.

"I relate to my ex-partner better and my relationship with my children is the best it's ever been - we communicate more openly than we've ever done, and it's drawn us closely together. I'm happier in myself than I think I've ever been because I've learnt to be open and honest about what's going on with me."

Our People and Our Organisation

We are very proud of the way our dedicated staff and volunteers work together to support clients at a time of need. People are at the heart of our work, the clients we are here to support, and our staff and volunteers who make our impact possible. On average we employed 133 staff in 2022/23 and were supported by over 60 volunteers. We want people's experience of FearFree to be a great one – whether they work for us, volunteer with us or support us.

At 31 March 2023, the number of paid staff and volunteers assisting the paid staff was as follows:

	Paid staff			Volunteers
	Full time	Part time	Total	
FearFree Charity Limited				
Directors (Trustees)	-	-	-	7
Services and education	53	71	124	53
Fundraising and marketing	5	-	5	-
Support Services	5	3	8	1
	63	74	137	61

Quote from a client:

"The support we received from the service was exceptional. We felt reassured, understood, heard, and empowered".

HIGHLIGHTS FROM OUR WORK IN 2022/23

Supporting New Ways of Working

We learned during the pandemic that much of our work can be undertaken at home just as effectively, and for many colleagues at FearFree we've moved to a hybrid way of working. In early 2022, we introduced a series of principles to explain what the spirit of hybrid working means at FearFree. We are focussed primarily on our outcomes and impact for our clients, so work at FearFree is about what you do, and not where you do it. Hybrid working requires trust and give and take on all sides, and we believe we have the dedication as an organisation to manage that well.

This year we developed a hybrid working policy to further enhance our use, benefits and understanding of hybrid working. We know that to work efficiently in a hybrid way, our staff need reliable, secure, and effective IT equipment and software, so we have continued to build on the big strides made during the pandemic.

Looking After the Wellbeing of Our People

We know there is a well-researched link between employee wellbeing and productivity in the workplace and we strive to have a learning organisational culture which values wellbeing and is open and supportive of mental health. To acknowledge the often, challenging nature of the work our staff deal with, we have increased the annual leave entitlement from 25 days per annum (plus public holidays) to 28 days per annum (plus public holidays), with incremental increases based on levels of service, to enable greater focus on wellbeing.

We have trained 5 Mental Health First Aiders (MHFAs) within Wiltshire, from funding from Wiltshire Council. Our MHFAs are the first point of contact for any colleagues who would appreciate someone to talk to, whether they're having a bad day, week, month or are in crisis; they also act as advocates for mental health in the workplace, helping to reduce stigma and enact positive change.

In December 2022, FearFree launched our Menopause Policy and signed the Wellbeing of Women Menopause Workplace Pledge to take positive action to make sure everyone going through the menopause is supported and to raise organisational awareness of menopause, support managers to make reasonable adjustments and have inclusive conversations about menopause, and support staff experiencing difficult menopause symptoms to stay in the workplace. We have further developed a Menopause Support Group for staff to network, to share resources and information and to engage, inspire and empower.

Looking After our People's Learning and Development

We are continuously working to build organisational skills and capabilities which support us to deliver our work for our clients who need us the most; alongside learning and development programmes that positively impact talent attraction, staff retention and productivity. We respond to gaps in skills whether they are identified at an organisational, individual or team level and have worked to address these through training or other alternative options. Our frontline service staff had identified a need for training on clients experiencing suicidal thoughts, so we supported colleagues to receive training on Suicide Awareness through Zero Suicide Awareness. We have supported our Team Managers in developing their managerial skills through quarterly Managers Development Days to upskill in relation to Performance Management, Communication including Challenging Conversations, Change Management as well as operational matters including data management, service design and budget management. We continue to support FearFree managers with the tools they need to manage their people in line with FearFree's culture and expectations and we have developed policies and procedures to enable this change. It is planned for the coming year to offer Level 3 Apprenticeships to Team Managers. This year, we have relaunched the Annual Performance Development Reviews, which has been integrated within our HR System and requires assessment against objectives as well as FearFree values.

Feedback from Social Worker:

The client has said 'you're her lifeline, you don't judge her, and she finds it therapeutic just talking to you – she feels supported by FearFree'.

Professional partner quote:

"I very much appreciate your work. In my view your service is a necessary presence in the Emergency Department. On this recent patient for example, it was the first time she had disclosed her experience of domestic violence and she expressed a relief in doing so."

Supporting Equality, Diversity, and Inclusion

Equality, diversity, and inclusion (EDI) is deeply important to FearFree. We champion equality and fairness for our clients and in turn we are committed to being an inclusive employer and valuing the diversity of our people. We continue to ensure all of our staff receive EDI mandatory training and supporting our staff in enhancing EDI knowledge through events and conferences e.g. our Engagement Advisor attending a national conference – Future Voices by the Traveller Movement to bring about positive changes in our policies, practices, and culture. Our Leadership Team are EDI Champions and are also our ambassadors, accountable for making it happen. We've focused on how our recruitment can attract a more diverse range of candidates, looking at the language we use in job descriptions to make them more inclusive, being clearer about what is and isn't essential experience for roles. We have relaunched our Recruitment & Selection Policy and Procedure to incorporate values-based recruitment and testing knowledge of EDI at every interview. FearFree is a Level 2 Disability Confident Employer supporting colleagues with disabilities and ensuring all candidates are guaranteed an interview if they have disclosed a disability and meet our minimum requirements for the role they are applying for. We offer adjustments at all stages of the selection process, including more time for assessments, sharing interview questions in advance, as well as other ways that can help candidates to overcome barriers their disability may present them with.

Given the diversity of barriers faced by colleagues, we encourage managers to work with individuals on a case-by-case basis to help determine how we can better support colleagues with disabilities and ensure that leaders make adjustments and break down barriers for colleagues.

Keeping our People Safe

We have a legal and moral responsibility to protect from harm everyone who encounters our organisation, including service users, but also our staff and volunteers. Regular reports on safeguarding concerns are shared with our Designated Safeguarding with further discussions and actions taking place if necessary. We have revised our Safeguarding Policy and Procedures to capture the requirements needed for both Adults and Children. We have introduced a Duty Manager system with SMT availability to ensure our staff working out of normal office hours, have a point of contact and to check on safety. We have updated our Lone Working Policy to maintain a continued focus on staff safety.

Supporting our Volunteers

Volunteers contribute greatly to the work of FearFree, enabling us to support those who need us the most. In the past year over 60 volunteers in a range of roles, including as part of our Befriender Service, Events and core functions e.g. Administration. This number will increase further with the move to open retail Charity Shops. In the last year we have worked hard to improve the coordination of the volunteering development activity being undertaken across FearFree. Significant work has begun on the development of a digital platform within Sharepoint to improve the volunteer experience, communication and manage volunteering data more efficiently across the organisation. Work continues to develop improved marketing, recruitment, induction and training of our Volunteers.

Employment Policy and Pay

Recruiting, retaining, and motivating employees are critical to FearFree's sustainability and success. FearFree has undertaken a review of staff salaries, together with developing a job evaluation scheme to be implemented to support salary increases when budgets allow. The job evaluation scheme has reviewed salaries with comparators in the Charity, Public and Private Sectors. However, to support staff during difficult financial cost of living crisis, FearFree has this year increased salary levels by 2%.

Quote from a volunteer:

"By volunteering in a befriending role, I can help others get back on track and regain their lives. It feels good to be useful."

Our Plans for 2023/24 – The Year of Our People:

We will continue to make FearFree a Charity of Choice as a great organisation to work and volunteer. We will continue our plans to drive diversity and break down barriers at FearFree identifying areas of improvement through a self assessment toolkit. To ensure people at FearFree have a great experience from day one, we will continue to review our induction and onboarding procedures to remain effective, we will review our pay and reward levels helping us to attract talent to FearFree and meet the demand for our services and support for our clients. We are working to improve the consistency of the experience of our volunteers across all areas of our organisation, including how we recruit, and train volunteers and we'll be promoting the role of volunteering across FearFree to support volunteer recruitment. We'll also introduce and embed our new standards of ethics and conduct across our staff and volunteers.

Professional partner quote:

"The training was interesting and informative, and I know that it will have made a real difference to a really large number of staff."

FEARFREE FUNDRAISING

Although FearFree is approaching its 30th year as a charity, 2022/23 marked its first year with a professional fundraising operation and a full- spectrum strategy to create new income streams and partnerships. Head of Fundraising, Jessica Gay reports on the first year's progress:

Reflecting on my first year in post, I see how much our charity has changed and developed in a short space of time. Joining in April 2022, I came into an organisation which was reliant on statutory funds, had little history of fundraising, no database, no newsletter, or existing relationships.

While somewhat daunting starting from scratch in a post pandemic world, I was greeted by incredibly passionate and skilled colleagues who were going above and beyond every day for the adults, children and families we support. I knew if we could share and tell this story, our amazing communities would rally around us and support our vital work.

Over the next few months, I began putting in place some of the infrastructure we needed to begin our brand-new fundraising strategy. By the July, I was joined by my new colleague and teammate: Peter Clarke, as the Senior Trusts and Foundations Fundraiser.

While it has only been a short time, I am proud of the growth we have seen over this last year; launching new events, developing our fundraising friendly website, securing new grant funding, our first ever official Christmas Appeal and laying the foundations for 2023.

The start of 2023 saw us build brand new relationships with our corporate partners Stonewood Group and Hargreaves Lansdown who saw and understood the importance of our work and the impact they could make. This continued with Goughs Solicitors and Michelmores joining as partners by April 2023.

Alongside this, we have made great strides with funders building relationships with The Covenant Fund, The National Lottery Community Fund and Nationwide, to name a few, who have supported us to launch innovative and life changing services to further support our clients to break free from abuse.

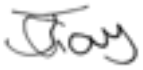
I'm thrilled that since these developments, our team of two has become three as we continue to showcase FearFree's work in the communities in which we serve and show the difference our supporters can and do make on the lives of our clients.

We have a long way to go in our mission and it is a journey we can only make with the community's support. I want to thank each and every supporter who stayed with us, joined us and helped us this year – whether that's been a share on social media, a £5 donation, giving your time to volunteer with us at an event, or a six-figure sum.

I know times are challenging, and the fact you've shown up and chosen to make a difference with us means all the more to my team, our front-line team and our clients.

Together, with your support, we can continue to make a difference and ensure adults, children and families can break free from abuse and rebuild their lives free from fear... not just until the next time, but permanently.

Thank you



Jessica Gay
Head of Fundraising

ACKNOWLEDGMENTS

We'd like to thank everyone who has supported us this year. A special thanks to:

Stonewood Group
Hargreaves Lansdown
Goughs Solicitors
Michelmores
The Covenant Fund
The National Lottery Community Fund
Nationwide Community Grants

Quote from a corporate partner

"There is a clear culture of ingenuity and drive - they deeply care about stopping the cycle of abuse and this comes across in the partnership."

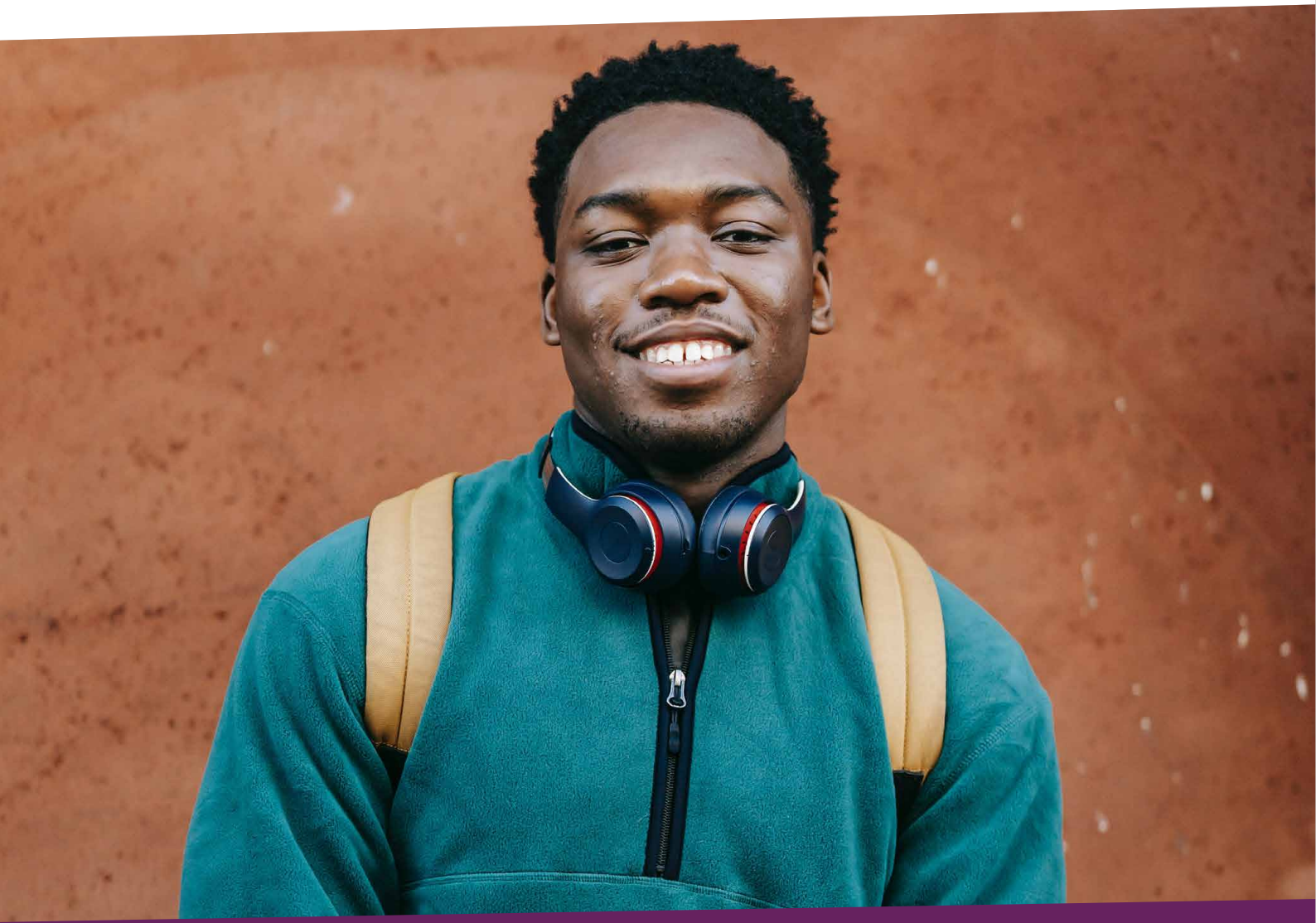
Activity in 2022-2023

Whilst referral numbers across the service plateaued during this year, they continue to remain significantly above pre-pandemic numbers. We have additionally noted a significant increase in the complexity of cases, with many service users presenting with multiple additional needs. This has included a rise in cases with mental health difficulties and/or suicidal ideation.

During this year, FearFree recorded the following referral numbers:

Area	21-22	22-23
Victims referrals (Domestic abuse and sexual violence)	13,384	11,152
Gloucestershire stalking referrals	187	156
Perpetrator referrals	308	393

FearFree continue to note that perpetrator referral numbers, despite increasing this year, remain a small proportion of our overall case numbers. It is a strategic priority for our service to increase perpetrator referral numbers.



Quote from a client:

"I cannot express in words the positive impact the teams support has had on my life. One of my children commented a few weeks ago that I laugh again. Your support has given us the realistic chance of a bright and happy future."

Strategic review of 2022/23

The following indicates the priorities set for the year and how the charity met those objectives:

- The Domestic Abuse bill has shone a light on the importance of our work and the charity will be supporting commissioners in its implementation and campaigning for its share of funding in order to work at greater scale.

FearFree worked with commissioners to consult on community and client needs analysis and has gratefully received funding from the bill through regional commissioners to manage the increasing scale of referrals. FearFree service staff also sit on regional domestic abuse and sexual violence boards and consultation committees to provide an expert view on regional service needs and provide service user insights.

- The charity will be making a significant step change in its income generation capabilities through building greater networks, diversifying its voluntary income streams and having a stronger presence in all its communities and through more effective marketing.

The year marked the beginning of professional fundraising within FearFree with the recruitment of its first Head of Fundraising who in turn has now developed a strategy to deploy the key voluntary income streams; grants and trusts, corporate partnerships, community fundraising, events and individual giving. The year also saw recruitment of FearFree first marketeer to focus on digital presence and service marketing.

- The volunteer workforce will be expanded to support the organisations fundraising and community engagement plans.

The organisation's new volunteering strategy was implemented during the year with the central departments seeing volunteers and a successful internship programme was started by our Finance department.

- As the charity and its services have grown over the last year, its central infrastructure is currently under development and further investment will be deployed to ensure, estate, systems, and IT are all fit for purpose as the charity expands.

A new post of Estates and Administration Manager was recruited to and whole estate's structure was reviewed during the year. The IT, IG and cyber security has been radically upgraded and moved to cloud-based facility and the client's management systems have been upgraded.

- For years the charity has wanted to review its brand and name to better reflect its current and future service offer and consultation will soon begin to get that process underway.

As reported elsewhere in this document, a full stakeholder consultation was carried out to determine the organisations new brand, vision, purpose values and long-term strategy and the new brand and strategy are now being implemented.

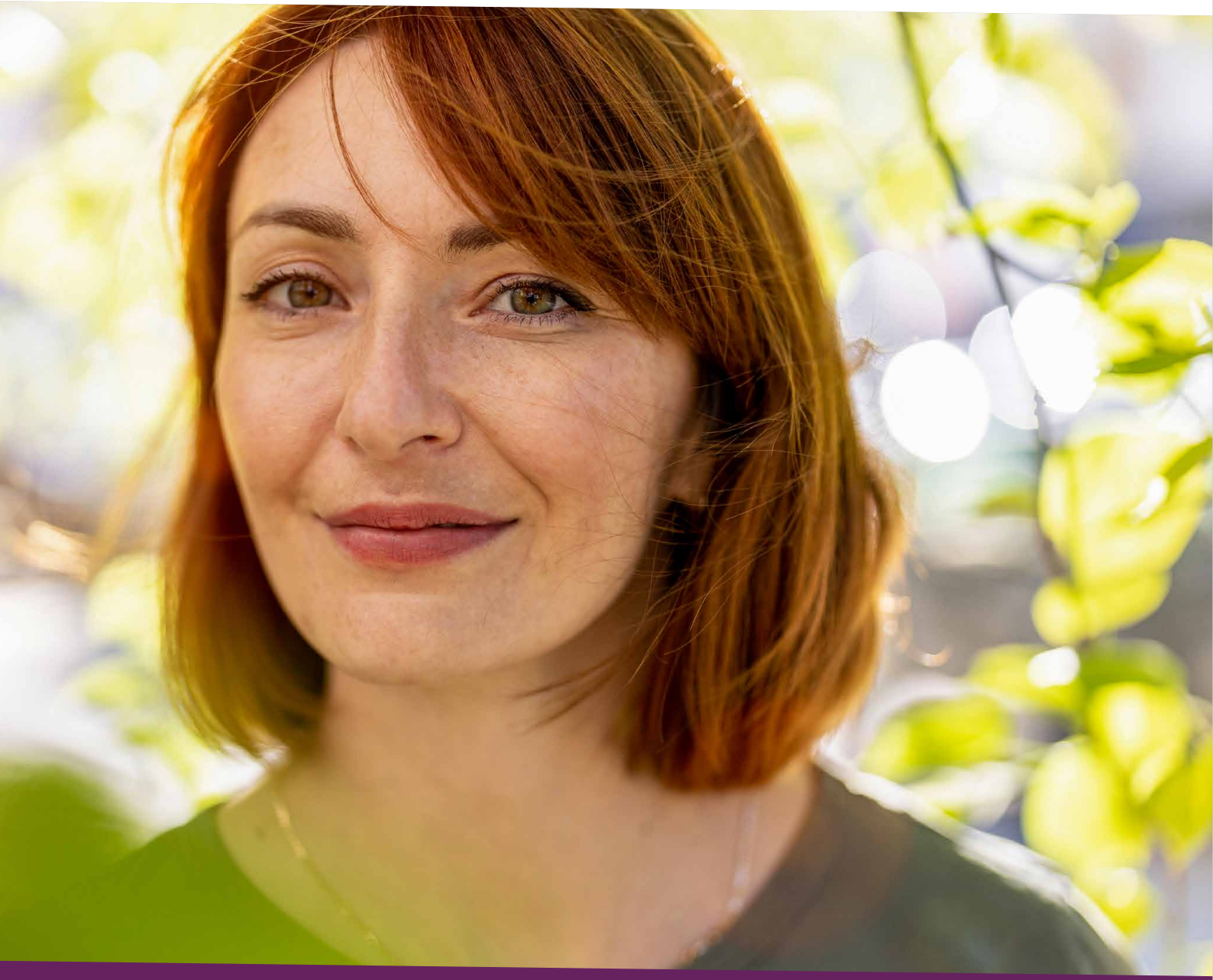
Quote from a client:

"Words can't explain how much help FearFree were. They broke down everything I needed to know or do. I could text anytime, and they would reassure me and give me support. They became like my family."

Looking Forward to 2023/24

This year saw the launch of our new four year strategy. Whilst that in itself was an objective for the year, the two main priorities were managing the array of contract tender process that occurred during the year and the rebranding of the charity. In addition to that work, this year's priorities will be:

- Implement the new brand, vision, purpose, values including the new website and communications strategy.
- Implement the charity's ambitious new four year strategy.
- Manage the significant challenge of key service contracts and the related tender processes.
- Development and implementation of the organisations new People and Well-being strategy.
- Continue to upgrade the organisations technology and security systems in line with statutory requirements and to create the most flexible working systems for our staff.



Quote from a client:

"At the scariest time when I didn't know what to do next and how to survive, you helped me and my children back to safety."

Alongside our new vision, purpose and brand, the charity has a new four-year strategy developed from the consultation process.

The long-term strategy is summarised below with key priorities for the four-year period:

Vision: Working for a future where those trapped in a cycle of domestic abuse and sexual violence can break free and flourish. **Mission**: From prevention and awareness, through safety and support, to empowerment and recovery.			
Core objectives:	1) Provider of trauma informed and evidence- based services personalised to clients' needs	2) Investing in people supporting people, experts in our field	3) Independent, sustainable charity and company present its many communities

STRATEGIES	PRIORITIES	MEASUREMENT
Service offer Quality and standards	• Integrated services for domestic abuse, sexual violence and stalking • Personalised needs based services for victims perpetrators and children • Volunteer led therapeutic and recovery services	• Full offer across the South West • Bespoke offer • Expanded service offer
Reach Improve access to services	• Diverse and open services for all our communities • Physical presence in all our communities and localities • Easy access via all digital and physical media	• Reflect our communities • Service, volunteering and fundraising presence • Full suite of digital media
People Supporting people to flourish	• High performing and flexible workforce of trained experts in our field • Resilient, well-being focused culture and environment • The place to work; reward and recognition, development, career pathways	• Multi-skilled diverse workforce • Low sickness and turnover Recruitment – charity of choice
Sustainability Diversification and investment	• Full range of voluntary income streams • Invest in commercial presence and opportunities • Capacity to expand current services and pilot new initiatives	• All charity income streams • Trading presence and commercial partnerships • Self-funded contract expansion and pilots
Education and Research Development and innovation	• Support sector colleagues through flexible education packages • Awareness campaigns and support through schools, colleges and workplaces • Research division to demonstrate service vale and evidence base	• Education subsidiary training packages • Targeted exposure to key awareness messages • Evidence effectiveness, value and new initiatives
Influence Brand, reputation and visibility	• Create a brand that speaks to all audiences • Invest in marketing to provide a platform for income generation • Reputation as sector experts and thought leaders	• Spontaneous brand recognition • Brand recognition supporting donor conversion • Go to voice of the sector

The year 2022/23 is the first year of the strategy and presents an additional challenge of it being the year that the majority of FearFree's statutory contracts are being tendered.

FearFree Service User

" I thought of myself as a victim, now I think of myself as a survivor."

Financial Review

Overview

Total income for the year ended 31 March 2023 was £4,134,996. A detailed analysis of income is shown in the Statements of Financial Activity (SOFA) on notes 2 to 3 of the financial statements.

Total spending on charitable activities was £4,297,041.

Overall, expenditure exceeded income resulting in a deficit of £165,038.

The amount spent on salaries and staff costs including NI and pension was £3,051,608 and showed and increase on the previous year of £681,092. Staff costs are 71% (2022: 67%) of the organisation's charitable spend.

Further analysis of charitable expenditure showing the operational activities undertaken by FearFree Charity are given in the SOFA and in notes 4 to 7 of the financial statements.

Income for the year of £4,134,996 included £473,390 of restricted funds. Of the £425,401 of funds retained at the year end, £60,458 were restricted and none were designated.

Further analysis of restricted and designated funds is shown in the SOFA and notes 14 and 16 of the financial statements.

Income and expenditure are managed through stringent financial controls. Income has continued to grow with new contracts and contract variations. As such, we hold an appropriate amount of deferred income which is used to generate a small amount in interest. Movements are shown in note 14 of the financial statements.

Fundraising

During the year no funds raised are paid in commission to any person or organisation. All funds raised are for the sole use of FearFree Charity in delivering its charitable benefit. We may allocate the funds to a specific project or piece of work with the agreement of the donor. Unsolicited donations or small donations with no restricted purpose will be allocated to our general funds.

Accreditation

FearFree Charity has maintained national recognition for the quality of its governance, management and service delivery. Accreditation includes: Cyber Essentials Plus, Data Security Protection Toolkit, Safe Lives – Leading Lights, Respect perpetrator programme standard, NCVO Investing in Volunteers and Lime Culture Male ISVA Sexual Violence accreditation. We are also Living Wage Employers and an Accredited Disability Confident employer.

Investment Power and Policy

Investments are made in accordance with the charity's Articles of Association and Investment Policy. Having considered the available options the Trustees decided to invest in commercial common investments funds (high interest bank accounts and short term deposit accounts). The Trustees consider the overall return on investments and deposits to be disappointing.

Reserves Policy and Going Concern

Reserves are needed to cover unforeseen costs like redundancy payments should a service not be funded or temporary funding of services while new funds are sought, and to cover unplanned emergencies and other unforeseen expenditure. The trustees consider the ideal level of reserves to be £250,000 and review this on a regular basis. The charity held free* reserves of £263,110 on 31 March 2023.

*Free reserves = unrestricted reserves, less any designated reserves, less the net book value of any fixed assets.

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 25 April 1997 and reregistered as a charity on 9 October 1997, having previously been registered as the Single Parent Family Association in 1993. The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed under its Articles of Association. The memorandum and Articles of Association were reviewed in 2013 and redrawn to conform to the Charity Commission template. The trustees undertook a review of the charity's Objects and recommended a minor amendment, which was approved in January 2017. The Articles and constitution were reviewed and have been submitted to the Charity Commission in October 2022 under the charities new name FearFree.

Appointment of Trustees

Trustees are appointed by the members at the Annual General Meeting of the Charity. Under the Articles, Trustees who have completed their term of office must retire at the Annual General Meeting unless an extension is agreed by the full Board of Trustees.

Potential new Trustees are identified from a variety of sources including external recruitment, personal recommendations by members or the current Trustees. Selection for appointment is based solely on the contribution it is believed the individual is likely to make to the development and delivery of the Charity's objectives. Regular skills audits inform the recruitment of new trustees to ensure the broadest possible range of specialist skills are represented at the Board.

The Board embraces diversity in its broadest sense, believing that a wide range of experience, background, perspective, skills and knowledge combine to contribute towards a high performing, effective Board, which is better able to support and direct the Charity.

In addition, the Board ensure a proportion of Trustees have lived experience of domestic abuse and sexual violence to provide context to Board decision making and best represent the views of service users.

Prospective Trustees are interviewed by the Chair and CEO before their appointment is ratified by the Board of Trustees. Pre-appointment vetting checks are conducted against the Disqualified Directors Register and the Individual Insolvency Register, plus a vetting process is carried out.

New Trustees are provided with a comprehensive induction including; details of the management structure, financial performance and the constitution and governance framework for the charity. Trustees are expected to undertake statutory and mandatory training, Board development training and encouraged to attend internal and external events and spend time with staff delivering front line services.

The Charity's Trustees are also directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the Trustees.

Board Effectiveness

The Board of Trustees review its own effectiveness through a bi-annual review in accordance with the Charity Commission Governance Code. The Board also undertakes development reviews at annual Board away days and the Chair conducts annual reviews with each individual Trustee.

Trustee Remuneration

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity, with a production company, contracted actor, performer or exhibitor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

The board of trustees, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to- day basis. All trustees give of their time freely and no director received remuneration in the year.

Details of trustees' expenses and related party transactions are disclosed in the accounts.

Quote from a client:

"I hope that I never have to! But if it was ever needed, I wouldn't hesitate to recommend FearFree to anyone that needs them."

Corporate Governance and Internal Control

The Charity is governed by the Board of Trustees which is responsible for agreeing the strategic direction of the organisation, establishing policy and agreeing the annual financial budget, operations plan and monitoring progress against the budget. The Board meets regularly throughout the year. Overall responsibility for the day to day management of the organisation is delegated by the Board to Claire Marshall, the Chief Executive.

Charity Governance

Responsibility for the governance structure of the organisation is split between the Board of Trustees, four committees and the Senior Management Team. The make-up and responsibilities of these committees are described below. Trustees are encouraged to attend meetings of any of these committees and working groups where appropriate to their roles and interests.

Board of Trustees

The Board holds a quarterly reporting meeting and also holds specific meetings to review and develop strategy, for Governance and Board development and holds responsibility for reviewing organisational and service effectiveness.

The specific duties of the Board of Trustees are:

- Ensure that the organisational strategy is delivered;
- Have overview responsibility for the service elements of the organisational strategy, agree priorities and monitor progress against key quality indicators;
- Review primary reports, escalations and risks escalated from the Board sub committees;
- Received assurance that all FearFree services are performing effectively.

Senior Management Team

The Senior Management Team meets twice a month and is chaired by the Chief Executive. The Team is responsible for strategic leadership, organisational development, external relationships and environment, change leadership, organisational communication and risk management.

People Committee

This is responsible for all matters relating to human resources including regulation and compliance, the charities staffing structure and policies, volunteering strategies and trustee selection and development. The committee meets four times a year with additional meetings as required by the Board.

The specific duties of the Committee are to:

- Maintain a strong awareness of the latest employment legislation and ensure the organisations policies reflect contemporary practice and manage organisational risk.
- Review matters affecting staff performance or satisfaction including the charities biannual staff survey results and make recommendations as to remedial actions.
- Review the development of staffing structures.
- Ensure new organisational development strategies and interventions are well planned and support the development of a positive organisational culture.
- Use monitoring systems to evaluate progress and regular agreed intervals and recommend actions.

Remuneration Committee

This committee is responsible for ensuring the remuneration arrangements support the strategic aims of the organisation. The committee has the same membership as the People Committee and meets once or twice a year. The main responsibilities of the Committee are to:

- Formulate and monitor the organisation's Remuneration Policy.
- Review the organisation's salary banding process and related remuneration and reward packages against agreed independent market benchmarking tools and ensure FearFree salary and reward packages are equitable, fair and remain competitive.
- Approve the annual cost of living salary increase for all staff considering rates of inflation and known social care, charity sector and commercial benchmarking in the given year.
- Approve any non-consolidated pay awards (bonus) as recommended by the Chief Executive which relates to the organisational policy in this matter.
- Determine the remuneration and reward package of the Chief Executive.

Quote from a client:

"Becky is the greatest person in the history of persons."

Finance and Income Generation Committee

The Finance Committee is responsible for ensuring the financial viability of the Charity, stewardship of the charitable assets and the financial audit. It is also responsible for monitoring and developing the income generation functions of the charity and to provide assurance to the Board of Trustees that all structures, processes and controls are fully compliant with regulators and commissioners. The committee meets four times a year and on other occasions as required to deal with specific matters raised by the Board.

The specific duties of the Committee are to:

- Recommend the Reserves policy to the Board of Trustees and reviewing the use of reserves;
- Review the financial position and performance of FearFree;
- Recommend approval of the annual financial plan;
- Review the quarterly forecast to ensure projections are reasonable and fall within the Trustees reserves policy;
- Approve all banking arrangements and reviewing performance;
- Appoint external auditors and financial advisors and reviewing performance;
- Liaise with the external auditors before, during and after the annual statutory audit, ensuring all key issues identified are satisfactorily resolved;
- Review internal audit reports, ensuring all key issues identified are satisfactorily resolved.
- Maintain a strong awareness of the latest legislation and practices affecting or related to income generation and report to the Committee;
- Maintain an awareness of regulatory obligations and requirements including the latest Fundraising regulation and Gambling Commission obligations and report to the Committee;
- Identify areas of risk and/or development opportunity and agree monitoring mechanisms;
- Utilise monitoring systems to evaluate progress against the Income Generation Strategy at regular agreed intervals and recommend actions to mitigate risk as appropriate;
- Ensure budget achievement is realistic and proportionate to investment;
- Ensure expenditure budget allocation is appropriate and fit for purpose and that excellence and effectiveness is the overriding motivator in decision making;
- Receive audit results of above responsibilities.

Risk and Audit Committee

This committee meets quarterly and is responsible for regulation and compliance, the charities risk management, health and safety, estates and environment, quality and audit management.

The specific duties of the Committee are to:

- Maintain a strong awareness of the latest legislation and practices affecting or related to our work, environment and workforce and report to the Trustee Board;
- Identify areas of risk and/or development and agree priorities and monitoring mechanisms;
- Utilise monitoring systems to evaluate progress and regular agreed intervals and recommend actions to mitigate risk as appropriate;
- Ensure that all systems and process are integrated across all support functions and that a service culture is embedded across all support services;
- Ensure all practice is evidence based and audit policies to ensure compliance;
- Receive audit results of above responsibilities.
- Receive audit results of above responsibilities.

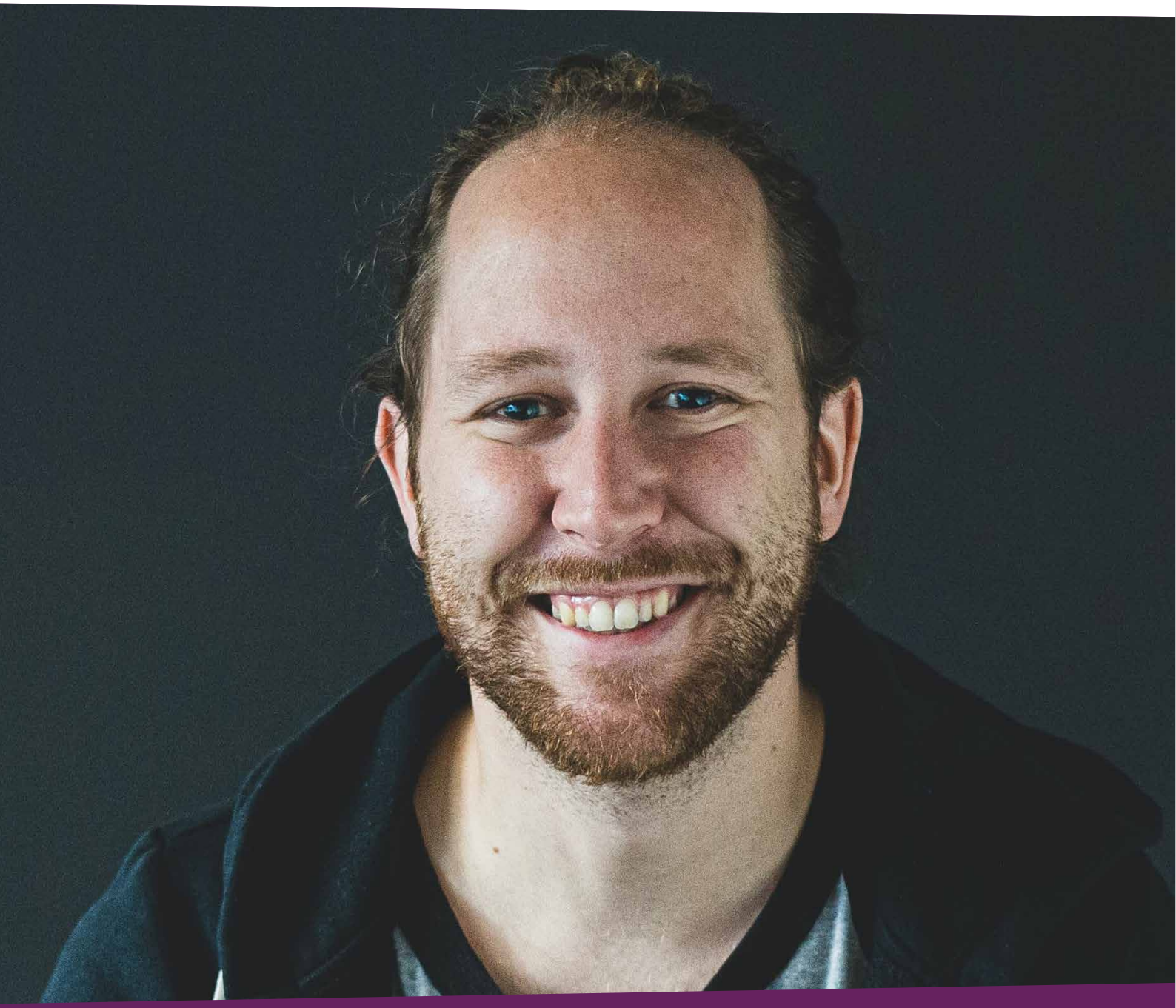
Quote from a professional partner:

"Thank you, your work to support people making negative choices in their relationships has such an impact on their families."

Risk Management

FearFree has a comprehensive structure of controls to co-ordinate and manage risk within the organisation. This consists of lines of accountability through which issues of risk can be debated and the effectiveness of the organisations risk management arrangements assured.

The CEO, SMT and Trustees use a risk register to regularly assess the risks and uncertainties that the Charity is exposed to which helps the SMT to identify, monitor, record, and manage risk on an operational and strategic basis. The risk register is a live document that is regularly reviewed and updated by the CEO and SMT. All risks have a risk owner from the SMT who report on their areas of responsibility to the Risk and Audit Committee at quarterly intervals. Significant risks are escalated to the Trustees for review. Sub-committees of the Board of Trustees have delegated responsibility to keep those risks specific to them under review and escalate to the Board where necessary.



In 2022/23, the three most significant risks are identified as follows and the manner in which we seek to address the issues:

RISK ONE	RISK TWO	RISK THREE
RISK OF INSUFFICIENT FUNDS TO MEET STRATEGIC INTENTIONS AND DELIVER QUALITY SERVICES	POOR ORGANISATIONAL CAPACITY AND PERFORMANCE	CYBER-ATTACK OR OTHER IT SYSTEM BREACH OR FAILURE
• Overreliance on contract funding which offers ever depreciating core contribution for infrastructure, HR, IT etc • Short term contract funding providing little long-term security • Insufficient growth of unrestricted voluntary income and project funding	• Structure is inadequate to deal with the demands made on the service • Key personnel, SMT and specialists are absent for lengthy periods • Failure to recruit in a difficult marketplace • Staff sickness and turnover increases because of workload • Staff leaving due to temporary contracts • Staff non-compliant with contracts, regulatory standards and organisational policies and procedures	• IT system/website/database becomes inaccessible, outdated, and unavailable or are costly to rectify. • Staff are unable to access case notes or other records • System is subject to a cyber-attack
MITIGATION	**MITIGATION**	**MITIGATION**
• Testing of contract parameters to ensure the contracts are sustainable without supplementary funding • An initial fundraising strategy is now in place and a fundraising team is being recruited. The strategy will be reviewed annually and subject to quarterly performance reviews3 • All proposed projects that may be reliant on long term voluntary funding must comply with the charity's objects, have agreed outcomes and budgets	• Regularly review the organisational structure to ensure it remains appropriate. • Use service reviews and staff appraisals to analyse capacity • Ensure all staff have clear Job Descriptions and work plans. • Regular review of structure in light of post pandemic challenges and longer-term strategy • Regularly report on staff sickness rate, holiday uptake and staff turnover • Ensure the succession Plan is reviewed, updated and accessible	• The charity is Cyber Essentials Plus accredited and subject to annual re-certification which includes penetration testing • Specialist contractors manage ICT systems • Maintain rolling programme to monitor and update hardware • Ensure ICT systems remain effective and relevant through a programme of updates and scoping of new systems • DSP Toolkit qualified

Quote from a professional partner:

"Brilliant webinar. So lovely to see so many amazing women sharing some really important information. I will continue to use this information in not only my professional but also my personal life."

Trustees' Responsibilities

The Trustees, who are also directors of FearFree Charity Limited for the purposes of company law, are responsible for preparing the Trustees' Report 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 the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as each of the Trustees is aware at the time the report is approved:

- There is no relevant audit information of which the charitable company's auditors are unaware, and;
- The Trustees have taken all steps that they should have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Charity arranges insurance to protect the Charity from loss arising from neglect or default of its Trustees or Officers and to indemnify the Trustees and Officers from the consequences of any neglect or default on their part.

This report was approved by the Board of Trustees on 24th January 2024 and signed on its behalf by:

By Order of the Trustees

Tim Jackson
Chair of Finance and Income Generation Committee

Date 24 January 2024

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FEARFREE CHARITY LIMITED

Opinion

We have audited the financial statements of FearFree Charity Limited (the "Charity") for the year ended 31 March 2023 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the Charity's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- Have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with international Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

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 out auditor's report 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 the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The directors' report has been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- The financial statements are not in agreement with the accounting records and returns;
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not obtained all the information and explanations necessary for the purposes of our audit; or
- The trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 an auditor's report 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- We identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of those charged with governance and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;

- Discussing amongst the engagement team the risks of fraud;
- Gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- Testing journal entries to identify unusual transactions;
- Assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- Investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state in them in an auditor's 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joshua Kingston ACA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol
BS48 1UR

Joshua Kingston

Date: 24 January 2024

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDES INCOME AND EXPENDITURE ACCOUNT) YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £ (Restated)
Income from:					
Donations and grants	**2**	56,177	240,857	297,034	298,632
Charitable activities	**3**	3,598,069	232,533	3,830,602	3,194,431
Investments		7,360	-	7,360	7,999
Total income		3,661,606	473,390	4,134,996	3,501,062
Expenditure on:					
Raising funds		2,993	-	2,993	-
Charitable activities	**4**	3,777,435	519,606	4,297,041	3,541,818
Total expenditure		3,780,428	519,606	4,300,034	3,541,818
Net income/ (expenditure)	**6**	(118,822)	(46,216)	(165,038)	(40,756)
Transfers between funds	**14**	(41,875)	41,875	-	-
Net movement in funds		(160,697)	(4,341)	(165,038)	(40,756)
Total funds at start of year	**14**	525,640	64,799	590,439	631,195
Total funds at end of year	**14**	364,943	60,458	425,401	590,439

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

See note 15 for fund-accounting comparative figures.

The notes on pages 40 to 49 form part of these financial statements.

BALANCE SHEET AS AT 31 MARCH 2023

Company number: 03360057

	Note	2023 £	2022 £
Fixed assets			
Intangible assets	**8**	41,220	-
Tangible assets	**9**	60,613	60,968
		101,833	60,968
Current assets			
Debtors	**10**	650,138	438,883
Cash at bank and in hand		64,584	741,132
Short-term investments		137,895	347,823
		852,617	1,527,838
Liabilities			
Creditors: amounts falling due within one year	**11**	(509,049)	(990,581)
Net current assets		343,568	537,257
Provisions for liabilities	**12**	(20,000)	(7,786)
Net assets		425,401	590,439
Funds			
Restricted funds	**16**	60,458	64,799
Unrestricted funds	**16**	364,943	525,640
		425,401	590,439

These financial statements have been prepared in accordance with the special provision for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

The financial statements were approve by the Trustees on **24 January 2024** and are signed on their behalf:

Tim Jackson
Chair of Finance and Income Generation Committee

The notes on pages 40 to 49 form part of these financial statements.

CASHFLOW STATEMENT YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Net cash (outflow)/inflow from operating activities	**19**	(822,154)	266,469
Non-operational cash flows:			
Payments for intangible fixed assets		(43,200)	-
Payments for tangible fixed assets		(28,482)	(65,924)
Investment income		7,360	7,999
		(64,322)	(57,925)
Net cash (outflow)/inflow for the year	**20**	(886,476)	208,544

Cashflow Restrictions

Charity law prohibits the use of net cash inflows of any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 40 to 49 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

1 Accounting policies

BASIS OF PREPARATION

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

FearFree Charity meets the definition of a public entity under FRS102.

The Trustees have considered all available information to ensure that the charity is a going concern. Particular attention has been paid to the reserves and cash position of the charity along with regular monitoring of the financial reports, budgets and future forecasting. The Trustees conclude that the charity is a going concern.

INCOME

Income from donations is included in come when these are receivable, except as follows:

I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;

II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Legacies are included on a receivable basis where the charity is entitled to the income, it can be measure reliably and receipt is probable. Where legacies have been notified to the charity, or the charity is aware of the granting probate, and the criteria for income recognition have not been met, then the legacy is not included in income but is treated as a contingent asset and disclosed if material.

Investment income is included on a receivable basis.

Donations in kind comprise of donated goods and services where the costs are measurable and the services would otherwise have to be paid for to maintain operational effectiveness.

EXPENDITURE

Expenditure is recognised on an accruals basis in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Raising funds expenditure include those costs incurred in seeking voluntary contributions costs of goods sold and other costs which include the costs of running a participating in fundraising events and collections and cost of goods purchased for resale.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Governance costs are included within support costs.

ALLOCATION AND APPORTIONMENT COSTS

Certain expenditure is directly attributable to specific activities and this has been included in those cost categories. Other costs, which are attributable to more than one category, are apportioned across cost categories on the basis of an assessment of workload carried out from time to time. Overhead support costs have been apportioned between charitable activities on a basis consistent with the use of resources.

PENSION

The charity contributes to defined contribution pension schemes. Contribution payable to the charity's pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

INTANGIBLE FIXED ASSETS

Amortisation is provided on intangible assets so as o write off the cost, less any estimated residual value, over their useful life as follows:

Amortisation is provided on the following basis:
Website development - straight line over 5 years

TANGIBLE FIXED ASSETS

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible asset into its intended working condition should be included in the measurement cost. Capital items with purchase price of more than £1,000 are included within fixed assets.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using straight-line method:

Depreciation is provided on the following basis:
Fixtures and fittings - straight line over 5 years
Computer equipment - straight line over 3 years

1 Accounting policies (Continued)

DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

CASH AT BANK AND IN HAND

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

CREDITORS

Creditors and provisions are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable of a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Creditors are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted and the pre- tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objects 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 form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Further explanation of the nature and purpose of each fund is included in note 14 of the financial statements.

2 Income from: donations and grants

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations and grants	56,177	240,857	297,034
	56,177	240,857	297,034

Prior year comparatives	Unrestricted Funds £	Restricted Funds £ (Restated)	Total Funds 2022 £ (Restated)
Donations and grants	32,618	232,495	265,113
Donations in kind	33,519	-	33,519
	66,137	232,495	298,632

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

3 Income from: charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Public sector funding - core service delivery	3,598,069	232,533	3,830,602
	3,598,069	232,533	3,830,602

Prior year comparatives	Unrestricted Funds £	Restricted Funds £ (Restated)	Total Funds 2022 £ (Restated)
Public sector funding - core service delivery	2,965,067	229,364	3,194,431
	2,965,067	229,364	3,194,431

Income from public sector funding comprises of performance related grants and service level agreements made by local authorities to fund the charity's activities.

4 Expenditure on: charitable activities

	Activities undertaken directly £	Support costs (Note 5) £	Total 2023 £
Provision of contracted services	3,718,549	578,492	4,297,041
	3,718,549	578,492	4,297,041

Prior year comparatives	Activities undertaken directly £	Support costs (Note 5) £	Total 2022 £
Provision of contracted services	3,120,122	421,696	3,541,818
	3,120,122	421,696	3,541,818

5 Support costs

	Total Funds 2023 £	Total Funds 2022 £
Staff and volunteer costs	250,118	146,052
Office costs	143,154	149,867
Premises costs	140,054	111,297
Finance costs	651	124
Marketing and advertising	7,557	-
Governance costs	25,269	14,356
Loss on disposal of fixed assets	1,969	-
Bad debt	9,720	-
	578,492	421,696

6 Net income/ (expenditure) for the year

	2023 £	2022 £
Statutory audit fee:		
- Current year	16,092	12,420
- Prior year over/under provision	(725)	(725)
Depreciation	26,868	15,660
Amortisation	1,980	-
Trustees remuneration	-	-
Reimbursement of 1 Trustee's travel expenses (2022: 2)	123	255

7 Staff costs and numbers

The aggregate payroll costs were:

	2023 £	2022 £
Wages and salaries	2,713,676	2,129,932
Social security costs	228,321	172,295
Contribution to defined contribution pension scheme	88,371	61,560
Redundancy costs	21,240	6,729
	3,051,608	2,370,516

The average number of persons employed by the company (headcount) during the year was 133 (2022: 105).

One (2022: One) employee received benefits (excluding employer's national insurance contributions and employer pension costs) of between £80,000 and £90,000 (2022: one between £60,000 - £70,000).

The key management personnel of the charity are listed on page 6.

The total amount of employee benefits (including employer's national insurance contributions and employer pension contributions) received by key management personnel for their services to the charity was £272,053 (2022: £236,562).

8 Intangible fixed assets

	Website development £	Total £
Cost		
At 1 April 2022	-	-
Additions	43,200	43,200
At 31 March 2023	43,200	43,200
Depreciation		
At 1 April 2022	-	-
Charge for the year	1,980	1,980
At 31 March 2023	1,980	1,980
Net Book Value		
At 31 March 2023	41,220	41,220
At 31 March 2022	-	-

9 Tangible fixed assets

	Fixtures, fittings & equipment £	Total £
Cost		
At 1 April 2022	183,597	183,597
Additions	28,482	28,482
Disposals	(116,209)	(116,209)
At 31 March 2023	95,870	95,870
Depreciation		
At 1 April 2022	122,629	122,629
Charge for the year	26,868	26,868
Eliminated on disposal	(114,240)	(114,240)
At 31 March 2023	35,257	35,257
Net Book Value		
At 31 March 2023	60,613	60,613
At 31 March 2022	60,968	60,968

10 Debtors

	2023 £	2022 £
Trade debtors	594,278	379,380
Other debtors	13,517	5,473
Prepayments and accrued income	42,343	54,030
	650,138	438,883

11 Creditors

	2023 £	2022 £
Trade creditors	148,732	189,589
Taxation and social security	49,502	51,632
Other creditors	16,734	50,437
Accruals and deferred income	294,081	698,923
	509,049	990,581

12 Provisions for liabilities and charges

	2023 £	2022 £
Dilapidations	20,000	7,786
	20,000	7,786

13 Operating lease commitments

At 31 March 2023 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023 £	2022 £
Amounts payable:		
Within one year	67,722	47,670
Within two and five year	190,688	80,010
	258,410	127,680

14 Movement between funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Restricted funds					
University of Bristol REPROVIDE	19,560	55,789	(117,224)	41,875	-
Standing Together Against Domestic Abuse	16,672	36,227	(38,142)	-	14,757
OPCC Gloucestershire	12,957	59,222	(53,778)	-	18,401
Community First	-	68,379	(64,591)	-	3,788
The Noel Buxton Trust	8,714	-	-	-	8,714
DHSE Best Start	2,644	240,857	(243,164)	-	337
Chippenham Boroughlands	4,252	-	-	-	4,252
Alarms Gloucestershire	-	12,916	(2,707)	-	10,209
	64,799	473,390	(519,606)	41,875	60,458
Unrestricted funds					
General funds	464,672	3,661,606	(3,753,560)	(70,357)	302,361
Fixed asset reserve	60,968	-	(26,868)	28,482	62,582
	525,640	3,661,606	(3,780,428)	(41,875)	364,943
Total funds	590,439	4,134,996	(4,300,034)	-	425,401

Prior year comparatives	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds					
University of Bristol REPROVIDE	40,625	110,304	(131,369)	-	19,560
Standing Together Against Domestic Abuse	11,231	36,227	(30,786)	-	16,672
OPCC Gloucestershire	10,927	36,000	(33,970)	-	12,957
Community First	(3,500)	46,833	(48,711)	5,378	-
The Noel Buxton Trust	3,845	4,869	-	-	8,714
DHSE Best Start	-	222,722	(216,911)	(3,167)	2,644
Chippenham Boroughlands	-	4,904	(652)	-	4,252
	63,128	461,859	(462,399)	2,211	64,799
Unrestricted funds					
General funds	557,363	3,039,203	(3,063,759)	(68,135)	464,672
Fixed asset reserve	10,704	-	(15,660)	65,924	60,968
	568,067	3,039,203	(3,079,419)	(2,211)	525,640
Total funds	631,195	3,501,062	(3,541,818)	-	590,439

14 Movement between funds (continued)

FIXED ASSET RESERVE

The net book value of fixed assets is shown in a separate designated fund. Transfers between this and general funds represent fixed asset additions and disposals.

UNIVERSITY OF BRISTOL

FearFree Charity participation in the Bristol University funded research study entitled Reaching Everyone Programme of Research On Violence in diverse Domestic Environments (REPROVIDE).

STANDING TOGETHER AGAINST DOMESTIC ABUSE

Provision of a full time hospital based IDVA at the Royal Devon & Exeter hospital

OPCC GLOUCESTERSHIRE

Employment of one full time Independent Stalking Advocacy Caseworker (ISAC) for Gloucestershire to focus on high risk cases.

COMMUNITY FIRST

Funded by the National Lottery Community Fund through Building Better Opportunities funding, the Charity partnered with Community First to deliver Building Bridges to enable clients to get back into employment or training, post recovery.

THE NOEL BUXTON TRUST

Funding for The Elephant In The Room project for children.

DHSE BEST START

Department of health and Social Care, Health and Wellbeing fund to provide the Best Start project in Devon improving access to perinatal services through the provision of community navigators and community champions.

CHIPPENHAM BOROUGH LANDS COMMUNITY TRUST

Welfare support for individual clients residing within the parish of Chippenham and have done so for two years.

ALARMS GLOUCESTERSHIRE

Funding, provided from the Safer Streets funding, for the provision of personal safety alarms for victims and potential victims of abuse.

15 Prior year fund comparatives for the Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income from:			
Donations and grants	66,137	232,495	298,632
Charitable activities	2,965,067	229,364	3,194,431
Investments	7,999	-	7,999
Total income	3,039,203	461,859	3,501,062
Expenditure on:			
Charitable activities	3,079,419	462,399	3,541,818
Total expenditure	3,079,419	462,399	3,541,818
Net income/ (expenditure)	(40,216)	(540)	(40,756)
Transfers between funds	(2,211)	2,211	-
Net movement between funds	(42,427)	1,671	(40,756)
Total funds at start of year	568,067	63,128	631,195
Total funds at end of year	525,640	64,799	590,439

16 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Intangible fixed assets	41,220	-	41,220
Tangible fixed assets	60,613	-	60,613
Other net current assets	263,110	60,458	323,568
	364,943	60,458	425,401

Prior year comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	60,968	-	60,968
Other net current assets	464,672	64,799	529,471
	525,640	64,799	590,439

17 Related party transactions

There are no related party transactions in the current or prior year apart from those already disclosed throughout the report.

18 Control

The Charity is controlled jointly by the Trustees, there is no controlling party.

19 Reconciliation of net movement in funds to net cash inflow from operating activities

	2023 £	2022 £
Statement of Financial Activities: Net movement in funds	(165,038)	(40,756)
Investment income	(7,360)	(7,999)
Loss on disposal of fixed assets	1,969	-
Amortisation	1,980	-
Depreciation	26,868	15,660
Increase/(decrease) in creditors: current liabilities	(481,532)	324,810
Increase in provision for liabilities	12,214	-
Decrease / (increase) in debtors	(211,255)	(25,246)
Net cash (outflow)/inflow from operating activities	(822,154)	266,469

20 Analysis of changes in cash during the year

	2023 £	2022 £	Change £
Cash at bank and in hand	64,584	741,132	(676,548)
Short-term investments	137,895	347,823	(209,928)
	202,479	1,088,955	(886,476)

	2022 £	2021 £	Change £
Cash at bank and in hand	741,132	407,911	333,221
Short-term investments	347,823	472,500	(124,677)
	1,088,955	880,411	208,544

FEAR FREE

BREAKING THE CYCLE OF ABUSE

FearFree Charity

England & Wales - Charity number 1064764

Accounts

FEAR LESS

BREAKING THE CYCLE OF ABUSE

ANNUAL REPORT 2022

FEARLESS CHARITY
(FORMERLY SPLITZ SUPPORT SERVICE)

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022
Company Registration Number 03360057
Charity Number 1064764

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INTRODUCTION FROM THE CHAIR

If we thought leading a charity through a pandemic had its difficulties than transitioning the organisation out of lockdown into an uncertain new world provided a new challenge.

How do we establish a new normal when the organisation has changed beyond recognition and our operating environment is ever changing too?

That was achieved by focusing on the most important people in our charity, our clients. Our staff and volunteers have been extraordinarily dedicated throughout this time of change and we continue to be grateful to them for their commitment.

Splitz Support Service has had a long and successful history as a small charity in the South West but this last year has marked a change in its trajectory, not only doubling in size and scale to meet pandemic demands but under new leadership in the form of a new CEO and Senior Management Team working to build the charity into the contemporary service provider it needs to be to survive and thrive well into the future.

There has also been changes on the Board of Trustees as a number of long serving and committed colleagues have completed their terms of office.

Thank you to Stephen Foster who served as the charity's Treasurer and extended his term of office until we recruited a new Finance Champion, Fiona Carter, a fellow accountant who was appointed in October 2021 and is now Chair of the Finance and Income Generation Committee.

Thank you too to Peter Leach who resigned this last year having completed many years dedicated service.

Harriet Kemp, who resigned in March 2022 and provided extraordinary support to our HR function during the pandemic lending her expertise during a very challenging time. I'm delighted to say Harriet is still contributing to the charities reward and recognition strategy as a volunteer thus continuing her excellent contribution. Clare Fielden has now been appointed as the People Champion on the Board and brings with her a wealth of HR experience standing her in good stead as the Chair of the People Committee.

We wish a warm welcome to new Trustee Adrian Long who joins us with executive experience in marketing and strategic communications.

Our final hoorah is reserved for Annette Foster who has now retired as our Vice Chair after many dedicated years' service as Trustee and Chair of the Risk and Audit Committee. Annette will be very much missed and wish her well in her retirement.

The charity finances continue to be carefully managed and we ended the year 21/22 with a small deficit. A carefully considered investment budget has been planned for year 22/23 with a view to supporting our new 3-year strategy, a new brand and a new fundraising strategy which in turn will bring greater sustainability for the charity for years to come.

We look forward with optimism to the transformational year ahead and thank everyone who has supported the charity this last year by giving their time or funds to our vital work.

Ann Cornelius
Chair

INTRODUCTION FROM THE CEO

Reflecting back on my first year in post feels like looking back on an entire decade rather than a mere 12 months in time. How far the organisation has travelled in that time and the progress that has been made can't be overstated.

We started the year in lockdown and the impressive way our staff and volunteers not only coped with confinement but emerged from it has been incredible, all the while supporting clients at the worst time in their lives, providing exemplary support, advice and compassion day in and day out. The referrals to our services doubled during the pandemic and they've scarcely dropped since, we've stayed at full capacity and gone significantly beyond it with over 14,000 referrals this last year.

The numbers may be huge, but they only tell one part of the story. Every single one is a person in crisis, every one is a person with a life, a story, in desperate need of help. What our clients are experiencing or have experienced is often harrowing. It sometimes beggars belief that a living feeling human being is experiencing such abuse, fear, control, pain and humiliation. The stories stay with us because they are real and listening to those experiences inspire us not only to keep going but to aspire to do more, be able to step up even further and support more and more clients when they need us most.

It was our clients who inspired our new brand and our new strategy. During the course of last year we conducted the biggest consultation in our history; we listened to staff, volunteers, our Trustees, partners, commissioners and of course, our clients. What they said was inspired our new brand and our new name – FearLess. They said we need to be fearless as an organisation in order to support our clients and that we help them to fear less, to live their lives free from fear. And so, our new name is FearLess – breaking the cycle of abuse.

The consultation also created our new vision, purpose, values and our new strategy which is far reaching and increases our commitment to providing extraordinary services across the Southwest for those facing domestic abuse, sexual violence and stalking.

We don't operate in isolation but in a huge wider team, our extraordinary staff work with wonderful commissioners and partners across councils, social care, the police and criminal justice teams, probation services, the military, GP's and hospitals, academia and our charity sector colleagues. It's been both pleasure and privilege getting to know you this last year and working together to support clients and navigate the significant challenges of our many sectors.

As for next year, 2022/23 is absolutely pivotal for FearLess and will be our most challenging but hopefully rewarding year yet:

The majority of our service contracts are being re-tendered in response to new legislation and the need to manage the surge in demand the pandemic zeitgeist has created and this will be a significant challenge for a small leadership team to manage and hopefully win those all-important contracts.

Leading the charge on developing our services and contracts is Emily Denne who is newly appointed as Director of Services, having previously successfully developed our Wiltshire services and supplementing that with our Devon Service as Deputy Head of Services.

The next year will also see us implementing our new brand and name, our new vision and strategy and sharing and embedding our values and launching a much longed for new website.

Jessica Gay has joined us as Head of Fundraising and will be building a new fundraising team and implementing new income streams as never before and hopefully the last quarter of the next year will see the opening of our very first charity stores.

Thank you to all of our wonderful staff and volunteers past and present, who have all played an important part of our charity's development and a big thank you too to my new but very gifted senior management team. A particular thanks to Sarah-Jane King, who joined us in November 2021 as Head of People and her focus on staff well-being, developing working practices and staff reward and recognition is helping to make our charity an even more special place to work.

There is much work to be done and as we face an economically and politically uncertain time in the wider world, I know that as we say goodbye to Splitz and hello to FearLess we have the very best team to weather the huge changes the organisation is undertaking.

Our commitment to our clients is unwavering and the work we do in this next year will ensure that in future we can support many more clients to live their lives and be truly FearLess.

Claire Marshall
Chief Executive

LEGAL AND ADMINISTRATIVE INFORMATION

Charity Name	FearLess Charity (formerly Splitz Support Service Limited)	
Charity Registration	1064764	
Incorporation	Company Limited by Guarantee registered company number 03360057	
Registered Office	Oak House Epsom Square White Horse Business Park Trowbridge BA14 0XG	
Our Board of Trustees		
Chair	Ann Cornelius BSc Econ (Hons), CIHCM	
Vice Chair	Annette Foster BA (Hons)	Resigned 25th September 2022
	Stephen Foster BSc PhD FCA	Resigned 21st October 2021
	Fiona Carter ACA	Appointed 21st October 2021
	Rebecca Ayres BSc MA DipSW	
	Cindy Ervine LLB (Hons)	
	Peter Leach	Resigned 19th October 2021
	Harriet Kemp	Resigned 31st March 2022
	Steve Offord BA Econ/Soc (Hons)	
	Clare Fielden MCIPD	Appointed 21st October 2021
	Adrian Long BSc	Appointed July 2022
Our Senior Management Team		
Chief Executive Officer	Claire A Marshall MA, MCIoF, MIoD	
Director of Services	Emily Denne BA (Hons) MA	Appointed 18th April 2022
Head of Service	Rachel Wetton BA (Hons) PGC	Resigned 31st May 2022
HR Manager	Janet Carpenter	Retired 29th November 2021
Head of Finance	Fiona Lawley ACCA AAT	
Head of Fundraising	Jessica Gay	Appointed 4th April 2022
Volunteering Manager	Natalie Oria	
Principal Bankers	CAF Bank Limited Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ	
Auditor	Burton Sweet Limited The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR	

Quote from a client:

"The lovely lady I got to know was very sensitive to how the topics we talked about might affect me. The support given was excellent.".

FearLess is breaking the cycle of domestic abuse, sexual violence and stalking through a comprehensive range of services operating across the Southwest

From awareness & prevention, through safety and support, to empowerment and recovery, we are here to support our clients' every step of their journey, to build a life free from fear.

Our clients' needs are as diverse as they are unique, we are a provider of trauma informed services personalised to each individual. As a well-loved charity, we provide support completely free of charge and for all sexes, backgrounds and beliefs. We work with victims and their children to understand what is happening to them, to help them feel safe and supported and ultimately take control of their lives and eventual recovery.

We are also specialists in behaviour change programmes for perpetrators or abusers who are willing to work with us to understand and ultimately change their behaviour for the better.

We all know someone who has experienced domestic abuse, sexual violence or stalking but we may not realise it. 1 in 4 women have experienced domestic abuse or sexual violence. 1 in 20 men have experienced sexual violence.

On average, domestic abuse victims experience 50 incidents of abuse before they get effective help – often living in fear for years, as they suffer repeated harassment, coercion, financial control, verbal abuse and physical, sometimes sexual violence.

Just 1 in 6 sexual violence victims ever seek help.

Many victims of abuse don't report their abuser for fear of reprisals, or in the belief that they'll change. They may have low self-esteem, feel helpless, trapped and economically dependent. And they can be scared that law enforcement and social services won't take their situation seriously.

With 80% of abusers having suffered an abusive past themselves, it's easy to see how domestic abuse and sexual violence becomes a cyclical pattern of behaviour that ruins lives.

Through this holistic approach we can change lives, provide hope for the future and give people the opportunity and skills to flourish in their future relationships.

Not just for the short term, not just until the next time. But permanently.

Together, we can break the cycle.

Quote from a client:

"My relationship is not perfect but its better now, I am looking forward to a better future with my child and know I can co parent better. I wish I had found you guys years ago, I would not be in this mess now".

TRUSTEES ANNUAL REPORT

Vision, Purpose and Values

Vision:

Working for a future where those trapped in a cycle of domestic abuse, sexual violence and stalking can break free and live a life free from fear

Purpose:

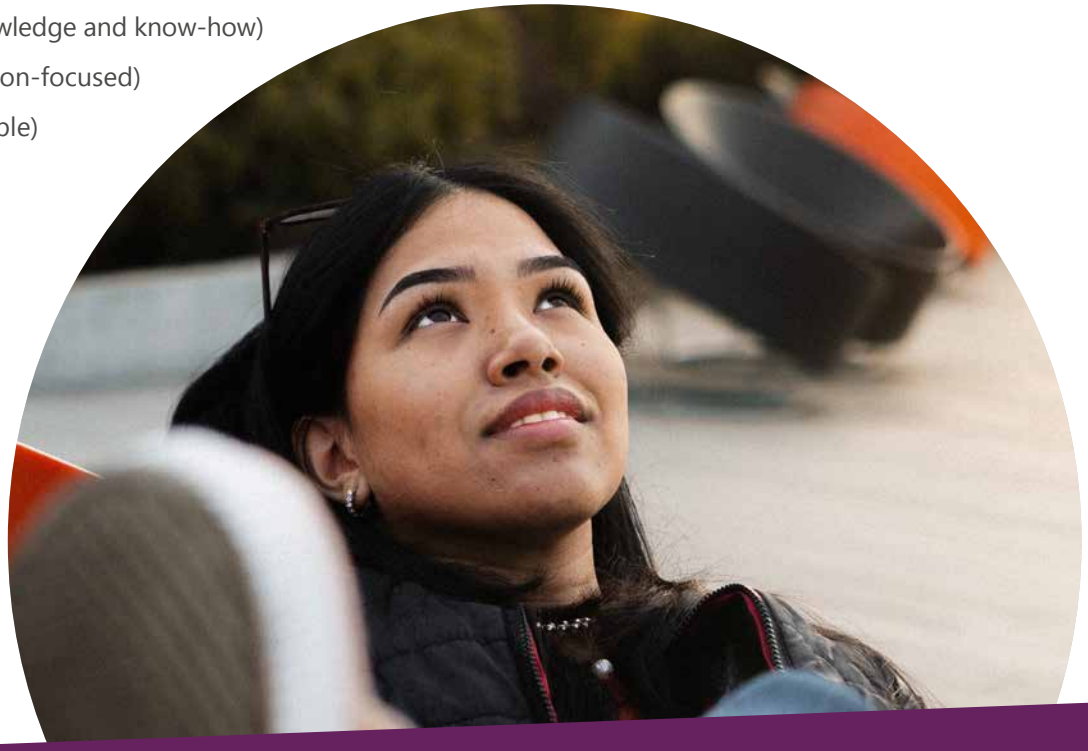
We will break the cycle of abuse and sexual violence because we will:

- Help build public awareness and support those affected by abuse to recognise the signs and symptoms of unhealthy behaviours and relationships
- Give people the confidence to change or leave abusive experiences or relationships behind and help them to find opportunities to rebuild their lives
- Help abusers and survivors recognise the causes and impacts of their behaviour and support them in their efforts to change for the better

Values

We are:

- Kind (generous of spirit)
- Receptive (believing, empathetic)
- Open (welcoming, friendly)
- Expert (applying deep knowledge and know-how)
- Pragmatic (practical, solution-focused)
- Robust (strong, solid, reliable)



Quote from professional partner and client:

"Police Constable Smith said that she has spoken to Jess and wanted to feedback to me how Jess spoke so highly of us, she said how wonderful it was to hear, and that Jess said how much we have helped her to see the signs, and to recognise what is happening is emotional abuse and how to manage and move forward from this. She said it has had a clear and positive impact on Jess's life".

Our Purposes and Activities

Our charity's purposes are set out in the objects contained in the company's Articles of Association. The main objects include:

- Support adults and children who are experiencing or have experienced domestic abuse, sexual violence and stalking.

The aims of our charity are to work with victims and perpetrators of domestic abuse, sexual violence and stalking and provide support to families of those affected and work to encourage healthy relationships. Our aims fully reflect the purposes that the charity was set up to further.

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months and assesses the success of each key activity and the benefits they have brought to those groups of people we are established to help. The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. To enhance this review we produce an Equality Monitoring report showing demographic and biographical details of the team and service users.

Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity. Our main objectives for the year continued to be promoting healthy relationships, preventing family crises and relieving the needs of those affected. The strategies we use to meet these objectives include:

- Providing a range of services that promote healthy relationships and prevent family crises.
- Focusing on encouraging healthy relationships, and the impact on family, friends and the wider community.
- Applying national standards of service delivery.
- Working in partnership with other agencies to ensure the widest range of services is available to best match the needs of the community.
- Promoting awareness of healthy relationships, to reduce the likelihood of young people engaging in harmful behaviour.

Our main activities and the groups we aim to help are described below. Our main charitable activities consist of the services we provide and are demonstrably undertaken purely for public benefit.

Putting these strategies into action we have four major areas of activity which are: domestic abuse, sexual violence and stalking support and advocacy work; support for children and young people affected by domestic abuse and sexual violence; programmes for perpetrators to help them change their abusive behaviour; and mentoring/ befriending services to help people move forward.

Our service offer:

Domestic Abuse Services

We offer domestic abuse community services for adults aged 16 and over and saw a rise in demand for these services over this last year. Our dedicated, skilled and qualified teams of staff provide trauma informed services, designed to meet the individual needs of each service user, to the highest quality standards and were able to report good outcomes for many families.

Our services include single point of access, assessment and triage service, high risk outreach service (independent domestic violence advisers - IDVA), specialist Young People's IDVAs and a range of support for those assessed as medium risk including whole family support. We deliver these services in Devon and Wiltshire. Although they are funded from different sources in each area the services are all delivered using a broadly similar model. The main aim in each case is to reduce risk, improve safety and meet needs to enable people to live free from fear.

To ensure that we offer the support that is best for each individual and family we assess risk and needs. Risk is assessed at the earliest opportunity and then continuously monitored (every 6 weeks or following an incident) using the national risk assessment tool, DASH (Domestic Abuse, Stalking and Honour based violence). We understand that domestic abuse rarely occurs in isolation and many who use our services experience a range of complex needs. By accessing support for our clients from other professionals we are able to provide more holistic support. We seek regular feedback including satisfaction levels.

In all cases the aim is to reduce risk and increase safety, help the individuals and their family recover from abuse and move towards achieving and sustaining independence.

DEVON

We continue to manage and deliver the Devon commissioned domestic abuse and sexual violence services, on behalf of Devon County Council, operating under the banner of the LEESAR Partnership (the LEESAR Partnership includes subcontracting arrangements with three specialist organisations providing sexual violence recovery, court IDVAs and therapeutic recovery for domestic abuse).

We deliver (IRIS) the Domestic Abuse Advocate Educator pilot scheme in GP surgeries and a health IDVA based in Royal Devon & Exeter Hospital and two mental health IDVA's.

WILTSHIRE

In Wiltshire, alongside adult Domestic Abuse support, we additionally provide accommodation services and support for children who have witnessed Domestic Abuse, or experienced it in their own intimate relationships. FearLess were commissioned to deliver these services, known collectively as the Phoenix Project, partnering with GreenSquare and Salisbury Refuge. The Phoenix Project supports men and women, children and families at all risk levels across Wiltshire and adult and child victims of sexual abuse across Wiltshire and Swindon.

GLOUCESTERSHIRE

The Independent Stalking Advocate Caseworker (ISAC) is funded through the Gloucestershire Police and Crime Commissioner. The ISAC is the key link between the victim and the police and wider criminal justice system through the Stalking Clinic, one of the few in operation across England.

Domestic Violence Perpetrator Work

We continue to develop and expand our Behaviour Change provision, offering a range of services including:

- Integrated Offender Management (IOM) model services, for high-risk perpetrators.
- A 25 week extended Domestic Violence Perpetrator Programme (DVPP) for men who have been abusive in a heterosexual relationship.
- One to one behaviour change support – offering inclusive and accessible services for men and women, alongside younger perpetrators.
- Healthy relationships support for standard risk men and women.
- Situational violence one to one support.

This year has also seen us develop our new ten week course, Choosing Positive Relationships (CPR), which offers specialist behaviour change support for low-medium risk perpetrators in a group setting. The shorter programme has resulted in increased engagement rates and can act as an introductory programme to build motivation, before someone joins a DVPP.

The DVPP consists of 25 weekly 2hr sessions, with one-to-one monitoring meetings throughout. Motivation to attend such a long programme is measured during the comprehensive pre-group assessment. While some men fail to complete the programme it is not always a lack of motivation. Some have shown enormous reserves of determination making a huge effort to get to the groups.

Following DVPP, completers are invited to join a Relapse Prevention Group (RPG). Our facilitated groups provide ongoing peer support and challenge, to help perpetrators maintain the changes they have made.

Participants are given the opportunity to discuss challenges they have experienced and practice using the tools and techniques they have been taught.

We continue to run our specialist DVPPS in Wiltshire and Bristol as part of the Reprovide pilot in partnership with Bristol University and look forward to seeing the results of their study.

All of our Behaviour Change Services have dedicated support for (ex)partners, typically provided by a Partner Safety Worker (PSW). This involves working with the (ex) partner to measure safety and help the family understand how the modules are likely to impact on the perpetrator as they progress through the programme. In Bristol this service is provided by the commissioned service, Next Link.

Sexual Violence Services

Our Wiltshire and Swindon Independent Sexual Violence Advocate (ISVA) service provide trauma informed support to recent and non-recent adult and child victims of sexual violence for people going through the criminal justice system and for those who do not want to report the abuse. Our staff are ISVA or CHISVA (Children's ISVA) qualified, and all referrals are risk assessed utilising a bespoke risk assessment, which enables us to co-produce a safety and support plan with the service user.

As in our domestic abuse community services our ISVAs have seen an increase in the number of requests for support and for service users with complex needs and poor mental health, again exacerbated by delays to investigations and trials. Wiltshire PCC have supported the expansion of the service including the funding of new positions, such as a Male Independent Domestic and Sexual Violence Advisor (MIDSVA) and an additional CHISVA position. Our ISVA and domestic abuse staff work closely together, recognising the intersection between them for many service users.

Mentoring and Befriending Services

We provide a mentoring and befriending service in Wiltshire that offers support to clients who have experienced domestic abuse and sexual violence and are working to rebuild their lives. This service is delivered by volunteers, some of whom have lived experience were service users. We look forward to expanding this across Gloucestershire and Devon in the next year.

Employment services

Building Bridges Wiltshire is funded by the Big Lottery and European Social Fund to help people overcome their barriers to employment and education in Wiltshire and Swindon, with FearLess providing support to vulnerable women. Support is personalised to each individual's needs and strengths.

Spotlight on services

Children's Domestic abuse support work – authored by our practitioner.

As a domestic abuse support worker, I work with children and young people who are victims of domestic abuse, aged between 11 and 17. I provide educational sessions around what domestic abuse is, healthy and unhealthy relationships and emotions and wellbeing. Typically, the programme is structured over 6 sessions, either in school or online, depending on the child's individual needs. I use a wide range of resources that are interactive and interesting but also suitable to the child/young person. I will re-create my resources depending on the person, to gauge their interest but also providing them with resources that are suitable.

I build relationships with each child/young person by giving them a safe space to communicate, validating their feelings and giving them independence, time, and education. In my initial sessions, I spend the time building trust and getting to know the child/young person, allowing them to get to know me. This creates a safe, non-judgemental environment which allows them to be comfortable in the environment.

I have found that the work I have provided has had many positive outcomes. Some of the children/young people I work with first approach the sessions with anxiety, confusion and anger. Through getting to know the person, listening, and creating a safe space for them to communicate their thoughts and feelings, we can create coping mechanisms and allow them to put "pieces of a puzzle together" around aspects of their lives that they may have been confused or concerned about. Throughout the sessions, we outline aspects of their lives that they maybe struggling with and put together further support in place for them.

Domestic Abuse

Occasionally, the client I have worked with will not understand the meaning of domestic abuse and what they have witnessed. Sometimes, these behaviours are "normal" to them, and they did not know what they were experiencing was abuse. These sessions allow the client to be able to "piece pieces of a puzzle together" and make sense of any behaviours or situations they have witnessed that may have not have felt right or they have felt comfortable with. It also allows them, later in their lives, to recognise abusive behaviours sooner in their own actions or relationships. It teaches them healthy ways to act in a relationship and allows them to know what is right and wrong.

In these sessions we look at many different resources that I adapt to cater to the child/young persons needs. We will look at the Power and Control Wheel, the Cycle of abuse and what domestic abuse is to the child/young person. I have also created a "True or False" game where we will discuss different statements around domestic abuse, whether the child/young person believes they are True or False and then discuss these further.

With the Power and Control wheel we will look at all the different behaviour tactics someone may use in an abusive relationship. We will either discuss this, create a poster around the different behaviours and tactics or I have adapted this into a "Pizza Power and Control Wheel" and created a more interactive session around the power and control wheel. With each resource I allow the child/young person to discuss if they can relate to any part of it and give them safe space to discuss their thoughts and feelings.

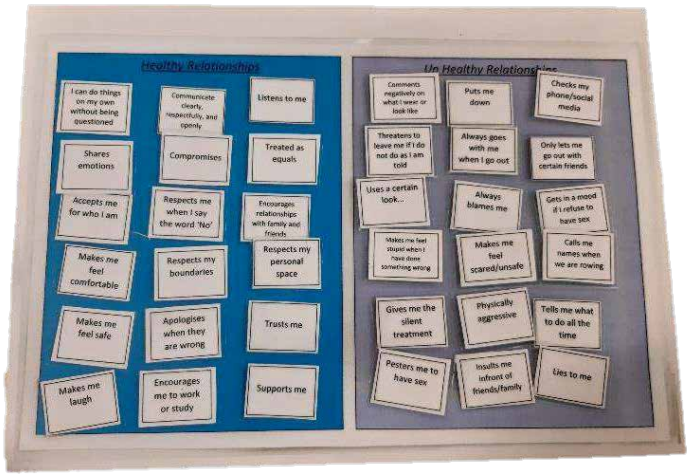
Healthy Relationships

Our healthy relationship work is spread out over 2 sessions where will look at healthy and unhealthy behaviours, rights and responsibilities, red flags when dating or early on in a relationship and boundaries.

I have found through these sessions many young people do not know their rights in a relationship, their own responsibilities, the differences between healthy and unhealthy behaviours and how to set their own boundaries.

I have created a healthy relationships board where there are different unhealthy and healthy behaviours, and I will ask the child/young person to put the behaviours on either "healthy" or "unhealthy". From this we will discuss the different behaviours, why the client believed it to be healthy or unhealthy and on occasion the person may want to discuss their own behaviours or the behaviours of their parent.

For rights and responsibilities, I teach the client what their rights and responsibilities are in a relationship. I have developed this in 2 ways. One way is creating a poster using different rights and responsibilities and outlining which ones are which. I have also turned this into a game where I have all the statements numbered, ping pong balls also numbered and 2 jars: one for rights and one for responsibilities. The client will pick a ping pong ball, match it to the numbered statement and then we will discuss the statement. They will then throw the ping pong ball into either jar. This activity is interactive, fun and engaging leading to a discussion around different rights and responsibilities whilst still be educational.

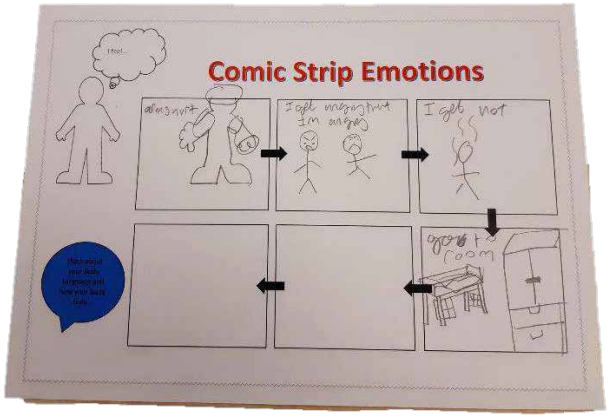


Emotions and Wellbeing

Many of my clients come to our meetings not being able to understand their emotions. These sessions give them the space and time to understand their emotions, understand their feelings and put coping mechanisms in place. We will begin to create a mind map, mapping different emotions the person feels, then exploring what makes them feel this way and looking at what helps them or what could potentially help them. I have many different emotion wheels I use because I have found a lot of the people I work with cannot describe what emotions they feel. I have found them being able to read an emotion enables them to be able to relate to it more allowing us to explore different emotions, beginning a conversation and enabling the client to realise how they have been feeling.

For some of my clients, we have used Emojis instead of the emotions wheel. The client will pick out the emoji they relate to, they name that feeling. We can then and explore what makes them feel that way and what could/does help them.

Through these sessions I may also look at exploring triggers, intrusive thoughts, self-harm and anxiety. We will discuss feelings around self-harm and explore techniques of prevention. I have created kits for people who self-harm with resources in we have discussed that they feel may benefit them such as elastic bands, hair bands, red pens and a pen and paper for doodling.



Quote from a child client:

"She is nice she is helpful she is funny she is fun she is cool and she is good".

Case study

The referral came in through Mum due to Jacob's behaviour at home and witnessing domestic abuse between Mum and Dad. Jacob at the beginning of the support was closed off, he understood why he was having the support sessions but wasn't fully committed to the sessions.

I offered educational to Jacob. This support is around what domestic abuse is, healthy relationships, emotions and wellbeing.

Our first session, we spent the time discussing what the support would look like, what we would cover and started safety planning and discussing Jacobs feelings. Jacob began to start discussing the feelings of anger he experiences. We looked at what triggers Jacob, what behaviour's he experiences when angry and what helps him regulate this emotion. From this Jacob began discussing his feelings towards his dad and not wanting his dad to see him angry.

After this session, Jacob entered the sessions more committed and was wanting to learn and discuss his feelings and experiences, to learn from them.

We discussed a lot around Jacobs's relationship with his dad and his feelings, validating Jacobs's feelings and allowing him to understand them. We explored a lot around where his feelings of anger have stemmed from and coping mechanisms.

Through the relationship built up between myself and Jacob, Jacob disclosed to me ongoing concerns he had for his sister's wellbeing and that he wanted help for his sister. Jacob's statements led me to have concerns of child sexual abuse.

From here, a report was made to the police by myself and a MASH referral into Social Services was completed. Through the investigation, it was established the perpetrator had previous convictions of sexual offences and the children were being put at serious risk.

Following on from the investigation, more support was able to be put in place for the family. Further emotional support for Jacob from myself has been put in place; catering the work around Jacobs's emotions, support has been offered to the sibling of Jacob through our ISVA service and also support through our counselling team we access in our ISVA service has been offered to mum.

After the first 2 session's, I had contact with mum who said Jacob mentioned to her "he felt like a lid had been lifted". Mum said she has seen a difference in Jacobs's behaviour at home, he has grown as a person and Mum is very appreciative of the support being given to Jacob.

Further quotes from clients of this service:

There aren't enough sessions - I enjoyed the sessions and they benefited me - There aren't enough sessions - Becky was able to understand me and didn't judge me for me. We were able to have great conversations with each session and helped me get through a lot of difficult times and events that have happened over the past time I have been working with her. It has upset me that we are no longer working together and feel as though we still need more time and sessions. - We need more sessions, thank you

There needs to be more sessions. - I enjoyed the sessions and the activities we did to help me understand each of the topics better. - Becky was really understanding and was able to help me through a lot of situations that were currently happening. I felt as though I was understood for once and not seen as different because of everything that has happened in the past. I felt like she didn't judge me and wanted to listen. Becky has made it a lot easier for me to open up and made all my sessions enjoyable and educational. -There needs to be more lessons

Hey, just wanted to pop in and say thank you for everything you've helped me through, if it wasn't for you and Alice I wouldn't be as strong as I am now. I've ensured to do everything you've taught me and it's really helped a lot with making me a happier person. So once again thank you for that I will for ever appreciate it

Quote from a client:

"The support we received from the service was exceptional. We felt reassured, understood, heard, and empowered".

Our Staff

FearLess has a dedicated team of 103 staff working across 5 counties and based in 6 office locations as well as in the community. The last year has seen a significant increase in staff recruitment from 61 to 103 (40.8% increase) people in order to manage the upsurge in demand as a result of the pandemic and the same increase is planned for financial year 2022/23, again to expand our services and keep up with demand.

Staff and Volunteers

At 31 March 2022, the number of paid staff and volunteers assisting the paid staff was as follows:

	Paid staff			Volunteers
	Full time	Part time	Total	
FearLess Charity Limited				
Directors (Trustees)	-	-	-	8
Services and education	42	54	96	25
Fundraising and marketing	1	0	1	0
Support Services	4	2	6	1
	47	56	103	34

Feedback from Social Worker:

The client has said 'you're her lifeline, you don't judge her, and she finds it therapeutic just talking to you – she feels supported by FearLess'.

Our Volunteers

Our volunteers are simply incredible and we wish to thank all of our volunteers for their generous gift of support, time, experience and skill.

Historically FearLess has focussed on volunteers in one core role, the mentoring/befriending recovery scheme which offers incredible 1:1 support for up to 9 months. 2021/22 has been an exciting year and we developed an ambitious Volunteer Strategy looking to diversify ways that volunteers can offer their support as well as exponentially expanding the number of volunteers in our organisation. We have seen the mentor/befriender scheme expand; volunteer welfare support offered to the ISVA service overwhelmed by Covid related referrals; and Groupwork volunteer facilitators supporting the expansion of groupwork provision. In addition, we created and recruited to core service roles to support our incredibly busy core office teams.

Our focus on volunteering is threefold –

1. How can we harness the time and expertise of our communities to best support our organisation and service delivery?

2. How can we support volunteers to develop their skills, knowledge and awareness and to become community advocates and support organisational resilience?

3. How can we support volunteers who themselves have experienced abuse on their healing journey; or volunteers who wish to develop their skills and work in the field?

Volunteering spotlight – Jane

Jane joined us as a volunteer in Devon in early 2021 with a passionate desire to support others who had experienced domestic abuse. Jane experienced abuse herself so knew firsthand the devastating effects on herself and family, and the long journey to recovery. I asked Jane why she came to us as a volunteer and she shared "this always was something that I knew I wanted to do when I was ready – to give the same support that I received. The support I received and we give is invaluable: somebody has come along in a time when you were desperate, scooped you up and put you down in a place where you are whole again. It is priceless."

Jane is amazing and gives a lot of her time in her volunteering, often support four service users at a time. Jane has very clear boundaries, wonderful communication skills, and enormous heart, offering a supportive space and care during what can be an incredibly tough time. Jane is organised, efficient in her communication and notes, and adept at raising the need for escalation when there is any sign of increased risk.

Here is what one service user said to us about her support from Jane:

"I'm so grateful. You made me see that I'm not mad and I couldn't have gone through this journey without you and FearLess. I had reassurance that I'm not alone by simply having someone who understands, listens to me, and builds me up. I'm now confident in my abilities and I'm looking forwards to the future."

And when I asked Jane about what she loves she shared similar words: "I love seeing people move forwards and on their own journey. All of the supports have been successful, each coming into their own person now – developing this new life. When you meet, people can be scared to talk, crushed. We focus over time on building up a sense of self, reminding them that they have a future they control – and they fly."

Quote from a client:

"I was fortunate enough to run the sessions alongside counselling and I am certain that without them, I would still be unwell and struggling. Jasmine's sessions, because of her caring and compassionate nature, made me feel seen and heard after years of silence and hiding the abuse. Having a safe space to tell someone about these things helped me make peace with it and cleared my mind, ready to move on."

	Volunteer hours and training
Number of active volunteers	Buddy Scheme: 38 Groupwork: 5 Finance: 2 Admin: 3 ISVA Welfare Checks: 5 Total: 53
Volunteer hours	Buddy Scheme Support: 1,791 Groupwork: 171 Administration: 120 Finance: 65 ISVA Welfare Checks: 25
Total hours meeting and training	14 volunteers trained for Buddy = 126 5 volunteer induction training = 25 Monthly Hive meetings = 144 Buddy Scheme Support = 228 Supervision = 41 Total = 564
Other notable statistics	Volunteers who became staff – 3 ISVA Welfare check volunteers (existing volunteers called upon during Covid waitlist emergency) – 5
Value and total volunteer hours	**2,736 x £11.50 = £31,464**

An enormous thank you to Jane for sharing her time and her story, and to all of our volunteers who share their skills and time with us so generously.

Professional partner quote:

"I very much appreciate your work. In my view your service is a necessary presence in the Emergency Department.

On this recent patient for example, it was the first time she had disclosed her experience of domestic violence and she expressed a relief in doing so".

Activity in 2021-22

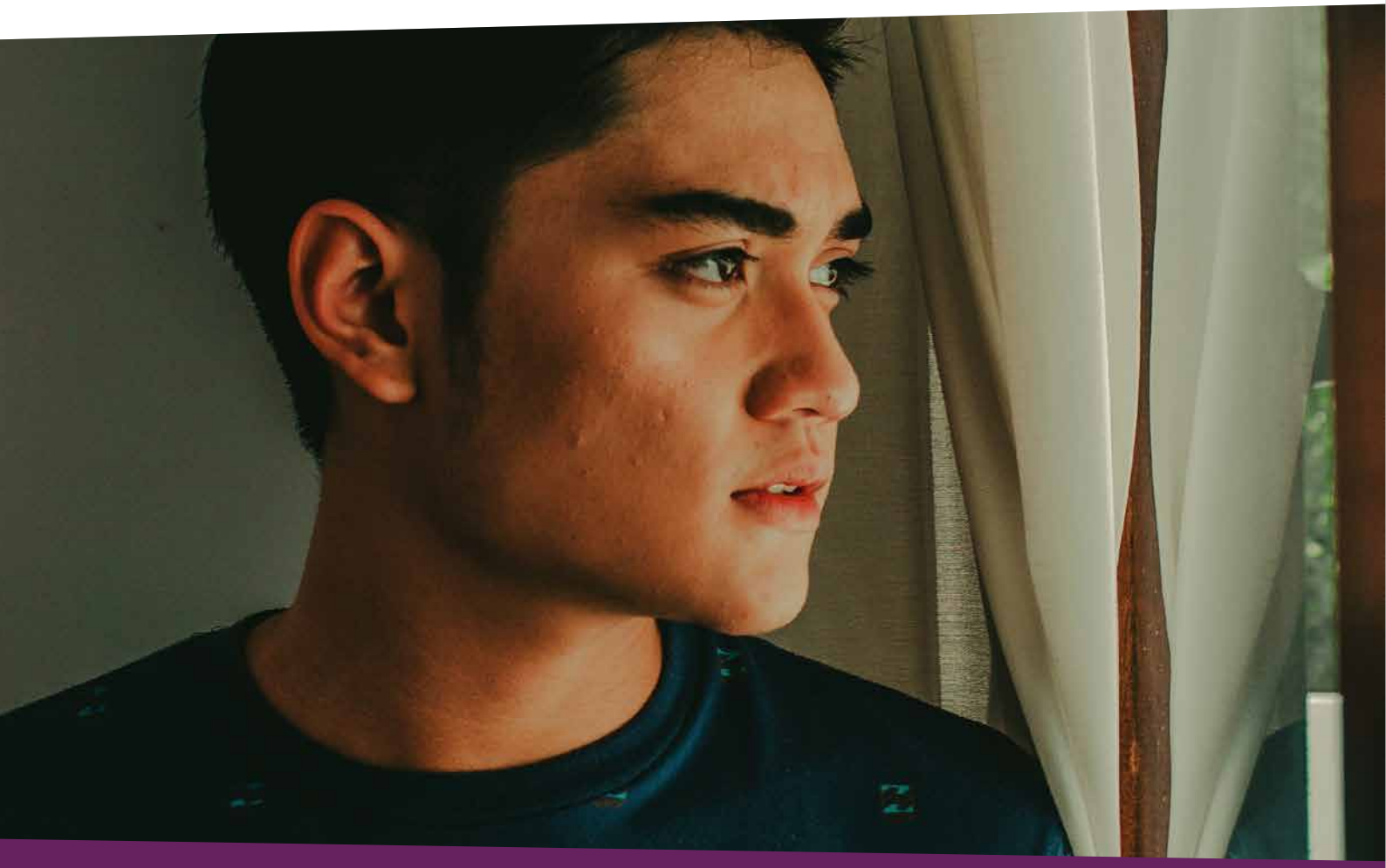
The first quarter of the reporting year started in lockdown conditions and as the population were released referrals continued to at the same pandemic levels. Recruitment of staff was challenging throughout the year, particular in highly specialised roles, for example, perpetrator programme facilitators and staff continued to be affected by covid themselves.

Despite the challenges staff have continued to manage a vast number of cases, still approximately 40% above pre pandemic levels.

Stalking case work in Gloucestershire and Perpetrator referrals are fairly consistent with past years as those services are limited by funding and therefore staff resource.

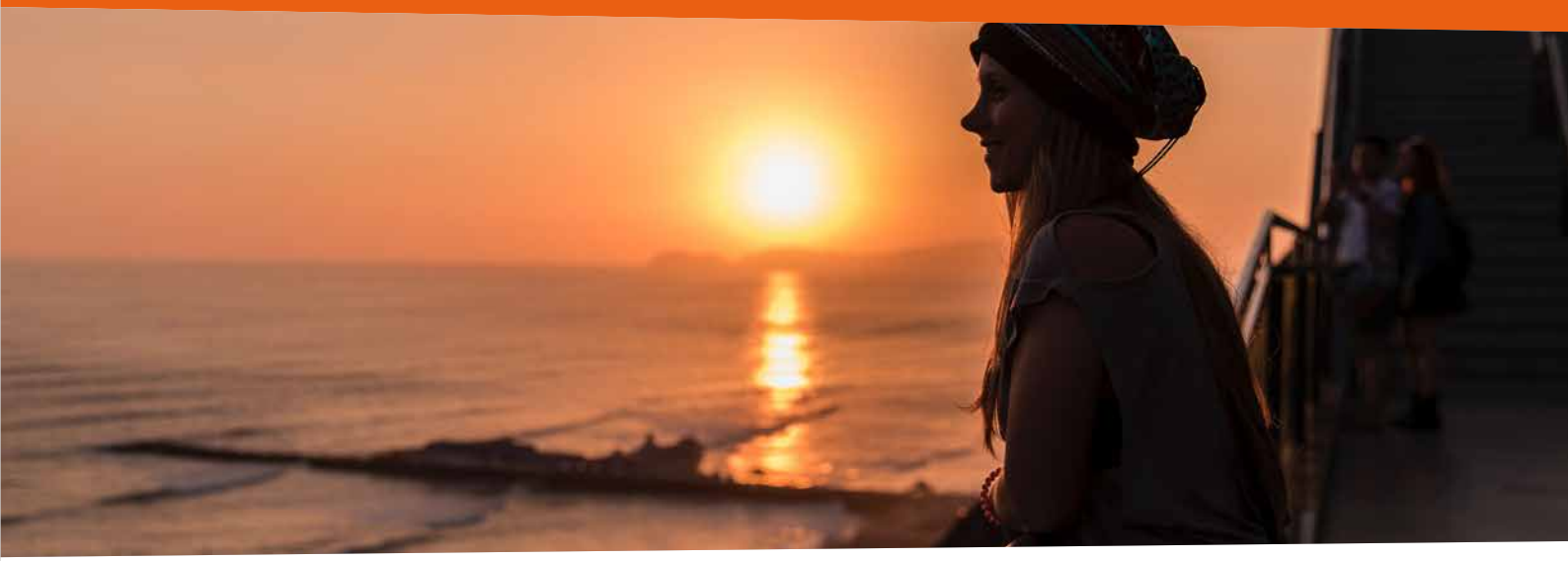
During 2021/22 FearLess did:

Area	20-21	21-22
Victims referrals (Domestic abuse and sexual violence)	11,843	13,384
Gloucestershire stalking referrals	124	187
Perpetrator referrals	308	605
Total	**12,275**	**14,176**



Quote from a client:

"THANK YOU very, very much for the things and vouchers I got from you. Until the end of my life I will not repay you for all that you have done for me so far, but I promise that as soon as I get back on my feet and recover, I will invite you for coffee".



Strategic review of 2021/22

The following indicates the priorities set for the year and how the charity met those objectives:

- The Domestic Abuse bill has shone a light on the importance of our work and the charity will be supporting commissioners in its implementation and campaigning for its share of funding in order to work at greater scale.

  FearLess worked with commissioners to consult on community and client needs analysis and has gratefully received funding from the bill through regional commissioners to manage the increasing scale of referrals. FearLess service staff also sit on regional domestic abuse and sexual violence boards and consultation committees to provide an expert view on regional service needs and provide service user insights.

- The charity will be making a significant step change in its income generation capabilities through building greater networks, diversifying its voluntary income streams and having a stronger presence in all its communities and through more effective marketing.

  The year marked the beginning of professional fundraising within Fearless with the recruitment of its first Head of Fundraising who in turn has now developed a strategy to deploy the key voluntary income streams; grants and trusts, corporate partnerships, community fundraising, events and individual giving. The year also saw recruitment of FearLess first marketeer to focus on digital presence and service marketing.

- The volunteer workforce will be expanded to support the organisations fundraising and community engagement plans.

  The organisation's new volunteering strategy was implemented during the year with the central departments seeing volunteers and a successful internship programme was started by our Finance department.

- As the charity and its services have grown over the last year, its central infrastructure is currently under development and further investment will be deployed to ensure, estate, systems, and IT are all fit for purpose as the charity expands.

  A new post of Estates and Administration Manager was recruited to and whole estate's structure was reviewed during the year. The IT, IG and cyber security has been radically upgraded and moved to cloud-based facility and the client's management systems have been upgraded.

- For years the charity has wanted to review its brand and name to better reflect its current and future service offer and consultation will soon begin to get that process underway.

  As reported elsewhere in this document, a full stakeholder consultation was carried out to determine the organisations new brand, vision, purpose, values and long-term strategy and the new brand and strategy are now being implemented.

Quote from a client:

"It may not feel like a lot to you, but you've changed the course of my life".

Looking Forward to 2022/23

Alongside our new vision, purpose and brand, the charity has a new four-year strategy developed from the consultation process.

The long-term strategy is summarised below with key priorities for the four-year period:

Vision: Working for a future where those trapped in a cycle of domestic abuse and sexual violence can break free and flourish **Mission**: From prevention and awareness, through safety and support, to empowerment and recovery.			
Core objectives:	1) Provider of trauma informed and evidence based services personalised to clients' needs	2) Investing in people supporting people, experts in our field	3) Independent, sustainable charity and company present its many communities

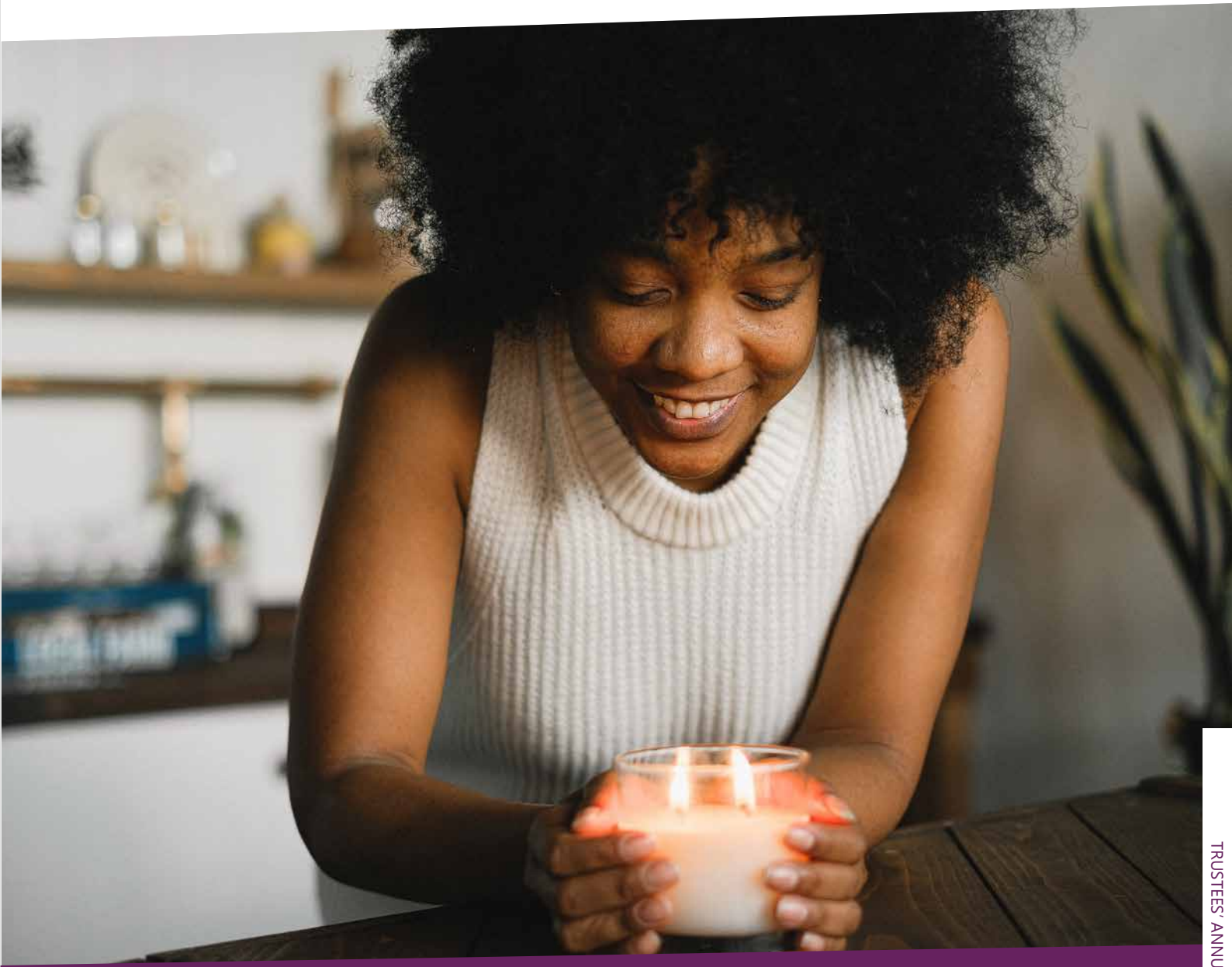
STRATEGIES	PRIORITIES	MEASUREMENT
Service offer Quality and standards	• Integrated services for domestic abuse, sexual violence and stalking • Personalised needs-based services for victims, perpetrators and children • Volunteer led therapeutic and recovery services	• Full offer across the Southwest • Bespoke offer • Expanded service offer
Reach Improve access to services	• Diverse and open services for all our communities • Physical presence in all our communities and localities • Easy access via all digital and physical media	• Reflect our communities • Service, volunteering and fundraising presence • Full suite of digital media
People Supporting people to flourish	• High performing and flexible workforce of trained experts in our field • Resilient, well-being focused culture and environment • The place to work; reward and recognition, development, career pathways	• Multi-skilled diverse workforce • Low sickness and turnover Recruitment – charity of choice
Sustainability Diversification and investment	• Full range of voluntary income streams • Invest in commercial presence and opportunities • Capacity to expand current services and pilot new initiatives	• All charity income streams • Trading presence and commercial partnerships • Self-funded contract expansion and pilots
Education and Research Development and innovation	• Support sector colleagues through flexible education packages • Awareness campaigns and support through schools, colleges and workplaces • Research division to demonstrate service vale and evidence base	• Education subsidiary training packages • Targeted exposure to key awareness messages • Evidence effectiveness, value and new initiatives
Influence Brand, reputation and visibility	• Create a brand that speaks to all audiences • Invest in marketing to provide a platform for income generation • Reputation as sector experts and thought leaders	• Spontaneous brand recognition • Brand recognition supporting donor conversion • Go to voice of the sector

Quote from a client:

"Great support and help to deal with incident and how it wasprogressing from police to court. Then helping to deal with feelings after court. I was also given tools to help deal withemotions which will help with recovery and laying the past back in the past."

The year 2022/23 is the first year of the strategy and presents an additional challenge of it being the year that the majority of FearLess's statutory contracts are being tendered. In addition to that work, this year's priorities will be:

- Implement the new brand, vision, purpose, values including the new website and communications strategy.
- Implement the charity's ambitious new four-year strategy.
- Manage the significant challenge of key service contracts and the related tender processes.
- Development and implementation of the organisations new People and Well-being strategy.
- Continue to upgrade the organisations technology and security systems in line with statutory requirements and to create the most flexible working systems for our staff.



Quote from a partner service:

"Really enjoyed the training, it's too easy to see an individual as a perpetrator and not as a person that may wish to address their issues and what may have happened in their life, that may have influenced their behaviour".

Quote from a client:

"The non-judgemental way in which you listened and offered help and advice was incredible. Your staff have been so helpful, thank you".

Financial Review

Total income for the year ended 31 March 2022 was £3,501,062. A detailed analysis of income is shown in the Statements of Financial Activity (SOFA) on notes 3 to 6 of the financial statements.

Total spending on charitable activities (excluding donations in kind) was £3,541,818.

Overall, expenditure exceeded income giving a deficit of £40,756.

The amount spent on salaries and staff costs including NI and pension was £2,370,516 and showed an increase on the previous year of £223,709. Staff costs are 67% (2021: 68%) of the organisation's charitable spend.

Further analysis of charitable expenditure showing the operational activities undertaken by FearLess are given in the SOFA and in note 4 of the financial statements.

Income for the year of £3,501,062 included £461,859 of restricted funds. Of the £590,439 of funds retained at the year end, £64,799 were restricted and £525,640 were unrestricted. Further analysis of restricted and unrestricted funds is shown in the SOFA and notes 13 and 15 of the financial statements.

Income and expenditure are managed through stringent financial controls. Income has continued to grow with new contracts and contract variations. As such, we hold an appropriate amount of deferred income which is used to generate a small amount in interest. Movements are shown in note 13 of the financial statements.

Fundraising

During the year no funds raised are paid in commission to any person or organisation. All funds raised are for the sole use of FearLess in delivering its charitable benefit. We may allocate the funds to a specific project or piece of work with the agreement of the donor. Unsolicited donations or small donations with no restricted purpose will be allocated to our general funds.

Accreditation

FearLess has maintained national recognition for the quality of its governance, management and service delivery. Accreditation includes: NCVO – Trusted Charity Level 2, Cyber Essentials Plus, Safe Lives – Leading Lights, Respect perpetrator programme standard, NCVO, investing in Volunteers and Lime Culture Male ISVA Sexual Violence accreditation. We are also Living Wage Employers and an Accredited Disability Confident employer.

Investment Power and Policy

Investments are made in accordance with the charity's Articles of Association and Investment Policy. Having considered the available options, the Trustees decided to invest in commercial common investments funds (high interest bank accounts and short term deposit accounts). The Trustees consider the overall return on investments and deposits to be disappointing.

Reserves Policy and Going Concern

Reserves are needed to cover unforeseen costs like redundancy payments should a service not be funded or temporary funding of services while new funds are sought, and to cover unplanned emergencies and other unforeseen expenditure. The Trustees consider that the ideal value of reserves as at 31 March 2022 would be £250,000. The charity holds £464,672 of free reserves as of 31 March 2022, the details of which are given in note 15 of the accounts. The Trustees are satisfied with the excess due to future strategy and plans for next year. The trustees have reviewed the charity's circumstances and consider that adequate resources continue to be available to fund our activities for the foreseeable future. There has been considerable change within FearLess over the financial year with additional experienced and qualified staff employed, enhanced governance and considerable time spend on a new strategic plan for charity growth over the next three years. The progress of the charity over the last 12 months has been closely monitored in line with KPIs and targets from the strategic plan and continues to be scrutinized by Trustees at Board level. Trustees are of the view that FearLess remains a going concern.

Donations and Donors

We have received many donations from individuals, communities and fund raising teams that we are most grateful for and thank everyone for their kind and generous support.

We would also like to thank the following organisations for their support and generosity this year:

St James Trust
St Olaves Trust
Excalibur Communications
Melksham Town Ladies Football Club
Devon RGB
Bideford bike Show
Verve Financial
Waitrose
Wiltshire Community Foundation

Quote from a client:

"From the support offered by Sarah and her referral to Claire in her capacity as Court IDVA, and then all of Claire's help taking me through the court process, it was all extremely supportive and useful.

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 25 April 1997 and reregistered as a charity on 9 October 1997, having previously been registered as the Single Parent Family Association in 1993. The company was established under a Memorandum of Association that established the objects and powers of the charitable company and is governed under its Articles of Association. The Memorandum and Articles of Association were reviewed in 2013 and redrawn to conform to the Charity Commission template. The Trustees undertook a review of the charity's Objects and recommended a minor amendment, which was approved in January 2017. The Articles and constitution have again been reviewed and are being submitted to the Charity Commission in October 2022 under the charities new name FearLess.

Appointment of Trustees

Trustees are appointed by the members at the Annual General Meeting of the Charity. Under the Articles, Trustees who have completed their term of office must retire at the Annual General Meeting unless an extension is agreed by the full Board of Trustees.

Potential new Trustees are identified from a variety of sources including external recruitment, personal recommendations by members or the current Trustees. Selection for appointment is based solely on the contribution it is believed the individual is likely to make to the development and delivery of the Charity's objectives. Regular skills audits inform the recruitment of new trustees to ensure the broadest possible range of specialist skills are represented at the Board.

The Board embraces diversity in its broadest sense, believing that a wide range of experience, background, perspective, skills and knowledge combine to contribute towards a high performing, effective Board, which is better able to support and direct the Charity.

In addition, the Board ensure a proportion of Trustees have lived experience of domestic abuse and sexual violence to provide context to Board decision making and best represent the views of service users.

Prospective Trustees are interviewed by the Chair and CEO before their appointment is ratified by the Board of Trustees. Pre-appointment vetting checks are conducted against the Disqualified Directors Register and the Individual Insolvency Register, plus a vetting process is carried out.

New Trustees are provided with a comprehensive induction including; details of the management structure, financial performance and the constitution and governance framework for the charity. Trustees are expected to undertake statutory and mandatory training, Board development training and encouraged to attend internal and external events and spend time with staff delivering front line services.

The Charity's Trustees are also directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the Trustees.

Board Effectiveness

The Board of Trustees review its own effectiveness through a bi-annual review in accordance with the Charity Commission Governance Code. The Board also undertakes development reviews at annual Board away days and the Chair conducts annual reviews with each individual Trustee.

Trustee Remuneration

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager of the charity, with a production company, contracted actor, performer or exhibitor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

The board of trustees, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All trustees give of their time freely and no director received remuneration in the year. Details of trustees' expenses and related party transactions are disclosed in the accounts.

Quote from a client:

"I hope that I never have to! But if it was ever needed, I wouldn't hesitate to recommend FearLess to anyone that needs them".

Corporate Governance and Internal Control

The Charity is governed by the Board of Trustees which is responsible for agreeing the strategic direction of the organisation, establishing policy and agreeing the annual financial budget, operations plan and monitoring progress against the budget. The Board meets regularly throughout the year. Overall responsibility for the day to day management of the organisation is delegated by the Board to Claire Marshall, the Chief Executive.

Charity Governance

Responsibility for the governance structure of the organisation is split between the Board of Trustees, four committees and the Senior Management Team. The make-up and responsibilities of these committees are described below. Trustees are encouraged to attend meetings of any of these committees and working groups where appropriate to their roles and interests.

Board of Trustees

The Board holds a quarterly reporting meeting and also holds specific meetings to review and develop strategy, for Governance and Board development and holds responsibility for reviewing organisational and service effectiveness.

The specific duties of the Board of Trustees are:

- Ensure that the organisational strategy is delivered;
- Have overview responsibility for the service elements of the organisational strategy, agree priorities and monitor progress against key quality indicators;
- Review primary reports, escalations and risks escalated from the Board sub committees;
- Received assurance that all FearLess services are performing effectively.

Senior Management Team

The Senior Management Team meets twice a month and is chaired by the Chief Executive. The Team is responsible for strategic leadership, organisational development, external relationships and environment, change leadership, organisational communication and risk management.

People Committee

This is responsible for all matters relating to human resources including regulation and compliance, the charities staffing structure and policies, volunteering strategies and trustee selection and development. The committee meets four times a year with additional meetings as required by the Board.

The specific duties of the Committee are to:

- Maintain a strong awareness of the latest employment legislation and ensure the organisations policies reflect contemporary practice and manage organisational risk.
- Review matters affecting staff performance or satisfaction including the charities biannual staff survey results and make recommendations as to remedial actions.
- Review the development of staffing structures.
- Ensure new organisational development strategies and interventions are well planned and support the development of a positive organisational culture.
- Use monitoring systems to evaluate progress and regular agreed intervals and recommend actions.

Remuneration Committee

This committee is responsible for ensuring the remuneration arrangements support the strategic aims of the organisation. The committee has the same membership as the People Committee and meets once or twice a year.

The main responsibilities of the Committee are to:

- Formulate and monitor the organisation's Remuneration Policy.
- Review the organisation's salary banding process and related remuneration and reward packages against agreed independent market benchmarking tools and ensure FearLess salary and reward packages are equitable, fair and remain competitive.
- Approve the annual cost of living salary increase for all staff considering rates of inflation and known social care, charity sector and commercial benchmarking in the given year.
- Approve any non-consolidated pay awards (bonus) as recommended by the Chief Executive which relates to the organisational policy in this matter.
- Determine the remuneration and reward package of the Chief Executive.

Quote from a client:

"I've had the pleasure of working with several IDVAs over the last 2+ yrs & they have all been extremely kind. As well as regularly checking in with me & keeping me updated, they helped my confidence grow."

Finance and Income Generation Committee

The Finance Committee is responsible for ensuring the financial viability of the Charity, stewardship of the charitable assets and the financial audit. It is also responsible for monitoring and developing the income generation functions of the charity and to provide assurance to the Board of Trustees that all structures, processes and controls are fully compliant with regulators and commissioners. The committee meets four times a year and on other occasions as required to deal with specific matters raised by the Board.

The specific duties of the Committee are to:

- Recommend the Reserves policy to the Board of Trustees and reviewing the use of reserves;
- Review the financial position and performance of FearLess;
- Recommend approval of the annual financial plan;
- Review the quarterly forecast to ensure projections are reasonable and fall within the Trustees reserves policy;
- Approve all banking arrangements and reviewing performance;
- Appoint external auditors and financial advisors and reviewing performance;
- Liaise with the external auditors before, during and after the annual statutory audit, ensuring all key issues identified are satisfactorily resolved;
- Review internal audit reports, ensuring all key issues identified are satisfactorily resolved.
- Maintain a strong awareness of the latest legislation and practices affecting or related to income generation and report to the Committee;
- Maintain an awareness of regulatory obligations and requirements including the latest Fundraising regulation and Gambling Commission obligations and report to the Committee;
- Identify areas of risk and/or development opportunity and agree monitoring mechanisms;
- Utilise monitoring systems to evaluate progress against the Income Generation Strategy at regular agreed intervals and recommend actions to mitigate risk as appropriate;
- Ensure budget achievement is realistic and proportionate to investment;
- Ensure expenditure budget allocation is appropriate and fit for purpose and that excellence and effectiveness is the overriding motivator in decision making;
- Receive audit results of above responsibilities.

Risk and Audit Committee

This committee meets quarterly and is responsible for regulation and compliance, the charities risk management, health and safety, estates and environment, quality and audit management. The specific duties of the Committee are to:

- Maintain a strong awareness of the latest legislation and practices affecting or related to our work, environment and workforce and report to the Trustee Board;
- Identify areas of risk and/or development and agree priorities and monitoring mechanisms;
- Utilise monitoring systems to evaluate progress and regular agreed intervals and recommend actions to mitigate risk as appropriate;
- Ensure that all systems and process are integrated across all support functions and that a service culture is embedded across all support services;
- Ensure all practice is evidence based and audit policies to ensure compliance;
- Receive audit results of above responsibilities.

Risk Management

FearLess has a comprehensive structure of controls to co-ordinate and manage risk within the organisation. This consists of lines of accountability through which issues of risk can be debated and the effectiveness of the organisations risk management arrangements assured.

The CEO, SMT and Trustees use a risk register to regularly assess the risks and uncertainties that the Charity is exposed to which helps the SMT to identify, monitor, record, and manage risk on an operational and strategic basis. The risk register is a live document that is regularly reviewed and updated by the CEO and SMT. All risks have a risk owner from the SMT who report on their areas of responsibility to the Risk and Audit Committee at quarterly intervals. Significant risks are escalated to the Trustees for review. Sub-committees of the Board of Trustees have delegated responsibility to keep those risks specific to them under review and escalate to the Board where necessary.

Quote from a child client:

"Becky is the greatest person in the history of persons."

In 2021/22, the three most significant risks are identified as follows:

Area of Risk: Sustainability	Area of Risk: HR and OD	Area of Risk: Estates and systems
Risk of insufficient funds to meet strategic intentions and deliver quality services. What could go wrong? • Overreliance on contract funding which offers ever depreciating core contribution for infrastructure, HR, IT etc • Short term contract funding providing little long term security • Insufficient growth of unrestricted voluntary income and project funding.	Risk of poor organisational capacity and performance What could go wrong? • Structure is inadequate to deal with the demands made on the service • Key personnel, SMT and specialists are absent for lengthy periods • Failure to recruit in a difficult marketplace • Staff sickness and turnover increases because of workload • Staff leaving due to temporary contracts • Staff non-compliant with contracts, regulatory standards and organisational policies and procedures	Risk of Cyber-attack of other IT system breach or failure What could go wrong? • IT system/website/database becomes inaccessible, outdated or are costly to rectify • Staff are unable to access case notes or other records • System is subject to a cyber-attack
Risk Mitigation • Testing of contract parameters to ensure the contracts are sustainable without supplementary funding • A fundraising strategy is now in place and a fundraising team is being recruited. The strategy will be reviewed annually and subject to quarterly performance reviews • All proposed projects that may be reliant on long term voluntary funding must comply with the charity's objects, have agreed outcomes and budgets	**Risk Mitigation** • Regularly review the organisational structure to ensure it remains appropriate • Use service reviews and staff appraisals to analyse capacity • • Ensure all staff have clear job descriptions and work plans • Regular review of structure in light of post pandemic challenges and longer-term strategy • Regularly report on staff sickness rate, holiday uptake and staff turnover • Ensure the succession plan is reviewed, updated and accessible • Conduct regular line-management and appraisals in accordance with supervision policy • Provide external supervision for those involved in casework • Provide appropriate training on accordance with service training plans • Review recruitment processes to ensure they adhere to Best Practice	**Risk Mitigation** • The Charity is Cyber Essentials Plus accredited and subject to annual re-certification which includes penetration testing • Specialist contractors manage the ICT systems • Maintain rolling programme to monitor and update hardware • Ensure ICT systems remain effective and relevant through a programme of updates and scoping of new systems • GDPR Assessment

Quote from a professional partner:

"Thank you, your work to support people making negative choices in their relationships has such an impact on their families".

Statement of trustees' responsibilities

The trustees (who are also directors of FearLess for the purposes of company law) are responsible for preparing the Trustees' Report (incorporating the strategic report and directors' report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom 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 the group] and of the income and expenditure, of the charitable [company/group] for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 the group] 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 make themselves aware of that information.

The Charity arranges insurance to protect the Charity from loss arising from neglect or default of its Trustees or Officers and to indemnify the Trustees and Officers from the consequences of any neglect or default on their part.

This report, which incorporates the Strategic Report, was approved by the Board of Trustee's

on **21 December 2022** and signed on its behalf by:

By Order of the Trustees

Ann Cornelius
Chair

Date: **21 December 2022**

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FEARLESS CHARITY

Opinion

We have audited the financial statements of FearLess (the "Charity") for the year ended 31 March 2022 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, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state in them in an auditor's 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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted out audit in accordance with international Standards in Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

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 out auditor's report 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 the fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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 Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's 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 an auditor's report 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the charity's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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/apb/scope/private.cfm This description forms part of our auditor's report.

Joshua Kingston

Joshua Kingston ACA
Senior Statutory Auditor

For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: **21 December 2022**

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDES INCOME AND EXPENDITURE ACCOUNT)

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £ (Restated)
Income from:					
Donations and grants	**2**	66,137	9,773	75,910	118,975
Charitable activities	**3**	2,965,067	452,086	3,417,153	3,134,286
Investments		7,999	-	7,999	9,370
Total income		3,039,203	461,859	3,501,062	3,262,631
Expenditure on:					
Charitable activities	**4**	3,079,419	462,399	3,541,818	3,167,804
Total expenditure		3,079,419	462,399	3,541,818	3,167,804
Net income/ (expenditure)	**6**	(40,216)	(540)	(40,756)	94,827
Transfers between funds	**13**	(2,211)	(2,211)	-	-
Net movement in funds		(42,427)	1,671	(40,756)	94,827
Total funds at start of year (restated)	**13**	568,067	63,128	631,195	536,368
Total funds at end of year	**13**	525,640	64,799	590,439	631,195

The charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

See note 14 for fund-accounting comparative figures.

The notes on pages 38 to 47 form part of these financial statements.

BALANCE SHEET AS AT 31 MARCH 2022

Company number: 03360057

	Note	2022 £	2021 £ (Restated)
Fixed assets			
Tangible assets	**8**	60,968	10,704
		60,968	10,704
Current assets			
Debtors	**9**	438,883	413,637
Cash at bank and in hand		741,132	407,911
Short-term investments		347,823	472,500
		1,527,838	1,294,048
Liabilities			
Creditors: amounts falling due within one year	**10**	(990,581)	(665,771)
Net current assets		537,257	628,277
Provisions for liabilities	**11**	(7,786)	(7,786)
Net assets		590,439	631,195
Funds			
Restricted funds	**15**	64,799	63,128
Unrestricted funds	**15**	525,640	568,067
		590,439	631,195

These financial statements have been prepared in accordance with the special provision for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

The financial statements were approve by the Trustees on **21 December 2022** and are signed on their behalf:

Fiona Carter

Fiona Carter
Treasurer

The notes on pages 38 to 47 form part of these financial statements.

CASHFLOW STATEMENT

	Note	2022 £	2021 £ (Restated)
Net cash inflow from operating activities	**18**	266,469	352,584
Non-operational cash flows:			
Payments for tangible fixed assets		(65,924)	(2,740)
Investment income		7,999	9,370
		(57,925)	6,630
Net cash inflow for the year	**19**	208,544	359,214

Cashflow Restrictions

Charity law prohibits the use of net cash inflows of any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the year.

The notes on pages 38 to 47 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

1 Accounting policies

BASIS OF PREPARATION

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and Companies Act 2006 and UK Generally Accepted Practice as it applies from January 2019.

Fearless Charity meets the definition of a public entity under FRS102.

The Trustees have considered all available information to ensure that the charity is a going concern. Particular attention has been paid to the reserves and cash position of the charity along with monthly monitoring of the financial reports, budgets and future forecasting. The Trustees conclude that the charity is a going concern.

INCOME

Income from donations is included in come when these are receivable, except as follows:

I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;

II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Legacies are included on a receivable basis where the charity is entitled to the income, it can be measure reliably and receipt is probable. Where legacies have been notified to the charity, or the charity is aware of the granting probate, and the criteria for income recognition have not been met, then the legacy is not included in income but is treated as a contingent asset and disclosed if material.

Investment income is included on a receivable basis.

Donations in kind comprise of donated goods and services where the costs are measurable and the services would otherwise have to be paid for to maintain operational effectiveness.

EXPENDITURE

Expenditure is recognised on an accruals basis in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

Raising funds expenditure include those costs incurred in seeking voluntary contributions costs of goods sold and other costs which include the costs of running a participating in fundraising events and collections and cost of goods purchased for resale.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Governance costs are included within support costs.

ALLOCATION AND APPORTIONMENT COSTS

Certain expenditure is directly attributable to specific activities and this has been included in those cost categories. Other costs, which are attributable to more than one category, are apportioned across cost categories on the basis of an assessment of workload carried out from time to time. Overhead support costs have been apportioned between charitable activities on a basis consistent with the use of resources.

PENSION

The charity contributes to defined contribution pension schemes. Contribution payable to the charity's pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

TANGIBLE FIXED ASSETS

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible asset into its intended working condition should be included in the measurement cost. Capital items with purchase price of more than £1,000 are included within fixed assets.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using straight- line method:

Depreciation is provided on the following basis:
Fixtures and fittings - straight line over 5 years
Computer equipment - straight line over 3 years

DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

CASH AT BANK AND IN HAND

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1 Accounting policies (Continued)

CREDITORS

Creditors and provisions are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable of a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Creditors are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted and the pretax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objects 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 form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Further explanation of the nature and purpose of each fund is included in note 13 of the financial statements.

2 Income from: donations and grants

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations and gifts	32,618	9,773	42,391
Donations in kind	33,519	-	33,519
	66,137	9,773	75,910

Prior year comparatives	Unrestricted Funds £ (Restated)	Restricted Funds £	Total Funds 2021 £ (Restated)
Donations and gifts	106,015	-	106,015
Donations in kind	12,960	-	12,960
	118,975	-	118,975

The charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

3 Income from: charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Public sector funding - core service delivery	2,965,067	452,086	3,417,153
	2,965,067	452,086	3,417,153

Prior year comparatives	Unrestricted Funds £ (Restated)	Restricted Funds £	Total Funds 2021 £ (Restated)
Public sector funding - core service delivery	2,899,338	234,948	3,134,286
	2,899,338	234,948	3,134,286

Income from public sector funding comprises of performance related grants and service level agreements made by local authorities to fund the charity's activities.

4 Expenditure on: charitable activities

	Activities undertaken directly £	Support costs (Note 5) £	Total 2022 £
Provision of contracted services	3,120,122	421,696	3,541,818
	3,120,122	421,696	3,541,818

Prior year comparatives	Activities undertaken directly £ (Restated)	Support costs (Note 5) £ (Restated)	Total 2021 £ (Restated)
Provision of contracted services	2,848,243	319,561	3,167,804
	2,848,243	319,561	3,167,804

5 Support costs

	Total Funds 2022 £	Total Funds 2021 £ (Restated)
Staff and volunteer costs	146,052	85,537
Office costs	149,867	114,801
Premises costs	111,297	105,686
Finance costs	124	69
Governance costs	14,356	13,468
	421,696	319,561

6 Net income/ (expenditure) for the year

	2022 £	2021 £
Statutory audit fee:		
- Current year	12,420	5,525
- Prior year over/under provision	(725)	-
Depreciation	15,660	10,867
Trustees remuneration	-	-
Reimbursement of 2 Trustees travel expenses (2021: 1)	255	110

7 Staff costs and numbers

The aggregate payroll costs were:

	2022 £	2021 £
Wages and salaries	2,129,932	1,929,806
Social security costs	172,295	155,652
Contribution to defined contribution pension scheme	61,560	61,349
Redundancy costs	6,729	-
	2,370,516	2,146,807

The average number of persons employed by the company (headcount) during the year was 105 (2021: 95).

One employee received benefits (excluding employer's national insurance contributions and employer pension costs) of between £70,000 and £80,000.

The key management personnel of the charity are listed on page 6.
The total amount of employee benefits (including employer's national insurance contributions and employer pension contributions) received by key management personnel for their services to the charity was £236,562 (2021: £201,560).

8 Tangible fixed assets

	Fixtures, fittings & equipment £	Total £
Cost		
At 1 April 2021	117,673	117,673
Additions	65,924	65,924
At 31 March 2022	183,597	183,597
Depreciation		
At 1 April 2021	106,969	106,969
Charge for the year	15,660	15,660
At 31 March 2022	122,629	122,629
Net Book Value		
At 31 March 2022	60,968	60,968
At 31 March 2021	10,704	10,704

9 Debtors

	2022 £	2021 £ (Restated)
Trade debtors	379,380	376,564
Other debtors	5,473	3,165
Prepayments and accrued income	54,030	33,908
	438,883	413,637

10 Creditors

	2022 £	2021 £ (Restated)
Trade creditors	189,589	22,137
Taxation and social security	51,632	52,781
Other creditors	50,437	21,750
Accruals and deferred income	698,923	569,103
	990,581	665,771

11 Provisions for liabilities and charges

	2022 £	2021 £
Dilapidations	7,786	7,786
	7,786	7,786

12 Operating lease commitments

At 31 March 2022 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 £
Amounts payable:		
Within one year	47,670	43,225
Within two and five year	80,010	130,900
	127,680	174,125

13 Movement between funds

	At 1 April 2021 £ (Restated)	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds					
University of Bristol REPROVIDE	40,625	110,304	(131,369)	-	19,560
Standing Together Against Domestic Abuse	11,231	36,227	(30,786)	-	16,672
OPCC Gloucestershire	10,927	36,000	(33,970)	-	12,957
Community First	(3,500)	46,833	(48,711)	5,378	-
The Noel Buxton Trust	3,845	4,869	-	-	8,714
DHSE Best Start	-	222,722	(216,911)	(3,167)	2,644
Chippenham Boroughlands	-	4,904	(652)	-	4,252
	63,128	461,859	(462,399)	2,211	64,799
Unrestricted funds					
General funds	557,363	3,039,203	(3,063,759)	(68,135)	464,672
Fixed asset reserve	10,704	-	(15,660)	65,924	60,968
	568,067	3,039,203	(3,079,419)	(2,211)	525,640
Total funds	631,195	3,501,062	(3,541,818)	-	590,439

Prior year comparatives	At 1 April 2020 £ (Restated)	Income £ (Restated)	Expenditure £ (Restated)	Transfers £ (Restated)	At 31 March 2022 £ (Restated)
Restricted funds					
University of Bristol REPROVIDE	38,659	121,578	(119,612)	-	40,625
Standing Together Against Domestic Abuse	4,640	36,226	(29,635)	-	11,231
OPCC Gloucestershire	7,493	36,000	(32,566)	-	10,927
Chippenham Boroughlands	-	96	(96)	-	-
Community First	(11)	41,048	(44,537)	-	(3,500)
The Noel Buxton Trust	3,845	-	-	-	3,845
	54,626	234,948	(226,446)	-	63,128
Unrestricted funds					
General funds	462,910	3,027,683	(2,930,491)	(2,739)	557,363
Fixed asset reserve	18,832	-	(10,867)	2,739	10,704
	481,742	3,027,683	(2,941,358)	-	568,067
Total funds	536,368	3,262,631	(3,167,804)	-	631,195

13 Movement between funds (continued)

The prior year fund balances have been reallocated. Primarily this is the designated funds to general funds to more accurately reflect the nature of the funds during the year and at the year end.

FIXED ASSET RESERVE

The net book value of fixed assets is shown in a separate designated fund. Transfers between this and general funds represent fixed asset additions and disposals.

UNIVERSITY OF BRISTOL

FearLess participation in the Bristol University funded research study entitled Reaching Everyone Programme of Research On Violence in diverse Domestic Environments (REPROVIDE).

STANDING TOGETHER AGAINST DOMESTIC ABUSE

Provision of a full time hospital based IDVA at the Royal Devon & Exeter hospital.

OPCC GLOUCESTERSHIRE

Employment of one full time Independent Stalking Advocacy Caseworker (ISAC) for Gloucestershire to focus on high risk cases.

COMMUNITY FIRST

National Lottery funded partnering with Community First to deliver a Building Better Opportunities program to enable clients to get back into employment or training post recovery.

THE NOEL BUXTON TRUST

Funding for The Elephant In The Room project for children.

DHSE BEST START

Department of health and Social Care, Health and Wellbeing fund to provide the Best Start project in Devon improving access to perinatal services through the provision of community navigators and community champions.

CHIPPENHAM BOROUGH LANDS COMMUNITY TRUST

Welfare support for individual clients residing within the parish of Chippenham and have done so for two years.

14 Prior year fund comparatives for the Statement of Financial Activities

	Unrestricted Funds £ (Restated)	Restricted Funds £	Total Funds 2021 £ (Restated)
Income from:			
Donations and grants	118,975	-	118,975
Charitable activities	2,899,338	234,948	3,134,286
Investments	9,370	-	9,370
Other income	-	-	-
Total income	3,027,683	234,948	3,262,631
Expenditure on:			
Charitable activities	2,941,358	226,446	3,167,804
Total expenditure	2,941,358	226,446	3,167,804
Net income/ (expenditure) and net movement between funds	86,325	8,502	94,827
Total funds at start of year	481,742	54,626	536,368
Total funds at end of year	568,067	63,128	631,195

15 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	60,968	-	60,968
Other net current assets	464,672	64,799	529,471
	525,640	64,799	590,439

Prior year comparatives	Unrestricted Funds £ (Restated)	Restricted Funds £	Total Funds 2021 £ (Restated)
Tangible fixed assets	10,704	-	10,704
Other net current assets	557,363	63,128	620,491
	568,067	63,128	631,195

16 Related party transactions

There are no related party transactions in the current or prior year apart from those already disclosed throughout the report.

17 Control

The Charity is controlled jointly by the Trustees, there is no controlling party.

18 Reconciliation of net movement in funds to net cash inflow from operating activities

	2022 £	2021 £ (Restated)
Statement of Financial Activities: Net movement in funds	(40,756)	94,827
Investment income	(7,999)	(9,370)
Depreciation	15,660	10,867
Increase in creditors: current liabilities	324,810	253,016
Decrease / (increase) in debtors	(25,246)	3,244
Net cash (outflow)/inflow from operating activities	266,469	352,584

19 Analysis of changes in cash during the year

	2022 £	2021 £	Change £
Cash at bank and in hand	741,132	407,911	333,221
Short-term investments	347,823	472,500	(124,677)
	1,088,955	880,411	208,544

	2021 £	2020 £	Change £
Cash at bank and in hand	407,911	96,997	310,914
Short-term investments	472,500	424,200	48,300
	880,411	521,197	359,214

FEAR LESS

BREAKING THE CYCLE OF ABUSE

FearFree Charity

England & Wales - Charity number 1064764

Accounts

SPLITZ SUPPORT SERVICE

(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Company Number: 03360057
Charity Number: 1064764

SPLITZ SUPPORT SERVICE LIMITED

Annual Report and Financial Statements 31 March 2021

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Introduction from Chair and CEO

Annual Report Introduction – Chair

Every year seems momentous when looking back in reflection but this last year has certainly been a year like no other for Splitz Support Service. When we reported last year we were marking the start of the pandemic and lockdown and now as we report again, we are hoping we are working towards the end of it. As with every other charitable organization, it has been a year of significant change and challenge. However, there are two notable shifts to mention.

The first is the huge upsurge in demand that has affected all those involved in domestic abuse services. It has been marked by the acute concern we have felt for those living in closer confines with their abuser and the necessity to support those people through the heightened risk the pandemic created has been paramount. The Splitz team has truly stepped up and dealt with over 30% more referrals as well as the complexity of working with clients in high-risk situations whiles working from a distance.

In addition, the speed Splitz service teams not only adapted to the huge increase in caseload but also to new ways of working has been absolutely extraordinary. The teams have risen to the challenge of working in a completely different way, over the telephone and via Zoom and Teams, supporting people at the worst time of their lives and providing advice, guidance and a way forward from a dark place.

The year has also seen changes in the leadership of Splitz Support Service. One Trustee left us after 8 years' service, Alison Craddock. We also welcomed a new Trustee, Steve Offord, who brings with him a wealth of experience from the Healthcare, Social Care and Learning Disability Sectors among others.

This was also the year that saw the end of an era, in the retirement of the Executive Director and founder of Splitz, Fran Lewis OBE. Fran started a very small charity dedicated to single mothers and led its growth and metamorphosis into the charity Splitz is today, supporting people dealing a range of issues including Domestic Abuse, Sexual Abuse and Stalking. We thank Fran for dedication and wish her a long and happy retirement.

In March, we appointed Claire Marshall as the charity's new Chief Executive. Claire's career spans almost 30 years in the charity sector, having led healthcare services as diverse as prehospital emergency care through to palliative and disability care services. She is passionate about supporting women and families to live safe, healthy lives. This year will, no doubt, have a new momentum under Claire's leadership and we are excited to see what the future holds for Splitz and its services.

I must thank the commissioners across the South West that continue to partner Splitz Support Services and support our services during the pandemic, and believed our work could make a difference.

As ever, I must thank Splitz's incredible team of dedicated staff and volunteers. We have grown to a team that is 130 strong and the commitment and resilience you have shown this year has been extraordinary and most importantly you have supported more people than ever before to lively safety and free from harm.

Ann Cornelius

Chair

Introduction from the CEO

I am absolutely delighted to join Splitz Support Service as its first ever Chief Executive. The welcome I've received has been so positive, with such great support for taking the organisation forward from the inspiring work of its founder, Fran Lewis. It has been incredibly heart-warming.

If there was ever a good time to join an organisation as its leader, in my view this would certainly be it! Some would argue that taking over in a pandemic is a rather harsh beginning but for me it's been a huge positive.

I have now been witness to what the team have achieved under incredibly difficult conditions. When referrals have been at an all-time high and when partner services have, at times, been overwhelmed. When staff have had to adjust to a far longer lockdown than anyone ever anticipated. When staff have adjusted to homeworking whilst home-schooling their children and being isolated from their friends and families. When staff have managed psychologically difficult cases on the phone or video call from their living room or their back bedroom or wherever has been designated as their "home office."

The way the Splitz team have stepped up over the last year has been truly extraordinary and it's a privilege to see that but more importantly to be here to work with the team to plan the organisation's roadmap out of the pandemic and towards a better brighter future.

I come to Splitz Support Service with a long held passion for supporting women and families to live safe, healthy lives, and with family experience of domestic abuse. For those of us with that passion or lived experience, we have watched with interest and influenced when we can, the ultimately successful journey of the Domestic Abuse bill through parliament. The combined effect of lockdown, the Bill and the campaigns to end violence against women have brought greater awareness of the plight of those living with domestic abuse and sexual violence and we can only hope that this gives momentum to our work, and provides better support going forward and ultimately better outcomes for our clients and service users.

Whilst change has been the only constant for all of us this last year, this is only the start of significant change for the Splitz team. We are on a new journey to build on the momentum of the last year.
This year will see a refresh of the charity's strategy and a review of the potential of the charity's services and we look forward to consulting our staff, volunteers, supporters, commissioners and sector partners to harness their views.

Internally, the organisation has grown significantly in scale to meet the pandemic challenges and we now need to make sure the core infrastructure is top line and fit for further expansion. It is also time to build on the organisation's reputation and to build greater awareness of its services externally, and to that end we will be creating a new brand and investing as much as we can in marketing and income generation to create a more sustainable and secure future for the charity.

We are hopeful that this next year will not only be full of change, but of excitement, creativity and inspiration. We have a wonderful team of talented and committed staff and volunteers and I'm certain that together we will use this pivotal year in creating an incredible future for our charity and in turn we hope to support more of the people who truly matter to us, our clients and their families.

Claire Marshall

Chief Executive

Who we are:

Vision
Our vision for Splitz Support Service is that we provide the highest quality services that enable our users and beneficiaries:

- To realise and understand their right to be respected;
- To have the opportunity to enjoy a happy and healthy life, free from fear;
- To have the opportunity to achieve and sustain independence

Mission
Splitz Support Service works to end domestic abuse and sexual violence in partnership with individuals, communities and other agencies to:

- Help people identify, come to terms with and overcome their difficulties and challenges;
- Provide high quality support services;
- Generate solutions that are appropriate to the needs of the individuals and their communities.

Values
These are the qualities that as an organisation and as individuals are important to us in achieving our vision:

Integrity:
Accountability
Transparency
Honesty
Reliability and confidentiality

Inclusiveness:
Accessibility to all
Treating everyone with dignity
Showing respect and compassion
Recognising and valuing difference in others

Empowerment:
Offering choice
Being flexible and approachable

Equality:
In service delivery
In employment practices

Trustees' Report

Our Purposes and Activities

Our charity's purposes are set out in the objects contained in the company's Articles of Association. The main objects include:

- Relieve the needs of children and adults who are in need of care and protection.
- Relieve the needs of adults whose needs arise as a result of experiencing domestic violence, separation or divorce.

The aims of our charity are to work with victims, children and perpetrators of domestic abuse and sexual violence; support those who are parenting alone; and work to encourage healthy relationships. Our aims fully reflect the purposes that the charity was set up to further.

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months and assesses the success of each key activity and the benefits they have brought to those groups of people we are established to help. The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. To enhance this review we produce an Equality Monitoring report showing demographic and biographical details of the team and service users.

Public benefit

In shaping our objectives for the year and planning our activities, the trustees have considered Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity. Our main objectives for the year continued to be promoting healthy relationships, preventing family crises and relieving the needs of those affected. The strategies we use to meet these objectives include:

- Providing a range of services that promote healthy relationships and prevent family crises.
- Focusing on encouraging healthy relationships, and the impact on family, friends and the wider community.
- Applying national standards of service delivery.
- Working in partnership with other agencies to ensure the widest range of services is available to best match the needs of the community.
- Promoting awareness of healthy relationships, to reduce the likelihood of young people engaging in harmful behaviour.

Our main activities and the groups we aim to help are described below. Our main charitable activities consist of the services we provide and are demonstrably undertaken purely for public benefit.

Putting these strategies into action we have four major areas of activity which are: domestic abuse outreach work; support for children and young people affected by domestic abuse; programmes for perpetrators to help them change their abusive behaviour; and mentoring/befriending services to help people move on. Our services described below focus very much on the safety of those affected by domestic abuse.

Domestic Abuse Community Services

We offer domestic abuse community services for adults aged 16 and over and saw a rise in demand for these services over this last year. Our dedicated, skilled and qualified teams of staff provide trauma informed services, designed to meet the individual needs of each service user, to the highest quality standards and were able to report good outcomes for many families.

Our services include single point access, assessment and triage service, high risk outreach service (independent domestic violence advisers - IDVA), specialist Young People's IDVAs and a range of support for those assessed as medium risk including whole family support. We deliver these services in Devon and Wiltshire. Although they are funded from different sources in each area the services are all delivered using a broadly similar model. The main aim in each case is to reduce risk, improve safety and meet needs to enable people to live free from fear.

To ensure that we offer the support that is best for each individual and family we assess risk and needs. Risk is assessed at the earliest opportunity and then continuously monitored (every 6 weeks or following an incident) using the national risk assessment tool, DASH (Domestic Abuse, Stalking and Honour based violence). We understand that domestic abuse rarely occurs in isolation and many who use our services experience a range of complex needs. By accessing support for our clients from other professionals we are able to provide more holistic support. We seek regular feedback including satisfaction levels.

In all cases the aim is to reduce the risk and impact of risk and help the individuals and their family recover from abuse and move towards achieving and sustaining independence.

Devon

We continue to manage and deliver the Devon commissioned domestic abuse and sexual violence services, on behalf of Devon County Council, operating under the banner of the LEESAR Partnership (the LEESAR Partnership includes subcontracting arrangements with three specialist organisations providing sexual violence recovery, court IDVAs and therapeutic recovery for domestic abuse).
We deliver (IRIS) the Domestic Abuse Advocate Educator pilot scheme in GP surgeries and a health IDVA based in Royal Devon & Exeter Hospital.

Due to a large increase in referrals the Devon services continue to be under pressure. We are working with commissioners on a process of evaluation, examining the incoming referrals and the cases held open to IDVAs, in order to find innovative solutions. Constraints on services across the wider system has led to a wider range of individuals being referred in addition to the high risk cases which are the greater proportion of Splitz Support Service work.

These evident challenges opened up the question across the county as to how the wider system can better engage with our services and how we can improve partnership working. This has led to some exciting developments, including our Devon service being asked to manage and coordinate a new approach to families experiencing domestic abuse (CRAFT), working with Children's Centres, the county's Family Intervention Team and the commissioned drug and alcohol service.

Due to a continued increase in referral numbers the service continues to experience capacity challenges. Emergency Covid funding allowed for some increase in staff but the expiration of this funding brings challenges for the year ahead. The services have continued to see an increase in the complexity of service user needs, particularly mental health where access to support has been even more difficult during the pandemic. Staff have responded to the challenges by adapting their support offer including telephone and video support. The lack of travelling across such a large county has increased capacity but this has often been outstripped by our service users' complex needs and isolation. Devon County partners continue to improve the system wide response to domestic abuse including the IRIS pilot, CRAFT and Bystander work.

Gloucestershire
The Independent Stalking Advocate Caseworker (ISAC) is funded through the Gloucestershire Police and Crime Commissioner. The ISAC is the key link between the victim and the police and wider criminal justice system through the Stalking Clinic, one of the few in operation across England.

Wiltshire
The Wiltshire adult and child victim domestic abuse support service includes accommodation services, behaviour change interventions and specialist sexual violence support services. Splitz were commissioned to deliver these services, known collectively as the Phoenix Service, partnering with GreenSquare and Salisbury Refuge. The Phoenix service supports men and women, children and families at all risk levels across Wiltshire and adult and child victims of sexual abuse across Wiltshire and Swindon.

Domestic Violence Perpetrator Work

Voluntary Perpetrator Programmes (DVPP)
These were delivered in Wiltshire and Bristol as part of the Reprovide pilot in partnership with Bristol University and in Gloucestershire funded by County Council. In Gloucestershire and Wiltshire Splitz provide an integrated women's safety service (WSS). This involves working with the (ex)partner to measure safety and help the family understand how the modules are likely to impact on the perpetrator as they progress through the programme. In Bristol this service is provided by the commissioned service, Next Link.

The main programme with perpetrators consists of 25 weekly 2hr sessions, with one-to-one monitoring meetings throughout. Motivation to attend such a long programme is measured during the comprehensive pre-group assessment. While some men fail to complete the programme it is not always a lack of motivation. Some have shown enormous reserves of determination making a huge effort to get to the groups.

We continue to expand the range of support interventions we provide to people who want to change their harmful behaviour with a variety of group work and 1-2-1 support for people across the risk thresholds. In Bristol and Wiltshire we are delighted to be one of the providers working with the University of the West of England Reprovide study and we continue to deliver a similar Respect accredited group programme in Gloucestershire funded by Gloucestershire Council. Attendees commit to 25, weekly sessions, with the option of attending a relapse prevention group (RPG) after the full programme. The RPG is also used to gain feedback of the experience and how we can improve this for future attendees. Staff adapted their approach repeatedly during various lockdowns, offering 1-2-1 coursework when attendance in person was not possible. Both Wiltshire and Gloucestershire Councils also fund 1-2-1 behaviour change work for people who cannot work in a group setting, including female perpetrators. Positive Relationships Gloucestershire (PRG) also delivers a short, 6 week group work programme for people whose behaviour is less risky and this will be adapted for delivery in Wiltshire in 2021-22.Our high risk repeat offender behaviour change work, a partnership with Integrated Offender management teams originated in Exeter, Devon and has now been expanded to cover the whole Devon County Council area. Additionally we have been funded to deliver a Young Person's behaviour change pilot in Devon working with 14-18 year olds. Wiltshire IOM have now commissioned a behaviour change pilot funded by Wiltshire PCC where we have been able to draw on the expertise of Devon work.

Devon DVPP
The Devon Behaviour Change project provides whole family support, via a Behaviour Change IDVA, a Children's IDVA and an IDVA supporting the victim. Following an independent evaluation which highlighted the two successful years of the Behaviour Change pilot, in Exeter, Mid and East Devon, the Safer Devon Partnership agreed to fund a further 1 year pilot, to expand the programme across the whole of the Devon county area. This expansion ran through 2020/21 and includes support for the whole family. The expansion programme also includes a formal evaluation by Exeter University.

Sexual Violence Services

Our Wiltshire and Swindon Independent sexual violence advocate (ISVA) service provide trauma informed support to recent and non-recent adult and child victims of sexual violence for people going through the criminal justice system and for those who do not want to report the abuse. Our staff are ISVA or CHISVA (Children's ISVA) qualified and all referrals are risk assessed using the SAS (Safety and Support) risk assessment and support plan to develop bespoke support and recovery plans. As in our domestic abuse community services our ISVAs have seen an increase in the number of requests for support and for service users with complex needs and poor mental health, again exacerbated by delays to investigations and trials. Wiltshire PCC have supported the expansion of the service including the funding of a Trauma Informed Family Worker and an ISVA for male service users. Our ISVA and domestic abuse staff work closely together, recognising the intersection between them for many service users.

Mentoring and Befriending Services

Thanks to funding from Wiltshire Council through the Phoenix service and a range of charitable grants we continue are to deliver this service to the NCVO Investing in Volunteers standards. Adults who have completed structured support may still require a limited amount of support to help them with the final part of their journey. We have a Buddy Scheme in Wiltshire that offers low level mentoring and befriending support. This service is delivered by volunteers, some of whom have lived experience were service users.

Employment services

Building Bridges Wiltshire is funded by the Big Lottery and European Social funds to help people overcome their barriers to employment and education in Wiltshire and Swindon, with Splitz providing support to vulnerable women. Support is personalised to each individual's needs and strengths.

Service User experiences

The following cases are shown to demonstrate the complexity of the work Splitz does and the trauma our service users and their families have experienced. Please note they contain sensitive content which may be difficult to read.

Grace

This case study concerns an 8 year child, 'Grace', and her mother 'Abbie'. Grace was the victim of sexual assault by her biological father and disclosed to her mother (the family were separated). Grace was referred to our Service in October 2019.

There was a history of domestic abuse between Abbie and the alleged perpetrator, which had involved physical and sexual assaults, and had been heard at MARAC (Multi Agency Risk Assessment Conference) on two occasions. At the time of the assaults against Grace, the family had been apart for four years. On the advice of Children's Social Care, Grace had weekend visits with her father.

When Grace was first referred to our service, a full risk assessment – Safety and Support – was completed and contact was made with the other professionals involved. Grace was displaying self-harming behaviours, including: hitting herself, suicidal ideation, and experiencing ongoing nightmares. She was described as withdrawn in schools: this followed her sharing explicitly what had happened to her and had therefore been discouraged from speaking with friends and teachers. Instead, she was encouraged to write in a book.

Grace was experiencing increased isolation, and told her Splitz ISVA (Independent Sexual Violence Advisor): *"something is wrong with me"* and *"I am not like my friends"*. Working together with the CAMHS (Child and Adolescent Mental Health Service) Sexual Assault Liaison Therapist, the ISVA was able to complete an assessment with Grace around her mental health and emotional wellbeing. As a result, trauma informed work to manage PTSD began in 2020.

Abbie disclosed to the ISVA that she had physical health concerns about Grace potentially having a Sexually Transmitted Infection as a result of the abuse, noting concerns about an 'offensive smell' and 'things not

looking right'. Grace's ISVA contacted a hospital paediatrician and raised concerns about Grace's welfare as a result and medication was later prescribed for Grace.
During work with Grace and Abbie, the ISVA observed that Grace was displaying overtly sexualised behaviour and a plan was put in place to support Grace and her family with this, including how to play safely. The ISVA worked with Grace to provide a safe space for her to talk and express herself through art. Grace's pictures often had images with deep pen marks and she stated *"Daddy is going to kill me"*.
During the pandemic, work with Grace continued. This has been face to face when restrictions would allow, and at other times, via zoom. A particular intervention saw Grace and her mother sent books to work through, together and with the ISVA to allow Grace to understand and manage the 'big feelings' that she is experiencing. This has had the effect of reducing fear and validating her emotions, whilst helping her to manage the feelings of self-harm.
In sessions, Grace has shared her journaling with the ISVA, which has become a safe place to express her thoughts and feelings. In virtual sessions, Grace talked of wanting to share the book with her ISVA and bring this to Court.
Throughout this period, the ISVA has liaised with the CPS (Crown Prosecution Service) and the Police as the Criminal Justice Process progressed and provided significant support to her Mum, Abbie, who has struggled to hear what has happened to her daughter, and experienced flashbacks of her own experience of violence and sexual harm. The ISVA was able to help Abbie manage her own response to trauma, whilst building on her relationship with Grace.
In December 2020, Grace gave evidence in preparation for a Court trial. This required her being video interviewed and the ISVA attended Court with her. At Grace's request, the ISVA brought with her playdough, enabling Grace to feel safe and be a child, within the unfamiliar and frightening environment of a Court building.
As she had spoken of, Grace brought her journal to show her ISVA, and gave it to her in a room full of people. The ISVA recognised the enormity of this book for Grace, and said *"this is a very important and heavy book. We need to take care of it as holds all of your thoughts inside of it"*. They were able to agree to look at the book together, away from the Court. The ISVA walked with Grace and Abbie to a local coffee shop, and she commented on the disparity: a chatty now 9 year old, talking of Christmas, but at the same time, interweaved with strands of fear and anxiety, asking: *"why has Daddy told lies? He knows what he did?"* This was mixed with fear that he would 'hurt or kill her' for *"telling"*.
At the time of writing this case study, Grace and her mother, Abbie, remain open to our service. Earlier this year, they moved out of our area but we have made the decision that the ISVA will continue to support the family and attend the Trial in July 2021. This is not a case that our service can 'hand over' and we hope that it demonstrates the very long-term and complex work that the ISVA Service does.

Vicky

"Vicky" self-referred to Splitz presenting as the perpetrator in the relationship, seeking support for behaviour change. Upon completion of a DASH (Domestic Abuse, Stalking and Honour based violence assessment) and assessment by our Behaviour Change IDVA (Independent Domestic Violence Advisor), it was uncovered that Vicky displays behaviours to indicate she had been affected by domestic abuse within the home. Whilst it was acknowledged that Vicky would also benefit from some work to challenge her own problematic behaviours, it was ascertained that Vicky would benefit from understanding her experiences as a victim and how these experiences contributed to her understandings of what a healthy relationship is, as well as her conflict resolution tactics. Vicky was therefore referred to the Splitz DAFSW (Domestic Abuse Family Support Worker) Team, where the support plan focused on enabling and encouraging her to discuss her experiences as a victim, the impact on her self-confidence and the way in which the violence at home impacts on her own child.

Vicky engaged well with the structured educational sessions, which focused on:

- Exploring power and control, alongside the impact of domestic abuse. Vicky initially attempted to justify her partner's abusive behaviour but by validating her experiences as a victim, she was able to recognise and identify: abuse, unhealthy communication, toxic conflict resolution skills and how her partner's abusive behaviour has impacted on her image of herself.
- Healthy relationships and what this means to Vicky. She was able to recognise why her relationship is not healthy and what needs to change in order to create an environment of respect, trust and

empathy. Vicky also reflected on how her abusive childhood had impacted on her understanding of relationships.

- Safety planning. Vicky was able to demonstrate a high level of understanding of how she can promote her own safety and the importance of reporting incidents.
- Impact on children. Vicky described finding this session, which focuses on behavioural changes in children who witness domestic abuse, particularly beneficial.
- Wellbeing, empowerment and self-esteem, with a focus on promoting positivity and self-care.
- Addressing her own behaviours, the importance of boundaries and healthy conflict resolution.

Vicky stated in the closing session that she felt the sessions covered helped her understand her experiences as a victim of domestic abuse, as well as how her current relationship is very unhealthy. Vicky also identified behavioural changes in her child, and Vicky feels more confident communicating with her child to help them with their emotions. The safety planning covered has allowed Vicky to consider how to resolve conflict in a safe manner and what to do in the case of separation, as well as understanding the importance of having a safe exit strategy and plan. Finally, Vicky highlighted how she has put into practice the empowerment and self-confidence tools discussed and how this is allowing her to focus on herself and processing her emotions/trauma.

Trustees' Report

Legal and Administrative Information

Charity Name	Splitz Support Service Limited
Charity Registration Number	1064764
Incorporation	Company Limited by Guarantee registered company number 3360057
Registered Office and principal operating address	Oak House Epsom Square White Horse Business Park Trowbridge BA14 0XG

Our Board of Trustees		
	Ann Cornelius	BSc Econ (Hons), CIHCM (Chair)
	Annette Foster	BA Hons (Vice Chair)
	Stephen Foster	BSc PhD FCA (Treasurer)
	Harriet Kemp	
	Rebecca Ayres	BSc MA DipSW
	Cindy Ervine	LL.B (Hons)
	Peter Leach	
	Steve Offord	BA (hons) Econ/Soc (appointed 29 July 2020)
	Alison Craddock	(retired 21 October 2020)

Our Senior Management Team

Chief Executive	Claire A Marshall	MA, MCIoF, MIoD (appointed 1st March 2021)
Head of Service	Rachel Wetton	BA (Hons) PGC Soc
HR Manager	Janet Carpenter	MAAT
Finance Manager	Fiona Lawley	MAAT ACCA (appointed 8th March 2021)
Executive Director	Fran Lewis	MBE FRSA FCMI (retired 31st March 2021)
Head of Service	Chrissy Stower	(resigned 11th February 2021)
Business Development Manager	Jacqui Orchard	CertED MIPD MInstF (resigned 25th May 2021)

Principal Bankers	CAF Bank Limited Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
Auditor	Fawcetts LLP Windover House St Ann Street Salisbury SP1 2DR

Our Staff

Splitz Support Service has a dedicated team of 105 staff working across 5 counties and based in 6 office locations as well as in the community.
The last year has seen a significant increase in staff recruitment from 83 to 105 people in order to manage the upsurge in demand as a result of the pandemic.

Staff and Volunteers

At 31 March 2021, the number of paid staff and volunteers assisting the paid staff was as follows:

	Paid staff			Volunteers
	Full time	Part time	Total	
Splitz Support Service Limited				
Directors (Trustees)	-	-	-	8
Services and education	43	55	98	25
Fundraising and marketing	1	0	1	0
Support Services	3	3	6	0
	46	58	105	33

Our Volunteers

Splitz is very involved in the community and relies on voluntary help. Besides the Buddies, we have volunteers assisting with group work, events and administration enabling us to engage more widely as well as helping lower costs. Some volunteers may have benefited from receiving our services, and many go on to find paid employment or return to full-time education. We wish to thank all of our volunteers for their loyal support and excellent service.

Buddy Scheme Report

Despite 2020 being catastrophic in terms of the Covid-19 pandemic and the direct impact this had on domestic abuse, volunteering at Splitz saw exponential growth in scope, numbers of supports, numbers of volunteers and quality of training and support. In response to the risk of transmission, our service switched to a remote support, using phone and video technology with great effect.
We have a research project beginning which will seek to share the value of the scheme to and for our volunteers. This will be building upon an anonymous survey where we learned a great deal about the motivations, experiences and effects of the Buddy Scheme. The following are quotes from the survey:

What motivated you to volunteer?
"My own experiences, I thought I could put them to use to help others. So that all I went through wasn't for nothing"
"I have a strong desire to help others. I wanted to use my past experiences and training to help make a positive impact."

How supported do you feel as a volunteer on a scale of 1-10, 10 being highest? Average score: 9.5
In what ways have you witnessed the effect of the Buddy Scheme on the people that you support?
"It has a really positive impact on service users. It can help to validate and empower people. It promotes positive social inclusion but also increases positive self-development. People become more self-confident and learn to trust themselves. Their self-esteem is raised and their aspirations rise. "

"For the two people I supported this year, it was like accompanying them up a very steep hill and then seeing them come down on the other side"
"My service users are more confident and learn coping skills. They have told me that just having someone who listens and understands is very helpful. I have witnessed anxious service users' transformation into determined brave and optimistic individuals."

The following is a quote from a conversation with an active Service User spoken with last week: "The support that I have had has been invaluable, I have been supported by Splitz and they have been amazing. Without your help, I wouldn't be where I am now. [My volunteer Buddy] is a perfect match, she is amazing and I have so much gratitude. It works, it really works".

	Volunteering hours and training
Buddy Scheme Referrals Service User Supports	131 87
Number of active volunteers	Buddy Scheme: 27 + 7 completing induction Communications: 2
Volunteer hours – Buddy Scheme Support	1871
Total hours meetings and training	364
Supervision (estimate, not yet recorded – will do so moving forwards)	243
Communications volunteers	121.5
Total Volunteer Hours	**2599.5 x £11.50 = £29,894**

Trustees' Report

Activity in 2020-21

As the reporting year both began and ended in pandemic conditions, the year was completely dominated by the significant challenge of managing a 30% increase in referrals. Whilst the year started quietly in April at the start of the lockdown, the increase in referrals was soon felt with the highest point being June 2020 when services were operating at 109% above their usual capacity which prompted an upturn in the recruitment of staff in order to manage the scale of workload.
For a small regional charity, this would be a challenge in itself but the complexity of cases being referred has also increased with clients predominately being referred as "high risk" cases. The difficulties of supporting clients often living in close confinement with their abuser has presented additional challenges.
Services are still managing 63% more referrals than pre-pandemic conditions and show no signs of decreasing as we ease out of what we hope is the final lockdown.

During 2020/21 Splitz Support Service did:

Area	19-20	20-21
Victims referrals (Domestic abuse and sexual violence)	9119	11,843
Average number of open cases Victims (Domestic abuse and sexual violence)	900	1200
Gloucestershire stalking referrals	140	124
Average number of open stalking cases	19	27
Perpetrator referrals	272	308

Looking Forward to 2021-22

This year marks the development of Splitz Support Service new strategy and the many strands of impetus behind its development:

- The charity has had an unprecedented year and despite the lingering effects of the pandemic and the sectors economic instability it is an important moment to build on the organisations development this last year and its ability to flex and grow and the new strategy will reflect that.
- The Domestic Abuse bill has shone a light on the important of our work and the charity will be supporting commissioners in its implementation and campaigning for its share of funding in order to work at greater scale.
- The charity will be making a significant step change in its income generation capabilities through building greater networks, diversifying its voluntary income streams and having a stronger presence in all its communities and through more effective marketing.
- The volunteer workforce will be expanded to support the organisations fundraising and community engagement plans.
- As the charity and its services have grown over the last year, its central infrastructure is currently under development and further investment will be deployed to ensure, estate, systems, and IT are all fit for purpose as the charity expands.
- For years the charity has wanted to review its brand and name to better reflect its current and future service offer and consultation will soon begin to get that process underway.

Trustees' Report

Financial Review

Overview

Total income for the year ended 31.3.21 was £3,220,987. A detailed analysis of income is shown in the Statements of Financial Activity (SOFA) and notes 3 to 6 of the financial statements.

Total spending on charitable activities (excluding donations in kind) was £3,192,247

Overall, income exceeded expenditure giving a surplus of £28,740.

The amount spent on salaries and staff costs including NI and pension was £2,146,807 and showed an increase in the previous year of £373,471. Staff costs are 69% (2020 70%) of the organisation's charitable spend.

Further analysis of charitable expenditure showing the operational activities undertaken by Splitz Support Service are given in the SOFA and in note 7 of the financial statements.

Incoming resources for the year of £3,220,987 included £234,948 of restricted funds. Of the £565,110 funds retained at the year end, £63,128 were restricted and £501,980 were designated. Further analysis of restricted and designated funds is shown in the SOFA and notes 19 and 20 of the financial statements.

Income and expenditure are managed through stringent financial controls. Income has exceeded expectation with additional grant income, new contracts and contract extensions. As such was continue to hold an appropriate amount of deferred income which is used to generate a small amount of interest. Movements are shown in note 16 of the financial statements.

Fundraising

During the year no funds raised are paid in commission to any person or organisation. All funds raised by the Splitz team, or on behalf of Splitz, are for the sole use of Splitz Support Service in delivering its charitable benefit. We may allocate the funds to a specific project or piece of work with the agreement of the donor. However, unsolicited donations or small donations with no restricted purpose will often be allocated to the crisis fund for that geographical area, and used for the direct benefit of our service users.

Accreditation

Splitz has maintained national recognition for the quality of its governance, management and service delivery. Accreditation includes: NCVO - Trusted Charity (level 2); Cyber Essentials Plus; SafeLives - Leading Lights; Respect perpetrator programme standard; and NCVO - Investing in Volunteers; Lime Culture Male ISVA sexual violence accreditation.

Investment Powers and Policy

Investments are made in accordance with the charity's Articles of Association and Investment Policy. Having considered the available options, the trustees decided to invest in commercial common investment funds (high interest bank accounts and short term deposit accounts). The trustees consider the overall return on investments and deposits to be disappointing.

Reserves Policy and Going Concern

Reserves are needed to cover unforeseen costs like redundancy payments should a service not be funded or temporary funding of services while new funds are sought, and to cover unplanned emergencies and other unforeseen expenditure. The trustees consider that the ideal level of reserves as at June 2021 would be

between £100,000 and £250,000. Splitz continues to hold £250,000 of free reserves as of March 2021, the details of which are given in note 21 of the accounts.

The trustees have reviewed the charity's circumstances and consider that adequate resources continue to be available to fund our activities for the foreseeable future. The trustees are of the view that Splitz remains a going concern. However, the trustees are aware that the economic situation and stiffer demands for funds and contracts will provide a challenging environment in the year to come.

We have received many donations from individuals, communities and fund raising teams that we are most grateful for and thank everyone for their kind support.

We would also like to thank the following organisations for their support and generosity this year:

CAF Resilience Fund
Barclays Community Fund
National Lottery Community Fund
Wiltshire Council
Devon County Council
Chippenham Borough Lands
Wiltshire and Swindon Community Foundation
Waitrose
St James Trust Trowbridge
Exeter Elves
Asda Christmas Food Treats
John Akroyd Charitable Trust
Melksham Town Council
Rotary Bradford on Avon
Trowbridge Town Council

Trustees' Report

Structure, Governance and Management

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 25 April 1997 and reregistered as a charity on 9 October 1997, having previously been registered as the Single Parent Family Association in 1993. The company was established under a Memorandum of Association that established the objects and powers of the charitable company, and is governed under its Articles of Association. The memorandum and Articles of Association were reviewed in 2013 and redrawn to conform to the Charity Commission template. The trustees undertook a review of the charity's Objects and recommended a minor amendment, which was approved in January 2017. The Articles ad constitution are due for review again in November 2021.

Appointment of Trustees

Trustees are appointed by the members at the Annual General Meeting of the Charity. Under the Articles, one-third of the Trustees (or the number nearest to one third) must retire at each Annual General Meeting. Those to retire are those who have been longest in office since appointment or last re-election.

Potential new Trustees are identified from a variety of sources including external recruitment, personal recommendations by members or the current Trustees. Selection for appointment is based solely on the contribution it is believed the individual is likely to make to the development and delivery of the Charity's objectives. Regular skills audits inform the recruitment of new trustees to ensure the broadest possible range of specialist skills are represented at the Board.
The Board embraces diversity in its broadest sense, believing that a wide range of experience, background, perspective, skills and knowledge combine to contribute towards a high performing, effective Board, which is better able to support and direct the Charity. We are pleased to report that the percentage of women on the Board remains high at 62.5% (5 out of 8). The Board recognises other aspects of diversity and will continue to focus in the coming year in line with the organisations Diversity strategy.
In addition, the Board ensure a proportion of Trustees have lived experience of domestic abuse and sexual violence to provide context to Board decision making and best represent the views of service users.

Prospective Trustees are interviewed by the Chair and CEO before their appointment is ratified by the Board of Trustees. Pre-appointment vetting checks are conducted against the Disqualified Directors Register and the Individual Insolvency Register, plus a vetting process is carried out.

New Trustees are provided with a comprehensive induction including; details of the management structure, financial performance and the constitution and governance framework for the charity. Trustees are expected to undertake statutory and mandatory training, Board development training and encouraged to attend internal and external events and spend time with staff delivering front line services.

The Charity's Trustees are also directors of the company for the purposes of company law. Trustee indemnity insurance is provided for the benefit of the Trustees.

Board Effectiveness

The Board of Trustees review its own effectiveness through a bi-annual review in accordance with the Charity Commission Governance Code. The Board also undertakes development reviews at annual Board away days and the Chair conducts annual reviews with each individual Trustee.

Trustee Remuneration

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee and senior manager of the charity, with a production company, contracted actor, performer or exhibitor must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

The board of trustees, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day-to-day basis. All trustees give of their time freely and no director received remuneration in the year. Details of trustees' expenses and related party transactions are disclosed in the accounts.

Corporate Governance and Internal Control

The Charity is governed by the Board of Trustees which is responsible for agreeing the strategic direction of the organisation, establishing policy and agreeing the annual financial budget, operations plan and monitoring progress against the budget. The Board meets regularly throughout the year. Overall responsibility for the day to day management of the organisation is delegated by the Board to Claire Marshall, the Chief Executive.

Charity Governance

Responsibility for the governance structure of the organisation is split between the Board of Trustees, four committees and the Senior Management Team. The make-up and responsibilities of these committees are described below. Trustees are encouraged to attend meetings of any of these committees and working groups where appropriate to their roles and interests.

Board of Trustees
The Board holds a quarterly reporting meeting and also holds specific meetings to review and develop strategy, for Governance and Board development and holds responsibility for reviewing organisational and service effectiveness.

The specific duties of the Board of Trustees are:

- Ensure that the organisational strategy is delivered;
- Have overview responsibility for the service elements of the organisational strategy, agree priorities and monitor progress against key quality indicators;
- Review primary reports, escalations and risks escalated from the Board sub committees;
- Received assurance that all Splitz services are performing effectively.

Senior Management Team
The Senior Management Team meets twice a month and is chaired by the Chief Executive. The Team is responsible for strategic leadership, organisational development, external relationships and environment, change leadership, organisational communication and risk management.

Risk and Audit Committee
This committee meets quarterly and is responsible for regulation and compliance, the charities risk management, health and safety, estates and environment, quality and audit management.

The specific duties of the Committee are to:

- Maintain a strong awareness of the latest legislation and practices affecting or related to our work, environment and workforce and report to the Trustee Board;
- Identify areas of risk and/or development and agree priorities and monitoring mechanisms;
- Utilise monitoring systems to evaluate progress and regular agreed intervals and recommend actions to mitigate risk as appropriate;
- Ensure that all systems and process are integrated across all support functions and that a service culture is embedded across all support services;

- Ensure all practice is evidence based and audit policies to ensure compliance;
- Receive audit results of above responsibilities.

People Committee

This is responsible for all matters relating to human resources including regulation and compliance, the charities staffing structure and policies, volunteering strategies and trustee selection and development. The committee meets four times a year with additional meetings as required by the Board.

The specific duties of the Committee are to:

- Maintain a strong awareness of the latest employment legislation and ensure the organisations policies reflect contemporary practice and manage organisational risk.
- Review matters affecting staff performance or satisfaction including the charities biannual staff survey results and make recommendations as to remedial actions.
- Review the development of staffing structures.
- Ensure new organisational development strategies and interventions are well planned and support the development of a positive organisational culture.
- Use monitoring systems to evaluate progress and regular agreed intervals and recommend actions.

Remuneration Committee

This committee is responsible for ensuring the remuneration arrangements support the strategic aims of the organisation. The committee has the same membership as the People Committee and meets once or twice a year. The main responsibilities of the Committee are to:

- Formulate and monitor the organisation's Remuneration Policy.
- Review the organisation's salary banding process and related remuneration and reward packages against agreed independent market benchmarking tools and ensure Splitz salary and reward packages are equitable, fair and remain competitive.
- Approve the annual cost of living salary increase for all staff considering rates of inflation and known social care, charity sector and commercial benchmarking in the given year.
- Approve any non-consolidated pay awards (bonus) as recommended by the Chief Executive which relates to the organisational policy in this matter.
- Determine the remuneration and reward package of the Chief Executive.

Finance and Income Generation Committee

The Finance Committee is responsible for ensuring the financial viability of the Charity, stewardship of the charitable assets and the financial audit. It is also responsible for monitoring and developing the income generation functions of the charity and to provide assurance to the Board of Trustees that all structures, processes and controls are fully compliant with regulators and commissioners. The committee meets four times a year and on other occasions as required to deal with specific matters raised by the Board.

The specific duties of the Committee are to:

- Recommend the Reserves policy to the Board of Trustees and reviewing the use of reserves;
- Review the financial position and performance of Splitz Support Service;
- Recommend approval of the annual financial plan;
- Review the quarterly forecast to ensure projections are reasonable and fall within the Trustees reserves policy;
- Approve all banking arrangements and reviewing performance;
- Appoint external auditors and financial advisors and reviewing performance;
- Liaise with the external auditors before, during and after the annual statutory audit, ensuring all key issues identified are satisfactorily resolved;
- Review internal audit reports, ensuring all key issues identified are satisfactorily resolved.
- Maintain a strong awareness of the latest legislation and practices affecting or related to income generation and report to the Committee;

- Maintain an awareness of regulatory obligations and requirements including the latest Fundraising regulation and Gambling Commission obligations and report to the Committee;
- Identify areas of risk and/or development opportunity and agree monitoring mechanisms;
- Utilise monitoring systems to evaluate progress against the Income Generation Strategy at regular agreed intervals and recommend actions to mitigate risk as appropriate;
- Ensure budget achievement is realistic and proportionate to investment;
- Ensure expenditure budget allocation is appropriate and fit for purpose and that excellence and effectiveness is the overriding motivator in decision making;
- Receive audit results of above responsibilities.

Risk Management

Splitz Support Service has a comprehensive structure of controls to co-ordinate and manage risk within the organisation. This consists of lines of accountability through which issues of risk can be debated and the effectiveness of the organisations risk management arrangements assured.

The CEO, SMT and Trustees use a risk register to regularly assess the risks and uncertainties that the Charity is exposed to which helps the SMT to identify, monitor, record, and manage risk on an operational and strategic basis. The risk register is a live document that is regularly reviewed and updated by the CEO and SMT. All risks have a risk owner from the SMT who report on their areas of responsibility to the Risk and Audit Committee at quarterly intervals. Significant risks are escalated to the Trustees for review. Sub-committees of the Board of Trustees have delegated responsibility to keep those risks specific to them under review and escalate to the Board where necessary.

In 2020/21, the five most significant risks are identified as follows:

Area of risk:	Governance – the activities of the charity			
Threat:	**Contract risk**			
Likelihood:	3	Impact: 5		
Ownership:	SMT	Review: Annual (Sep 2021)		
Risk factors	• Financial instability in Local Authorities could lead to cuts in contracting. • The premature end of major contracts can put the viability of central functions at risk. • Challenges in delivery could lead to repayment of monies.			
Risk mitigation:	• Contracts contain an appropriate notice period for reduction of the service. • Project budgets contain sufficient funds to cover termination of contracts. • Having resources to manage and monitor delivery.		50%	7.5
Key success indicators:	• The charity minimises financial risk through effective contract terms.			

Area of risk:	Governance – the activities of the charity			
Threat:	**Funding**			
Likelihood:	4	Impact: 4		
Ownership:	Board / SMT	Review Annual (Sep 2021)		
Risk factors	• Local authority contracts are reduced. • Grant funding bodies reduce their funding. • Insufficient funds are raised due to unsuccessful bids. • Overreliance on contract funding and restricted voluntary income.			
Risk mitigation:	• A scaled up fundraising strategy needs to be in place and reviewed annually • All proposed projects comply with the charity's objects and have agreed outcomes		50%	8
Key success indicators:	• Existing services remain active; new services are created, piloted and launched. • New funds continue to be raised to support our work. • Services continue to comply with the charity's objects and strategy. • The Board and SMT have the tools to monitor progress.			

Area of risk:	Staff issues			
Threat:	**Organisational Structure**			
Likelihood:	4	Impact: 4		
Ownership:	SMT	Review: Annually (Sep 2021)		
Risk factors	• Structure is inadequate to deal with the demands made on the service. • Key personnel are absent for lengthy periods.			
Risk mitigation:	• Regularly review the Organisational Structure to ensure it remains appropriate. • Use service reviews and staff appraisals to analyse capacity. • Ensure all staff have clear Job Descriptions and work plans. • Review of current structure for pandemic and review longer term.		80%	3.2
Key success indicators:	• Resources are deployed effectively and efficiently.			

Area of risk:	Precautionary planning			
Threat:	**Cyber-attack or other IT system breach or failure**			
Likelihood:	4	Impact: 5		
Ownership:	SMT	Review: Annually (Sep 2021)		
Risk factors	• IT system / website / database becomes inaccessible, outdated or unavailable. • Staff are unable to access case notes or other records.			
Risk mitigation:	• Use specialist contractors for ICT systems where no skills exist in-house. • Maintain rolling programme to monitor and update website. • Ensure ICT systems remain effective through a programme of updates.		60%	8
Key success indicators:	• ICT systems maintained to a high standard. • Public have access to up-to-date and accurate information about the charity. • All users have adequate training and support to use the systems. • Staff have timely and secure access to correct data.			

Trustees' Responsibilities

The Trustees, who are also directors of Splitz Support Service Limited for the purposes of company law, are responsible for preparing the Trustees' Report 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 the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 that disclose with reasonable accuracy at any time the financial position of the charitable company and 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 the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

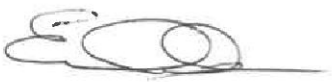
In so far as each of the Trustees is aware at the time the report is approved:

- There is no relevant audit information of which the charitable company's auditors are unaware, and;
- The Trustees have taken all steps that they should have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Charity arranges insurance to protect the Charity from loss arising from neglect or default of its Trustees or Officers and to indemnify the Trustees and Officers from the consequences of any neglect or default on their part.

This report, which incorporates the Strategic Report, was approved by the Board of Trustee's on 31st July 2021 and signed on its behalf by:

By Order of the Trustees



Ann Cornelius
Chair

Date 21.10.21

Report of the Independent Auditors
To the Members of
Splitz Support Service

Opinion

We have audited the financial statements of Splitz Support Service (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows 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, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (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 2021 and of its incoming resources and application of resources 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 Auditor's 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 Report of the Trustees (including Strategic Report), other than the financial statements and our Report of the Auditors thereon. The trustees are responsible for the other information. 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.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees, which includes the Report of the Directors and the Strategic Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and the Report of the Directors included within the Report of the Trustees have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Report of the Directors included within the Report of the Trustees.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; 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 directors of the charitable company for the purposes of company law and trustees of the charity for the purposes of charity 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.

Auditor's 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 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.

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations we consider the following:

- the nature of the charity sector, control environment and financial performance;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charity's documentation of their policies and procedures relating to:
  - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
  - the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following area: revenue and resource recognition. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained an understanding of the legal and regulatory frameworks that the charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Charities Act and related legislation.

Audit response to risks identified

As a result of performing the above, we identified revenue and resource recognition as a key audit matter related to the potential risk of fraud. Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management concerning actual and potential litigation and claims;
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reading minutes of meetings of those charged with governance;
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

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. This description forms part of our Report of the Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 auditor's 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.

Simon Ellingham BA FCA DChA (Senior Statutory Auditor)
for and on behalf of Fawcetts LLP, Chartered Accountants & Statutory Auditors
Windover House, St Ann Street, Salisbury, SP1 2DR

Date: 19 December 2019

Splitz Support Service
Statement of Financial Activities
(including the Income and Expenditure account)

For the year ended 31 March 2021

Income and expenditure	Note	Unrestricted £	Restricted £	2021 Total £	2020 Total £
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	3	36,408	-	36,408	42,962
Charitable activities	4	2,899,339	234,948	3,134,287	2,379,352
Investment income	5	9,370	-	9,370	8,868
Other income	6	40,922	-	40,922	23,472
Total income		2,986,039	234,948	3,220,987	2,454,654
EXPENDITURE ON:					
Raising funds	7	-	-	-	-
Charitable activities	7	2,965,801	226,446	3,192,247	2,564,197
Total expenditure		2,965,801	226,446	3,192,247	2,564,197
NET INCOME/(EXPENDITURE)		20,238	8,502	28,740	(109,543)
Transfers between funds	19	-	-	-	-
NET MOVEMENT IN FUNDS		**20,238**	**8,502**	**28,740**	(109,543)
RECONCILIATION OF FUNDS:					
Total funds brought forward		481,742	54,626	536,368	645,911
TOTAL FUNDS CARRIED FORWARD		**501,980**	**63,128**	**565,108**	**536,368**

The above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above.

The notes form part of these financial statements

Splitz Support Service
Balance Sheet

As at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible fixed assets	13	10,704	18,832
Current assets			
Debtors	14	413,637	416,881
Cash at bank and in hand		880,411	521,197
Total current assets		1,294,048	938,078
Liabilities			
Creditors: Amounts due within one year	15	(731,858)	(412,756)
Net current assets		562,190	525,322
Total assets less current liabilities		572,894	544,154
Provisions for liabilities	17	(7,786)	(7,786)
NET ASSETS		**565,108**	**536,368**
Funds			
Restricted income funds	19	63,128	54,626
Unrestricted funds	20	501,980	481,742
TOTAL CHARITY FUNDS		**565,108**	**536,368**

The financial statements were approved and authorised for issue by the Board of Trustees on 21.10.21 and were signed on its behalf by:

.....

Stephen Foster BSc PhD FCA
Treasurer

Company registration number: 03360057

The notes form part of these financial statements

Splitz Support Service

Statement of Cash Flow
For the year ended 31 March 2021

	Notes	2021 £	2020 £
CASH FLOWS FROM OPERATING ACTIVITIES:			
Net cash (used in)/provided by operating activities	a	352,583	(216,350)
Cash flows from investing activities:			
Purchase of tangible fixed assets		(2,739)	(9,869)
Interest received		9,370	8,868
Net cash (used in)/provided by investing activities		6,631	(1,001)
CHANGE IN CASH AND CASH EQUIVALENTS FOR THE YEAR		359,214	(217,351)
Cash and cash equivalents brought forward	b	521,197	738,548
CASH AND CASH EQUIVALENTS CARRIED FORWARD AT 31 MARCH	b	**880,411**	**521,197**

a) Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net (expenditure)/income for the year as per the Statement of Financial Activities	28,740	(109,543)
Adjusted for:		
Depreciation	10,867	11,224
Investment income	(9,370)	(8,868)
(Increase)/decrease in debtors	3,244	(118,187)
Increase/(decrease) in creditors	319,102	23,404
(Decrease)/increase in provisions	-	(14,380)
Net cash (used in)/provided by operating activities	352,583	(216,350)

b) Analysis of cash and cash equivalents

	2021 £	2020 £
Cash at bank and in hand	880,411	521,197

1. Accounting policies

a) Basis of preparation of the accounts

The financial statements have been prepared under the historical cost convention and in accordance with applicable Accounting Standards in the United Kingdom, the accounting regulations issued under the Companies Act 2006 and the Statement of Recommended Practice (SORP) FRS102 "Accounting and Reporting by Charities".

Splitz Support Service meets the definition of a public benefit entity under FRS 102.

The trustees have considered the financial position of the organisation and believe that it is currently a going concern. The Coronavirus outbreak has so far not had a material impact on this assessment and, based on their current knowledge, they do not expect it to do so going forward.

These financial statements have been prepared on a going concern basis and are presented in Sterling (£) which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b) Fund accounting

Unrestricted funds are general funds that are available for use at the trustees' discretion in the furtherance of the objectives of the charity.

Designated funds are unrestricted funds which have been set aside by the trustees for specific future purposes or projects.

Restricted funds are those donated, or raised, for use in a particular area or for a specific purpose. The purposes and uses of the restricted funds are set out in the trustees report. Purchases of fixed assets with restricted funds are deemed to be satisfied once the purchase has taken place and therefore these restricted fund balances are released to unrestricted general funds unless the restriction is deemed to be on a permanent basis.

All funds are reviewed annually and transfers between funds undertaken as determined by that review.

c) Income

Income is recognised in the Statement of Financial Activities when the charity is legally entitled to it, there is certainty of receipt and the amount can be quantified with reasonable accuracy.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

Income from charitable activities includes income as earned (i.e. as the related or services are provided) under contract or where entitlement to grant funding is subject to specific performance conditions. Where contractual income is received in advance it is deferred and included in deferred income within creditors.

Investment income is recognised on a receivable basis. On-line shop income and income derived from events is recognised as earned.

d) Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates.

Expenditure on raising funds comprise the costs associated with attracting voluntary income.

Expenditure on charitable activities comprise those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1. **Accounting policies (continued)**

The methods and priniciples for the allocation and apportionment of all costs between the different activity categories or resources set out above are:-

All costs allocated beween expenditure categories of the SOFA on the basis designed to reflect the use of resources.

Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage as set out in the notes to the accounts.

e) **Donated goods and volunteer and other donated services**

Donated goods are recognised in different ways dependent on how they are used by the charity:

(i) on receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt;

(ii) the value of services provided by volunteers is not incorporated into these financial statements.

f) **Pension costs**

The charitable company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the Statement of Financial Activities.

g) **Leasing and hire purchase commitments**

Rental payments under operating leases are charged as expenditure as incurred over the term of the lease.

h) **Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost and depreciated over their useful economic lives, less any estimated residual value, at the following rates:

Furniture and fittings	straight line over 5 years
Computer equipment	straight line over 3 years

j) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value .

Debtors are measured at their recoverable amount.

Creditors and provisions are recognised where the company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2. Statement of financial activities - comparative balances as at 31 March 2020

	Unrestricted £	Restricted £	2020 Total £
INCOME AND ENDOWMENTS FROM:			
Donations and legacies	42,962	-	42,962
Charitable activities	2,125,663	253,689	2,379,352
Investment Income	8,868	-	8,868
Other income	23,472	-	23,472
Total income	2,200,965	253,689	2,454,654
EXPENDITURE ON:			
Raising funds	-	-	-
Charitable activities	2,314,076	250,121	2,564,197
Total expenditure	2,314,076	250,121	2,564,197
NET INCOME/(EXPENDITURE)	(113,111)	3,568	(109,543)
Transfers between funds	22,705	(22,705)	-
NET MOVEMENT IN FUNDS	**(90,406)**	**(19,137)**	**(109,543)**
RECONCILIATION OF FUNDS:			
Total funds brought forward	572,148	73,762	645,910
TOTAL FUNDS CARRIED FORWARD	**481,742**	**54,625**	**536,367**

3. Donations and legacies

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Donations and gifts	36,408	-	36,408	42,962
	36,408	-	36,408	42,962
2020 total	*42,962*	-	*42,962*	

The Charity benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

The charity received a software donation from Microsoft Philanthropies in the prior year. The value of the software was around £24,500 and was recognised within incoming resourses as a donations, and an equivalent charge included within computer costs. No software donations were received in the current financial year.

4. Charitable activities

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Government grants	2,899,339	234,948	3,134,287	2,379,352
	2,899,339	234,948	3,134,287	2,379,352
2020 total	*2,125,663*	*253,689*	*2,379,352*	

Government grants: Income from government grants comprises performance related grants and service level agreements made by local authorities to fund the charity's activities. See notes 19 and 20 for more information and to the amount and source of these grants.

5. Investment income

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Interest receivable	9,370	-	9,370	8,868
	9,370	-	9,370	8,868
2020 total	*8,868*	-	*8,868*	

6. Other income

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Reimbursements	-	-	-	20,352
Other income	16,480		16,480	
Transfers	24,442		24,442	
Training	-	-	-	3,120
	40,922	-	40,922	23,472
2020 total	*23,472*	-	*23,472*	

7. Expenditure

	Staff costs £	Other direct costs £	Support costs £	Total 2021 £	Total 2020 £
Raising funds					
Fundraising agents	-	-	-	-	-
	-	-	-	-	-
Charitable activities					
Staff salaries and wages (note 9)	2,146,807	-	-	2,146,807	1,773,336
Training	45,071	-	-	45,071	39,459
Supervision/consultancy	23,030	-	-	23,030	11,189
Recruitment	19,283	-	-	19,283	5,787
Contracted services	-	524,003	-	524,003	372,217
Project costs	-	73,813	-	73,813	48,598
Staff expenses & travel costs	-	35,310	-	35,310	82,995
Volunteer expenses & travel costs	-	23,400	-	23,400	1,380
Telephone	-	45,289	-	45,289	40,195
Rent, rates and utilities	-	-	95,937	95,937	73,284
Office costs	-	-	11,572	11,572	17,804
ICT	-	-	86,031	86,031	66,111
Insurance	-	-	10,074	10,074	5,282
Memberships	-	-	3,510	3,510	3,481
Audit and accountancy	-	-	23,500	23,500	11,241
Legal and professional	-	-	2,400	2,400	-
Trustee expenses	-	-	110	110	542
Bank charges and interest	-	-	69	69	72
Personal protective equipment	-	-	12,171	12,171	-
Depreciation	-	-	10,867	10,867	11,224
	2,234,191	701,815	256,241	3,192,247	2,564,197
	2,234,191	701,815	256,241	3,192,247	2,564,197
TOTAL 2020	*1,829,771*	*545,385*	*189,041*	*2,564,197*	

8. Net income/(expenditure)

This is stated after charging:	Total 2021 £	Total 2020 £
Depreciation	10,867	11,224
Operating leases	46,567	40,225
Auditors' remuneration:		
- audit	5,525	4,600
- non-audit	-	-

9. Staff costs and numbers

	2021 £	2020 £
Salaries and wages	1,929,806	1,600,663
Employer's national insurance and contributions	155,652	122,016
Employer's pension contributions	61,349	50,657
	2,146,807	1,773,336

The average number of people employed, including part-time staff:	2021 No.	2020 No.
	95	79

There were no employees whose annual remuneration was £60,000 or more.

The key management personnel of the charity are listed on page 9. The total amount of employee benefits (including employer pension contributions) received by key management personnel for their services was £201,560 (2020: £179,959).

10. Trustees expenses and remuneration

Trustees are not remunerated. Travel expenses totalling £110 were paid to 1 trustee in the year and were incurred in the course of their duties as trustee (2020: £517 to 3 trustees).

11. Pension

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held seperately from those of the charity in an independently administered fund. Contributions payable by the charity amounted to £61,349 (2020: £50,567). Included within the pension contributions are amounts paid after the year end of £11,856 (2020: £8,659).

12. Taxation

No taxation is payable by the company because it is a registered charity and its activities are classified as exempt.

13. Tangible fixed assets

	Fixtures & fittings	Total
	£	£
Cost		
At 1 April 2020	114,934	114,934
Additions	2,739	2,739
Disposals	-	-
At 31 March 2021	117,673	117,673
Depreciation		
At 1 April 2020	96,102	96,102
Charge for the year	10,867	10,867
Eliminated on disposals	-	-
At 31 March 2021	106,969	106,969
Net book value		
At 31 March 2021	10,704	10,704
At 31 March 2020	18,832	18,832

14. Debtors

	2021	2020
	£	£
Other debtors	379,729	377,426
Prepayments and accrued income	33,908	39,445
	413,637	416,871

15. Creditors: amounts due within one year

	2021	2020
	£	£
Trade creditors	22,137	22,576
Other taxation and social security	52,781	31,509
Deferred income (note 16)	602,870	342,670
Other creditors	16,166	8,659
Accruals	37,904	7,342
	731,858	412,756

16. Deferred income

	2021	2020
	£	£
Total deferred income at 1 April	342,670	301,741
Amount received in year	598,001	337,801
Amount credited to the Statement of Financial Activities	(337,801)	(296,872)
Total deferred income at 31 March	602,870	342,670

Deferred income consists of grants received in advance and specified by the donor as relating to specific accounting periods or alternatively which are subject to conditions which are to be met.

17. Provisions for liabilities

	2021	2020
	£	£
Dilapidations	7,786	7,786
	7,786	7,786

18. Operating lease commitments

As at 31 March the charity had total future minimum lease payments under non-cancellable operating leases are as follows:

	2021	2020
	£	£
Less than 1 year	43,225	43,225
Between 2 and 5 years	130,900	151,900
In 5 years or more	-	22,225
	174,125	217,350

19. Statement of funds - restricted funds

Restricted funds:	Balance at 1.04.20 £	Incoming resources £	Outgoing resources £	Transfers to/(from) £	Balance at 31.03.21 £
Bristol					
University of Bristol (Bristol	10,883	45,180	(48,562)	-	7,501
Devon					
Standing Together Against Domestic Abuse	4,640	36,226	(29,635)	-	11,231
Glouchester					
OPCC Gloucestershire	7,493	36,000	(32,566)	-	10,927
Wiltshire					
Chippenham Borough Lands	-	96	(96)	-	-
Community First	(11)	41,048	(44,537)	-	(3,500)
The Noel Buxton Trust	3,845	-	-	-	3,845
University of Bristol (Wiltshire Project)	27,776	76,398	(71,050)	-	33,124
	54,626	234,948	(226,446)	-	63,128

Restricted funds: these represent grants and donations received for specific purposes within each charitable location. The purpose of the larger grants/donations are detailed within the Trustees Report.

20. Statement of funds - unrestricted funds

Unrestricted funds:	Balance at 1.04.20 £	Incoming resources £	Outgoing resources £	Transfers to/(from) £	Balance at 31.03.21 £
Designated funds:					
Devon County Council - main contract	33,862	740,062	(764,291)	-	9,633
Devon County Council	6,824	278,522	(219,740)	-	65,607
North Devon Council	10,672	54,929	(41,060)	-	24,541
Devon Schools Engagement	14,917	35,000	(29,022)	-	20,895
Devon Miscellanous Income	1,946	34,262	(6,628)	-	29,580
Devon Council Covid Funding	-	139,243	(152,038)	12,796	-
Devon Covid 19 Funding	-	47,703	(49,138)	1,435	-
NDADA	-	10,000	(3,355)	-	6,645
Department of Health and Social Care Health and Wellbeing	-		(125)	125	-
Devon Training Sales	4,157			(4,157)	-
Devon Crisis Fund	3,009	3,136	(2,247)	-	3,898
Devon Council Family Work	-	20,000	(1,700)	-	18,300
Wiltshire Community Foundation	-	4,870	-	-	4,870
Gloucestershire County Council	13,197	116,015	(109,367)	-	19,845
Gloucestershire Crisis Fund	260	500	(69)	-	691
Wiltshire Council - main contract	49,470	919,213	(961,336)	1,500	8,847
Wiltshire Development	25,724	15,000	(25,401)	-	15,323
Wiltshire misc income	1,500	-	-	(1,500)	-
Wiltshire Crisis Fund	3,917	5,545	(9,020)	-	442
Ministry of Housing Covid funding		14,295	(12,505)	-	1,790
John Akroyd		5,000	(1,530)	-	3,470
Other designated funds:					
Future development fund	14,830	-	-	-	14,830
Contingency fund	2,313	-	-	-	2,313
Reserve fund	250,000	-	-	-	250,000
Unrestricted general funds	45,144	542,745	(577,230)	(10,199)	460
	481,742	2,986,039	(2,965,801)	-	501,980

Project/location designated funds: these have been set aside by the trustees for specific future purposes, projects or locations.

Future development fund: is a designated fund consisting of surplus monies set aside by the Board for approved projects and service development.

Contingency fund: is a designated fund consisting of surplus monies set aside by the Board to offset the impact of financial contingencies that may impact on the budget, and supporting existing projects that are between funders.

Reserve fund: is a designated fund to take care of existing financial commitments for up to six months in line with the trustees' financial reserves policy.

Unrestricted general funds: is available for the general use towards the furtherance of the objectives of the charity.

21. Comparative statement of funds

Comparative statement of funds for the year ended 31 March 2020:

	Balance at 1.04.19 £	Incoming resources £	Outgoing resources £	Transfers to/(from) £	Balance at 31.03.20 £
Restricted funds:					
Bristol					
NHS Bristol CCG	9,433	-	(9,433)	-	-
University of Bristol (Bristol project)		38,697	(27,814)		10,883
Devon					
PCC Devon & Cornwall	-	47,500	(47,500)	-	-
Standing Together Against Domestic Abuse	-	37,500	(32,860)	-	4,640
Gloucester					
OPCC Gloucestershire	21,788	21,000	(35,295)	-	7,493
Wiltshire					
Spurgeons Childrens Charity & Wiltshire Community Foundation	17,220	10,542	(27,762)	-	-
Community First	(1,228)	45,803	(44,586)	-	(11)
The Noel Buxton Trust	3,845	-	-	-	3,845
The Belgrave Trust	7,963	-	-	(7,963)	-
Masonic Charitable Foundation	14,742	-	-	(14,742)	-
Wiltshire Council Helpdesk	-	833	(833)	-	-
University of Bristol (Wiltshire Project)	-	51,813	(24,037)		27,776
	73,763	253,688	(250,120)	(22,705)	54,626
Unrestricted funds:					
Designated funds:					
Devon County Council - main contract	26,851	800,818	(793,807)	-	33,862
Devon County Council	29,933	118,565	(141,674)	-	6,824
North Devon Council	30,322	114,492	(134,142)	-	10,672
Devon Schools Engagement	514	17,868	(3,465)	-	14,917
Devon Miscellaneous Income	1,586	4,907	(4,547)	-	1,946
Devon Training Sales	1,650	3,120	(613)	-	4,157
Devon Crisis Fund	2,733	1,560	(1,284)	-	3,009
Gloucestershire County Council	11,284	109,355	(107,442)	-	13,197
Gloucestershire Crisis Fund	349	-	(89)	-	260
Wiltshire Council - main contract	57,992	983,821	(992,343)	-	49,470
Wiltshire Development	56,470	-	(30,746)		25,724
Wiltshire misc income	-	3,431	(1,931)		1,500
Wiltshire Crisis Fund	7,844	879	(4,806)	-	3,917

Other designated funds					
Future development fund	57,828	-	(42,998)		14,830
Contingency fund	42,313	-	-	(40,000)	2,313
Reserve fund	210,000	-	-	40,000	250,000
Unrestricted general funds	34,479	42,149	(54,189)	22,705	45,144
	572,148	2,200,965	(2,314,076)	22,705	481,742
	645,911	2,454,653	(2,564,196)	-	536,368

22. Analysis of net assets between funds

	Fixed assets £	Net current assets £	Provisions £	Total £
Restricted funds	-	63,128	-	63,128
Unrestricted funds:	10,704	499,062	(7,786)	501,980
Net assets at the end of the year	10,704	562,190	(7,786)	565,108

Comparative analysis of net assets between funds for the year ended 31 March 2020:

	Fixed assets £	Net current assets £	Provisions £	Total £
Restricted funds	-	54,626	-	54,626
Unrestricted funds	18,832	470,696	(7,786)	481,742
Net assets as at 31 March 2020	18,832	525,322	(7,786)	536,368

23. Related party transactions

There are no related party transactions (2020: none).

24. Status

The charity is limited by guarantee and has no share capital.