THE HAVEN WOLVERHAMPTON

England & Wales · Charity number 1065427

Details

Other names	THE HAVEN
Status	Registered
Legal form	Charitable company
Company number	03159029
Registered	1997-11-03
Register	View on the Charity Commission register

Contact

Address	18 Waterloo Road Wolverhampton WV1 4BL
Phone	01902904677
Email	info@havenrefuge.org.uk
Website	www.havenrefuge.org.uk

Activities

Objects: THE RELIEF OF POVERTY AND MENTAL AND PHYSICAL ILLNESS AND THE FURTHERANCE OF EDUCATION OF WOMEN AND THEIR CHILDREN WHO ARE HOMELESS BY REASON OF ADVERSE CIRCUMSTANCES INCLUDING MALTREATMENT BY THEIR HUSBANDS, PARTNERS OR CO-HABITEES, ILL HEALTH OR BY REASON OF BEING REMANDED ON BAIL BY A COURT OR PLACED ON PROBATION AND WHO ARE IN NEED OF HELP IN ACQUIRING A SETTLED WAY OF LIFE BY THE PROVISION OF TEMPORARY RESIDENTIAL ACCOMMODATION OR BY SUCH OTHER LAWFUL MEANS AS MAYBE NECESSARY OR DESIRABLE TO OBTAIN SUCH RELIEF..

Activities: The Haven Wolverhampton aims to provide support to women and dependent children who are vulnerable to violence and abuse. The Haven achieves this by providing safe, temporary, emergency accommodation and support services to women and dependent children affected by domestic and other forms of violence.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Accommodation/housing
- **Who:** Children/young People, Elderly/old People

Geography

- Wolverhampton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,783,987	£3,255,153	£2,487,640	68
2024-03-31	£3,128,516	£3,784,499	£1,958,806	74
2023-03-31	£3,454,259	£3,115,156	£2,614,789	72
2022-03-31	£2,786,221	£2,797,028	£2,275,686	68
2021-03-31	£2,515,981	£2,434,059	£2,286,493	63

Trustees

Name	Role	Appointed
DONNA LOUISE HUGHES		2025-05-09
Kerry Downes-Ward		2025-02-05
LAURA CAHILL		2025-05-09
Lynne Moran		2023-05-03
Michael John Brooks		2025-02-05
Sally Bromley		2024-11-11

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THE HAVEN WOLVERHAMPTON

England & Wales - Charity number 1065427

Accounts

REGISTERED COMPANY NUMBER: 03159029 (England and Wales)
REGISTERED CHARITY NUMBER: 1065427

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2025

for

The Haven Wolverhampton

Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

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The Haven Wolverhampton

Report of the Trustees
for the Year Ended 31 March 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims - Charitable Purposes

The Haven's Values - To provide safe, high-quality support, in an environment of dignity and respect. To listen and respond with understanding and compassion. Act with responsibility and diligence.

The Haven's Vision - For all women and children to live in a society free from oppression, homelessness, violence and abuse, and to promote and uphold human rights.

The Haven's Mission - To provide support to women and dependent children who are vulnerable to domestic abuse and homelessness.

The Haven achieves this by providing safe, temporary, emergency accommodation and community-based support services. The Haven provides direct one-to-one support in a safe environment, telephone advice, and 24-hour helpline.

The Haven's activities are consistent with the Charitable Purposes and continues to focus on provision of "relief to those in need, by reason of youth, age, illness, disability, financial hardship or other disadvantage" and to work towards the advancement of health and/or the saving of lives of those women and children at risk of violence and abuse.

The Focus of our Work – 2024/25

Our strategic priorities:

1) Haven Identity - The Haven's history and ethos are acknowledged, celebrated and guide what we do

2) Haven Focus - Issues affecting women and children are understood and acted upon

3) People and Community - Continuously developing and enhancing relationships with our communities

4) Communication and Access - Women and children can access places of safety and routes to support wherever they are

5) Participation and Inclusion - Support is available to all women and children who need it

6) Innovation, Service Growth and Impact - Connecting with organisations and Government agencies to improve and sustain our services

Key Benefits - Achievements and Performance During 2024/25

In 2024/25 The Haven Wolverhampton delivered on its strategic objectives, achieving several notable benefits to the public. The following section provides an overview.

OBJECTIVES AND ACTIVITIES

Public benefit

The Haven Wolverhampton continues to provide a wide range of services for women and children who are vulnerable to domestic abuse and homelessness, ensuring we deliver clear public benefit through our work.

Between April 2024 and March 2025, The Haven supported approximately 450* women, children and young people on average per quarter in its refuge and Community Service (including Children's Independent Sexual Violence Advisor service). Our 24/7 helpline received on average 2,659 calls per month**, ensuring that every individual had access to immediate advice, emotional support, and guidance during times of crisis. Our Live Chat and WhatsApp services received on average 37 messages per month**. As part of our digital transformation, we invested in and introduced Oasis, a bespoke case management system with over 80 customisations, significantly improving how we log referrals, track outcomes, and communicate across services.

We provided accommodation to 148 new women and 125 children and young people, offering personalised support that prioritised both immediate safety and long-term empowerment. Within our refuges, daily life was enriched through a range of therapeutic and practical activities, from cooking culinary delights and pamper sessions, to creative outlets and life skills workshops. These are all designed to promote wellbeing, boost confidence, and nurture a sense of belonging. During breakfast, when children were encouraged to try a variety of foods, Dara***, aged 6, proudly shared, "I like trying new fruits, and it's healthy for me! I even get a sticker for eating all my breakfast!" Her mother Ade*** echoed the positive impact of these moments, saying, "Thank you for helping my daughter eat healthier. Mornings are much easier now!" These small but meaningful interactions reflect the wider ethos of our refuge spaces making them supportive, empowering environments where women and children can rebuild and recover.

Our team continued to provide not just professional support, but compassionate care; something that was deeply felt and appreciated. Hannah***, a young woman reflecting on her time in refuge, shared how much the connection with staff meant to her. To our Refuge Service Lead, Rosie, Hannah*** said, "...because of you I am standing on my own two feet today. I want to wish you a Happy Mother's Day." When leaving our accommodation service, Zainab*** said, "Thanks to you all for all the support while in refuge. It was very challenging for me at the start but the support from staff helped me to stay focused and the resettlement grants helped me and my son to make a good start in our new home."

Our Community Service team supported women living independently, or with their abusers, regardless of their living situation. Through safety planning, advocacy, and emotional support, we helped on average 360 women a quarter* to stay safe, explore justice, and maintain their independence. The team worked closely with housing services, police, and healthcare professionals to ensure that each woman received the comprehensive support she needed. Beata***, who had been through a difficult time, expressed her gratitude, saying, "Thanks for the chats we have had when you have met up [with me]... I would like to thank you for everything you have done for me since I went through a rough time of violence with my husband. You gave me good advice that I appreciated. When I went to court... you were there for me, I couldn't have done it alone. You are very compassionate and caring, also very professional in your position with The Haven..." This feedback reflects the deep and lasting impact of the team's support in helping women navigate their challenges and rebuild their lives.

Small Grants Funding enabled us to provide essential items such as white goods, school uniforms, or safety enhancements in the home. These practical supports have often been a lifeline to women transitioning out of abusive environments. In all, we issued 157 small grants totalling £42,322.38 while 44 women were also supported with food vouchers.

Our CYP team worked directly with children and young people through refuge-based activities and community outreach. Programmes focused on safety, self-expression, emotional regulation, and rebuilding trust. Highlights included our creative workshops and a joyful trip to Circus Starr's 'The Circus with a Purpose'. This special day was deeply significant in helping children rediscover joy and feel safe again. One mother Aminata*** told us, "She enjoyed it. She was jumping up and down all the time!", while her five-year-old daughter beamed with excitement, "It was fun, look my face is painted!"

OBJECTIVES AND ACTIVITIES

The Haven supported women with No Recourse to Public Funds through access to food, shelter, and caseworker advocacy. Thanks to renewed Eaton Fund support and other sources, we assisted with immigration fees, travel for Home Office appointments, school trip costs, mobile phones, and laptops for women learning English. These interventions enabled women to overcome complex systemic barriers and take steps toward stability and independence. We worked with Harpreet*** to anonymously share her story as an immigrant woman who experienced abuse, with her immigration status being used as a further form of control and increasing her vulnerability, with BBC Midlands Today. This was an empowering experience for her that also helped raise awareness and offer hope to others in similar situations.

This year we launched a Sexual Violence Survivors' Group, open to any woman in the community who could benefit from peer support and specialist guidance. Sarah***, a young woman, reflecting on her journey, shared how critical the support was to her recovery: "My journey throughout the last five years has been tough to say the least. I was 17 when I first came to The Haven when I met Lauren, and I am now 23. Those years have been some of the toughest I have experienced. Lauren always offered me the support when I needed it; from attending the solicitors, attending the court hearings, and just being an ear for me to vent to. My experience with Lauren only makes me want to help other adults and children who experience violence, and I hope to one day return the support I have felt to somebody in need." This feedback illustrates the profound and lasting impact our support has on survivors, empowering them to rebuild their lives. Another success story was Nadia* who was supported by our Sexual Violence Team, including through the justice system where the perpetrator resulted in receiving a lengthy prison term.

We achieved a 25% reduction in our counselling waitlist, thanks to streamlined referral processes and expanded availability. Our qualified counsellors provided trauma-informed support to over 58 women with a team of 6 counsellors, helping them process abuse, build resilience, and regain control over their lives. Shazia*** who received counselling shared her gratitude: "I'm so thankful and grateful for having you as my counsellor and friend. I used all your tips and tricks and advice. I just kept on telling myself how far I've come and how amazing I am (your words). Thank you, thank you, thank you. You are the best!"

We were also gifted a unique opportunity to deepen our commitment to creative interventions through a powerful partnership with Wolverhampton Art Gallery, funded by the Commonwealth Games Legacy Fund, launching the ARTiculating HerStory project. This initiative invited women we support to explore their journeys through collage art, using colour, texture, and symbolism as a means of storytelling and healing. The results were deeply moving, with the artwork displayed in the gallery's Gathering Space for the wider community to engage with. Gemma*** reflected, "In the process of creating art, I found the courage to take back my story and write a new ending."

Our Substance Use Service continued to support women navigating challenges with drugs or alcohol, offering one-to-one support, psychoeducation, and creative therapeutic activities. One such activity was our Sip and Paint sessions, where women explored healthier coping strategies while enjoying alcohol-free alternatives in a relaxed, social setting. Many described the sessions as deeply therapeutic, with Lana*** reflecting that "it was fun to do an activity as a group and spend time doing things we don't get to do very often... it felt very therapeutic, and it was so great to find some good alternatives to drinking alcohol." These sessions not only fostered connection but also enabled important conversations about substance use and recovery. In addition, our partnership with Recovery Near You saw the launch of drop-in clinics at our Head Office, where women were able to access female-led practitioner support, relapse prevention resources, testing, and tailored care in a safe and non-judgemental space.

Our revamped Life Skills Service played a vital role in helping around 287 women regain their confidence and independence as they rebuild their lives. Through workshops on budgeting, cooking, managing a home, and understanding tenancy rights, women developed practical tools to support their journeys toward long-term safety and stability. Complementing this, our Home Efficiency Service provided advice on reducing energy usage, maximising comfort, and in some cases, support with accessing energy vouchers, to 242 women. The service also offered creative learning opportunities, including group sessions with energy-saving tips and the use of donated slow cookers to cook nutritious meals affordably. Jess***, a woman who took part in a slow cooker cooking session shared, "I never knew that a slow pot can be so useful and efficient." Such services play a pivotal role in empowering women to live independent lives.

OBJECTIVES AND ACTIVITIES

We continued our schools prevention programme, MENgage and EmpowHER, which challenges harmful stereotypes and promotes gender equality with the view to building healthier relationships, reaching 819 students. Now this programme is no longer funded and currently on hold, we are working with partners to develop a streamlined version, for which funding is agreed and which we hope to launch in the new academic year.

As we look ahead, our commitment to providing safe spaces, life-changing support, and opportunities for women and children to rebuild continues with resolve. Every woman and child we encounter reminds us why we do what we do – like Emma***, a woman in our refuge who recently moved into her own home after 14 months with us. In a heartfelt note, she wrote, "Thank you so much for putting up with me for so long. I know I can be hard work and it's been 14 months too long." Alongside flowers and chocolates, Emma's message was a touching reminder that the journey to independence is often long but always worth it. Her resilience and gratitude reflect the strength we see every day. As she begins a new chapter, we celebrate all the women and children who have found hope, healing, and home through The Haven and our committed team, and we remain dedicated to walking alongside many more in the journey ahead.

*Includes new, existing, repeat referrals.

**Based on data October 2024 – March 2025.

***Names have been changed to protect identities.

ACHIEVEMENTS AND PERFORMANCE

Fundraising activities

Fundraising at The Haven has continued to thrive during 2024/25. Throughout the year, the team organised a variety of events, strengthened relationships with companies, community groups, and individual supporters, and maintained strong engagement across the West Midlands. Although there were several staffing changes, the fundraising team is now a settled and dedicated team of five.

The Haven has paid the Fundraising Levy for 2024/25 and continued its organisational membership with the Fundraising Regulator, the body responsible for overseeing the Fundraising Code of Practice. Members of the team have regularly attended training sessions and webinars to enhance their skills and stay updated with sector best practice. This ongoing professional development underpins our commitment to ethical fundraising and the Fundraising Promise. There have been no investigations into The Haven by the Regulator this year. Our Fundraising Lead is also an Individual Member of the Chartered Institute of Fundraising (CIoF), demonstrating a further commitment to excellence.

Our main public-facing fundraising income continues to come from The Haven's organised events, challenges undertaken by the public 'in aid of' The Haven, corporate partnerships, and both regular and one-off donations from individuals and businesses. All fundraising activities are managed by The Haven's Fundraising team with support from ad-hoc volunteers; we do not employ professional fundraisers. We continue to work with a third-party consultant where external expertise is required, and we have not worked with any commercial participators.

The Haven maintains a robust and supportive process for managing fundraising activities undertaken by others. Our 'Fundraise For Us' section on the website provides guidance on keeping fundraising safe and legal. Supporters are provided with letters of authority and relevant agreements, whether they are fundraising 'in aid of' or 'on behalf of' The Haven.

This year, highlights included our Annual Ball, which adopted a beautiful masquerade theme and was held at The Mount Hotel in Tettenhall, welcoming guests for an evening of celebration and giving. Our staple Golf Day event returned once again, raising an incredible £6,500, with 84 golfers enjoying a round of golf followed by a two-course meal and entertainment.

Empurple Week also stood out as a success, raising awareness and much needed funds across Wolverhampton and beyond. Many of our corporate partners got involved as well as community groups and individuals. Notably, we were featured on 'Conversations with Chris' on WCRFM, who "empurpled" their logo and website for the entire week in solidarity.

Beyond our core events, fundraising has enabled us to offer women and children healing experiences that go beyond safety, from external trips to the zoo to therapeutic art sessions and festive celebrations. Christmas was particularly special, with overwhelming community support ensuring that families felt joy, hope, and a sense of belonging at a time when many expected nothing more than safety.

Thanks to incredible public generosity, we received approximately £50,000 in gifts in kind this year. As we are unable to accept second-hand goods, all donations received were brand-new and heartfelt contributions from individuals and groups who wanted to show their support to the women and children we work with.

Fundraising also helped us deliver practical impacts: refreshing tired bathrooms within our accommodation, providing 'move-on' packages to help women create safe, welcoming homes of their own, supporting helpline and counselling services, and funding empowering creative activities.

The Haven has not received any formal complaints in relation to fundraising this year. We have clear policies and systems in place to record and address any complaints we do receive. Our Fundraising Promise is displayed clearly on our website, and supporters have an easy-to-access complaints procedure. We acknowledge written complaints within five working days and aim to resolve them within 28 days. Complaints are initially handled by the Fundraising Manager and escalated to our Senior Leadership Team and/or the Chief Executive Officer when necessary; we would report to the Fundraising Regulator where required.

We also continue to uphold our vulnerable persons policy, ensuring all fundraising activity protects those who may be vulnerable. This policy is shared during induction and through regular refresher training for fundraising staff. Our internal procedures are reviewed regularly to ensure they meet the highest standards.

Our database records consent preferences for all donors and is regularly updated. We remain signed up to the Fundraising Preference Service, although we have not received any requests via the service this year.

Thanks to the dedication of our fundraising team and the kindness of our supporters, The Haven continues to nurture safety, healing, and empowerment for every woman and child who turns to us for help.

FINANCIAL REVIEW

Financial review 2024/25

The previous year had been been extremely challenging, as can be seen from our detailed accounts, with unforeseen expenditure and income levels not being as forecast.

This year has seen a significant turnaround in our finances. 2023/24 showed a substantial deficit of £655,983, brought about by income levels not being as expected , and necessary but unplanned expenditure. This year, we are showing a surplus of £528,834, due largely to three factors:

- Expenditure forecasting has improved
- Legacy income received of £250,000
- Funds received from The Mrs Hay Memorial Trust of £280,056

The Mrs Hay Memorial Trust has worked closely with The Haven over many years, and its Trustees decided that its charitable objectives, which align closely with those of The Haven, would be best served by winding up the charity and donating its funds to The Haven. Without these two items of income, our underlying result from day-to-day operations would have been an extremely small deficit of £1,222, which the Trustees regard as satisfactory. Excluding these exceptional items, our income increased from £3,128,516 to £3,253,931, an increase of 4%, whilst expenditure fell from £3,784,499 to £3,255153, a decrease of 14%, and the Trustees believe these levels are sustainable.

Reserves and retained funds policy

Reserves are necessary to meet the day-to-day requirements of the organisation, to build up funds to provide for future maintenance of the charity's properties and to provide resources for new projects and meet unexpected costs and emergencies. Our reserves include the cost of our properties and other Fixed Assets, amounting to £2,023,106, and so this amount is not immediately available to meet any of these requirements. The Trustees have therefore agreed a policy that free reserves, as shown on the Balance Sheet as Net Current Assets, should be sufficient to meet three months budgeted expenses. These Net Current Assets stand at £955,468, equivalent to 3.2 months expenditure, which is line with this policy. Included in this sum is the grant from The Mrs Hay Memorial Trust mentioned in the Financial Review, amounting to £280,056. The Trustees of that charity expressed a wish that this grant be kept for exceptional items and emergencies and so, whilst this does not constitute a Restricted Fund, the Trustees of The Haven will endeavour to respect these wishes.

Going concern

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, and given the financial and organisational changes made in the year under review and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document and Constitution

The Haven Wolverhampton is a charitable company limited by guarantee, incorporated in 1996 (Company Limited by Guarantee No. 03159029), registered as a charity in 1995 (Registered Charity No. 1065427). 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 which was last updated in March 2016.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the company are also the charity trustees for the purposes of charity law. Under the companies' articles they are known as members of the board. Under the requirements of the Articles of Association the members of the board are appointed to serve for a period of three years after which they must be re-elected at the next annual general meeting for a further period of three years following which they stand down for a minimum period of 18 months before being able to request to re-join the board.

Recruitment to the board

Recruitment is made following an open selection process with the appointment ratified at the Annual General Meeting. It is important that the skills and competencies reflect the roles and responsibilities required by law for Charity Trustees and Company Directors and we are able to co-opt members to support that.

Development and growth

During the year 2024/2025 the Board of Trustees at The Haven has grown considerably in number and so have the skills and expertise within the group. Successful recruitment following advertisement resulted in a number of new trustees, all of whom are in the process of learning about the organisation. Each trustee is provided with E-learning, invited to visit The Haven's sites, and provided with access to key organisational documents. There are now nine trustees, one of which is a co-optee, reflecting the confidence within the board about the future resilience of The Haven. We have been meeting as a board on a monthly basis to support staff and maintain steady oversight of our finances. We are delighted to report a steady, positive trajectory in terms of our future stability and our readiness to compete for future contracts.

As the Chair of The Board, I am very grateful indeed to every trustee for their commitment during a busy year when extra demands have been made on their time.

Key management remuneration

When setting pay and remuneration for The Haven's key management personnel we ensure we utilise a transparent and fair framework. We engage with an independent third party to benchmark job descriptions against industry and national databases to ensure pay is appropriate. Any change to employee job descriptions would trigger a new pay review. Management personnel adhere to the same performance management and other HR policies as the rest of the organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

For much of the year, the organisation has been managed by our Senior Leadership Team who, in recent months have shouldered their own responsibilities in addition to those of a Chief Executive Officer. The Board appreciate the Senior Leadership Team's efforts and their commitment.

From the beginning of May 2025, we are happy to announce that we have appointed a new, permanent CEO with very clear expectations of the work to be done. Our CEO has a network of contacts across the West Midlands as a consequence of her previous roles and it is clear that she will conduct business on the basis of partnership. We are all very excited indeed about the prospects for 2025/2026 in light of this appointment and the work throughout the previous year.

It is likely that our new leadership will change the expectation of trustees to meet monthly, returning to the more usual format of quarterly meetings. At the same time the board will be kept up to date with key elements of decision making with a particular emphasis upon strategic development in the future.

Our focus remains to ensure close scrutiny of expenditure to bring about savings and re-negotiate contracts to secure best value.

The accounts will show that this year our reserves have been replenished to reassuring levels, partly through work to dissolve the Mrs Hay Memorial Trust and transfer the funds held there, and also through a generous bequest.

In addition, staff and trustees are absolutely committed to evidencing our best quality standards and establishing valid data to secure the local authority contract due to be commissioned next summer and to reassure other funding bodies. During the reporting year, the team set out on a big project to achieve the Women's Aid Federation of England (WAFE) National Quality Standards accreditation and was granted a conditional award in early 2025. The Board appreciates the amount of work invested by key members of staff in order to secure accreditation. Update: In April 2025, The Haven Wolverhampton was officially awarded the WAFE National Quality Standards 2024-27.

Risk management

Our Board of Trustees is committed to effective risk management and a Risk Register is in place, for the purpose of identifying, assessing, and mitigating risks that may impact upon our ability to provide outstanding refuge and community services.

We also recognise the importance of managing risks related to governance, compliance with legal and regulatory requirements and staffing risks, including the need to attract and retain a diverse and skilled workforce.

Looking ahead, we are renewing our focus on financial resilience. Our Board of Trustees is committed to overseeing our financial management practices and ensuring that we have the resources we need to continue making a positive impact in our community. By staying vigilant and proactive in managing external financial risks, we can continue to fulfil our mission.

Public Benefit Statement

Charities and Public Benefit - Trustee Directors of The Haven Wolverhampton confirm due regard to The Charity Commission's guidance regarding 'Public Benefit', and Compliance with Section 17 of The Charities Act 2011.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03159029 (England and Wales)

Registered Charity number

1065427

Report of the Trustees for the Year Ended 31 March 2025

Registered office
18 Waterloo Road
Wolverhampton
West Midlands
WV1 4BL

Trustees
Lynne Moran (Chair) appointed February 2023
Chantelle Grant - end of term July 2025
Sally Bromley - appointed November 2024
Michael Brooks - appointed February 2025
Kerry Downes-Ward - appointed February 2025
Laura Cahill - appointed May 2025
Donna Hughes - appointed May 2025
Alison Lawson - resigned April 2024
Rob Marris - end of term June 2024
Sim Parmar - dismissed June 2024
Carwen Wynne Howells - end of term November 2024

Co-optees
Nigel Tinsley - Interim Treasurer from May 2024
Clare Roberts-Molloy - co-opted February 2024

Auditors
Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Bankers
National Westminster Bank
Suite 3, First Floor
Brook Court
Whittington Hall
Whittington Road
Worcester
WR5 2RX

Registered owners of properties - Nominated Trustees
The title for a refuge property belonging to The Haven Wolverhampton is in the name of four ex trustees of The Haven Wolverhampton as nominees. When the property was originally purchased, The Haven Wolverhampton was not operating as a limited company, and so the title deeds had to be put in the name of the trustees, as nominees. Consent to change the registered owners was granted in June 2025, and the title deed will now be updated.

The Haven Wolverhampton is the registered owner of all of the other properties.

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

TRUSTEES' RESPONSIBILITY STATEMENT - continued

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

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

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

In so far as the trustees are aware:

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

AUDITORS

A review of the audit service was conducted and completed during 2022.
The auditors, Haines Watts Wolverhampton Limited, were re-appointed by The Board of Trustees. This was formally noted at The Haven Wolverhampton's Annual General Meeting in 2022.
At The Haven's Annual General Meeting in 2024, Haines Watts Wolverhampton Limited were appointed for audit services for 2024-25.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 5th December 2025 and signed on its behalf by:

L Morgan - Trustee

Report of the Independent Auditors to the Members of The Haven Wolverhampton

Opinion

We have audited the financial statements of The Haven Wolverhampton (the 'charitable company') 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 (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 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' 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 charitable company'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 trustees 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 Report of the Independent Auditors thereon.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

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

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

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

To assess the risk of irregularity through non-compliance with laws and regulations:

- The audit engagement partner ensured that the audit team collectively had the appropriate experience, competence and skills to undertake the audit of a charitable company, including having an understanding of the applicable laws and regulations applying to such organisations;
- We identified the laws and regulations applicable to the charity, through our knowledge of the charity sector and through discussions with management and the trustees;
- We have obtained and reviewed minutes of meeting of the trustees;
- We have reviewed the disclosures made within the financial statements and the trustees' report.

To assess susceptibility to misstatement in the charity's accounts, including how fraud might occur:

- The audit team reviewed and documented internal controls;
- We made enquiries of management and those charged with governance to ascertain where they considered there to be susceptibility to fraud and whether they had knowledge or suspicion of fraud.

To address the risk of fraud through management bias and override of internal controls:

- We reviewed transactions with related parties and carried out analytical procedures to identify unusual transactions or balances;
- We reviewed and tested adjustments and journals posted in the charity's financial systems for appropriateness and approval processes;
- We tested the completeness of income and validity of costs;
- We considered the appropriateness of accounting estimates, where relevant.

We did not identify any key audit matters relating to irregularities, including fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Independent Auditors.

Report of the Independent Auditors to the Members of
The Haven Wolverhampton

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

G.E. Hopwood

Geoffrey Hopwood BCOM FCA (Senior Statutory Auditor)
for and on behalf of Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Date: 16.12.2025

The Haven Wolverhampton

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	**2025 Total funds £**	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	**509,622**	**3,459**	**513,081**	385,040
Charitable activities	4				
Accommodation charges		**1,599,360**	**-**	**1,599,360**	1,267,114
Grants and contracts		**1,030,484**	**611,433**	**1,641,917**	1,414,015
Investment income	3	**9,096**	**-**	**9,096**	14,195
Other income		**2,158**	**18,375**	**20,533**	48,152
Total		**3,150,720**	**633,267**	**3,783,987**	3,128,516
EXPENDITURE ON					
Raising funds	5	**141,693**	**-**	**141,693**	217,560
Charitable activities	6				
Refuge costs		**1,734,886**	**609,018**	**2,343,904**	2,830,161
Special projects		**769,556**	**-**	**769,556**	913,968
Impairment of tangible fixed assets		**-**	**-**	**-**	(177,190)
Total		**2,646,135**	**609,018**	**3,255,153**	3,784,499
NET INCOME/(EXPENDITURE)		**504,585**	**24,249**	**528,834**	(655,983)
Transfers between funds	19	**4,000**	**(4,000)**	**-**	-
Net movement in funds		**508,585**	**20,249**	**528,834**	(655,983)
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,841,447**	**117,359**	**1,958,806**	2,614,789
TOTAL FUNDS CARRIED FORWARD		**2,350,032**	**137,608**	**2,487,640**	1,958,806

The notes form part of these financial statements

The Haven Wolverhampton

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	**2025 Total funds £**	2024 Total funds £
FIXED ASSETS					
Tangible assets	12	**2,023,106**	**-**	**2,023,106**	2,098,134
CURRENT ASSETS					
Debtors	13	**575,766**	**-**	**575,766**	339,201
Cash at bank		**608,458**	**137,608**	**746,066**	548,609
		1,184,224	**137,608**	**1,321,832**	887,810
CREDITORS					
Amounts falling due within one year	14	**(366,364)**	**-**	**(366,364)**	(525,018)
NET CURRENT ASSETS		**817,860**	**137,608**	**955,468**	362,792
TOTAL ASSETS LESS CURRENT LIABILITIES		**2,840,966**	**137,608**	**2,978,574**	2,460,926
CREDITORS					
Amounts falling due after more than one year	15	**(490,934)**	**-**	**(490,934)**	(502,120)
NET ASSETS		**2,350,032**	**137,608**	**2,487,640**	1,958,806
FUNDS	19				
Unrestricted funds				**2,350,032**	1,841,447
Restricted funds				**137,608**	117,359
TOTAL FUNDS				**2,487,640**	1,958,806

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 5th December 2025 and were signed on its behalf by:

L Moran - Trustee

The notes form part of these financial statements

The Haven Wolverhampton

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	**205,917**	(621,654)
Net cash provided by/(used in) operating activities		**205,917**	(621,654)
Cash flows from investing activities			
Purchase of tangible fixed assets		**(8,370)**	(33,649)
Interest received		**9,096**	14,195
Net cash provided by/(used in) investing activities		**726**	(19,454)
Cash flows from financing activities			
Loan repayments in year		**(9,186)**	(8,589)
Net cash used in financing activities		**(9,186)**	(8,589)
Change in cash and cash equivalents in the reporting period		**197,457**	(649,697)
Cash and cash equivalents at the beginning of the reporting period		**548,609**	1,198,306
Cash and cash equivalents at the end of the reporting period		**746,066**	548,609

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

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

	2025	2024
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	**528,834**	(655,983)
Adjustments for:		
Depreciation charges	**83,398**	84,073
Interest received	**(9,096)**	(14,195)
Impairment of tangible fixed assets	**-**	(177,190)
Increase in debtors	**(236,565)**	(83,242)
(Decrease)/increase in creditors	**(160,654)**	224,883
Net cash provided by/(used in) operations	**205,917**	(621,654)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24	Cash flow	At 31.3.25
	£	£	£
Net cash			
Cash at bank	**548,609**	**197,457**	**746,066**
	548,609	**197,457**	**746,066**
Debt			
Debts falling due within 1 year	**(10,250)**	**(2,000)**	**(12,250)**
Debts falling due after 1 year	**(502,120)**	**11,186**	**(490,934)**
	(512,370)	**9,186**	**(503,184)**
Total	**36,239**	**206,643**	**242,882**

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, given the measures that could be undertaken to mitigate the current adverse conditions, and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Critical accounting judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Grants from the government and other agencies have been included as income from activities in furtherance of the objects of the charity where these amount to a contract for services, but as donations and similar incoming resources where the money is given with greater freedom of use for example government core funding.

Accommodation charges are shown net and represent recoverable amounts after making our best efforts to collect all amounts due.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known or can be reliably estimated, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Donations and legacies received for general purposes of the charity are included in unrestricted funds. Donations and legacies for activities restricted by the terms of the donation are taken to restricted funds where these wishes are legally binding on the Trustees.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Governance costs
Governance costs include the cost of governance arrangements which relate to the general running of the charity as opposed to the direct management function inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows us to operate and to generate the information required for public accountability. They include the strategy planning process that contributes to our future development.

1. ACCOUNTING POLICIES - continued

Allocation and apportionment of costs
Staff costs and overhead expenses are allocated to activities on the basis of staff time spent on those activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity. They are allocated on a basis consistent with the use of resources.

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

Freehold property	- 2% on cost
Fixtures and fittings	- 33% on cost
Computer equipment	- 33% on cost

The Freehold property is reviewed by the trustees on an annual basis and any significant impairment is treated as additional depreciation and included in the Statement of Financial Activities. The revised carrying amount is depreciated in accordance with the above policy.

All fixed assets are initially recorded at cost or deemed cost in the case of certain assets revalued on transition to SORP (FRS102).

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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.
Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Transfers are made from unrestricted to restricted funds in order that the restricted fund has sufficient funding to meet its obligations

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

Donated goods
Gifts in kind donated for distribution to the beneficiaries of the charity are recognised at fair value and are included as a component of donations when they are distributed and an equivalent amount recognised as charitable expenditure.

Redundancy and termination payments
Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the Charity is demonstrably committed to either: terminate the employment of an employee or group of employees before the normal retirement date; or provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The Charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits
The charity operates a group personal pension scheme for the benefit of its employees. The costs of contributions are written off against unrestricted funds in the year they are payable.

Hire purchase and leasing commitments
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

2. DONATIONS AND LEGACIES

	2025	2024
	£	£
Gifts	**65,266**	82,974
Donations	**197,815**	302,066
Legacies	**250,000**	-
	513,081	385,040

Included in donations is £40,000 (2024 - £40,000) received from City of Wolverhampton Council from the Household Support Fund.

3. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	**9,096**	14,195

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2025	2024
		£	£
Accommodation charges	Accommodation charges	**1,599,360**	1,267,114
Grants	Grants and contracts	**1,641,917**	1,414,015
		3,241,277	2,681,129

Grants received, included in the above, are as follows:

	2025	2024
	£	£
BBC Children in Need	**28,673**	11,664
CWC - Contract for Housing Related Support 'Services to women who are victims of domestic violence and abuse'	**738,228**	731,291
The Mrs Hay Memorial Trust	**280,056**	-
Severn Trent Community Fund	**3,465**	31,182
Police & Crime Commissioner 'The Haven IDVA Service'	**99,464**	84,131
Nationwide Community Grants	**-**	11,199
The Eveson Charitable Trust	**-**	11,667
The William A Cadbury Charitable Trust	**20,000**	-
Charles Hayward Foundation	**25,000**	-
Supported by Norfolk Community Foundation through Bolton Trust Revenue Fund	**-**	3,500
Police & Crime Commisioner E01 Funding	**109,934**	105,812
The WISH Fund Catalytic Grant programme supported by the Clothworkers' Foundation	**-**	25,000
Carried forward	**1,304,820**	1,015,446

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2025	2024
	£	£
Brought forward	**1,304,820**	1,015,446
The Wolverhampton VCR Partnership - Community Renewal Fund	**-**	2,478
Henry Smith Charity	**18,300**	14,458
Santander UK Foundation Limited	**40,781**	45,891
Sandwell Metropolitan Borough Council	**16,200**	15,900
Telford & Wrekin Council	**-**	39,959
Hemraj Goyal Foundation	**7,500**	26,268
Deloitte "Digital Grants"	**-**	3,445
Charles Plater Trust	**26,447**	15,428
Energy Industry Voluntary Redress Scheme	**48,708**	9,293
National Lottery Community Fund	**-**	66,162
The Rowlands Trust	**-**	7,350
The Steele Charitable Trust	**-**	15,492
Cadent Gas UK	**54,722**	13,680
The Eaton Fund	**11,000**	5,000
Heart of England	**19,935**	-
Masonic Charitable Trust	**30,000**	-
B&Q Foundation - Make a House a Home	**10,000**	-
Other Grants	**44,412**	117,765
Deferred from previous periods	**141,607**	-
Deferred to later periiods	**(132,515)**	-
	1,641,917	1,414,015

All of the above grants are restricted except for the City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse' and £53,990 included in Other Grants, which are unrestricted.

The individual grants were previously shown as the net amount receivable after adjusting for deferred and accrued income. For 2025 the individual grants are the amount received or receivable with the an adjustment at the bottom for the total income deferred. This change is presentational only and has not affected the total grant income in the accounts which remains unchanged.
The 2024 figures have not been restated.

5. RAISING FUNDS

Other trading activities

	2025	2024
	£	£
Staff costs	**77,936**	109,947
Other direct costs	**39,811**	63,704
Support costs	**23,946**	43,909
	141,693	217,560

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Refuge costs	**1,983,483**	**360,421**	**2,343,904**
Special projects	**594,874**	**174,682**	**769,556**
	2,578,357	**535,103**	**3,113,460**

7. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other trading activities	**23,946**	**-**	**23,946**
Refuge costs	**332,538**	**27,883**	**360,421**
Special projects	**174,682**	**-**	**174,682**
	531,166	**27,883**	**559,049**

Support costs, included in the above, are as follows:

	Other trading activities	Refuge costs	Special projects	2025 Total activities	2024 Total activities
	£	£	£	£	£
Wages	**16,041**	**222,753**	**117,012**	**355,806**	**529,189**
Premises related	**709**	**9,850**	**5,174**	**15,733**	**48,683**
Office supplies and services	**6,506**	**90,344**	**47,458**	**144,308**	**153,732**
Financial costs	**259**	**3,600**	**1,891**	**5,750**	**16,475**
Depreciation of tangible fixed assets	**431**	**5,991**	**3,147**	**9,569**	**6,026**
Wages - Governance	**-**	**2,403**	**-**	**2,403**	**7,379**
Governance costs	**-**	**24,741**	**-**	**24,741**	**32,196**
Sundry costs - Governance	**-**	**739**	**-**	**739**	**2,947**
	23,946	**360,421**	**174,682**	**559,049**	**796,627**

8. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Depreciation - owned assets	**83,398**	84,071
Auditors' remuneration	**10,600**	10,600
Auditors' remuneration - Non audit services	**-**	4,383
Operating leases	**128,040**	128,040

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

	2025	2024
	£	£
Subscriptions	**179**	239
Recruitment	**67**	-
Training	**-**	4,646
Trustee indemnity insurance for all trustees	**2,126**	2,126

The number of trustees who were paid expenses were nil (2024: nil)

10. STAFF COSTS

	2025	2024
	£	£
Salaries and wages	**1,828,799**	1,954,187
Agency	**15,307**	100,820
Termination payments	**7,703**	116,605
Social security	**146,000**	149,781
Pension costs	**117,902**	113,060
Health care	**6,310**	5,356
	2,122,021	2,439,809

During 2024-2025, the key Senior Management personnel of the charity comprise, the Chief Executive, Senior Lead - Finance, Senior Lead - Development, Senior Lead - Central Services, Senior Lead - Services, Senior Lead - Data Intelligence, and Senior Lead - People & Culture. The total employee benefits of the key senior management personnel of the charity were £147,623 (2024 - £294,430).

Termination payments were funded out of general unrestricted reserves and consists of salary, pension and additional discretionary payments approved by the Trustees.

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

	2025	2024
Charitable activities	**59**	62
Fundraising	**4**	4
Support	**5**	8
	68	74

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025	2024
£60,001 - £70,000	**-**	1

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	361,908	23,132	385,040
Charitable activities			
Accommodation charges	1,267,114	-	1,267,114
Grants and contracts	785,281	628,734	1,414,015
Investment income	14,195	-	14,195
Other income	30,652	17,500	48,152
Total	2,459,150	669,366	3,128,516
EXPENDITURE ON			
Raising funds	217,560	-	217,560
Charitable activities			
Refuge costs	1,926,743	903,418	2,830,161
Special projects	913,968	-	913,968
Impairment of tangible fixed assets	(177,190)	-	(177,190)
Total	2,881,081	903,418	3,784,499
NET INCOME/(EXPENDITURE)	(421,931)	(234,052)	(655,983)
Transfers between funds	(7,853)	7,853	-
Net movement in funds	(429,784)	(226,199)	(655,983)
RECONCILIATION OF FUNDS			
Total funds brought forward	2,271,231	343,558	2,614,789
TOTAL FUNDS CARRIED FORWARD	1,841,447	117,359	1,958,806

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2024	**2,358,192**	**242,256**	**228,754**	**2,829,202**
Additions	**-**	**8,370**	**-**	**8,370**
At 31 March 2025	**2,358,192**	**250,626**	**228,754**	**2,837,572**
DEPRECIATION				
At 1 April 2024	**304,130**	**208,283**	**218,655**	**731,068**
Charge for year	**47,152**	**31,196**	**5,050**	**83,398**
At 31 March 2025	**351,282**	**239,479**	**223,705**	**814,466**
NET BOOK VALUE				
At 31 March 2025	**2,006,910**	**11,147**	**5,049**	**2,023,106**
At 31 March 2024	2,054,062	33,973	10,099	2,098,134

Certain freehold land and buildings included above were recognised using a valuation by Michael Tromans & Co. at 9 December 2016, adjusted to give a valuation on 1 April 2015. This was the value used as a deemed cost on the date of transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1 April 2015 and have a net book value of £812,217 (2024 - £832,451).

The historical cost equivalent of these assets is:

	2025 **£**	2024 £
Cost	**1,248,865**	1,248,865
Depreciation	**(650,145)**	(600,190)
Net Book Value	**598,720**	648,675

Offices at Waterloo Road
The above property was subject to an impairment review in 2017 and its value was reduced by £177,190. The property was subject to a further valuation during 2024 and this provision was reversed in full and included in the Statement of Financial Activities.

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 **£**	2024 £
Other debtors	**161,788**	299,416
Less reserves for bad debts	**(7,624)**	(7,028)
Prepayments and accrued income	**421,602**	46,813
	575,766	339,201

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Bank loans and overdrafts (see note 16)	**12,250**	10,250
Social security and other taxes	**31,867**	47,319
Other creditors	**46,269**	83,943
Accruals and deferred income	**143,464**	241,899
Deferred income	**132,514**	141,607
	366,364	525,018

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025	2024
	£	£
Bank loans (see note 16)	**490,934**	502,120

16. LOANS

An analysis of the maturity of loans is given below:

	2025	2024
	£	£
Amounts falling due within one year on demand:		
Bank loans	**12,250**	10,250
Amounts falling due between two and five years:		
Bank loans - 2-5 years	**28,308**	20,877
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more than 5 years	**462,626**	481,243

17. LEASING AGREEMENTS

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

	2025	2024
	£	£
Within one year	**95,528**	114,128
Between one and five years	**225,120**	42,398
In more than five years	**153,038**	-
	473,686	156,526

18. SECURED DEBTS

The following secured debts are included within creditors:

	2025	2024
	£	£
Bank loans	**503,184**	512,370

The bank loans are secured by a first legal charge on two freehold properties owned by the charity.

19. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	Transfers between funds	At 31.3.25
	£	£	£	£
Unrestricted funds				
General fund	**1,841,447**	**504,585**	**4,000**	**2,350,032**
Restricted funds				
Property Renovation - grants and donations	**51,116**	**(3,807)**	**(4,000)**	**43,309**
Family and Children's Projects	**39,660**	**(2,138)**	**-**	**37,522**
Advice and Support Projects	**20,450**	**30,194**	**-**	**50,644**
Core Provision/Services	**6,133**	**-**	**-**	**6,133**
	117,359	**24,249**	**(4,000)**	**137,608**
TOTAL FUNDS	**1,958,806**	**528,834**	**-**	**2,487,640**

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	**3,150,720**	**(2,646,135)**	**504,585**
Restricted funds			
Property Renovation - grants and donations	**7,465**	**(11,272)**	**(3,807)**
Family and Children's Projects	**136,737**	**(138,875)**	**(2,138)**
Advice and Support Projects	**459,545**	**(429,351)**	**30,194**
Core Provision/Services	**29,520**	**(29,520)**	**-**
	633,267	**(609,018)**	**24,249**
TOTAL FUNDS	**3,783,987**	**(3,255,153)**	**528,834**

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	2,271,231	(421,931)	(7,853)	1,841,447
Restricted funds				
Property Renovation - grants and donations	43,310	7,806	-	51,116
Family and Children's Projects	40,204	6,604	(7,148)	39,660
Advice and Support Projects	227,375	(221,926)	15,001	20,450
Core Provision/Services	6,133	-	-	6,133
Counselling	19,995	(19,995)	-	-
Staff Grants	6,541	(6,541)	-	-
	343,558	(234,052)	7,853	117,359
TOTAL FUNDS	2,614,789	(655,983)	-	1,958,806

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,459,150	(2,881,081)	(421,931)
Restricted funds			
Property Renovation - grants and donations	38,532	(30,726)	7,806
Family and Children's Projects	227,854	(221,250)	6,604
Advice and Support Projects	330,125	(552,051)	(221,926)
Counselling	12,018	(32,013)	(19,995)
Staff Grants	60,837	(67,378)	(6,541)
	669,366	(903,418)	(234,052)
TOTAL FUNDS	3,128,516	(3,784,499)	(655,983)

19. MOVEMENT IN FUNDS - continued

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

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	2,271,231	82,654	(3,853)	2,350,032
Restricted funds				
Property Renovation - grants and donations	43,310	3,999	(4,000)	43,309
Family and Children's Projects	40,204	4,466	(7,148)	37,522
Advice and Support Projects	227,375	(191,732)	15,001	50,644
Core Provision/Services	6,133	-	-	6,133
Counselling	19,995	(19,995)	-	-
Staff Grants	6,541	(6,541)	-	-
	343,558	(209,803)	3,853	137,608
TOTAL FUNDS	2,614,789	(127,149)	-	2,487,640

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	5,609,870	(5,527,216)	82,654
Restricted funds			
Property Renovation - grants and donations	45,997	(41,998)	3,999
Family and Children's Projects	364,591	(360,125)	4,466
Advice and Support Projects	789,670	(981,402)	(191,732)
Core Provision/Services	29,520	(29,520)	-
Counselling	12,018	(32,013)	(19,995)
Staff Grants	60,837	(67,378)	(6,541)
	1,302,633	(1,512,436)	(209,803)
TOTAL FUNDS	6,912,503	(7,039,652)	(127,149)

Transfers between funds

Transfer from Unrestricted fund to Restricted fund
Transfers were made out of general funds so that individual restricted funds were not in deficit.

Transfer between Family and Children's Fund and Advice and Support fund
Transfers were made to reallocate past expenditure between the funds.

20. RELATED PARTY DISCLOSURES

The Haven Enterprise Company C.I.C
The Haven Wolverhampton and The Haven Enterprise Company C.I.C shared some trustees in common.
This entity has not traded since September 2015 and was dissolved on 28 May 2024.

The Mrs Hay Memorial Trust
The Haven Wolverhampton and The Mrs Hay Memorial Trust shared some trustees in common.
The Mrs Hay Memorial Trust transferred its remaining cash assets of £280,056 to The Haven Wolverhampton before being dissolved. This is included in grants receivable.

21. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is The Board of Trustee Directors.

22. UNRESTRICTED FUNDS

At the year end there is one general fund.

It should be noted that, of unrestricted funds of £2,350,032 (2024 £1,841,447) the major part is represented in fixed assets £2,023,106 (2024 £2,098,134), essentially buildings or refuges from which the charity's services and support are provided.

These assets cannot readily be utilised to cover working capital requirements of the charity.

Unrestricted net current assets at 31st March 2025 stand at £817,860 (2024 £245,433).

23. RESTRICTED FUNDS

The Property Renovation fund represents monies received for the purchase of capital equipment and renovation of the refuges.

The other funds are restricted due to specific terms of the grants and mainly relate to the employment of workers to provide specific services.

The Haven Wolverhampton

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts	**65,266**	82,974
Donations	**197,815**	302,066
Legacies	**250,000**	-
	513,081	385,040
Investment income		
Deposit account interest	**9,096**	14,195
Charitable activities		
Accommodation charges	**1,599,360**	1,267,114
Grants	**1,641,917**	1,414,015
	3,241,277	2,681,129
Other income		
Management and training fees	**1,000**	-
Other income	**19,533**	48,152
	20,533	48,152
Total incoming resources	**3,783,987**	3,128,516
EXPENDITURE		
Other trading activities		
Wages	**77,936**	109,947
Other direct costs	**39,811**	63,704
	117,747	173,651
Charitable activities		
Wages	**1,650,780**	1,825,753
Other direct costs	**927,577**	1,165,658
	2,578,357	2,991,411
Impairment of tangible fixed assets		
Reversal of impairment	**-**	(177,190)
Support costs		
Other		
Wages	**355,806**	529,189
Premises related	**15,733**	48,683
Office supplies and services	**144,308**	153,732
Carried forward	**515,847**	731,604

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	2025 £	2024 £
Other		
Brought forward	**515,847**	731,604
Financial costs	**5,750**	16,475
Freehold property	**9,569**	6,026
	531,166	754,105
Governance costs		
Wages - Governance	**2,403**	7,379
Governance costs	**24,741**	32,196
Sundry costs - Governance	**739**	2,947
	27,883	42,522
Total resources expended	**3,255,153**	3,784,499
Net income/(expenditure)	**528,834**	(655,983)

THE HAVEN WOLVERHAMPTON

England & Wales - Charity number 1065427

Accounts

REGISTERED COMPANY NUMBER: 03159029 (England and Wales)
REGISTERED CHARITY NUMBER: 1065427

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2024

for

The Haven Wolverhampton

Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

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Report of the Trustees for the Year Ended 31 March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims - Charitable Purposes

The Haven's Values - To provide safe, high-quality support, in an environment of dignity and respect. To listen and respond with understanding and compassion. Act with responsibility and diligence.

The Haven's Vision - For all women and children to live in a society free from oppression, homelessness, violence and abuse, and to promote and uphold human rights.

The Haven's Mission - To provide support to women and dependent children who are vulnerable to domestic abuse and homelessness.

The Haven achieves this by providing safe, temporary, emergency accommodation and community-based support services. The Haven provides direct one-to-one support in a safe environment, telephone advice, and 24-hour helpline.

The Haven's activities are consistent with the Charitable Purposes and continues to focus on provision of "relief to those in need, by reason of youth, age, illness, disability, financial hardship or other disadvantage" and to work towards the advancement of health and/or the saving of lives of those women and children at risk of violence and abuse.

The Focus of our Work - 2023/24

Our strategic priorities:

1) Haven Identity - The Haven's history and ethos are acknowledged, celebrated and guide what we do
2) Haven Focus - Issues affecting woman and children are understood and acted upon
3) People and Community - Continuously developing and enhancing relationships with our communities
4) Communication and Access - Women and children can access places of safety and routes to support wherever they are
5) Participation and Inclusion - Support is available to all woman and children who need it
6) Innovation, Service Growth and Impact - Connecting with organisations and Government agencies to improve and sustain our services

Key Benefits - Achievements and Performance During 2023/24

In 2023/24 The Haven Wolverhampton delivered on its strategic objectives, achieving several notable benefits to the public. The following section provides an overview.

OBJECTIVES AND ACTIVITIES

Public benefit

The Haven Wolverhampton remains committed to offering essential support to women and children subjected to domestic abuse and homelessness. Throughout 2023/24, we supported more than 1,600 women and children to make them physically and emotionally safer, helping them to heal, feel empowered, and rebuild their lives.

In 2023, The Haven marked its 50th year. Our organisation is considered a key centre of expertise for domestic abuse and homelessness in the community, holding a major contract with the City of Wolverhampton Council to offer vital services.

Our support this year included a 24/7 helpline, secure housing, community outreach, wellbeing and counselling services, specialised support for children and young people, and financial and legal advocacy.

As essential first points of contact, we responded to more than 8,500 helpline calls, Live Chat and WhatsApp messages, demonstrating the demand for our services. Feedback from Anita*, a supported woman, illustrates the impact of our helpline: "...I'm grateful for your support for taking your time to listen to me and you stayed professional during the whole process. Thank you so much... you are all doing valuable work for women in the community."

We consistently enhance our digital platforms - such as our website and social media - to improve accessibility, reach more people, and provide resources to those affected by domestic abuse and homelessness.

We continued to offer safe and supportive accommodation and this year, have housed approximately 190 women and 176 children.

The Haven frequently organises activities to improve women and children's wellbeing and nurture a sense of belonging. Jodie*, who sought refuge three days before Christmas Day, said: "I was wondering how I would make my children's Christmas better after all the confusion of moving them from their family home. This made me feel even more sad, but due to the kind support I have received from The Haven... I was able to make my children's Christmas wonderful."

To assist women transitioning to independent living, we provided small grants that enabled them to buy essential items such as microwaves and fridge freezers. This support eases the financial strain victims often experience when leaving an abusive relationship. Kemi*, who received a grant to buy a microwave, said: "I can freeze and re-heat leftovers now, saving me money!" Mel*, a young mother who was able to buy a fridge freezer and stock it with food when she moved to her own home, told her key worker that the grant made a big difference.

When leaving the accommodation service, Sara* highlighted its impact: "...Thank you to all staff members of The Haven who helped me when nobody was with me and I had nothing at that time. You always gave me physical, mental, and financial support. ...Now I am feeling at ease because I got everything which is needed for survival."

Our community services play a vital role in supporting women and children, regardless of their living arrangements, to reduce domestic abuse-related risks and enhance safety and wellbeing. In 2023/24 the community team supported more than 1,200 women.

Dee* was supported through the community ISVA (Independent Sexual Violence Advisor) after suffering years of abuse in her marriage. She attended support groups, offering emotional support and information on various topics from healthy relationships to court support. Dee* left her husband and thanked The Haven for our support, saying she would never have left the marriage without it, saying: "I am free and happy."

Our Sexual Violence team offers a safe space and personalised care for survivors. Our ISVA team supported 60 women, while our Children's Independent Sexual Violence Advisors (ChISVA) and Children's Independent Domestic Violence Advisors (ChIDVA) who manage high-risk CYP cases provided critical support to 63 children collectively. Our support, combined with broader advocacy efforts, aims to drive societal change while combatting sexual violence.

OBJECTIVES AND ACTIVITIES

We advocated for migrant women's rights and our collaboration through strategic partnerships and resource sharing has had positive results. We were able to facilitate the repatriation of Sia* who had no recourse to public funds and wanted to return to the safety of her family after escaping abuse. In 2023/24 we supported 12 women who, like Sia*, had no recourse to public funding.

Our Wellbeing Service remains a cornerstone of our support framework. We've helped over 220 women through counselling, available in seven languages; our Life Skills Programme empowered individuals transitioning to independent living, equipping them with skills and resources for long-term stability and resilience; our Freedom To Transform Programme helps women to understand what domestic abuse is and gives them the tools to take control of their life; and The Dolphin Programme helps parents to understand the impact of abuse on their children and with professional guidance, equips them with the skills to support their children through it too.

Mia*, a stroke survivor with multiple needs, completed the Life Skills Programme to help her with better budgeting and improved living to support her move to her own home. Commenting on her improved wellbeing and independence, Mia* said: "...Knowing that all my bills are being taken care of and having the extra support has significantly improved my mental health. I feel financially comfortable and in control of my money. If asked to rate the support out of 10, I'd give it 11."

Our children and young people service offers support to younger victims and includes 1-2-1 therapeutic support and play therapy. A supported child, Abi* struggled to make eye contact with others but her sessions helped her to grow in confidence and she now makes eye contact when she talks. She told a key worker that she feels happier. Based on data of 73 children who were being supported at the time of the survey, 90% said they had made progress in terms of their wellbeing.

As part of our preventive work, our MENgage and EmpowHER programme continued to challenge harmful stereotypes and promote gender equality with the view to build healthier, more respectful relationships among young individuals. In 2023/24, approximately 700 Year 9 pupils from various Wolverhampton schools participated.

This year, more than 2,200 people have benefitted from The Haven's accredited training (an increase of 39% compared with the previous year), maintaining our commitment to raising awareness and promoting positive change within the community. Our courses cover many topics including Domestic Abuse Awareness and Female Genital Mutilation, and some courses are available as e-learning as a flexible and cost-effective option. Our heritage makes us well placed to educate and share best practice with others.

Our work to engage employers and encourage the implementation of domestic abuse policies has been instrumental in creating safer and supportive work environments. We organised the 'Purple Pledge - Domestic Abuse and Employment Conference' in October 2023 to bring together employers and other stakeholders to address the complexities of domestic abuse and advocate for change within the workplace.

Our training, domestic abuse policy, and conference are efforts to promote prevention and encourage early intervention of domestic abuse, while seeking to create a more empathetic and well-informed society that is better equipped to address these issues.

This year, a key challenge we've recognised is our current Case Management System (CMS) and its ability to record meaningful data that enables us to innovate and report on our impact. We have invested in our technology and data function with a new CMS and a Data and Systems Officer to support the Strategic Lead: Data and Technology. Work has been underway on The Haven's digital transformation and to implement the new CMS so that we can innovate, map the journey of those we support, measure impact, refine services, improve efficiency, inform strategic decisions, and identify areas to upskill staff.

Another challenge we have faced is recruitment of staff and trustees. Our priority with any new appointment is that the person has the correct and complementary skillset to drive our organisation forward and ensure that we continue to deliver the best possible service.

OBJECTIVES AND ACTIVITIES

As we reflect on the past year's achievements and challenges, our dedication to providing public benefit through our charitable activities remains steadfast. The tangible impact on the lives of women and children served by The Haven Wolverhampton illustrates our commitment to creating a safer and more inclusive society for all. Moving forward, we will continue to deliver on our mission, and work towards achieving our vision, ensuring that our collective efforts continue to drive meaningful and lasting change.

*Names have been changed to protect identities.

ACHIEVEMENT AND PERFORMANCE

Fundraising activities

Fundraising at The Haven has continued to grow during 2023/24, despite the ongoing cost of living crisis. The fundraising team organised a range of activities in celebration of The Haven Wolverhampton's 50th year and made many new connections across the West Midlands. The team successfully brought in a total of £385,040

The Haven has paid the Fundraising Levy for 2023/24 and has continued its organisational membership with the Fundraising Regulator; the body responsible for the Fundraising Codes of Practice. We have also contributed to the 2023 Consultation of the Codes, offering organisational feedback to the national review. This continues our commitment to ethical and best practice fundraising and demonstrates our continued commitment to the Fundraising Promise. There have been no investigations into The Haven via the Regulator this year. Our Fundraising Manager is also an Individual member of the Chartered Institute of Fundraising (CIoF) and a board member on the National CIoF Convention team, demonstrating a further commitment to best practice.

Our main public-facing fundraising income is generated through The Haven's organised events, as well as challenges taken on by the public 'in aid of' The Haven, for which we are very grateful. This occurs alongside corporate partnerships and both regular and one-off donations made by individuals and businesses. All fundraising is managed by The Haven's Fundraising team and ad-hoc volunteer support; we do not utilise professional fundraisers. This year, we have continued to work with a third-party consultant to continue to provide external knowledge where we do not have the expertise in-house. We have not worked with any commercial participators.

The Haven has a robust and supportive process for managing fundraising undertaken by others. Our 'Fundraise For Us' section on the website provides a host of useful documents including how to keep fundraising safe and legal. Links to relevant guidance is also shared with all supporters who undertake any fundraising activity for The Haven via their letter of authority and/or the most relevant agreement; this is applicable for both 'in aid of' supporters and 'on behalf of' supporters.

We have had many key successes during our 50th year; we were thrilled to secure 56 skydivers for our Jump 50 challenge; registering at least one skydiver to represent each year in The Haven's history. The event raised £30,000 profit and is making a return in 2024. Another key success was our 50th Anniversary Ball held at Grand Station where we welcomed 400 guests to toast 50 years of our vital services. Guests were entertained with a live singer, casino tables, and a flashmob performance. The event raised over £20,000 profit which will ensure vital services at The Haven can continue.

The Haven has not received any formal complaints this year in relation to fundraising. We have policies and systems in place to record and report any complaints we do receive. We display the Fundraising Regulator promise on our website and ensure that should a supporter wish to make a complaint; they have a clear process available. Our procedure states that we acknowledge written complaints within five working days, and we aim to resolve them within 28 days. Complaints are dealt with in the first instance by the Fundraising Manager and escalated where necessary to the Chief Executive and would be reported to the Fundraising Regulator.

The Haven has a vulnerable person policy that is accessible on our website to supporters and is consistently reviewed against the Regulator. This is also shared with the fundraising team as part of induction and on an on-going basis through refresher training to ensure an ongoing awareness of the importance of protecting vulnerable people fundraising or donating to The Haven. Internal policies are reviewed regularly to ensure relevance and the fundraising team continue to demonstrate vigilance at events and through donations to ensure high levels of support for vulnerable persons.

Our internal database records information on consent and our fundraising team ensures this is regularly updated in line with each donors' preferences. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us. We have not received any requests via the service.

FINANCIAL REVIEW

Financial position

The year under review has been extremely challenging, as can be seen from our detailed accounts, with unforeseen expenditure and income levels not being as forecast.

Funding sources- During the year, some income levels were not as expected or forecast. Income secured through Housing Benefit for the year was unfortunately lower than expected and The Haven was unable to fully recover all necessary expenditure on enhanced out of hours security measures implemented across our refuges and safe accommodation services. Income forecasts within the annual budget through Grants Receivable and Enterprise activities were also not fully realised.
These cuts in funding also obliged us to restructure a number of projects which sadly meant that some valued staff members were made redundant, resulting in further unexpected costs. This restructuring process has continued into the current year and has resulted in considerable cost savings without significantly reducing our levels of service.

Resources expended - The Haven continued to resource and maintain its Refuges and safe accommodation to a high standard to ensure provision of a safe and secure environment for the women and children we support.
However, The Haven did incur substantial additional costs during the year, some of which were covered by reserves which we were unable to recover through alternative funding streams:
- Provision of enhanced out of hours security measures across our refuges and safe accommodation
- Upgraded Fire Protection - due to a change in Fire Safety Regulations
- Additional recruitment costs - increase in agency staff, difficulty to recruit to specialist roles,
- Counselling services - increased demand for survivors.
- Essential system upgrades
- Investment into children services

These major factors have resulted in The Havens reserves being substantially reduced during the year. At year-end total unrestricted reserves stand at £1,841,447, the major part represented in fixed assets, essentially the buildings and refuges from which The Haven's services and support are provided.

The Board of Trustee's commitment - in light of this, Trustees have taken urgent action to begin to restore reserves to the desired level and to have a positive impact on the current deficit position. A robust action plan is in place, ensuring the budget for the forthcoming year is monitored closely by Trustees each month, with the aim to achieve a breakeven result at March 2025. All costs have been reviewed and substantial savings and efficiencies have already been made and are on-going. For the six months to September 2024, we are pleased to confirm that a surplus has been achieved.

Unrestricted net current assets - At March 2024, unrestricted net current assets of The Haven stand at £245,433 (2022/23 £799,824).

Reserves and retained funds policy

Reserves are essential and needed to meet the day to day working capital requirements of the charity, to help provide for unexpected delays with payment or withdrawal of major grants or contracts.
The Board of Trustees established a policy, whereby the unrestricted funds not committed or invested in tangible fixed assets (the 'free' reserves) should be assigned to enable The Haven to accumulate three months running costs to support continuation of services and essential requirements of the Charity. Budgeted expenditure for 2024/25 is forecast to be £3,443,668. This suggests a three-month reserves target of £860,917. As noted in previous paragraphs, the charity ended the year with free reserves of £245,433. It is acknowledged that this is not in line with the organisation's reserves policy, but we have confidence in our strategy to improve this and to continue to increase financial resilience.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document and Constitution

The Haven Wolverhampton is a charitable company limited by guarantee, incorporated in 1996 (Company Limited by Guarantee No. 03159029), registered as a charity in 1995 (Registered Charity No. 1065427). 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 which was last updated in March 2016.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The directors of the company are also the charity trustees for the purposes of charity law. Under the companies' articles they are known as members of the board. Under the requirements of the Articles of Association the members of the board are appointed to serve for a period of three years after which they must be re-elected at the next annual general meeting for a further period of three years following which they stand down for a minimum period of 18 months before being able to request to re-join the board.

Recruitment to the board

Recruitment is made following an open selection process with the appointment ratified at the Annual General Meeting. It is important that the skills and competencies reflect the roles and responsibilities required by law for Charity Trustees and Company Directors and we are able to co-opt members to support that.

Development and growth

It is clear from Haven's Board records that Trustee membership has changed considerably between December 2023 and February 2024.
After many years of stability with Board members, the organisation has found it challenging to recruit a complementary team of expertise to govern and lead the charity forward. Therefore, this resulted in turnover being higher than expected.
After substantial changes, both structurally, financially and operationally The Board of Trustees role is more crucial than ever, and remaining members are aware of the key role they play in moving the charity forward into the next strategic phase. It is essential The Haven learns from this period and recruitment reflects the needs of the Charity.

We are currently advertising for expressions of interest from people who may wish to be a Trustee at the Haven based upon a specific list of skill-set .

Organisational structure

In the light of unexpected variances to Income and expenditure during the year, the Board of Trustees now meet monthly (rather than quarterly) in order to monitor Charity business more closely.

Our Senior Leadership Team, now led by an Interim Chief Executive Officer, brings a breadth of expertise to the organisation. Board members are informed by leading members of staff who produce papers for consideration and decision. Access to documents, past and present, is provided through Teams so that Trustees can readily review and confirm decisions.

Our focus remains to ensure close scrutiny of expenditure, in order to bring about savings and re-negotiate contracts to secure best value.
The Board of Trustees have taken urgent action to begin to restore reserves to the desired level and to have a positive impact on the current deficit position.

In addition, staff and Trustees are absolutely committed to evidencing our best quality standards and establishing valid data in order to secure the local authority contract due to be commissioned next year, and to reassure other funding bodies.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

Our Board of Trustees is committed to effective risk management and a Risk Register is in place, monitored monthly, for the purpose of identifying, assessing and mitigating risks that may impact upon our ability to provide outstanding refuge and community services.

We also recognise the importance of managing risks related to governance, compliance with legal and regulatory requirements and staffing risks, including the need to attract and retain a diverse and skilled workforce.

Due to the extraordinary expenditure, The Board currently scrutinises spending to ensure our financial procedures are firmly in place and observed.

Looking ahead, we are renewing our focus on financial resilience. Our Board of Trustees is committed to overseeing our financial management practices and ensuring that we have the resources we need to continue making a positive impact in our community. By staying vigilant and proactive in managing external financial risks, we can continue to fulfil our mission.

Public Benefit Statement

Charities and Public Benefit - Trustee Directors of The Haven Wolverhampton confirm due regard to The Charity Commission's guidance regarding 'Public Benefit', and Compliance with Section 17 of The Charities Act 2011.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03159029 (England and Wales)

Registered Charity number

1065427

Registered office

C/o The Haven
P O Box 105
18 Waterloo Road
Wolverhampton
West Midlands
WV1 4BL

Trustees

Mrs N Hear - resigned 16.2.2024
Mr R H Marris - end of term 5.6.2024
Mrs C Jones - resigned 3.12.2023
Ms S Parmar - dismissed 05.06.2024
Mrs S Harris - end of term 7.8.2023
Ms R North - resigned 2.1.2024
Mrs P Pringle - resigned 2.10.2023
Ms D Brayshaw - resigned 27.2.2024
Ms A Lawson - resigned 4.4.2024

Ms C Grant
Miss C M Wynne Howells
Mrs L Moran (Chair) - appointed 18.11.2023, Chair 27.02.2024

Co-optee's

Mr N Tinsley - Interim Treasurer - From 01.05.2024
Mrs Clare Roberts Maloy - From 20.05.2024

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors
Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Bankers
National Westminster Bank
Suite 3, First Floor
Brook Court
Whittington Hall
Whittington Road
Worcester
WR5 2RX

Registered owners of properties - Nominated Trustees
The title for a refuge property belonging to The Haven Wolverhampton is in the name of four ex trustees of The Haven Wolverhampton as nominees. When the property was originally purchased, The Haven Wolverhampton was not operating as a limited company, and so the title deeds had to be put in the name of the trustees, as nominees. The title deed is currently being updated.

The Haven Wolverhampton is the registered owner of all of the other properties.

TRUSTEES' RESPONSIBILITY STATEMENT

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

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

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

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

In so far as the trustees are aware:

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

AUDITORS
A review of the audit service was conducted and completed during 2022.
The auditors, Haines Watts Wolverhampton Limited, were re-appointed by The Board of Trustees. This was formally noted at The Haven Wolverhampton's Annual General Meeting in 2022.
At The Haven's Annual General Meeting in 2023, Haines Watts Wolverhampton Limited were appointed for audit services for 2023-24.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 5/11/2024 and signed on its behalf by:

.....
L Moran - Trustee

Report of the Independent Auditors to the Members of
The Haven Wolverhampton

Opinion
We have audited the financial statements of The Haven Wolverhampton (the 'charitable company') 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 (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 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' 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 charitable company'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 trustees 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 Report of the Independent Auditors thereon.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

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

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

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

To assess the risk of irregularity through non-compliance with laws and regulations:

- The audit engagement partner ensured that the audit team collectively had the appropriate experience, competence and skills to undertake the audit of a charitable company, including having an understanding of the applicable laws and regulations applying to such organisations;
- We identified the laws and regulations applicable to the charity, through our knowledge of the charity sector and through discussions with management and the trustees;
- We have obtained and reviewed minutes of meeting of the trustees;
- We have reviewed the disclosures made within the financial statements and the trustees' report.

To assess susceptibility to misstatement in the charity's accounts, including how fraud might occur:

- The audit team reviewed and documented internal controls;
- We made enquiries of management and those charged with governance to ascertain where they considered there to be susceptibility to fraud and whether they had knowledge or suspicion of fraud.

To address the risk of fraud through management bias and override of internal controls:

- We reviewed transactions with related parties and carried out analytical procedures to identify unusual transactions or balances;
- We reviewed and tested adjustments and journals posted in the charity's financial systems for appropriateness and approval processes;
- We tested the completeness of income and validity of costs;
- We considered the appropriateness of accounting estimates, where relevant.

We did not identify any key audit matters relating to irregularities, including fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Independent Auditors.

Report of the Independent Auditors to the Members of
The Haven Wolverhampton

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

G. T. Hopwood

Geoffrey Hopwood BCOM FCA (Senior Statutory Auditor)
for and on behalf of Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Date: 2.12.2024

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	**2024 Total funds £**	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	**361,908**	**23,132**	**385,040**	406,326
Charitable activities	4				
Accommodation charges		**1,267,114**	**-**	**1,267,114**	1,140,822
Grants and contracts		**785,281**	**628,734**	**1,414,015**	1,867,725
Investment income	3	**14,195**	**-**	**14,195**	4,085
Other income		**30,652**	**17,500**	**48,152**	35,301
Total		**2,459,150**	**669,366**	**3,128,516**	3,454,259
EXPENDITURE ON					
Raising funds	5	**217,560**	**-**	**217,560**	159,554
Charitable activities	6				
Refuge costs		**1,926,743**	**903,418**	**2,830,161**	2,096,064
Special projects		**913,968**	**-**	**913,968**	859,538
Impairment of tangible fixed assets		**(177,190)**	**-**	**(177,190)**	-
Total		**2,881,081**	**903,418**	**3,784,499**	3,115,156
NET INCOME/(EXPENDITURE)		**(421,931)**	**(234,052)**	**(655,983)**	339,103
Transfers between funds	19	**(7,853)**	**7,853**	**-**	-
Net movement in funds		**(429,784)**	**(226,199)**	**(655,983)**	339,103
RECONCILIATION OF FUNDS					
Total funds brought forward		**2,271,231**	**343,558**	**2,614,789**	2,275,686
TOTAL FUNDS CARRIED FORWARD		**1,841,447**	**117,359**	**1,958,806**	2,614,789

The notes form part of these financial statements

The Haven Wolverhampton

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	**2024 Total funds £**	2023 Total funds £
FIXED ASSETS					
Tangible assets	12	**2,098,134**	**-**	**2,098,134**	1,971,366
CURRENT ASSETS					
Debtors	13	**338,029**	**1,172**	**339,201**	255,959
Cash at bank		**290,816**	**257,793**	**548,609**	1,198,306
		628,845	**258,965**	**887,810**	1,454,265
CREDITORS					
Amounts falling due within one year	14	**(383,412)**	**(141,606)**	**(525,018)**	(310,883)
NET CURRENT ASSETS		**245,433**	**117,359**	**362,792**	1,143,382
TOTAL ASSETS LESS CURRENT LIABILITIES		**2,343,567**	**117,359**	**2,460,926**	3,114,748
CREDITORS					
Amounts falling due after more than one year	15	**(502,120)**	**-**	**(502,120)**	(499,959)
NET ASSETS		**1,841,447**	**117,359**	**1,958,806**	2,614,789
FUNDS	19				
Unrestricted funds				**1,841,447**	2,271,231
Restricted funds				**117,359**	343,558
TOTAL FUNDS				**1,958,806**	2,614,789

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 5/11/2024 and were signed on its behalf by:

L Moran - Trustee

The notes form part of these financial statements

The Haven Wolverhampton

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	**(621,654)**	805,897
Net cash (used in)/provided by operating activities		**(621,654)**	805,897
Cash flows from investing activities			
Purchase of tangible fixed assets		**(33,649)**	(630,114)
Interest received		**14,195**	4,085
Net cash used in investing activities		**(19,454)**	(626,029)
Cash flows from financing activities			
New loans in year		**-**	385,000
Loan repayments in year		**(8,589)**	(4,041)
Net cash (used in)/provided by financing activities		**(8,589)**	380,959
Change in cash and cash equivalents in the reporting period		**(649,697)**	560,827
Cash and cash equivalents at the beginning of the reporting period		**1,198,306**	637,479
Cash and cash equivalents at the end of the reporting period		**548,609**	1,198,306

The notes form part of these financial statements

Notes to the Cash Flow Statement for the Year Ended 31 March 2024

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

	2024 £	2023 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	**(655,983)**	339,103
Adjustments for:		
Depreciation charges	**84,073**	76,848
Interest received	**(14,195)**	(4,085)
Impairment of tangible fixed assets	**(177,190)**	-
(Increase)/decrease in debtors	**(83,242)**	239,288
Increase in creditors	**224,883**	154,743
Net cash (used in)/provided by operations	**(621,654)**	805,897

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	**At 31.3.24 £**
Net cash			
Cash at bank	**1,198,306**	**(649,697)**	**548,609**
	1,198,306	**(649,697)**	**548,609**
Debt			
Debts falling due within 1 year	**(21,000)**	**10,750**	**(10,250)**
Debts falling due after 1 year	**(499,959)**	**(2,161)**	**(502,120)**
	(520,959)	**8,589**	**(512,370)**
Total	**677,347**	**(641,108)**	**36,239**

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, given the measures that could be undertaken to mitigate the current adverse conditions, and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Critical accounting judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Grants from the government and other agencies have been included as income from activities in furtherance of the objects of the charity where these amount to a contract for services, but as donations and similar incoming resources where the money is given with greater freedom of use for example government core funding.

Accommodation charges are shown net and represent recoverable amounts after making our best efforts to collect all amounts due.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Governance costs
Governance costs include the cost of governance arrangements which relate to the general running of the charity as opposed to the direct management function inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows us to operate and to generate the information required for public accountability. They include the strategy planning process that contributes to our future development.

Allocation and apportionment of costs
Staff costs and overhead expenses are allocated to activities on the basis of staff time spent on those activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity. They are allocated on a basis consistent with the use of resources.

1. ACCOUNTING POLICIES - continued

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

Freehold property	- 2% on cost
Fixtures and fittings	- 33% on cost
Computer equipment	- 33% on cost

The Freehold property is reviewed by the trustees on an annual basis and any significant impairment is treated as additional depreciation and included in the Statement of Financial Activities. The revised carrying amount is depreciated in accordance with the above policy.

All fixed assets are initially recorded at cost or deemed cost in the case of certain assets revalued on transition to SORP (FRS102).

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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.
Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Transfers are made from unrestricted to restricted funds in order that the restricted fund has sufficient funding to meet its obligations

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

Donated goods
Gifts in kind donated for distribution to the beneficiaries of the charity are recognised at fair value and are included as a component of donations when they are distributed and an equivalent amount recognised as charitable expenditure.

Hire purchase and leasing commitments
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Redundancy and termination payments
Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the Charity is demonstrably committed to either: terminate the employment of an employee or group of employees before the normal retirement date; or provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The Charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan.

Pension costs and other post-retirement benefits
The charity operates a group personal pension scheme for the benefit of its employees. The costs of contributions are written off against unrestricted funds in the year they are payable.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Gifts	**82,974**	122,560
Donations	**302,066**	278,766
Legacies	**-**	5,000
	385,040	406,326

3. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	**14,195**	4,085

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2024	2023
		£	£
Accommodation charges	Accommodation charges	**1,267,114**	1,140,822
Grants	Grants and contracts	**1,414,015**	1,867,725
		2,681,129	3,008,547

Grants received, included in the above, are as follows:

	2024	2023
	£	£
BBC Children in Need	**11,664**	36,140
CWC Housing Related Support Services	**-**	8,000
CWC - Contract for Housing Related Support 'Services to women who are victims of domestic violence and abuse'	**731,291**	710,483
Severn Trent Community Fund	**31,182**	-
Police & Crime Commissioner 'The Haven IDVA Service'	**84,131**	106,101
Nationwide Community Grants	**11,199**	-
DVPP	**-**	32,038
The Eveson Charitable Trust	**11,667**	-
Charles Hayward Foundation	**-**	23,500
Supported by Norfolk Community Foundation through Bolton Trust Revenue Fund	**3,500**	4,000
CWC - Contract Services to women who are victims of domestic violence and abuse	**-**	602,012
Police & Crime Commisioner E01 Funding	**105,812**	101,407
The WISH Fund Catalytic Grant programme supported by the Clothworkers' Foundation	**25,000**	5,000
The Wolverhampton VCR Partnership - Community Renewal Fund	**2,478**	8,431
National Grid Electricity Distribution Community Matters Fund	**-**	9,500
Henry Smith Charity	**14,458**	25,725
Santander UK Foundation Limited	**45,891**	14,795
Sandwell Metropolitan Borough Council	**-**	15,350
Sandwell Metropolitan Borough Council	**15,900**	15,950
Telford & Wrekin Council	**39,959**	26,639
Hemraj Goyal Foundation	**26,268**	11,992
Other Grants	**117,765**	110,662
Carried forward	**1,278,165**	1,867,725

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2024	2023
	£	£
Brought forward	**1,278,165**	1,867,725
Deloitte "Digital Grants"	**3,445**	-
Charles Plater Trust	**15,428**	-
Energy Industry Voluntary Redress Scheme	**9,293**	-
National Lottery Community Fund	**66,162**	-
The Rowlands Trust	**7,350**	-
The Steele Charitable Trust	**15,492**	-
Cadent Gas UK	**13,680**	-
The Eaton Fund	**5,000**	-
	1,414,015	1,867,725

All of the above grants are restricted except for the City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse' and £53,990 included in Other Grants, which are unrestricted.

5. RAISING FUNDS

Other trading activities

	2024	2023
	£	£
Staff costs	**109,947**	93,316
Other direct costs	**63,704**	17,409
Support costs	**43,909**	48,829
	217,560	159,554

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Refuge costs	**2,359,890**	**470,271**	**2,830,161**
Special projects	**631,521**	**282,447**	**913,968**
	2,991,411	**752,718**	**3,744,129**

7. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other trading activities	**43,909**	**-**	**43,909**
Refuge costs	**470,271**	**-**	**470,271**
Special projects	**239,925**	**42,522**	**282,447**
	754,105	**42,522**	**796,627**

Support costs, included in the above, are as follows:

	Other trading activities	Refuge costs	Special projects	**2024** Total activities	2023 Total activities
	£	£	£	**£**	£
Wages	**30,813**	**330,010**	**168,366**	**529,189**	**514,971**
Premises related	**2,835**	**30,359**	**15,489**	**48,683**	**14,429**
Office supplies and services	**8,951**	**95,870**	**48,911**	**153,732**	**175,167**
Financial costs	**959**	**10,274**	**5,242**	**16,475**	**11,738**
Depreciation of tangible fixed assets	**351**	**3,758**	**1,917**	**6,026**	**17,782**
Wages - Governance	**-**	**-**	**7,379**	**7,379**	**3,708**
Governance costs	**-**	**-**	**32,196**	**32,196**	**11,112**
Sundry costs - Governance	**-**	**-**	**2,947**	**2,947**	**1,823**
	43,909	**470,271**	**282,447**	**796,627**	**750,730**

8. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Depreciation - owned assets	**84,071**	76,848
Auditors' remuneration	**10,600**	8,400
Auditors' remuneration - Non audit services	**4,383**	-
Operating leases	**128,040**	72,441

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

9. TRUSTEES' REMUNERATION AND BENEFITS - continued

Trustees' expenses

	2024	2023
	£	£
Subscriptions	**239**	199
Recruitment	**-**	12
Training	**4,646**	-
Trustee indemnity insurance for all trustees	**2,126**	1,154

The number of trustees who were paid expenses were nil (2023: nil)

10. STAFF COSTS

	2024	2023
	£	£
Salaries and wages	**1,954,187**	1,647,280
Agency	**100,820**	22,487
Termination payments	**116,605**	-
Social security	**149,781**	134,841
Pension costs	**113,060**	101,675
Health care	**5,356**	4,389
	2,439,809	1,910,672

During 2023-2024, the key Senior Management personnel of the charity comprise, the Chief Executive, Senior Lead Finance, Senior Lead Development, Senior Lead Services, Central Services Manager, Senior Lead Data Intelligence, and Senior Lead People & Culture. The total employee benefits of the key senior management personnel of the charity were £294,430 (2023 - £220,366).

Termination payments were funded out of general unrestricted reserves and consists of salary, pension and additional discretionary payments approved by the Trustees.

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

	2024	2023
Charitable activities	**62**	63
Fundraising	**4**	4
Support	**8**	6
	74	73

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	**1**	-

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	368,105	38,221	406,326
Charitable activities			
Accommodation charges	1,140,822	-	1,140,822
Grants and contracts	770,933	1,096,792	1,867,725
Investment income	4,085	-	4,085
Other income	35,301	-	35,301
Total	2,319,246	1,135,013	3,454,259
EXPENDITURE ON			
Raising funds	159,554	-	159,554
Charitable activities			
Refuge costs	1,017,818	1,078,246	2,096,064
Special projects	859,538	-	859,538
Total	2,036,910	1,078,246	3,115,156
NET INCOME	282,336	56,767	339,103
Transfers between funds	(2,000)	2,000	-
Net movement in funds	280,336	58,767	339,103
RECONCILIATION OF FUNDS			
Total funds brought forward	1,990,895	284,791	2,275,686
TOTAL FUNDS CARRIED FORWARD	2,271,231	343,558	2,614,789

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2023	**2,358,192**	**223,756**	**213,605**	**2,795,553**
Additions	**-**	**18,500**	**15,149**	**33,649**
At 31 March 2024	**2,358,192**	**242,256**	**228,754**	**2,829,202**
DEPRECIATION				
At 1 April 2023	**434,168**	**176,414**	**213,605**	**824,187**
Charge for year	**47,152**	**31,869**	**5,050**	**84,071**
Reversal of impairments	**(177,190)**	**-**	**-**	**(177,190)**
At 31 March 2024	**304,130**	**208,283**	**218,655**	**731,068**
NET BOOK VALUE				
At 31 March 2024	**2,054,062**	**33,973**	**10,099**	**2,098,134**
At 31 March 2023	1,924,024	47,342	-	1,971,366

Certain freehold land and buildings included above were recognised using a valuation by Michael Tromans & Co. at 9 December 2016, adjusted to give a valuation on 1 April 2015. This was the value used as a deemed cost on the date of transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1 April 2015 and have a net book value of £832,451 (2023 - £852,686).

The historical cost equivalent of these assets is:

	2024 £	2023 £
Cost	**1,248,865**	1,248,865
Depreciation	**(600,190)**	(575,213)
Net Book Value	**648,675**	673,652

Offices at Waterloo Road
The above property was subject to an impairment review in 2017 and its valued was reduced by £177,190. The property was subject to a further valuation during 2024 and this provision was reversed in full and included in the Statement of Financial Activities.

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Other debtors	**299,416**	233,645
Less reserves for bad debts	**(7,028)**	(9,293)
Prepayments and accrued income	**46,813**	31,607
	339,201	255,959

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Bank loans and overdrafts (see note 16)	**10,250**	21,000
Social security and other taxes	**47,319**	29,743
Other creditors	**83,943**	58,402
Accruals and deferred income	**241,899**	59,488
Deferred income	**141,607**	142,250
	525,018	310,883

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Bank loans (see note 16)	**502,120**	499,959

16. LOANS

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Bank loans	**10,250**	21,000
Amounts falling due between two and five years:		
Bank loans - 2-5 years	**20,877**	84,000
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	**481,243**	415,959

17. LEASING AGREEMENTS

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

	2024	2023
	£	£
Within one year	**114,128**	104,048
Between one and five years	**42,398**	94,628
	156,526	198,676

18. SECURED DEBTS

The following secured debts are included within creditors:

	2024	2023
	£	£
Bank loans	**512,370**	520,959

The bank loans are secured by a first legal charge on two freehold properties owned by the charity.

19. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	Transfers between funds	At 31.3.24
	£	£	£	£
Unrestricted funds				
General fund	**2,271,231**	**(421,931)**	**(7,853)**	**1,841,447**
Restricted funds				
Property Renovation - grants and donations	**43,310**	**7,806**	**-**	**51,116**
Family and Children's Projects	**40,204**	**6,604**	**(7,148)**	**39,660**
Advice and Support Projects	**227,375**	**(221,926)**	**15,001**	**20,450**
Core Provision/Services	**6,133**	**-**	**-**	**6,133**
Counselling	**19,995**	**(19,995)**	**-**	**-**
Staff Grants	**6,541**	**(6,541)**	**-**	**-**
	343,558	**(234,052)**	**7,853**	**117,359**
TOTAL FUNDS	**2,614,789**	**(655,983)**	**-**	**1,958,806**

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	**2,459,150**	**(2,881,081)**	**(421,931)**
Restricted funds			
Property Renovation - grants and donations	**38,532**	**(30,726)**	**7,806**
Family and Children's Projects	**227,854**	**(221,250)**	**6,604**
Advice and Support Projects	**330,125**	**(552,051)**	**(221,926)**
Counselling	**12,018**	**(32,013)**	**(19,995)**
Staff Grants	**60,837**	**(67,378)**	**(6,541)**
	669,366	**(903,418)**	**(234,052)**
TOTAL FUNDS	**3,128,516**	**(3,784,499)**	**(655,983)**

19. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	1,990,895	282,336	(2,000)	2,271,231
Restricted funds				
Property Renovation - grants and donations	43,310	-	-	43,310
Family and Children's Projects	34,220	3,984	2,000	40,204
Advice and Support Projects	191,277	36,098	-	227,375
Core Provision/Services	6,133	-	-	6,133
Counselling	9,851	10,144	-	19,995
Staff Grants	-	6,541	-	6,541
	284,791	56,767	2,000	343,558
TOTAL FUNDS	2,275,686	339,103	-	2,614,789

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,319,246	(2,036,910)	282,336
Restricted funds			
Family and Children's Projects	755,129	(751,145)	3,984
Advice and Support Projects	298,800	(262,702)	36,098
Counselling	20,667	(10,523)	10,144
Staff Grants	60,417	(53,876)	6,541
	1,135,013	(1,078,246)	56,767
TOTAL FUNDS	3,454,259	(3,115,156)	339,103

19. MOVEMENT IN FUNDS - continued

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

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	1,990,895	(139,595)	(9,853)	1,841,447
Restricted funds				
Property Renovation - grants and donations	43,310	7,806	-	51,116
Family and Children's Projects	34,220	10,588	(5,148)	39,660
Advice and Support Projects	191,277	(185,828)	15,001	20,450
Core Provision/Services	6,133	-	-	6,133
Counselling	9,851	(9,851)	-	-
	284,791	(177,285)	9,853	117,359
TOTAL FUNDS	2,275,686	(316,880)	-	1,958,806

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	4,778,396	(4,917,991)	(139,595)
Restricted funds			
Property Renovation - grants and donations	38,532	(30,726)	7,806
Family and Children's Projects	982,983	(972,395)	10,588
Advice and Support Projects	628,925	(814,753)	(185,828)
Counselling	32,685	(42,536)	(9,851)
Staff Grants	121,254	(121,254)	-
	1,804,379	(1,981,664)	(177,285)
TOTAL FUNDS	6,582,775	(6,899,655)	(316,880)

Transfers between funds

Transfer from Unrestricted fund to Restricted fund
Transfers were made out of general funds so that individual restricted funds were not in deficit.

Transfer between Family and Children's Fund and Advice and Support fund
Transfers were made to reallocate past expenditure between the funds.

20. CAPITAL COMMITMENTS

	2024	2023
	£	£
Contracted but not provided for in the financial statements	-	972,000

The Trustees had approved a capital project at one of the refuges last year and a contractor was selected. Due to the high cost of finance, and other financial constraints, this project was abandoned during the year.

21. RELATED PARTY DISCLOSURES

The Haven Enterprise Company C.I.C
The Haven Wolverhampton and The Haven Enterprise company C.I.C share some trustees in common.
This entity has not traded since September 2015 and was dissolved on 28 May 2024.

22. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is The Board of Trustee Directors.

23. UNRESTRICTED FUNDS

At the year end there is one general fund.

It should be noted that, of unrestricted funds of £1841,447 (2023 £2,271,231) the major part is represented in fixed assets £2,098,134 (2023 £1,971,366), essentially buildings or refuges from which the charity's services and support are provided.

These assets cannot readily be utilised to cover working capital requirements of the charity.

Unrestricted net current assets at 31st March 2024 stand at £245,433 (2023 £799,824).

24. RESTRICTED FUNDS

The Property Renovation fund represents monies received for the purchase of capital equipment and renovation of the refuges.

The other funds are restricted due to specific terms of the grants and mainly relate to the employment of workers to provide specific services.

Detailed Statement of Financial Activities for the Year Ended 31 March 2024

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts	**82,974**	122,560
Donations	**302,066**	278,766
Legacies	**-**	5,000
	385,040	406,326
Investment income		
Deposit account interest	**14,195**	4,085
Charitable activities		
Accommodation charges	**1,267,114**	1,140,822
Grants	**1,414,015**	1,867,725
	2,681,129	3,008,547
Other income		
Management and training fees	**-**	33,677
Other income	**48,152**	1,624
	48,152	35,301
Total incoming resources	**3,128,516**	3,454,259
EXPENDITURE		
Other trading activities		
Wages	**109,947**	93,316
Other direct costs	**63,704**	17,409
	173,651	110,725
Charitable activities		
Wages	**1,825,753**	1,375,823
Other direct costs	**1,165,658**	877,878
	2,991,411	2,253,701
Impairment of tangible fixed assets		
Reversal of impairment	**(177,190)**	-
Support costs		
Other		
Wages	**529,189**	514,971
Premises related	**48,683**	14,429
Office supplies and services	**153,732**	175,167
Carried forward	**731,604**	704,567

Detailed Statement of Financial Activities for the Year Ended 31 March 2024

	2024 £	2023 £
Other		
Brought forward	**731,604**	704,567
Financial costs	**16,475**	11,738
Freehold property	**6,026**	17,782
	754,105	734,087
Governance costs		
Wages - Governance	**7,379**	3,708
Governance costs	**32,196**	11,112
Sundry costs - Governance	**2,947**	1,823
	42,522	16,643
Total resources expended	**3,784,499**	3,115,156
Net (expenditure)/income	**(655,983)**	339,103

THE HAVEN WOLVERHAMPTON

England & Wales - Charity number 1065427

Accounts

REGISTERED COMPANY NUMBER: 03159029 (England and Wales)
REGISTERED CHARITY NUMBER: 1065427

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2023

for

The Haven Wolverhampton

Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

FRIDAY
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A24 08/09/2023 #63
COMPANIES HOUSE

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Report of the Trustees
for the Year Ended 31 March 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims - Charitable Purposes

The Haven's Values - To provide safe, high-quality support, in an environment of dignity and respect. To listen and respond with understanding and compassion. Act with responsibility and diligence.

The Haven's vision - For all women and children to live in a society free from oppression, homelessness, violence and abuse, and to promote and uphold human rights.

The Haven's Mission - To provide support to women and dependent children who are vulnerable to domestic abuse and homelessness.

The Haven achieves this by providing safe, temporary, emergency accommodation and community-based support services. The Haven provides direct one to one support in a safe environment, telephone advice and 24-hour Helpline.

The Haven's activities are consistent with the Charitable Purposes and continue to focus on provision of "relief to those in need, by reason of youth, age, illness, disability, financial hardship or other disadvantage" and to work towards the advancement of health and/or the saving of lives of those women and children at risk of violence and abuse.

The Focus of our Work - 2022/23

Our strategic priorities:
1) Haven Identity - The Haven's history and ethos are acknowledged, celebrated and guide what we do
2) Haven Focus - Issues affecting woman and children are understood and acted upon
3) People and Community - Continuously developing and enhancing relationships with our communities
4) Communication and Access - Women and children can access places of safety and routes to support wherever they are
5) Participation and Inclusion - Support is available to all woman and children who need it
6) Innovation, Service Growth and Impact - Connecting with organisations and Government agencies to improve and sustain our services

Key Benefits - Achievements and Performance During 2022/23

During 2022/23 The Haven Wolverhampton continued to deliver in line with Business Plan objectives for the year. The key benefits and achievements are described below.

OBJECTIVES AND ACTIVITIES

Public benefit

The Haven Wolverhampton is dedicated to empowering survivors of domestic abuse, providing a wide range of services to support women and children. In 2022/23 this included a 24/7 helpline, safe accommodation, support for women in the community, wellbeing and counselling, specialist children's services and a dedicated service for women using substances. We also delivered bespoke programmes and activities, support for women with no recourse to public funds, advocacy for women in court and at MARAC (multi-agency risk assessment conferences), preventative programmes and digital/online support and events and outings.

Our commitment to providing the highest standard of service is exemplified by the certification of our helpline by the Helpline Standards in 2022/23. We have continued to provide support and advice via our helpline, having received a staggering 12,563 calls last year alone, highlighting the need for our services. In addition, we received 385 chats through our Live Chat service and 56 messages via our WhatsApp service, both of which were setup to ensure support is as accessible as possible.

We provide a safe and supportive environment for women and children who have been subjected to domestic abuse, enabling them to recover and rebuild their lives. Last year, we supported over 2,000 women and children in total. We safely housed 542 women and children who were homeless or needed to flee their homes. 80% of the women said they felt their risk had reduced because of our safe accommodation and 87% said they felt safer. Simran* who we supported in refuge with her daughter said, "The Haven is a lovely place to stay... We have had great days out, girly nights in, activities for the kids always going on. The staff are great; amazing people who go above and beyond for you and help you with whatever or it is you need help with... Going to miss them all."

Our community services team work to support vulnerable women and children living in the Wolverhampton community, whether alone, with friends and family, or with the perpetrator. In 2022/23, our community team worked with 1,750 women, reducing risk associated to domestic abuse and offering practical and emotional support. Our Independent Sexual Violence Advisors helped 65 women while our Children's Independent Sexual Violence Advisors assisted 68 children subjected to sexual exploitation. These efforts have made a significant impact towards safeguarding the welfare of women and children in Wolverhampton. Most of the women we supported by our Independent Domestic Violence Advisors said they couldn't imagine doing it all alone. Phoebe* said, "Thank you for all your help and support. I wouldn't be able to attend court and give evidence without the support and advice from you. At my darkest time, you got me through. I will never forget what you have done for me."

In the face of limited public support, The Haven remains committed to assisting women enduring domestic abuse with no recourse to public funds (NRPF). Over the past year, we supported 45 women with NRPF, offering refuge to 19 women in our safe accommodation and support to 26 women within the community. Recognising the scarcity of aid available, we bridge the gaps to address a complex and diverse range of needs. Our dedicated team ensures women with NRPF receive guidance throughout their journey.

With over 50 experienced counsellors, we have continued to provide a safe space for people to discuss and explore their experiences. Domestic abuse can have a substantial impact on mental health and so we have continued to look for ways to improve our services including our innovative Virtual Reality (VR) Therapy and Gaming service, which is very popular with the children and young people we support. Over the last year, 80% have made significant progress in rebuilding their confidence and self-esteem. Kem* said, "Since having my sessions I feel more confident to speak about how I am feeling and know its ok to feel sad and angry and I am finding different ways to be able to cope with this." 74% of the women who accessed counselling reported improved health and well-being while 78% reported said they felt more confident.

OBJECTIVES AND ACTIVITIES

We have continued to deliver services that contribute to the wider community by working towards ending domestic abuse in all its forms. Our preventative programme, MENgage/EmpowHER, engaged with nearly 500 young people in discussions about how gender roles can create and perpetuate violence against women and girls. This programme encourages students to identify changes that they feel they need to make, and to assert their rights and challenge unacceptable behaviour in school and within their wider community. We are proud to report that 77% of the students we engaged with identified changes that they felt they needed to make moving forward, and 81% felt more confident to assert their rights and challenge unacceptable behaviour. After one of our MENgage sessions said Richie* said, "I now understand that abuse comes in many more ways than just physical, and I now know that some of the behaviours I thought were normal are not. I will be more respectful in the future." In an EmpowHER session Maria* stated, "This is a much bigger issue than I thought, and I now realise that I have been following society's expectation of what it means to be a girl and not being myself. I want to start living how I want without worrying if I am acting feminine enough or whether people will think I am too masculine because I like sports for example." In some of the sessions there were disclosures which our co-ordinators flagged as safeguarding concerns to the schools' Safeguarding Leads. One of them said, "If it wasn't for you coming in, we would never have known about this. That is one of the reasons why we are excited about bringing this project to our students."

To enhance the reach and effectiveness of our initiatives, we have actively expanded our training offerings. With a longstanding history of delivering training for over three decades, The Haven has remained committed to empowering our staff and volunteers with valuable knowledge and skills. Throughout the past year, we have delivered training to enable our team to further develop their expertise and expand their existing capabilities. In 2022/23 our training reached more than 130 Haven staff and volunteers, equipping them with the necessary tools to ensure that they can deliver exceptional support to women and children in need. Moreover, the impact of this training extends beyond The Haven, as many of our volunteers carry forward the knowledge gained here, nurturing their professional growth along their respective career paths.

We have also continued to focus efforts on engaging employers across the country to improve the support they have in place for their employees, as well as delivering training to specialist providers working with survivors of domestic abuse. We delivered sessions to more than 1,600 attendees last year, ensuring that we are making a positive impact in the wider community and furthering our work towards our vision. Most attendees said they felt more confident about responding to disclosures and suspicions of domestic abuse. Rose* who attended one of the sessions said, "I thought the whole session was excellent and the trainer's knowledge is superb. I didn't realise just how much I didn't know about domestic abuse and its many different forms. I found the signs to look out for the most interesting part of the session, as I had very little awareness beforehand, and this will help me to identify financial abuse indicators in my work."

The Haven remains committed to delivering public benefit through all of our charitable activities. Our services not only benefit the women and children who come to us for support, but also contributes to change within the wider community and beyond. We are proud of the impact we have made in the past year, and we will continue to deliver high-quality support to those who need it most.

*names changed to protect the identity of individuals.

ACHIEVEMENT AND PERFORMANCE

Fundraising activities

Fundraising within The Haven Wolverhampton has continued to grow throughout 2022/23, despite another difficult year with the ongoing cost of living crisis. The fundraising team successfully surpassed its target, bringing in a total of £283,766.

We have continued our membership with the Fundraising Regulator, the body responsible for the Fundraising Codes of Practice and have paid the Levy for this year too. This continues our commitment to ethical and best-practice based fundraising and demonstrates our continued commitment to the Fundraising Promise. Like every other year, we have kept up to date with the guidance provided by the regulator to ensure best practice and we haven't had any investigations through the Regulator this year. Our Fundraising Manager is also a member of the Institute of Fundraising, demonstrating a further commitment to best practice.

Our main public-facing fundraising income is generated through our signature Haven events, as well as those run by the public in aid of the charity. This occurs alongside corporate partnerships and both regular and one-off donations made by individuals and businesses. All fundraising is managed by our Fundraising team with occasional volunteer support; we do not use professional fundraisers.

This year, we have continued to work with a third-party consultant to complement the existing Haven fundraising expertise, and support us to grow our fundraising activities. We have also continued working with external company Work for Good to manage a handful of small commercial participator relationships and continue to promote this as a way that businesses can support us. The Haven has a robust and supportive process for managing and monitoring fundraising undertaken by others. Our 'Fundraise For Us' section on our website provides a host of useful documents including top tips as well as how to keep fundraising safe and legal. Links to this section of the website are shared with our supporters running events or fundraising initiatives and relevant agreements are created for both 'in aid of' supporters and 'on behalf of' supporters too.

One of our key successes this year was the return of our annual ball after a two-year hiatus due to COVID-19 restrictions. The Night at the Movies themed ball saw 110 guests join us for a night of glitz and glam. The event raised £7,500 - our highest amount raised from a ball to date - and also received a host of local press coverage. An additional key success was our most successful matched giving Christmas campaign which raised over £14,000 for a restricted project of service delivery.

We have not received any formal complaints this year in relation to Fundraising. We have policies and systems in place to record and report on any complaints we do receive. We display the Fundraising Regulator promise on our website and ensure that supporters who would like to make a complaint have a clear process of how to do so. Our complaints procedure states that we acknowledge written complaints within 5 working days, and we aim to resolve them within 28 days. Complaints are dealt with in the first instance by the Fundraising Manager and escalated where necessary to the Chief Executive and would then be reported to the Fundraising Regulator.

The Haven Wolverhampton has a vulnerable person policy within fundraising, accessible via our website. As part of induction and on-going refresher training within the Fundraising team, we are committed to consistently reviewing the Fundraising Regulator and have an ongoing awareness of the importance of protecting vulnerable people fundraising or donating to The Haven. Policies are reviewed regularly to ensure their relevance and the team are vigilant at fundraising events and through the donation process to ensure the best support for vulnerable persons.

Our internal database records information on consent and our fundraising team ensures this is regularly updated in line with each donors' preferences. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us. We have not received any requests via the service.

Report of the Trustees
for the Year Ended 31 March 2023

FINANCIAL REVIEW
Financial position
Principal Funding Sources

The Haven Wolverhampton continued to be funded through grants, contracts, donations, and service charges. Incoming Resources for the year total £3,454,259 (2021-2022 £2,786,221).

Fundraising: this year the team successfully generated an income of £283,766 (2021-2022 £243,829), despite a difficult year and climate, this presents an increase of 15% compared to the previous year. The Haven Wolverhampton has continued to receive financial support from many valued funders and donors. For further information refer to Notes 2 to 4 of the Accounts.

Donated Goods - Gifts in Kind donated for distribution to beneficiaries of The Haven Wolverhampton are recognised at fair value, £122,560 (2021-2022 £108,392), and included as a component of donations when they are distributed, and an equivalent amount recognized as charitable expenditure. Gifts in Kind increased by 13.1%.

Charitable Activities 'Grants & Contracts' - Principal sources of funding during 2022/23:
- The City of Wolverhampton Council (CWC) Contract for Housing Related Support £710,483 (20% of total Incoming Resources).
- The City of Wolverhampton Council (CWC) - Services Agreement for the provision of Domestic Abuse Support Services £602,012.
- Police & Crime Commissioner Fund (PCC), The Haven IDVA Service (Independent Domestic Violence Advocates) £106,101 and PCC EOI funding £101,407.

Resources Expended
Expenditure for the year £3,115,156 (2021-2022 £2,797,028)
Refuge costs - continued resources and investment into our safe accommodation provision, ensuring the women and children we support are living in a safe and secure environment. The Haven Wolverhampton increased its provision of safe accommodation this year in July 2022, with the addition of eight apartment style units of accommodation.

Special Projects - during 2022/23 The Haven Wolverhampton continued to receive funding supporting delivery of our special projects, including funding from BBC Children in Need for 'Children and Young People Services' and Charles Hayward Foundation support to 'Refuge Services'. In addition, Henry Smith fund 'Substance Misuse' casework and Santander UK Foundation 'Lifeskills Project.' Further information is provided in Note 4 of the accounts.

Reserves and retained funds policy

The Board has established a policy, reviewed annually and as required, whereby the unrestricted funds not committed or invested in tangible fixed assets (the "free reserves") should be assigned to enable The Haven Wolverhampton to accumulate three months' running costs. It is reasonable that at least three months' running costs should be held in reserve. Reserves are essential and needed to meet the day to day working capital requirements of the charity and to provide for delays with payments of major grants or contracts.

Unrestricted net current assets of The Haven Wolverhampton stand at: £799,824 (2021-2022: £707,195) The Haven Finance & Fundraising Committee will continue to monitor reserves and cash levels closely.

Budgeted expenditure for 2023/24 is £3,540,381, this suggests a 3-month expenditure figure of £885,095.

Whilst total unrestricted funds stand at £2,271,231 the major part £1,971,366 relates to Haven refuges and offices. As such these assets cannot readily be utilized to cover day to day working capital requirements of the charity.

Designated Funds: The Haven Wolverhampton will work towards specific designations to support future developments as required.

The Board continues to monitor risks to the organisation in terms of funding and associated external environmental changes. The Board of The Haven is committed to ensure the financial viability of the organisation and its continued service provision, by minimising the risks in making 'informed strategic decisions' in a fast-changing external environment.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document and Constitution

The Haven Wolverhampton is a charitable company limited by guarantee, incorporated in 1996 (Company Limited by Guarantee No. 03159029), registered as a charity in 1995 (Registered Charity No. 1065427). 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 which was last updated in August 2022.

Recruitment and appointment of new trustees

The directors of the company are also the charity trustees for the purposes of charity law. Under the companies articles they are known as members of the board. Under the requirements of the Articles of Association, the members of the board are appointed to serve for a period of three years after which they must be re-elected at the next annual general meeting for a further period of three years following which they stand down for a minimum period of 18 months before being able to request to re-join the board.

Recruitment to the board - recruitment is made following an open selection process with the appointment ratified at the Annual General Meeting. It is important that the skills and competences reflect the roles and responsibilities required by law for Charity Trustees and Company Directors. A skills matrix is maintained and reviewed to support the s election process. This also supports the succession planning of charity trustees.

Development and Growth

Our organisation has made significant progress in the development of our Board of Trustees over the past year, including the recruitment of new members. We have a diverse and inclusive board that reflects the experiences and backgrounds of the communities we serve, with 46% of our board members from a BAME background and 57% of those members who chose to disclose, having direct lived experience of the issues that affect our service users.

We held an away day in March 2023 year to provide an opportunity for reflection and planning, as well as supporting the continued onboarding of new members. We have more sessions planned for the forthcoming year to focus on strengthening relationships between the senior management team and trustees, reviewing leadership approaches and planning for the future.

Looking ahead, we are committed to continuing to review and develop our suite of trustee training and development, to ensure our board members continue to have up to date knowledge and skills to effectively govern The Haven Wolverhampton.

Organisational structure

Our Board of Trustees meets quarterly and delegates certain powers and responsibilities to subject-specific sub-committees made up of board members with relevant expertise. By delegating authority to these sub-committees and holding regular board meetings, we support our Board of Trustees by ensuring they are fully engaged and equipped to support the organisation's ongoing success at a strategic level.

This year, we reviewed the structure of our senior management team to ensure it is evolving in tandem with the organisation. This structure is in place and embedded, with ongoing review planned as we move forward.

Our Senior Management Team (SMT) brings a breadth of expertise to the organisation. Our CEO provides strong leadership and strategic planning, supported by other members of SMT with the necessary skills and experience.

The SMT and Board of Trustees collectively provides the leadership and expertise to support the organisation's strategic objectives and ensure high-quality service delivery.

Human Resources subcommittee, supported by Human Resources advice, will agree the salary levels of the Senior Management Team.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

Our Board of Trustees is committed to effective risk management and has implemented a robust risk management framework to identify, assess, and mitigate risks that may impact our ability to achieve our strategic objectives. By taking a proactive approach to risk management, our organisation can identify and address potential issues before they become major challenges and ensure that we remain well-positioned to achieve our long-term goals.

The Haven recognises the importance of identifying and managing specific types of risks. We have identified strategic risks that may impact our ability to achieve our long-term goals, such as changes in funding priorities or political and economic uncertainties such as recent concerns arising from inflation and the cost-of-living crisis. We also recognise the importance of managing risks related to governance, compliance with legal and regulatory requirements, and staffing risks, including the need to attract and retain a diverse and skilled workforce. By monitoring these risks closely and taking proactive steps to manage them, we can ensure we remain well-positioned to achieve our strategic objectives and deliver high-quality services.

Internal Financial Control: It is vital that we minimise the risk of financial mismanagement and fraud, and, consequently, have implemented robust financial controls that are overseen by the board of trustees. We provide regular quarterly reporting to the relevant sub-committee to ensure transparency and accountability in our financial management practices.

External Financial Risk: We recognise that external financial risks are a constant concern for any charity. Over the past 12 months, we have mitigated these risks through our continued work to diversify funding streams and building strong donor relationships and strategic partnerships. These measures have enabled us to weather the challenges presented by the COVID-19 pandemic and the cost-of-living crisis and maintain our essential services.

Looking ahead, we are renewing our focus on financial resilience. Our board of trustees is committed to overseeing our financial management practices and ensuring that we have the resources we need to continue making a positive impact in our community. By staying vigilant and proactive in managing external financial risks, we can continue to fulfil our mission.

Public Benefit Statement
Charities and Public Benefit - Trustee Directors of The Haven Wolverhampton confirm due regard to The Charity Commission's guidance regarding 'Public Benefit', and Compliance with Section 17 of The Charities Act 2011.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03159029 (England and Wales)

Registered Charity number
1065427

Registered office
C/o The Haven
P O Box 105
18 Waterloo Road
Wolverhampton
West Midlands
WV1 4BL

Report of the Trustees for the Year Ended 31 March 2023

Trustees
R H Marris
A D Spence-Ferguson (resigned 11.8.2022)
C M Wynne-Howells
K Fidler (resigned 8.6.2022)
S Harris
C Grant
V Bains
P M Pringle
A Lawson
C Jones (appointed 11.8.2022)
D Brayshaw (appointed 11.8.2022)
N Hear - Chair (appointed 11.8.2022)
R North (appointed 11.8.2022)
S Parmar (appointed 11.8.2022)
C Placca (appointed 11.8.2022)

Auditors
Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Bankers
National Westminster Bank
Suite 3, First Floor
Brook Court
Whittington Hall
Whittington Road
Worcester
WR5 2RX

Registered owners of properties - Nominated Trustees
The title for a refuge property belonging to The Haven Wolverhampton is in the name of four ex trustees of The Haven Wolverhampton as nominees. When the property was originally purchased, The Haven Wolverhampton was not operating as a limited company, and so the title deeds had to be put in the name of the trustees, as nominees. The title deed is currently being updated.

The Haven Wolverhampton is the registered owner of all of the other properties.

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

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

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

TRUSTEES' RESPONSIBILITY STATEMENT - continued

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

In so far as the trustees are aware:

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

AUDITORS

A review of the audit service was conducted and completed during 2022.
The auditors, Haines Watts Wolverhampton Limited, were re-appointed. This was formerly noted at The Haven Wolverhampton's Annual General Meeting in 2022.
Haines Watts Wolverhampton Limited will be appointed for audit services 2023-24.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 3.8.2023 and signed on its behalf by:

.....
N Hear - Trustee

Report of the Independent Auditors to the Members of The Haven Wolverhampton

Opinion

We have audited the financial statements of The Haven Wolverhampton (the 'charitable company') 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 (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 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' 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 charitable company'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 trustees 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 Report of the Independent Auditors thereon.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Report of the Independent Auditors to the Members of
The Haven Wolverhampton

Matters on which we are required to report by exception
In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

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

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

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

To assess the risk of irregularity through non-compliance with laws and regulations:

- The audit engagement partner ensured that the audit team collectively had the appropriate experience, competence and skills to undertake the audit of a charitable company, including having an understanding of the applicable laws and regulations applying to such organisations;
- We identified the laws and regulations applicable to the charity, through our knowledge of the charity sector and through discussions with management and the trustees;
- We have obtained and reviewed minutes of meeting of the trustees;
- We have reviewed the disclosures made within the financial statements and the trustees' report.

To assess susceptibility to misstatement in the charity's accounts, including how fraud might occur:

- The audit team reviewed and documented internal controls;
- We made enquiries of management and those charged with governance to ascertain where they considered there to be susceptibility to fraud and whether they had knowledge or suspicion of fraud.

To address the risk of fraud through management bias and override of internal controls:

- We reviewed transactions with related parties and carried out analytical procedures to identify unusual transactions or balances;
- We reviewed and tested adjustments and journals posted in the charity's financial systems for appropriateness and approval processes;
- We tested the completeness of income and validity of costs;
- We considered the appropriateness of accounting estimates, where relevant.

We did not identify any key audit matters relating to irregularities, including fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Independent Auditors.

Report of the Independent Auditors to the Members of The Haven Wolverhampton

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

G. T. Hopwood

Geoffrey Hopwood BCOM ACA (Senior Statutory Auditor)
for and on behalf of Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Date: 29.8.2023

The Haven Wolverhampton

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	**2023 Total funds £**	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	**368,105**	**38,221**	**406,326**	352,221
Charitable activities	4				
Accommodation charges		**1,140,822**	**-**	**1,140,822**	966,425
Grants and contracts		**770,933**	**1,096,792**	**1,867,725**	1,439,515
Investment income	3	**4,085**	**-**	**4,085**	293
Other income		**35,301**	**-**	**35,301**	27,767
Total		**2,319,246**	**1,135,013**	**3,454,259**	2,786,221
EXPENDITURE ON					
Raising funds	5	**159,554**	**-**	**159,554**	173,101
Charitable activities	6				
Refuge costs		**1,017,818**	**1,078,246**	**2,096,064**	1,763,617
Special projects		**859,538**	**-**	**859,538**	860,310
Total		**2,036,910**	**1,078,246**	**3,115,156**	2,797,028
NET INCOME/(EXPENDITURE)		**282,336**	**56,767**	**339,103**	(10,807)
Transfers between funds	19	**(2,000)**	**2,000**	**-**	-
Net movement in funds		**280,336**	**58,767**	**339,103**	(10,807)
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,990,895**	**284,791**	**2,275,686**	2,286,493
TOTAL FUNDS CARRIED FORWARD		**2,271,231**	**343,558**	**2,614,789**	2,275,686

The notes form part of these financial statements

The Haven Wolverhampton (Registered number: 03159029)

Balance Sheet
31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	12	**1,971,366**	**-**	**1,971,366**	1,418,100
CURRENT ASSETS					
Debtors	13	**240,223**	**15,736**	**255,959**	495,247
Cash at bank		**728,234**	**470,072**	**1,198,306**	637,479
		968,457	**485,808**	**1,454,265**	1,132,726
CREDITORS					
Amounts falling due within one year	14	**(168,633)**	**(142,250)**	**(310,883)**	(140,740)
NET CURRENT ASSETS		**799,824**	**343,558**	**1,143,382**	991,986
TOTAL ASSETS LESS CURRENT LIABILITIES		**2,771,190**	**343,558**	**3,114,748**	2,410,086
CREDITORS					
Amounts falling due after more than one year	15	**(499,959)**	**-**	**(499,959)**	(134,400)
NET ASSETS		**2,271,231**	**343,558**	**2,614,789**	2,275,686
FUNDS	19				
Unrestricted funds				**2,271,231**	1,990,895
Restricted funds				**343,558**	284,791
TOTAL FUNDS				**2,614,789**	2,275,686

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 3-8-2023 and were signed on its behalf by:

.....
N Hear - Trustee

The notes form part of these financial statements

The Haven Wolverhampton

Cash Flow Statement
for the Year Ended 31 March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	**805,897**	(152,491)
Net cash provided by/(used in) operating activities		**805,897**	(152,491)
Cash flows from investing activities			
Purchase of tangible fixed assets		**(630,114)**	(224,005)
Interest received		**4,085**	293
Net cash used in investing activities		**(626,029)**	(223,712)
Cash flows from financing activities			
New loans in year		**385,000**	140,000
Loan repayments in year		**(4,041)**	-
Net cash provided by financing activities		**380,959**	140,000
Change in cash and cash equivalents in the reporting period		**560,827**	(236,203)
Cash and cash equivalents at the beginning of the reporting period		**637,479**	873,682
Cash and cash equivalents at the end of the reporting period		**1,198,306**	637,479

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2023

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

	2023	2022
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	**339,103**	(10,807)
Adjustments for:		
Depreciation charges	**76,848**	60,022
Interest received	**(4,085)**	(293)
Decrease/(increase) in debtors	**239,288**	(123,606)
Increase/(decrease) in creditors	**154,743**	(77,807)
Net cash provided by/(used in) operations	**805,897**	(152,491)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22	Cash flow	At 31.3.23
	£	£	£
Net cash			
Cash at bank	**637,479**	**560,827**	**1,198,306**
	637,479	**560,827**	**1,198,306**
Debt			
Debts falling due within 1 year	**(5,600)**	**(15,400)**	**(21,000)**
Debts falling due after 1 year	**(134,400)**	**(365,559)**	**(499,959)**
	(140,000)	**(380,959)**	**(520,959)**
Total	**497,479**	**179,868**	**677,347**

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, given the measures that could be undertaken to mitigate the current adverse conditions; and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Critical accounting judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Grants from the government and other agencies have been included as income from activities in furtherance of the objects of the charity where these amount to a contract for services, but as donations and similar incoming resources where the money is given with greater freedom of use for example government core funding.

Accommodation charges are shown net and represent recoverable amounts after making our best efforts to collect all amounts due.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Governance costs
Governance costs include the cost of governance arrangements which relate to the general running of the charity as opposed to the direct management function inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows us to operate and to generate the information required for public accountability. They include the strategy planning process that contributes to our future development.

Allocation and apportionment of costs
Staff costs and overhead expenses are allocated to activities on the basis of staff time spent on those activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity. They are allocated on a basis consistent with the use of resources.

1. ACCOUNTING POLICIES - continued

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

Freehold property	- 2% on cost
Fixtures and fittings	- 33% on cost
Motor vehicles	- 33% on cost
Computer equipment	- 33% on cost

The Freehold property is reviewed by the trustees on an annual basis and any significant impairment is treated as additional depreciation and included in the Statement of Financial Activities. The revised carrying amount is depreciated in accordance with the above policy.

All fixed assets are initially recorded at cost or deemed cost in the case of certain assets revalued on transition to SORP (FRS102).

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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.
Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Transfers are made from unrestricted to restricted funds in order that the restricted fund has sufficient funding to meet its obligations

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

Donated goods
Gifts in kind donated for distribution to the beneficiaries of the charity are recognised at fair value and are included as a component of donations when they are distributed and an equivalent amount recognised as charitable expenditure.

Hire purchase and leasing commitments
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a group personal pension scheme for the benefit of its employees. The costs of contributions are written off against unrestricted funds in the year they are payable.

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Gifts	**122,560**	108,392
Donations	**278,766**	243,829
Legacies	**5,000**	-
	406,326	352,221

3. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	**4,085**	293

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023	2022
		£	£
Accommodation charges	Accommodation charges	**1,140,822**	966,425
Grants	Grants and contracts	**1,867,725**	1,439,515
		3,008,547	2,405,940

Grants received, included in the above, are as follows:

	2023	2022
	£	£
BBC Children in Need	**36,140**	32,670
CWC Housing Related Support Services	**8,000**	(5,937)
City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse'	**710,483**	716,477
Police & Crime Commissioner 'Victims Funding EOI'	**106,101**	131,878
Comic Relief	**-**	2,076
Barclays 100X100 UK COVID-19 Community Relief Fund	**-**	75,000
DVPP	**32,038**	36,526
BBC Children In Need's COVID-19 Next Steps Programme part funded by the Department for Culture, Media and Sport (DCMS)	**-**	62,066
Charles Hayward Foundation	**23,500**	23,500
Sainsbury's Community Grant Scheme	**-**	1,500
City of Wolverhampton Council - Dept. for Education	**-**	1,464
Supported by Norfolk Community Foundation through Bolton Trust Revenue Fund	**4,000**	-
Volant Charitable Trust	**-**	14,768
City of Wolverhampton Council - Contract Services to women who are victims of domestic violence and abuse	**602,012**	200,671
5/344 Transport & General Workers Union Benevolent Fund Charity	**-**	20,000
Schroder Charity Trust	**-**	5,000
Police & Crime Commisioner Fund E01	**101,407**	48,000
Swire Charitable Trust	**-**	10,000
The 29th May 1961 Charity	**-**	6,000
The WISH Fund Catalytic Grant programme supported by the Clothworkers' Foundation	**5,000**	-
The Wolverhampton VCR Partnership - Community Renewal Fund	**8,431**	-
Carried forward	**1,637,112**	1,381,659

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2023	2022
	£	£
Brought forward	**1,637,112**	1,381,659
National Grid Electricity Distribution Community Matters Fund	**9,500**	-
Henry Smith Charity	**25,725**	-
Santander UK Foundation Limited	**14,795**	-
Sandwell Metropolitan Borough Council	**15,350**	-
Sandwell Metropolitan Borough Council	**15,950**	-
Telford & Wrekin Council	**26,639**	-
Hemraj Goyal Foundation	**11,992**	-
Other Grants	**110,662**	57,856
	1,867,725	1,439,515

All of the above grants are restricted except for the City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse' and £60,450 included in Other Grants, which are unrestricted.

5. RAISING FUNDS

Other trading activities

	2023	2022
	£	£
Staff costs	**93,316**	108,227
Other direct costs	**17,409**	19,215
Support costs	**48,829**	45,659
	159,554	173,101

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Refuge costs	**1,670,716**	**425,348**	**2,096,064**
Special projects	**582,985**	**276,553**	**859,538**
	2,253,701	**701,901**	**2,955,602**

7. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other trading activities	**48,829**	**-**	**48,829**
Refuge costs	**425,348**	**-**	**425,348**
Special projects	**259,910**	**16,643**	**276,553**
	734,087	**16,643**	**750,730**

Support costs, included in the above, are as follows:

	Other trading activities	Refuge costs	Special projects	**2023** Total activities	2022 Total activities
	£	£	£	**£**	£
Wages	**31,369**	**294,867**	**188,735**	**514,971**	**344,979**
Premises related	**1,215**	**8,262**	**4,952**	**14,429**	**29,330**
Office supplies and services	**14,748**	**100,299**	**60,120**	**175,167**	**210,312**
Financial costs	**-**	**11,738**	**-**	**11,738**	**-**
Depreciation of tangible fixed assets	**1,497**	**10,182**	**6,103**	**17,782**	**25,699**
Wages - Governance	**-**	**-**	**3,708**	**3,708**	**3,504**
Governance costs	**-**	**-**	**11,112**	**11,112**	**10,388**
Sundry costs - Governance	**-**	**-**	**1,823**	**1,823**	**1,478**
	48,829	**425,348**	**276,553**	**750,730**	**625,690**

8. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Depreciation - owned assets	**76,848**	60,022
Auditors' remuneration	**8,400**	8,400
Operating leases	**72,441**	30,552

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. TRUSTEES' REMUNERATION AND BENEFITS - continued

Trustees' expenses

	2023	2022
	£	£
Subscriptions	199	254
Recruitment	12	-
Trustee indemnity insurance for all trustees	1,154	1,764

The number of trustees who were paid expenses were nil (2022: nil)

10. STAFF COSTS

	2023	2022
	£	£
Salaries and wages	1,647,280	1,545,857
Agency	22,487	1,2,704
Social security	134,841	102,693
Pension costs	101,675	74,070
Health care	4,389	2,651
	1,910,672	1,737,975

During 2022-2023, the key Senior Management personnel of the charity comprise, the Chief Executive, Senior Finance Manager, Senior Central Services Manager, Senior Development Manager, and Senior Services Manager. The total employee benefits of the key senior management personnel of the charity were £220,366 (2022 - £181,120).

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

	2023	2022
Charitable activities	**63**	60
Fundraising	**3**	3
Support	**6**	5
	72	68

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

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	323,984	28,237	352,221
Charitable activities			
Accommodation charges	966,425	-	966,425
Grants and contracts	710,540	728,975	1,439,515
Investment income	293	-	293
Other income	27,557	210	27,767
Total	2,028,799	757,422	2,786,221

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Raising funds	173,101	-	173,101
Charitable activities			
Refuge costs	996,280	767,337	1,763,617
Special projects	860,310	-	860,310
Total	2,029,691	767,337	2,797,028
NET INCOME/(EXPENDITURE)	(892)	(9,915)	(10,807)
Transfers between funds	150,080	(150,080)	-
Net movement in funds	149,188	(159,995)	(10,807)
RECONCILIATION OF FUNDS			
Total funds brought forward	1,841,707	444,786	2,286,493
TOTAL FUNDS CARRIED FORWARD	1,990,895	284,791	2,275,686

12. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2022	**1,794,199**	**157,635**	**12,995**	**213,605**	**2,178,434**
Additions	**563,993**	**66,121**	**-**	**-**	**630,114**
Disposals	**-**	**-**	**(12,995)**	**-**	**(12,995)**
At 31 March 2023	**2,358,192**	**223,756**	**-**	**213,605**	**2,795,553**
DEPRECIATION					
At 1 April 2022	**387,016**	**146,718**	**12,995**	**213,605**	**760,334**
Charge for year	**47,152**	**29,696**	**-**	**-**	**76,848**
Eliminated on disposal	**-**	**-**	**(12,995)**	**-**	**(12,995)**
At 31 March 2023	**434,168**	**176,414**	**-**	**213,605**	**824,187**
NET BOOK VALUE					
At 31 March 2023	**1,924,024**	**47,342**	**-**	**-**	**1,971,366**
At 31 March 2022	1,407,183	10,917	-	-	1,418,100

Certain freehold land and buildings included above were recognised using a valuation by Michael Tromans & Co. at 9 December 2016, adjusted to give a valuation on 1 April 2015. This was the value used as a deemed cost on the date of transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1 April 2015 and have a net book value of £852,686 (2022 - £872,920).

The historical cost equivalent of these assets is:

12. TANGIBLE FIXED ASSETS - continued

	2023	2022
	£	£
Cost	1,248,865	1,248,865
Depreciation	(575,213)	(550,2360)
Net Book Value	673,652	698,629

Offices at Waterloo Road
The above property was subject to an impairment review and was valued by Michael Tromans & Co. at 9 December 2016 at £255,000 and the trustees consider this to be a fair value. The historical cost value of the asset at that time was £432,190. The reduction in value of £177,190 was charged as an impairment provision and included in the Statement of Financial Activities in 2017.

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Other debtors	**233,645**	149,979
Less reserves for bad debts	**(9,293)**	(26,268)
Prepayments and accrued income	**31,607**	371,536
	255,959	495,247

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Bank loans and overdrafts (see note 16)	**21,000**	5,600
Social security and other taxes	**29,743**	29,847
Other creditors	**58,402**	66,530
Accruals and deferred income	**59,488**	35,793
Deferred income	**142,250**	2,970
	310,883	140,740

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Bank loans (see note 16)	**499,959**	134,400

16. LOANS

An analysis of the maturity of loans is given below:

	2023	2022
	£	£
Amounts falling due within one year on demand:		
Bank loans	**21,000**	5,600
Amounts falling due between two and five years:		
Bank loans - 2-5 years	**84,000**	22,400

16. LOANS - continued

	2023	2022
	£	£
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	**415,959**	112,000

17. LEASING AGREEMENTS

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

	2023	2022
	£	£
Within one year	**104,048**	33,072
Between one and five years	**94,628**	66,456
	198,676	99,528

18. SECURED DEBTS

The following secured debts are included within creditors:

	2023	2022
	£	£
Bank loans	**520,959**	140,000

The bank loans are secured by a first legal charge on two freehold properties owned by the charity.

19. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	Transfers between funds	At 31.3.23
	£	£	£	£
Unrestricted funds				
General fund	**1,990,895**	**282,336**	**(2,000)**	**2,271,231**
Restricted funds				
Property Renovation - grants and donations	**43,310**	**-**	**-**	**43,310**
Family & Children's Projects	**34,220**	**3,984**	**2,000**	**40,204**
Advice and Support Projects	**191,277**	**36,098**	**-**	**227,375**
Core Provision/Services	**6,133**	**-**	**-**	**6,133**
Counselling	**9,851**	**10,144**	**-**	**19,995**
Staff Grants	**-**	**6,541**	**-**	**6,541**
	284,791	**56,767**	**2,000**	**343,558**
TOTAL FUNDS	**2,275,686**	**339,103**	**-**	**2,614,789**

19. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	**2,319,246**	**(2,036,910)**	**282,336**
Restricted funds			
Family & Children's Projects	**755,129**	**(751,145)**	**3,984**
Advice and Support Projects	**298,800**	**(262,702)**	**36,098**
Counselling	**20,667**	**(10,523)**	**10,144**
Staff Grants	**60,417**	**(53,876)**	**6,541**
	1,135,013	**(1,078,246)**	**56,767**
TOTAL FUNDS	**3,454,259**	**(3,115,156)**	**339,103**

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	1,841,707	(892)	150,080	1,990,895
Restricted funds				
Property Renovation - grants and donations	169,810	17,682	(144,182)	43,310
Family & Children's Projects	65,036	(29,383)	(1,433)	34,220
Advice and Support Projects	168,859	22,418	-	191,277
International Projects	4,168	-	(4,168)	-
Core Provision/Services	17,692	(11,559)	-	6,133
Counselling	18,490	(8,639)	-	9,851
Volunteers & Community Engagement	731	(434)	(297)	-
	444,786	(9,915)	(150,080)	284,791
TOTAL FUNDS	2,286,493	(10,807)	-	2,275,686

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,028,799	(2,029,691)	(892)
Restricted funds			
Property Renovation - grants and donations	24,182	(6,500)	17,682
Family & Children's Projects	357,752	(387,135)	(29,383)
Advice and Support Projects	326,712	(304,294)	22,418
Core Provision/Services	48,776	(60,335)	(11,559)
Counselling	-	(8,639)	(8,639)
Volunteers & Community Engagement	-	(434)	(434)
	757,422	(767,337)	(9,915)
TOTAL FUNDS	2,786,221	(2,797,028)	(10,807)

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

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	1,841,707	281,444	148,080	2,271,231
Restricted funds				
Property Renovation - grants and donations	169,810	17,682	(144,182)	43,310
Family & Children's Projects	65,036	(25,399)	567	40,204
Advice and Support Projects	168,859	58,516	-	227,375
International Projects	4,168	-	(4,168)	-
Core Provision/Services	17,692	(11,559)	-	6,133
Counselling	18,490	1,505	-	19,995
Volunteers & Community Engagement	731	(434)	(297)	-
Staff Grants	-	6,541	-	6,541
	444,786	46,852	(148,080)	343,558
TOTAL FUNDS	2,286,493	328,296	-	2,614,789

19. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	4,348,045	(4,066,601)	281,444
Restricted funds			
Property Renovation - grants and donations	24,182	(6,500)	17,682
Family & Children's Projects	1,112,881	(1,138,280)	(25,399)
Advice and Support Projects	625,512	(566,996)	58,516
Core Provision/Services	48,776	(60,335)	(11,559)
Counselling	20,667	(19,162)	1,505
Volunteers & Community Engagement	-	(434)	(434)
Staff Grants	60,417	(53,876)	6,541
	1,892,435	(1,845,583)	46,852
TOTAL FUNDS	6,240,480	(5,912,184)	328,296

Transfers between funds

Transfer from Unrestricted fund to Restricted fund
Transfers were made out of general funds so that individual restricted funds were not in deficit.

Transfer from Property Renovation fund - Note on transfer made in 2022
A freehold property purchased in the previous year was partly funded from a restricted fund donation. The asset is now held and utilised for the general purposes of the charity. As such, it is now used for an unrestricted purpose. The objective of the original restricted donation has been fulfilled and it is appropriate now to transfer that value from restricted to unrestricted funds.

20. CAPITAL COMMITMENTS

	2023	2022
	£	£
Contracted but not provided for in the financial statements	**972,000**	550,000

The above capital commitment has been authorised by the Trustees, but the building work has not taken place as at 31 March 2023.The capital expenditure will be funded from existing reserves and a bank loan which has been agreed in principal.

21. RELATED PARTY DISCLOSURES

The Haven Enterprise Company C.I.C
The Haven Wolverhampton and The Haven Enterprise company C.I.C share some trustees in common.
This entity has not traded since September 2015.

22. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is The Board of Trustee Directors.

23. UNRESTRICTED FUNDS

At the year end there is one general fund.

It should be noted that, of unrestricted funds of £2,289,724 (2022 £1,990,895) the major part is represented in fixed assets £1,971,366 (2022 £1,418,100), essentially buildings or refuges from which the charity's services and support are provided.

These assets cannot readily be utilised to cover working capital requirements of the charity.

Unrestricted net current assets at 31st March 2023 stand at £799,824 (2022 £707,195).

24. RESTRICTED FUNDS

The Property Renovation fund represents monies received for the purchase of capital equipment and renovation of the refuges.

The other funds are restricted due to specific terms of the grants and mainly relate to the employment of workers to provide specific services.

THE HAVEN WOLVERHAMPTON

England & Wales - Charity number 1065427

Accounts

REGISTERED COMPANY NUMBER: 03159029
REGISTERED CHARITY NUMBER: 1065427

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2022

for

The Haven Wolverhampton

Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

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Report of the Trustees
for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The Trustees have adopted the provisions of Accounting and Reporting by Charities, Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Objectives and aims - Charitable Purposes

Our Values - To provide safe, high quality support, in an environment of dignity and respect. To listen and respond with understanding and compassion. Act with responsibility and diligence.

Our Vision - For all women and children to live in a society free from oppression, homelessness, violence and abuse, and to promote and uphold human rights.

Our Mission - To provide support to women and dependent children who are vulnerable to domestic abuse and homelessness. .

We achieve this by providing safe, temporary, emergency accommodation and community-based support services. The Haven provides direct one to one support in a safe environment, telephone advice and 24-hour Helpline.

Our activities are consistent with the Charitable Purposes and continue to focus on provision of "relief to those in need, by reason of youth, age, illness, disability, financial hardship or other disadvantage" and to work towards the advancement of health and/or the saving of lives of those women and children at risk of violence and abuse.

The Focus of our Work - 2021/2022

Our strategic priorities:

1) Identity
Our history and ethos are acknowledged, celebrated and guides what we do

2) Focus
Issues affecting woman and children are understood and acted upon

3) People and Community
Continuously developing and enhancing relationshipswith our communities

4) Communication and Access
Women and children can access places of safety and routes to support wherever they are

5) Participation and Inclusion
Support is available to all woman and children who needit

6) Innovation, Service Growth and Impact
Connecting with organisations and Government agencies to improve and sustain our services

Key Benefits - Achievements and Performance

During 2021/22 The Haven continued to deliver in line with Business Plan objectives for the year.
The key benefits and achievements are described below.

OBJECTIVES AND ACTIVITIES

Public benefit

Helpline and Single Point of Contact

The Haven Wolverhampton's Helpline is the City of Wolverhampton's Single Point of Contact (SPOC) for refuge referrals and high-risk MARAC referrals. The Helpline operates on a 24/7 basis. The Helpline is operated by a trained multilingual team and Language Line is used where required. The Haven Helpline continues to be a member of Helpline UK.

During 2021/22 we received 11,057 calls through the Helpline. We provide callers with a wide range of emotional and practical support, advice, guidance, while also signposting to partners and other services where required. We responded to 2,261 substantive calls from service users and other agencies seeking additional intervention. This point of contact will facilitate partnership referrals, including where any risk or safeguarding concerns may be shared. Of these contacts 866 individuals went on to receive direct services from us, including refuge and community support. Additionally, a further 51 were referred to counselling, without the requirement of housing or community support.

Other means of access include live chat and WhatsApp. During 2021/22 our helpline team received 210 live chats and 47 WhatsApp contacts. This is an increase of nearly 30% compared to last year when we received 166 live chats and 31 WhatsApp contacts.

Our helpline team continues to accept self referrals and admissions from other agencies e.g. Police The team would usually carry out a Domestic Abuse Stalking and Harassment (DASH) Risk Assessment. The Admissions Team may also make referrals to Multi Agency Risk Assessment Conference (MARAC), or for children to the MASH team (Multi Agency Safeguarding Hub). These processes are managed by the Helpline and Admissions Team to ensure wrap around support is identified and put in place at point of admission

Accommodation Provision: Place of Safety (Safe Accommodation)

We provide high risk emergency and supported accommodation across the City of Wolverhampton. This service including admissions into refuge is offered 24/7 and works with women to bring them into safe accommodation as we all support families to safely move on. In the year 2021/22, as part of our developments through consultation with women, we have increased and varied our offer of safe accommodation. We reviewed our dispersed properties and completed necessary adjustments to ensure that they were safe houses. This included partnership work with police to have SIG markers on each property, installing CCTV on external areas, assessing internal and external environmental factors to lessen risk.

Following further consultation with women we have progressed the development of self-contained apartments for homeless single women with less complex needs, enabling them to maintain a temporary independent living space as a means of accessing permanent accommodation.

Women who seek safe accommodation are often prepared to move out of the area that they usually reside. 35% of service users in refuge did not live in Wolverhampton prior to accessing the service, with 14% living outside of the West Midlands. We recognise that there is likely to be a similar trend with Wolverhampton residents seeking refuge in neighbouring and wider localities.

The staff support in refuge has developed, with the introduction of a Safe Accommodation Manager to oversee all refuges. Each refuge has a senior staff member.

Out of hours support remains and this is a shared responsibility for Refuge and Helpline.

Women supported in refuge have access to practical support which includes legal drop-ins, benefits and immigration advice, access to education and/or employment, parenting support, financial advice. There is also a wide range of emotional support available to aid in recovery from trauma and abuse, including counselling, group work, social activities, celebratory events.

During 2021/22 we provided 290 women and 252 children with safe accommodation.

OBJECTIVES AND ACTIVITIES

The Haven Community Service

We offer support to women who live outside of our accommodation, and work with women who are living in their own homes, often still living in the abusive relationship. The Haven Wolverhampton's Community team includes an Independent Domestic Violence Advisors (IDVA) Manager, IDVA's including specialist BAME and Criminal Justice IDVA's, Intervention Case Workers and a Safe Housing and Occupancy Case Worker.

IDVA team

The IDVA's at The Haven Wolverhampton support all high-risk victims of domestic abuse. The team support service users with safeguarding advice; advocacy; safety planning advice; support with obtaining protective orders, such as Non-Molestation orders (through Family Courts) or Restraining Orders (through Criminal Courts); support with finding safe accommodation (and ensuring their current properties safe); support with child contact arrangements; working with partner agencies such as Children's Social Care, Housing providers to support the family to live safe and free from abuse; support with emotional wellbeing (including making referrals to The Haven counselling service and Women's Programmes); provide ongoing support and advice throughout criminal prosecution of perpetrators.

Referrals come to our helpline from West Midlands MARAC (Multi-Agency Risk Assessment Conference) team. Referrals are made by a range of agencies into the MARAC team and scheduled for the earliest date to be discussed in the conference forum.

During 2021/22 our team received in total 838 high risk MARAC referrals, supporting both females and males.

Despite the ongoing national restrictions due to Covid-19, the team continued to be innovative in their offer of service. Digital communications were used to engage service users where appropriate. In line with partner agencies, there were a number of meeting spaces that were moved online. Face to face contact took place where safe to do so, with risk assessments completed and meetings undertaken in environments identified as suitable, including open spaces - i.e. parks, gardens. Once restrictions were lifted, staff reverted to direct contact in closed environments, as and when required. This included support at meetings, court and other contacts

Intervention Case Workers

Our Community intervention service supports women and their dependent children who have been subjected to domestic abuse. They support those who are identified as medium and low risk of serious harm or death, where it does not meet MARAC threshold.
The team support with practical steps to safeguard the families, working with partners, and supporting with accessing orders such as non-molestation orders, restraining orders, and child contact arrangements orders. They will support with helping clients to gain their independence, ensuring benefits and housing support is explored, and referrals to other areas are made as needed (e.g.: Counselling services, Women's Programs, CYP support)

In the last 12 months, they have supported 169 women in the community.

Partnerships

Through 2021/22, the community team have increased partnership working with teams across the city. Working alongside the domestic abuse team at WV Homes, ensures that high risk clients with a pre-identified housing need are allocated to their IDVA. Support for individuals who experience domestic abuse within single sex relationships is provided by an IDVA commissioned through LGBT Birmingham. A strong working relationship has been developed with this IDVA and organisation.

The team continue to work well with Public Protection units, and MARAC team.
There is representation at monthly multi-agency meetings, including ODOC (One day one conversation) and the Wolverhampton Domestic Abuse response meetings facilitated by police. A secure relationship has been developed with the WMP Offender Managers for Wolverhampton.

Partnership working with other community organisations, including Adults and Children's services, Recovery Near You and Health providers, enables us to work together to holistically support service users.

OBJECTIVES AND ACTIVITIES

Substance Misuse Project

In the past year, a new member of staff has joined the team, supporting service users who are assessed to be at high risk of domestic abuse. Working in partnership with the other internal services such as IDVA team, Refuge team and CYP team, we apply a holistic response to need and support. Whilst substance and alcohol use and the causal factors for this to continue can be complex, we know that it not a stand-alone concern, with co-occurrence of needs having an impact upon recovery.

The service aims to help women understand their addictions, understand barriers they face and increase awareness of available support that can be put in place to help them take positive steps to overcome their addictions. We use a strengths-based approach, and support women to recognise their end goal, and help them to take the necessary steps to reach that goal. The service offers targeted support to develop confidence, build healthy coping mechanisms, social inclusion, engagement with services, advocacy and much more.

Through the lens of co-occurring needs, mental health support has been highlighted consistently. Of those supported through 2021/22, 83% have accessed support via GP for their mental health support needs, either previously or within the past year. The remaining 17% reported struggles with their mental health but have not accessed support for this. As an initial response, staff have attended accredited Mental Health First Aid training, which enhances the support provided to service users in crisis.

Staff have developed partnerships with other organisations and have taken an active role in the OPCC Drug Strategy Event, where multiple agencies came together to discuss Wolverhampton's approach to those suffering with substance misuse struggles and how best support can be implemented. It was highlighted by all professionals that the need surrounds sufficient mental health support but also suitable, stable accommodation. Over the past year, The Haven Wolverhampton has been able to safely accommodate 21 women identified with substance misuse problems. This safe, supportive and stable living environment has given women the opportunity to look at their additional needs, rather than remain focussed upon a fear of losing basic needs

At the beginning of April 2021, the substance misuse service was supporting 8 women whose support was ongoing from the previous year. During2021/22 a further 42 women have accessed the service, seeking support for their substance and/or alcohol use. 50% of these service users reside in the community, with the remaining 50% residing in safe accommodation provided by The Haven at the time of referral.

Safe Houses

Our Safe Housing and Occupancy Caseworker works alongside other community services staff to support clients who live in The Haven Wolverhampton's safe houses.
These houses have additional safety measures, including panic alarms, CCTV, and SIG Markers highlighting those residents are living with an increased risk of abuse.

She also supports clients across refuge and community services with complex housing needs - e.g.: Advocating with Housing providers to ensure client have access to safe and secure accommodation, in line with the DA Act 2021.

In the last 12 months, she has supported 72 women in the community/refuge, and 6 families in 3 of our safe houses.

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Domestic Violence and No Recourse to Public Funds

The Haven Wolverhampton has continued to provide support and recognise the high risk that women with no recourse to public funds are vulnerable to. Though we welcome the implementation of the Domestic Abuse Act 2021,, women who live without access to benefits and other public funding were not highlighted within it as requiring additional oversight. We acknowledge that these women have a heightened risk of abuse and exploitation and are committed to providing opportunity to women to uphold their rights as outlined in the Human Rights Act 1998.

During 2021/22 our ability to offer increased bedspaces to women with no recourse was as a direct result of increased funding. The Haven's Board of Trustees continued with their commitment to provide accommodation-based support to two women (at any one time) who have no recourse to public funds. The council also supported with agreeing support for two families with no recourse as part of our city council contract.

During 2021/22, with additional support from grant funders, Local Authority Children's Services, Destitution Domestic Violence Concessions (DDVC) and European Economic Area (EEA) The Haven supported 52 women in refuge.

Children and Young people (CYP) Service

At the core of The Haven Wolverhampton's service is the therapeutic support provided for children and young people. Support is person-centred following our assessment of individual needs. This means that where engaging in groupwork and activities works well for some, for others 1:1 sessions are preferred and more beneficial. There is also an integrated option for both group and individual support.

The Domestic Abuse Act 2021 spotlights children as victims of domestic abuse. The law now recognises that a child who sees, hears, or experiences domestic abuse and is related to either the person being abused or the perpetrator, is also to be regarded as a victim of domestic abuse in their own right.

We are yet to see how this will shape local, regional and national multi-agency responses to children, but we are pro-active with our responses and continue to develop this critical service. Breaking the cycle of domestic abuse is integral to our CYP provision.

The CYP service has expanded in 2021/22, with new staff, volunteers and students on placements, who have enhanced not only their professional development, but have been a welcomed source of support to our service users. Whilst delivering the core therapeutic element of the service, there have been a number of additional highlights:

Learning through play - we recognise that play is essential for holistic development and our children's rooms have been equipped with resources to enhance learning, develop social skills and the building of safe relationships, alongside play resources to support physical and emotional growth. Robust outdoor play equipment have been installed at every refuge and smaller domestic play equipment provided for each safe house.

Child friendly environments - our CYP playrooms have all been re-decorated, using designs provided by the children. Local partnerships provided volunteers to support with this. Sensory areas are available for children, to develop emotional wellbeing and are safe spaces to seek and further develop relaxation and calming techniques and opportunities.

Promoting inclusion and celebrating one another - national celebrations and events have been celebrated, including opportunities for children to celebrate their Faiths and those of others.
These celebrations have included Diwali, Eid, Christmas, Pride, Mother's Day and many more. Children have learnt about the joy of giving as part of these celebrations, have considered the world through the lens of others and have had safe space to enjoy the celebrations.

Making memories - it is essential for healthy minds that safe memories are made. The children and their mothers have been supported to access a range of day trips throughout the year. These have included trips to Drayton Manor Park, The Wolverhampton Grand Theatre, and Kingswood Trust.

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Training & professional development - A Children and Young Person CPD accredited course has been developed in partnership with The Haven training team. This is due to be rolled out to CYP staff and identified refuge staff.

Virtual Reality Therapy (VR Therapy)
A training programme for use of VR within wellbeing support has been established. This training programme is now in the final stages of formatting, and we hope to have a launch date for the course in May 2022, to roll out to the rest of the staff team and expand the reach of the project.
VR is now expanding to VR and Gaming service to include Nintendo switches and tabletop games. 73 children & young people and 28 women have engaged with the project this year

Children and Young Persons Online Tool - Having achieved funding during 2020/21, the year we outlined a plan to create a digital tool, designed to empower children and support them as they try to cope with the impact of being subjected to domestic abuse.

During 2021/22 we completed consultations with children and young people, which identified that they were seeking a tool that would:
o Help them identity what was okay at home and what was not okay,
o Help them identify the different types of abuse and name them,
o Develop an understanding of what action they could take and if they chose a particular action what would happen after that,.
o Enhance their understanding of how to keep themselves safe,
o Identify similar experiences for children to develop an understanding of shared thoughts, feelings, behaviours and questions, recognising that they were not the only ones living in such circumstances,
o Be fun and interactive, providing easily accessible information.

This has led to a refuge simulator being included within the digital tool in a game that will help children develop a sense of safety. This refuge scenery has been built from photographs taken of the interior of one of our refuges.
We are now in the final stages of development of this digital tool which is a new website called NOAH. NOAH is the name of the avatar and was given this name by the children engaged in consultations, as NOAH is an acronym of Not Okay At Home.
The game interactions and developments have all been made and a full walkthrough of the final game will be available soon. A soft launch is scheduled for May 2022.

CYP Sexual Abuse Counselling
Throughout 2021/22 we have been able to provide counselling to children, referred through the ChISVA service and our internal Counselling service. There is no waiting list for this service and throughout the year 38 children and young people have been supported.

92% of children and young people report that they have benefited from the support and have shown positive changes in emotional well-being and a reduction in stress and anxiety.

Where there has been non-recent childhood sexual abuse or where a service user may have learning difficulties, this service is available for young people up to the age of 25.

Recognition
CYP Now Awards - The Haven Wolverhampton's CYP team was shortlisted in two award categories this year. One of our CYP workers was shortlisted for CYP Champion of the year and our Virtual Reality project was shortlisted for the Mental Health and Well-being Award and recognised for being innovative.

Mengage and EmpowHer
Whilst responding to needs of victims and survivors of domestic abuse, we continue to develop our strategies for prevention and education. We believe that breaking the cycle of abuse is enhanced through open conversation which challenge some cultural norms, values and beliefs.

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The Haven Wolverhampton delivers two programmes;EmpowHER and MENgage, toengage and transform the mindsets of young people through education about societal gender roles, the realities of patriarchal systems, consent, resources available to them, toxic masculinity and much more. We work withschools to encourage Year 9 students to look critically at normalised realities and causes of, and solutions for gender-based divisions and inequalities in society. We also equip young people with valuable tools for expressing and protecting themselves, asserting themselves in a positive way, and identifying times that their voices are valuable to affecting change.

This year we aligned the programmes with the requirements of the Education Inspection Framework, enabling schools to evidence their commitment to enhancing personal development, behaviours and attitudes of their pupils.
In 2021/22, we have engaged with 72 young people in 3 schools

Sexual Violence and Abuse Service
Ee have provided specialist sexual violence and abuse services for over 20 years. Our service provides emotional support to women and children who have been subjected to sexual abuse, assault or rape and offers specialist advice.

The Haven Wolverhampton's Sexual Violence and Abuse service is provided by highly trained and experienced Independent Sexual Violence Advisors (ISVA) and Children's Independent Sexual Violence Advisors (ChISVA), who work with children and women to implement safety measures and to identify risks and how to overcome these.

The team support women and children to take action via the criminal justice system. We support them by helping with providing statements, preparing for court, accompanying them to court dates and assisting with implementing special measures. This has been particularly challenging over the last year, as there have been delays in criminal proceedings reaching court.

Additional support provided through the team is enhancing access to health services, sexual health testing, pregnancy testing and mental health support, as and when needed.

Working alongside The Haven Wolverhampton's counselling service, the team will also support women and children to access counselling and wellbeing groups, providing opportunities to recover from their abuse and empower them to overcome barriers they may face.

ISVA - Our ISVA supports clients who have been subject too Sexual Violence. Referrals primarily come from MARAC, where there have been sexual abuse disclosures. The ISVA also receives self-referrals, and referrals from partner agencies across Wolverhampton. During 2021/22 the ISVA supported 60 women, all of whom were identified as high risk. Often sexual violence is co-occurring with other types of abuse, with referrals coming via MARAC where this violence is perpetrated as part of inter-personal relationships.

ChISVA - Our ChISVA supports those children who have experienced sexual abuse. She is able to support both male and female children, as well as high risk sexual abuse victims under the age of 25, with additional needs who are heard through the MARAC process. Our Chisva has received 63 referrals in the last 12 months.

Another key element to this service is supporting women and children to access health services, sexual health testing, pregnancy testing and access to mental health support as needed.

Within our services, we also offer women and children counselling and wellbeing groups that support to overcome their abuse and work to overcome barriers they face.

Integrated Support Service (service for women where partners are on a DV Perpetrator Programme)
The project funded through the West Midlands Police and Crime Commissioner (WMPCC),

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delivered a programme of intervention for perpetrators of domestic abuse. The programme was initially for 24 weeks, although this was reduced to 18 weeks following low engagement and/or completion of programme. We were commissioned to provide support for women whose partners were attending the programme, during engagement and for a 4 week minimum period following completion or disengagement. The service provided emotional support and input on options for safety planning, with a focus upon maintaining relationships with women to ensure that they and their children are safe.

The programme was decommissioned in November 2021 and we continue to be in consultation regarding future of such programmes to address perpetrator behaviour, maintaining a victim focus. To date no further commissioning decisions have been made by WMPCC.

Therapeutic Wellbeing and Counselling

The Therapeutic Wellbeing and Counselling service has continued to grow and supports approximately 100 service users at any one time, supported by approximately 50 counsellors. All counsellors have a minimum expectation of either working towards, or are in current study for Level 5. The required 100 hours to achieve this qualification is utilised within our service delivery.

All service users seeking 1:1 counselling are offered a 12 week programme of engagement. This was increased this year following feedback that the initial 8 sessions on offer was not enough. During 2021/22, 557 referrals for 1:1 counselling were made into the service.

Structured support programmes are offered to groups of women. We currently deliver Dolphin programme and Free to Transform. These programmes include focus upon empowerment, recovery from trauma, developing healthy relationships and other areas of personal growth.
Both programmes are solutions-focused, developed to support women survivors of domestic abuse with identifying all areas of abuse, recognising the impact and empowering them to develop strategies to move forward with their lives, free from harm.
The programmes enable women to identify early warning signs in relationships and behaviours of others, which in turn enables informed decision making with enhanced knowledge, self-belief and support. These programmes are integral to breaking the cycle of abuse.

Safeguarding

To ensure a robust response to safeguarding across the service, we have separate Adult Safeguarding and Children's Safeguarding policies. All safeguarding policies and procedures are reviewed regularly, in line with statutory guidelines and the Wolverhampton Together Safeguarding Board policy. We continue to work within legislative frameworks including Care Act 2014, Children's Act 1989/2004, Working Together to Safeguard Children 2018.

Designated Safeguarding Leads (DSL) are embedded across services.

DSL's have Safeguarding Vulnerable Adults (Advanced) and Safeguarding Children and Young People (Advanced) training in addition to the mandatory training for staff. This enables them to fully understand their roles and responsibilities, enabling safeguarding concerns to be managed in a timely and appropriate manner, with clear processes for escalation.

All DSL's contribute to the effective collation of any safeguarding concerns, incidents and/or referrals. This information is collated within an automated RAG system, which highlights when processes are complete, along with where further action is required. This has been upgraded to ensure that this includes any referrals to emergency services and LADO.

All safeguarding concerns that are raised both internally and externally are monitored, and DSL meet regularly to review patterns of concerns or incidents raised. All DSL's contribute to the effective collation of any safeguarding concerns, incidents and/or referrals. This information is collated within an automated RAG system, which highlights when processes are complete, along with where further action is required. This has been upgraded to ensure that this includes any referrals to emergency services and LADO. All referrals not accepted are subject to quality review, and those that are accepted are dip-sampled to monitor quality.

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We continue to work with staff to embed good practice. Bi-monthly desktop review meetings have been established, enabling a space for learning and reflective practice. The aims of these meetings are:

o **Achieve best practice** - Look at practice from across quarter. Review internal case studies & quality monitoring ffeedback and use this space for reflective practice
o **Learning & development** - consider learning from internal case studies (above), along with external studies (DHR's / CSPR's) & legislation
o **Open communication network** - consider where improvements can be made within our services and within multi-agency working. Reflect on any barriers (internal & external)
o **Guests** - to give opportunity to share learning and practice with partners across safeguarding services

All DSL's are involved in these meetings, with representation through staff teams, and learning shared to the wider teams through internal staff meetings. This space is inclusive and we encourage staff to engage.

There is a continued drive for DSL's to attend additional training via Wolverhampton Safeguarding Together, available to The Haven Wovlerhampton as a partner agency. Training dates for 2022-23 have been received and DSL's signed up for those available including:

o Safeguarding Children - A Shared Responsibility
o Working Together - Safeguarding Children and Young People
o Thresholds to support
o Managing allegations
o Safeguarding adults

Safer Recruitment

As with previous years, we continue to be vigilant within our safe recruitment of staff and volunteers. We work to ensure that all reasonable steps are taken to ensure those who may pose risk to children and adults are identified, deterred and rejected, including risks to connected persons.

All candidates are required to provide details of any unspent convictions. Many posts require a Disclosure and Barring Service (DBS) check and a Barred List check. Other roles, with less responsibility for vulnerable groups will require a Disclosure and Barring Service (DBS) criminal record check only. All jobs requiring a DBS check and/or barred list check are identified in the Job Description.

Recruiting managers are responsible for ensuring compliance with The Haven Wolverhampton's Recruitment policy.
All job descriptions and persons specifications make reference to safeguarding, and all posts are subject to an enhanced Disclosure and Barring Service certificate (DBS).

Further documentation is scrutinised to ensure the following:
o Identity confirmed by sight of original official documents such as a Birth Certificate, Passport etc in line with the Asylum and Immigration Act 2006.
o Employment history examined, and clarification sought where there are gaps and discrepancies arising from information provided either by candidate or referee(s).
o References sought to check employment dates and relevant experience. A minimum of two written references are taken up and, for some posts, these references will be requested prior to interview. The identity of all referees are verified.

All interviews include a values survey, which enables interviewers to assess the values base of the applicant alongside the values of the organisation.

Business Support Services

Finance and Business Support - The Business Support function includes Finance, Purchasing and Procurement, Human Resources & Volunteers, Information Technology, Facilities & Health & Safety, Benefits & Rents Management and Data Protection.

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Information Technology - over the last 12 months there has been further investment and deployment of additional hardware across all staff teams, supporting the change where needed and adapting to a 'hybrid' way of working within some service areas. The Haven Wolverhampton has continued to facilitate remote meetings using MS Teams and SharePoint and utilising further the file share platform.
During 2021 we commenced an interim review of IT related contracts, including mobile communications, and general support requirements for the organisation and compliance to UK GDPR. During 2022 we will continue to finalise any changes.
Management of cyber related threats - our policy is to ensure that 'multi factor authentication' MFA, is in place and set up to all users. This is compulsory per our policy and significantly reduces risk of our accounts being compromised.

During the last 12 months we have also ensured that we have a robust wi-fi and internet structure in place across all of our properties including our accommodations. We continue to work on our IT policies and strategies and ensure they are updated in line with current specifications and operational needs.

Human Resources - Human Resources Function supports The Haven Wolverhampton in delivering its Mission Statement, to eliminate discrimination, encourage diversity amongst our workforce, provide fair working conditions and a better work/life balance for our employees. Our Human Resource Function is supported through an external Human Resources Retainer & Legal Retainer: The legal retainer providing employment legal advice and support remains in place.

All our employees have access to a centralised HR portal, streamlining processes of a HR nature, providing access to book training, polices & procedures, induction and to help facilitate day to day routines between Line managers and their team members.

Real Living Wage Employer - We have continued with accredited membership as a Real Living Wage Employer, recognizing that our staff team are paid above the real living wage.

We have also continued as a 'Disability Confident Committed Employer' and works in line with required standards.

To ensure that we have the right people, with the right skills, we are continuing to develop the workforce strategy and workforce plan during 2022.

During the last two years of the pandemic, essential emergency policy changes were made, in particular to our flexible working policy, home working (taking into account shielding & vulnerabilities) lone working policy, safe working and emergency risk assessment procedures and covid screening procedures - all implemented to help ensure safe working across all our services.
The Haven Wolverhampton's 'Hybrid' model of working and flexible working policies have been updated to manage and support employees managing a combination of home and office working.

Staff Engagement & Information Sharing - Engagement & keeping in touch with our employees is always important to us and has been more important than ever, particularly through lockdown periods, ensuring regular updates continue to be circulated and information shared as regularly as possible across the staff team. Full Staff Team Information meetings are held annually.

Health & Wellbeing - Good health and wellbeing in the workplace is important. The Haven continues with development of the Wellbeing Strategy and its commitment to the health and wellbeing of all Haven employees. In April 2022, The Haven will introduce a Health and Wellbeing platform to the staff team: 'The Wellness Hub'. This platform will provide access to an array of information, useful tools, tips, training and seminars to help support Health and Wellbeing.
Paycare - The Haven continued with the commitment to provide all employees with access to an everyday healthcare plan, including access to counselling. This is provided automatically to all employees at The Haven as employer paid level 1.

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Kickstart Scheme - During 2021 & 2022 The Haven Wolverhampton continued to support placements through the Government Kickstart Scheme, placements supporting our essential services across The Haven Wolverhampton. In-turn The Haven Wolverhampton supported the placements to gain new skills working within Services, Business Support, Development, H&S and Helpline.

2021/22: Demographic profile of Staff - 55% of employees were from Black, Asian, Minority, Ethnic background which ensures that our staff meet the demographic profile of residents in the city. 2021/22 saw a continued increase in referrals from women with no recourse including women from ethnic backgrounds. In April 2021 we expanded the staff team on helpline with additional languages and training to ensure staff have a good understanding and awareness of religious and cultural issues and barriers women may face when accessing services.

Volunteers - Our volunteers are important to us and The Haven Wolverhampton continued to keep in touch with volunteers during the covid period. The Haven Wolverhampton continued to work with the local volunteer bureau in relation to local volunteer requirements and recruitment. The Haven Wolverhampton continued to receive volunteer applications and enquiries and we do look forward to welcoming even more volunteers back into our services during the next twelve months.

During a period of 2021/22, The Haven Wolverhampton placed a hold on actual on-site support for both volunteers and student support initially. As restrictions were gradually lifted by the Government, we were able to accommodate Social Work student placements through the local University and some minimal on-site volunteer support too.

The Haven Wolverhampton's Wellbeing Counselling Service and Children's Services, did continue to utilise volunteer support throughout the last year, being able to utilise remote and online volunteer support, and offering a structured placements programme for counselling and children's services.

During 2021/22 The Haven Wolverhampton was supported by 85 volunteers and student placements, all making a significant contribution in support hours across Haven Wolverhampton services.

Analysis of volunteer support:
Criminal Justice Service 3.5%
Children & Young People 7.0%
Finance & Business Support 1.2%
Community Team 2.4%
Student Placements 12.9%

Trainee Volunteer Counsellors 22.4%
Refuge & CYP Services 20.0%
Volunteer Counsellors 29.4%
Kickstart Placement 1.2%

Facilities Management and Health & Safety - Managed and Co-ordinated through business services, and external consultancy. This service ensures the organisation meets all its statutory requirements and has a safe and effective working environment for staff, volunteers and safe accommodation for service users.

Facilities & the Health & Safety Team - A review of this team's structure and requirements was completed during 2021. As The Haven Wolverhampton's services continue to grow and develop, this team required additional resource in relation to H&S Compliance. The H&S Administration Officer role was appointed to in June 2021 and supports all aspects of H&S and compliance checks to required audit standards.

Facilities - there has been further growth of The Haven Wolverhampton's safe accommodation portfolio over the last 12 months. The Haven Wolverhampton continues to annually review maintenance requirements for all accommodation and the implementation of the maintenance and replacement plan to ensure our buildings retain a good quality standard of accommodation. The Haven Wolverhampton has continued to look into options to further expand its portfolio and will work further on this into 2022, and ensure our accommodation continues to meet the needs of our service users and provides options.

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During 2021/2022 we were still required to ensure compliance with recommended Government and Public Health Guidelines regarding COVID-19. This included some continued investment of additional resources, adaptations, equipment, supplies and additional services to ensure our service delivery faced minimal risk and was as safe as it could be.

Policies and procedures continued to be updated including provision of a Vaccine Policy and Haven Position Statement regarding Covid, to ensure as far as possible the staff team were fully informed and aware of their options and information available. Review of all Covid related policies and risk assessments has been ongoing.

Emergency Lone Working & on-site risk assessment templates for frontline staff - we continued to use during the last year, this worked well to alert to any issues and to be able to react quickly. Facilities & H&S manager continued to support frontline services throughout year two of the pandemic period. Regular contact was maintained throughout the year with H&S Board Lead and Senior Management for guidance where needed. The Haven Wolverhampton also worked closely with Public Health adhering to guidance and advice sought, to keep our Refuges as safe as possible.

Health & Safety - we continued to ensure compliance to Health & Safety audit standards, delivery of Health & Safety awareness training and annual review of policies and procedures to support the organisation. The Haven Wolverhampton commissioned an Independent H&S review during 2021, this review was complete during May and June and identified no non-compliance matters for The Haven Wolverhampton.

Data Protection - The Haven Wolverhampton continued to be supported by an external consultant during the last year for advice and guidance on any data protection matters. The Haven Wolverhampton commissions a regular annual review of policies and procedures to ensure they meet legislative requirements. The review outcome for 2021/22 confirmed The Haven Wolverhampton continue to meet UK Data Protection requirements. The Haven Wolverhampton also continue to be registered with the Information Commissioners Office (ICO) and will inform the ICO of any data breaches as required and as good practise.

Annual Data Protection Training - training has been delivered across all of ourstaff teams, including training to the Board and Senior Management Team this year, in either a 'class room' environment or facilitated 'on-line'.

Benefits & Rents Management Service - The Benefits Service has continued to provide immediate and on-going support to our Accommodation Service, including provision of advice and support regarding Housing Benefit and Welfare Benefits entitlement and appeal processes. Due to COVID-19, the Benefits drop in facility was managed differently and offered as telephone support and a virtual meeting as required. During 2021 this service was reviewed to ensure it continues to meet requirements of the organisation and service users. We will continue to monitor service requirements during 2022

Funding and Finance

Local Authority/Government Funding - The Haven Wolverhampton's main contract for the provision of refuge and community support for those affected by violence and abuse in Wolverhampton was re-tendered for and awarded to us in July 2018.
Other Local Authority and Government funding opportunities have been pursued both on our own and in partnership with other providers. Successful projects this year include:

o Police and Crime Commissioner - Working as part of the West Midlands Regional Consortium we have been delivering the following projects: Domestic Violence Perpetrator Programme, IDVA, forced marriage/so called "honour-based" violence work, and Criminal Justice work

Trusts and Foundations:
Trusts and Foundations: The ongoing programme of prospect research and applications to charitable trusts and foundations has continued. During 2021/22 grants receivable totalled £725,097. This has included grants from:
o Charles Hayward Foundation to fund a Domestic Abuse Key Worker providing vital support for women in refuge;

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o Volant Charitable Trust to fund bed spaces for women with no recourse to public funds;
o Barclays 100x100 UK COVID-19 Community Relief Programme to support the breadth of our work through the challenges of COVID-19, across the financial years of 2020/21 and 2021/22;
o BBC Children in Need's main grants programme towards The Haven Wolverhampton's Children and Young People service, including 1-2-1 and group therapies to support children and young people overcome the trauma of domestic abuse;
o BBC Children in Need's COVID-19 Next Steps Programme part funded by the Department for Culture, Media and Sport (DCMS) to create a digital tool by and for children and young people.

Much-needed funding has also been gratefully received for The Haven Wolverhampton's counselling and therapy service, wider Children and Young People's service, women's emergency fund, safe house accommodation, bedding and household items for emergency accommodation, and core service provision

Community, Corporate and individual Fundraising:
Fundraising within the organisation has continued to grow throughout 2021/22 through community, corporate and individual fundraising areas, despite another difficult year. The team successfully surpassed its target, bringing in a total of £243,829.

The Haven Wolverhampton has continued its membership with the Fundraising Regulator, the body responsible for the Fundraising Codes of Practice. This continues our commitment to ethical and best-practice based fundraising and demonstrates our continued commitment to the Fundraising Promise. Throughout each year we continue to keep up to date with guidance provided by the regulator to ensure best practice; this has been no different throughout the pandemic.

As a charity we haven't had any investigations through the Regulator this year.

Our main public-facing fundraising income comes through events ran by us as well as those run by members of the public in aid of the charity. This is alongside corporate and charity of the year partnerships and both regular and one-off donations made by individuals and businesses. All fundraising is managed by our Fundraising team and ad hoc volunteer support from the community; we do not utilise any professional fundraisers.

One of our key successes this year was our fire walk challenge where individuals, groups and teams from local businesses joined us to walk across hot coals. The event raised over £9,000 and gained a host of local coverage. An additional key success is the three matched giving campaigns we have taken part in, which collectively raised over £26,500 for a range of projects.

We have a robust and supportive process for managing and monitoring fundraising undertaken by others. Our new 'Fundraise For Us' section on the website provides a host of useful resources, including top tips, as well as how to keep fundraising safe and legal. Links to this section of the website are also shared with any supporters running events or fundraising initiatives in aid of The Haven Wolverhampton and relevant agreements are created.

We have one ongoing commercial participator agreement with a local business that we have continued during the last year. We have continued working with external company Work for Good to manage small commercial participator relationships and continue to promote this as a way that businesses can support us.

We have not received any complaints this year in relation to Fundraising. We have policies and systems in place to record and report on any complaints we may receive. We display the Fundraising Regulator promise on our website and ensure that supporters who would like to make a complaint have a clear process of how to do so.

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We have a vulnerable person policy within fundraising that is now also accessible on our website. As part of induction and on-going training within the fundraising team, we are committed to consistently reviewing the Fundraising Regulator and have an ongoing awareness of the importance of protecting vulnerable people fundraising or donating to us. Additionally, throughout this year, for all fundraising activity we have completed additional risk assessments specific to Covid-19 regulations to ensure we are protecting those most vulnerable in our community.

Our internal database records information on consent and our fundraising team ensures this is regularly updated in line with each donors' preferences. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us. We have not received any requests via the service.

Public Relations & Marketing

We have continued to ensure that the women and children we support are centred in all our public relations and marketing efforts. We have maintained solid relationships with local media outlets; appearing in various articles, radio interviews etc., to discuss fundraising efforts, our response to the Domestic Abuse Bill/Act, award nominations and the news of the late Sarah Everard's death amongst other things.

Our improved website remains a conduit for women's stories, while also leading our awareness raising campaigns across all our digital platforms. Our key campaigns for the year were centred around three main events:

EURO 2020 - Leading up to the event we shared our campaign which called for people to "Give Violence the Red Card". The main aim of this campaign was to remind everyone about the heightened risk of domestic abuse and violence linked to football and encourage them to blow the whistle and repost abuse. To support these efforts, we shared a video campaign titled Unpunished created by **Women's Aid** for their **Football United Against Domestic Abuse** campaign.

16 Days of Activism - This year our focus was on challenging gender norms and stereotypes. Throughout the 16 days, we shared content that discussed key VAWG topics and the need to engage with young people now, to prevent incidents of violence and abuse in the future. Supported by **National Education Union** and **UK Femista's** study titled "It's just everywhere," on sexism in schools and how we tackle it, our areas of focus included misogyny, consent, stalking and harassment, harmful gender stereotypes and rape culture. Using the hashtag #haveninschools, we shared an overview of our **EmpowHER** and **MENgage** programme which we are taking into schools and developed a toolkit which can now be used to approach schools. This campaign also presented the perfect opportunity to share a TEDx talk titled An end to violence? Rethinking gender, refocusing power which was delivered at **TEDx Wolverhampton** in June this year by our Architect of Stories.

EMPURPLE Week - While our initial focus was on the international theme #breakthebias and sharing examples of how bias can be directly linked to domestic abuse and violence through women's stories, **The Big Give's** #matchherdream fundraising campaign allowed us to have the additional focus of sharing quotes from some of the women we support, talking about their hopes and dreams. Some were as simple as being able to walk home from work without fear, whilst others reimagined a bigger and brighter future with autonomy and agency.

As we continue to expand on our reach and grow our voice through newsletters, social media, blogs and press relations, we have developed a robust communications strategy which we will be rolling out next year with the aim of supporting our ethos to centre the voices of women and children, helping us to better engage with all our stakeholders, and increasing our awareness raising capacity.

The Haven Training

During 2021/2022 our Training Department has continued to grow and develop. Most of our training has still been online, but we have done some face to face, with plans for more going forward.

In April 2021 we set up **The Purple Pledge** campaign to support Domestic Abuse awareness to employers through policy and training packages. The aim of the campaign was to:

OBJECTIVES AND ACTIVITIES

o Support every company in the West Midlands and Black Country to have a robust Domestic Abuse policy in place.
o Support every company in the West Midlands and Black Country to have a minimum of one Domestic Abuse Champion (a trained individual who has the tools to support employees when they disclose).
o Support employers to provide a safe, open organisation where employees can recognise, respond and refer.

The campaign has been very successful, and we were asked to also roll it out in Shropshire which is planned for 2022/2023.

Furthermore, the campaign helped us reach companies who wanted bespoke training. These have included football clubs, colleges, schools, local authorities, other charities, leisure companies and magazines.

During the year we have continued to design new training and qualifications in the following areas:
o Level-4 Supporting High Risk Domestic Abuse qualification.
o Housing providers around Domestic Abuse awareness for frontline staff, maintenance and trades, and helpline.
o Domestic Abuse and the over 55s.
o VAWG and Domestic Abuse awareness for the sporting sector.
o CPD accreditations for Domestic Abuse - supporting women and children in the criminal justice system and Domestic Abuse - children and young people.

Our internal training has also continued to grow with us completing 72 induction training sessions to 489 staff, volunteers, and students. Induction training includes Domestic Awareness, Equity and Disability, Safeguarding, Confidentiality and information sharing, and Coercive Control. We also have ten specialist VAWG sessions which were delivered to staff to extend knowledge.
During 2021/2022 our training team grew with additional Sessional Trainers, a Contract Trainer, an Administrator and an E-learning Assistant, who worked alongside the current Training and Research Manager and Enterprise Manager.

FINANCIAL REVIEW

Financial position

Principal Funding Sources

The Haven Wolverhampton continued to be funded through grants, contracts, donations and service charges. Incoming Resources for the year total £2,817,291 (2020-21 £2,515,981).

Community Fundraising: this year the team successfully generated an income of £243,829, an increase of 69% compared to previous year. The Haven Wolverhampton has continued to receive financial support from many valued funders and donors. These can be separately identified in Notes 2 to 4 of the Accounts.

Donated Goods - Gifts in Kind donated for distribution to beneficiaries of The Haven Wolverhampton are recognised at fair value, £108,392, and included as a component of donations when they are distributed, and an equivalent amount recognized as charitable expenditure. Gifts in Kind increased by 55%.

Charitable Activities 'Grants & Contracts'

Principal sources of funding during 2021/22:
- The City of Wolverhampton Council (CWC) Contract for Housing Related Support £716,477 (25% of Incoming Resources). The Haven Wolverhampton received a variation to this contract for a period of 2 years for community and outreach support to women and children, to the value of £97,984.
The City of Wolverhampton Council (CWC) - Services agreement for the provision of additional Domestic Abuse support services, resources, and safer accommodation.
Police & Crime Commissioner Fund (PCC), The Haven IDVA Service £128,000 and EOI funding £48,000

Resources Expended

Refuge costs - continued resources and investment into our refuges again this year, ensuring the women and children we support are living in a safe and secure environment. In addition, to continue to ensure all the essential requirements in line with Government Guidance for COVID-19 were also met. The Haven Wolverhampton increased provision of safe house accommodation during the year.

Special Projects - during 2021/22 The Haven Wolverhampton continued to receive funding supporting delivery of our special projects, including funding from BBC Children in Need for 'Children and Young People Services', Charles Hayward Foundation support to 'Refuge Services'; and Volant Charitable Trust for women with no recourse to public funds; to name a few. Further information is provided in Note 4 of the accounts.

Reserves and retained funds policy

The Board has established a policy, reviewed annually and as required, whereby the unrestricted funds not committed or invested in tangible fixed assets (the "free reserves") should be assigned to enable The Haven Wolverhampton to accumulate three months' running costs. It is reasonable that at least three months running costs should be held in reserve, reserves are essential and needed to meet the day to day working capital requirements of the charity and to provide for delays with payments of major grants or contracts.

Unrestricted net current assets of The Haven Wolverhampton stand at: £707,195 (2021: £587,590). The Haven Finance & Fundraising Committee will continue to monitor reserves and cash levels closely.

Budgeted expenditure for 2022/23 is £3,100,099, this suggests a 3-month expenditure figure of £775,025.

Whilst total unrestricted funds stand at £1,990,895 the major part £1,418,101 relates to Haven refuges and offices. As such these assets cannot readily be utilized to cover day to day working capital requirements of the charity.

Designated Funds: The Haven Wolverhampton will work towards specific designations to support future developments as appropriate.

The Board continues to monitor risks to the organisation in terms of funding and associated external environmental changes. The Board of The Haven is committed to ensure the financial viability of the organisation and its continued service provision, by minimising the risks in making 'informed strategic decisions' in a fast-changing external environment

LOOKING AHEAD AND FUTURE DEVELOPMENTS

The Haven Wolverhampton continued to deliver safe services to women and children whilst maintaining a high quality of safeguards amidst another challenging year. Post lockdown services evolved and adapted to safely support women and children.

Our plans for developing safe accommodation continued throughout 2021/22, and we will continue to develop on these plans in 2022/23. Our plans include a range of safe spaces which provide women and children with various accommodation options. As well as developing new safe spaces for families, we will continue to ensure our existing refuge accommodation is well maintained and continue to provide good quality emergency safe spaces for families. We will also further develop Move On services to ensure women and children receive quality and safe support services when they move on from refuge accommodation.

Helpline Services developed a range of new initiatives during lockdown in order to effectively manage helpline calls and enquiries from both women and agencies seeking advice and referral. Our 24/7 Helpline will achieve Helpline Accreditation status in 2022/23. Furthermore, we will invest resources to increase capacity in our communications team to help manage the challenges and barriers women may face when trying to access services safely.

In 2022/23 we plan to embed a new service user engagement framework to ensure women and children have a voice in shaping policy and frontline service delivery in a more structured way. In 2022/23 we will launch a new digital tool developed by Children and Young People, and further roll out the Mengage/EmpowerHER programmes. We will also relaunch peer mentoring within our women's services and develop the Community Champion's project.

In 2022/23 we will continue to seek additional funds to help provide support to women who have no recourse to public funds. All women should have the right to seek help and live a life free from abuse. We will continue our commitment protect all women and children from domestic abuse and provide safety from abusers regardless of immigration status.

In 2022/23 we will continue to work with City of Wolverhampton Council and partners to help map provision and gaps in relation to Violence Against Women and Girls. Funding to deliver core services and meeting increasing demand for services will continue to be a challenge in 2022/23. During what will be a challenging year for many service providers; with increase in cost-of-living rises; an impact on charitable giving; potential increase in demand for services, we will review the existing service delivery model and continue to work with partners to help design and deliver safe services.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Board of Trustees is responsible for ensuring The Haven Wolverhampton meets its statutory and regulatory requirements , for example Health & Safety, Data Protection, Safeguarding, and Standards & Code of Conduct laid down by the Charities Commission.

Reference and Administrative details

The overall leadership and management is the responsibility of The Chief Executive on behalf of The Board of Trustees. The Chief Executive is also responsible, with The Board of Trustee's, for the strategic direction of the organisation and the departments and projects within it.
The operational delivery is implemented through The Haven Wolverhampton's Strategic Senior Management Team. The day-to-day management of Finance is delegated to a small core Finance team led by the Strategic - Senior Finance Manager.

Structure Governance and Management

Governing Document

The Haven Wolverhampton is a Charitable Company Limited by Guarantee, incorporated 1996 (Company Limited by Guarantee No.03159029) and registered as a Charity in 1975 (Registered Charity No.1065427). 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 which was last updated in March 2016.
In the event of the Company being "wound up" members are each required to contribute an amount not exceeding £1.00.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

The Directors of the Company are also the Charity Trustees for the purposes of Charity Law. Under the Company's Articles they are known as Members of The Board. Under the requirements of the **Articles of Association** - the Members of The Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting for a further period of three years following which they stand down for a minimum period of 18 months before requesting to re-join The Board.

Recruitment to The Board - recruitment is made following a selection process which includes members of The Board including current Co -Chairs. We advertise vacancies for Trustee Directors on its website, recruitment platform, in our Newsletter, by personal invitation, our social media sites and in the media.

It is important that the skills and competencies of the Trustee Directors' body are at a high level. Whilst The Haven Wolverhampton is classed as a medium-size Charity, it is a complex organisation operating in an increasingly challenging environment. The Haven Wolverhampton is involved in a very diverse range of activities and in line with multi-cultural and diversity needs of the client group works towards reflecting this within The Board.

The Governance Committee identified the need to strengthen The Haven Wolverhampton's Board of Trustees and put in place a recruitment campaign with time for an effective transition plan to secure new Trustee's on to the Board, and developing a robust induction process and training plan. Induction training will commence with a planned completion date of mid July 2022.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Haven Wolverhampton's Board currently consists of 9 members. The Board meets quarterly, together with extra meetings when required. The Board is responsible, with the Chief Executive, for the strategic direction and policy of the Charity. In addition, Wolverhampton City Council nominates a representative with observer status onto The Board. There is also provision for a nominated Staff Representative.
The Haven Wolverhampton has four sub-Committees to progress ourbusiness, providing a forum for more detailed discussion on key issues, and recommendations to The Board, together with Working Groups being convened as required.

Finance & Fundraising Sub-Committee meets on a quarterly basis to discuss and assess financial risks/issues of the organisation, including review of management accounts and budgets. To be responsible to the Board of Directors for the financial affairs of The Haven Wolverhampton and planning for the long term financing of The Haven Wolverhampton and its fundraising strategy.

Human Resources sub-Committee meets on a quarterly basis with discussion around personnel policies and legislative changes to employment, volunteering and human resource needs and skills going forward and further actions with any necessary recommendations reported to The Board. Reviews risk in relation to staffing and wellbeing, workforce skills and development.

Governance Sub-Committee: meets quarterly to deal with specific areas of governance and urgent matters as deemed necessary by Board Members. This committee will also manage the recruitment of new board members and oversee Safeguarding, Health and Safety and Data Protection and Governance Risk Management.

Service Sub Committee: meets on a quarterly basis with discussion around service-related issues, reports and further actions with any necessary recommendation reported to The Board. The sub-committee is reviewing membership to ensure inclusive of representation and voices of women who have had direct experience. Members will help assist with decisions on developments, review of services, service visit, safeguarding and changes in service delivery policies, procedures and practices covering all fundamental aspects of Service Delivery. The committee members will also make announced and unannounced visits to refuge.

The structure below The Board comprises a number of elements:

Strategic - Senior Management Team

The Senior Management Team consists of the Chief Executive, Senior Service Delivery Manager, Senior Development Manager and Senior Finance & Business Manager.

The Senior Management Team meet on a fortnightly basis to maintain a consistent approach across the organisation and to share information. The Team oversees the effective and efficient delivery of the organisation's objectives in line with the overall charity strategy.

Human Resources subcommittee, supported by Human Resources advice, will agree the salary levels of the Senior Management Team.

Staff Information, Consultation and Review

Staff Information days take place as required, at least annually, to update on activities and achievements and to monitor performance against the Business Plan. All Staff have regular one to ones with their Line Manager and the Chief Executive receives one to one from the Chair of The Board. The Haven Wolverhampton has implemented an Annual Professional Development Review system to encourage personal development, to inform the training strategy and monitor performance.

Induction and training of new trustees

An induction programme is in place for all new Trustee Directors appointed to The Haven Wolverhampton's Board. In addition, throughout the year, reports on specific activities are provided at Board Meetings. Trustee Directors are encouraged to undertake further Governance development through Conferences and Seminars relevant to their role. Trustees also undertake specific training in Safeguarding, Health & Safety, GDPR and Risk Assessment planning. Governance training is scheduled during 2022.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.
The risks to be considered by a medium-size Charity like The Haven Wolverhampton can be considered under four broad headings. These are monitored and reviewed by Board Members at development days and within our meeting structure.

Strategic

The mission aims and objectives of the organisation are regularly reviewed in consultation with stakeholders to ensure that we continue to meet the needs of the target group - women and children experiencing Domestic Violence, abuse and homelessness. The strategic aims were reviewed and updated in November 2019, and a five-year strategic plan updated for 2019 - 2024
Government change and the local external environment are monitored to feed into the Strategic Plan to minimize /mitigate any external risks.

Financial

Internal Financial Control: The risk of financial mismanagement and, in the extreme, fraudulent activity, is minimised within The Haven Wolverhampton by having in place robust financial controls, team structure, policies and procedures for effective and efficient management of financial resources and quarterly reporting to the Finance & Fundraising sub-Committee.

External Financial Risk: The Haven Wolverhamptons's income is made up of a variety of different funding streams; currently in all £2,786,221. Income is generated through grants, contracts and direct payment for services provided. Our main source of income 2021-2022 remains from The City of Wolverhampton Council (CWC) contract which is currently secured until March 2024.

The Haven Wolverhampton continues to monitor these risks and build relationships with donors and commissioners and agencies to ensure that services meet contractual requirements.

Operational Risk

The environment in which The Haven Wolverhampton operates leads to complex issues to address and legal requirements to meet in relation to areas such as Health & Safety, Employment Law, Equal Opportunities and Safeguarding. With the highly skilled Management Team, we have systems and procedures for developing and reviewing internal policies and procedures. The sub-Committees are responsible for overseeing this area of work and supported by a number of internal Working Groups responding to the operational requirements of the legislative framework.

Staffing Risk

The Haven Wolverhampton has a high level of dependency on key Staff. The high level of specialism within our sector cannot be under-estimated, and this places us at significant risk. The Senior Management Team and Human Resources continue in the development of the 'Workforce Strategy'. All staff, volunteers (including board members) and placements attend core training (delivered in house). All staff are required to attend safeguarding training and Haven core training annually as a refresher. Policies for Human Resources (including volunteers) were all reported to Human Resources sub-Committee.

The Board Members complete an annual risk assessment for the organization and assess the major risks to which the charity is exposed, in particular those related to the operations and finances of The Haven Wolverhampton. The Board is satisfied that systems are in place to manage our exposure to the major risks.

Quality, Performance and Standards

The Haven Wolverhampton needs to demonstrate it complies and meets accreditation quality standards.
As members of the Women's Aid Federation of England, we continue to work in line with standards, organisations work to:
- Empower women who have been affected by domestic violence/abuse to live independent lives free from fear and abuse.
- Keep the voice of the survivor at the heart of everything they do.
- Meet the needs of women and children affected by domestic violence/abuse.

STRUCTURE, GOVERNANCE AND MANAGEMENT

- Provide services run by women that are based on listening to survivors and responding to what they define as their needs.
- Challenge and highlight the disadvantages which result from domestic violence/abuse.
- Support and reflect diversity and promote equality of opportunity.
- Promote cohesive inter-agency responses to domestic abuse and develop partnerships to work towards a society in which domestic abuse is no longer tolerated.
- Work collaboratively to develop and inform best practice responses for women and children.

The Haven Wolverhampton also has:

- Membership of Language Line
- Helpline Partnership Association Membership
- Accredited via Advice UK Licence
- Open College Network West Midlands.
- Accredited Real Living Wage Employer
- Disability Committed Employer

Public Benefit Statement

Charities and Public Benefit - Trustee Directors of The Haven Wolverhampton confirm due regard to The Charity Commission's guidance regarding 'Public Benefit', and Compliance with Section 17 of The Charities Act 2011.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03159029 (Not specified/Other)

Registered Charity number
1065427

Registered office
C/o The Haven
P O Box 105
18 Waterloo Road
Wolverhampton
West Midlands
WV1 4BL

Trustees
Mr R H Marris
Mrs A D Spence-Ferguson
Mrs C M Wynne-Howells (appointed 12.8.2021)
Ms K Fidler
Ms K M Benton (resigned 26.10.2021)
Mrs S Harris
Ms R Mann (resigned 20.2.2022)
Ms C Grant
Mr B Thorne (resigned 12.8.2021)
Mrs V Bains
Mrs P Pringle
Ms A Lawson

Auditors
Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers
National Westminster Bank
Suite 3, First Floor
Brook Court
Whittington Hall
Whittington Road
Worcester
WR5 2RX

TRUSTEES' RESPONSIBILITY STATEMENT

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

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

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

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

In so far as the trustees are aware:

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

AUDITORS

A review of the audit service was conducted and completed during 2022.
The auditors, Haines Watts Wolverhampton Limited, were re-appointed. This will be formerly noted at The Haven Wolverhampton's Annual General Meeting in 2022.
Haines Watts Wolverhampton Limited will be appointed for audit services 2022-23.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 11 August 2022 and signed on its behalf by:

Mrs A D Spence-Ferguson - Trustee

Report of the Independent Auditors to the Members of The Haven Wolverhampton

Opinion

We have audited the financial statements of The Haven Wolverhampton (the 'charitable company') 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 (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 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' 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 charitable company'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 trustees 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 Report of the Independent Auditors thereon.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

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

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

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

To assess the risk of irregularity through non-compliance with laws and regulations:

- The audit engagement partner ensured that the audit team collectively had the appropriate experience, competence and skills to undertake the audit of a charitable company, including having an understanding of the applicable laws and regulations applying to such organisations;
- We identified the laws and regulations applicable to the charity, through our knowledge of the charity sector and through discussions with management and the trustees;
- We have obtained and reviewed minutes of meeting of the trustees;
- We have reviewed the disclosures made within the financial statements and the trustees' report.

To assess susceptibility to misstatement in the charity's accounts, including how fraud might occur:

- The audit team reviewed and documented internal controls;
- We made enquiries of management and those charged with governance to ascertain where they considered there to be susceptibility to fraud and whether they had knowledge or suspicion of fraud.

To address the risk of fraud through management bias and override of internal controls:

- We reviewed transactions with related parties and carried out analytical procedures to identify unusual transactions or balances;
- We reviewed and tested adjustments and journals posted in the charity's financial systems for appropriateness and approval processes;
- We tested the completeness of income and validity of costs;
- We considered the appropriateness of accounting estimates, where relevant.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

We did not identify any irregularities, including fraud.

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 Independent Auditors.

Report of the Independent Auditors to the Members of
The Haven Wolverhampton

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

G. T. Hopwood

Geoffrey Hopwood BCOM ACA (Senior Statutory Auditor)
for and on behalf of Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Date: 4.10.2022

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	**2022 Total funds £**	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	**323,984**	**28,237**	**352,221**	240,008
Charitable activities	4				
Accommodation charges		**975,655**	**-**	**975,655**	840,645
Grants and contracts		**710,540**	**728,975**	**1,439,515**	1,402,823
Refuge costs		**(9,230)**	**-**	**(9,230)**	-
Investment income	3	**293**	**-**	**293**	899
Other income	5	**27,557**	**210**	**27,767**	31,606
Total		**2,028,799**	**757,422**	**2,786,221**	2,515,981
EXPENDITURE ON					
Raising funds	6	**173,101**	**-**	**173,101**	157,133
Charitable activities	7				
Accommodation charges		**(19,781)**	**-**	**(19,781)**	-
Refuge costs		**1,016,061**	**767,337**	**1,783,398**	1,517,223
Special projects		**860,310**	**-**	**860,310**	759,703
Total		**2,029,691**	**767,337**	**2,797,028**	2,434,059
NET INCOME/(EXPENDITURE)		**(892)**	**(9,915)**	**(10,807)**	81,922
Transfers between funds	20	**150,080**	**(150,080)**	**-**	-
Net movement in funds		**149,188**	**(159,995)**	**(10,807)**	81,922
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,841,707**	**444,786**	**2,286,493**	2,204,571
TOTAL FUNDS CARRIED FORWARD		**1,990,895**	**284,791**	**2,275,686**	2,286,493

The notes form part of these financial statements

Balance Sheet
31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	13	**1,418,100**	**-**	**1,418,100**	1,254,117
CURRENT ASSETS					
Debtors	14	**188,167**	**307,080**	**495,247**	371,641
Cash at bank		**656,798**	**(19,319)**	**637,479**	873,682
		844,965	**287,761**	**1,132,726**	1,245,323
CREDITORS					
Amounts falling due within one year	15	**(137,770)**	**(2,970)**	**(140,740)**	(212,947)
NET CURRENT ASSETS		**707,195**	**284,791**	**991,986**	1,032,376
TOTAL ASSETS LESS CURRENT LIABILITIES		**2,125,295**	**284,791**	**2,410,086**	2,286,493
CREDITORS					
Amounts falling due after more than one year	16	**(134,400)**	**-**	**(134,400)**	-
NET ASSETS		**1,990,895**	**284,791**	**2,275,686**	2,286,493
FUNDS	20				
Unrestricted funds				**1,990,895**	1,841,707
Restricted funds				**284,791**	444,786
TOTAL FUNDS				**2,275,686**	2,286,493

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 11 August 2022 and were signed on its behalf by:

Mrs A D Spence-Ferguson - Trustee

Mrs S Harris - Trustee

The notes form part of these financial statements

The Haven Wolverhampton

Cash Flow Statement
for the Year Ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	**(152,491)**	198,869
Net cash (used in)/provided by operating activities		**(152,491)**	198,869
Cash flows from investing activities			
Purchase of tangible fixed assets		**(224,005)**	(126,982)
Interest received		**293**	899
Net cash used in investing activities		**(223,712)**	(126,083)
Cash flows from financing activities			
New loans in year		**140,000**	-
Net cash provided by financing activities		**140,000**	-
Change in cash and cash equivalents in the reporting period		**(236,203)**	72,786
Cash and cash equivalents at the beginning of the reporting period		**873,682**	800,896
Cash and cash equivalents at the end of the reporting period		**637,479**	873,682

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2022

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

	2022 £	2021 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)	**(10,807)**	81,922
Adjustments for:		
Depreciation charges	**60,022**	56,745
Interest received	**(293)**	(899)
Increase in debtors	**(123,606)**	(69,173)
(Decrease)/increase in creditors	**(77,807)**	130,274
Net cash (used in)/provided by operations	**(152,491)**	198,869

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	**At 31.3.22 £**
Net cash			
Cash at bank	**873,682**	**(236,203)**	**637,479**
	873,682	**(236,203)**	**637,479**
Debt			
Debts falling due within 1 year	**-**	**(5,600)**	**(5,600)**
Debts falling due after 1 year	**-**	**(134,400)**	**(134,400)**
	-	**(140,000)**	**(140,000)**
Total	**873,682**	**(376,203)**	**497,479**

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, given the measures that could be undertaken to mitigate the current adverse conditions, and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Critical accounting judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Grants from the government and other agencies have been included as income from activities in furtherance of the objects of the charity where these amount to a contract for services, but as donations and similar incoming resources where the money is given with greater freedom of use for example government core funding.

Accommodation charges are shown net and represent recoverable amounts after making our best efforts to collect all amounts due.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Governance costs
Governance costs include the cost of governance arrangements which relate to the general running of the charity as opposed to the direct management function inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows us to operate and to generate the information required for public accountability. They include the strategy planning process that contributes to our future development.

Allocation and apportionment of costs
Staff costs and overhead expenses are allocated to activities on the basis of staff time spent on those activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity. They are allocated on a basis consistent with the use of resources.

1. ACCOUNTING POLICIES - continued

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

Freehold property	- 2% on cost
Fixtures and fittings	- 33% on cost
Motor vehicles	- 33% on cost
Computer equipment	- 33% on cost

The Freehold property is reviewed by the trustees on an annual basis and any significant impairment is treated as additional depreciation and included in the Statement of Financial Activities. The revised carrying amount is depreciated in accordance with the above policy.

All fixed assets are initially recorded at cost or deemed cost in the case of certain assets revalued on transition to SORP (FRS102).

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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.
Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Transfers are made from unrestricted to restricted funds in order that the restricted fund has sufficient funding to meet its obligations

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

Donated goods
Gifts in kind donated for distribution to the beneficiaries of the charity are recognised at fair value and are included as a component of donations when they are distributed and an equivalent amount recognised as charitable expenditure.

Hire purchase and leasing commitments
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are charged to unrestricted funds in the year that they are payable.

Termination payments
Termination payments are recognised in the accounts at the point that the employee was given notice.

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Gifts	**108,392**	54,016
Donations	**243,829**	185,992
	352,221	240,008

Included in donations is £3,000 from Norfolk Community Foundation through Bolton Trust Revenue Fund.

3. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	**293**	899

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022	2021
		£	£
Accommodation charges	Accommodation charges	**975,655**	840,645
Grants	Grants and contracts	**1,439,515**	1,402,823
Accommodation charges	Refuge costs	**(9,230)**	-
		2,405,940	2,243,468

Grants received, included in the above, are as follows:

	2022	2021
	£	£
BBC Children in Need - 'My Play Haven'	**32,670**	30,307
CWC Housing Related Support Services	**(5,937)**	-
City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse'	**716,477**	682,547
Ministry of Housing, Communities and Local Government (MHCLG)	**-**	89,995
Police & Crime Commissioner 'Victims Funding EOI'	**131,878**	117,745
Comic Relief	**2,076**	-
Relate	**-**	7,015
Comic Relief 'Tech v Abuse' - funded via a joint initiative between Comic Relief, Esmée Fairbairn Foundation, and The Clothworkers' Foundation	**-**	29,949
Comic Relief Recovery Fund co-funded from the Comic Relief, 'the Big Night In' Match Fund - Covid Response through a partnership between Comic Relief and the DCMS	**-**	28,935
Barrow Cadbury Trust - Covid-19 Support Fund - See Note below	**-**	40,000
Barclays 100X100 UK COVID-19 Community Relief Fund	**75,000**	25,000
Ministry of Justice - COVID-19 Extraordinary Funding for Domestic Abuse and Sexual Violence Support Services	**-**	83,853
DVPP	**36,526**	42,541
City & Guilds Skills Transition Fund	**-**	9,074
The Eveson Charitable Trust	**-**	7,349
The William A Cadbury Charitable Trust	**-**	13,000
Ministry of Housing Communities and Local Government (MHCLG) Covid-19 Emergency Support Funding for Domestic Abuse Services	**-**	138,221
Carried forward	**988,690**	1,345,531

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2022	2021
	£	£
Brought forward	**988,690**	1,345,531
BBC Children In Need's COVID-19 Next Steps Programme part funded by the Department for Culture, Media and Sport (DCMS)	**62,066**	5,642
Charles Hayward Foundation	**23,500**	-
Sainsbury's Community Grant Scheme	**1,500**	-
City of Wolverhampton Council - Dept. for Education	**1,464**	-
Volant Charitable Trust	**14,768**	-
City of Wolverhampton Council - Contract Services to women who are victims of domestic violence and abuse	**200,671**	-
5/344 Transport & General Workers Union Benevolent Fund Charity	**20,000**	-
Schroder Charity Trust	**5,000**	-
Police & Crime Commisioner Fund E01	**48,000**	-
Swire Charitable Trust	**10,000**	-
The 29th May 1961 Charity	**6,000**	-
Other Grants and donations	**57,856**	51,650
	1,439,515	1,402,823

All of the above grants are restricted except for the City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse' which is unrestricted.

5. OTHER INCOME

	2022	2021
	£	£
Management and training fees	**26,503**	3,948
Other income	**1,264**	27,658
	27,767	31,606

6. RAISING FUNDS

Other trading activities

	2022	2021
	£	£
Staff costs	**108,227**	99,571
Other direct costs	**19,215**	10,902
Support costs	**45,659**	46,660
	173,101	157,133

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Accommodation charges	**(19,781)**	**-**	**(19,781)**
Refuge costs	**1,447,117**	**336,281**	**1,783,398**
Special projects	**616,560**	**243,750**	**860,310**
	2,043,896	**580,031**	**2,623,927**

8. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other trading activities	**45,659**	**-**	**45,659**
Refuge costs	**336,281**	**-**	**336,281**
Special projects	**228,380**	**15,370**	**243,750**
	610,320	**15,370**	**625,690**

Support costs, included in the above, are as follows:

	Other trading activities	Refuge costs	Special projects	2022 Total activities	2021 Total activities
	£	£	£	£	£
Wages	**25,808**	**190,080**	**129,091**	**344,979**	**285,604**
Premises related	**2,194**	**16,161**	**10,975**	**29,330**	**29,131**
Office supplies and services	**15,734**	**115,880**	**78,698**	**210,312**	**227,561**
Financial costs	**-**	**-**	**-**	**-**	**28**
Depreciation of tangible fixed assets	**1,923**	**14,160**	**9,616**	**25,699**	**16,303**
Wages - Governance	**-**	**-**	**3,504**	**3,504**	**10,600**
Governance costs	**-**	**-**	**10,388**	**10,388**	**6,660**
Sundry costs - Governance	**-**	**-**	**1,478**	**1,478**	**4,854**
	45,659	**336,281**	**243,750**	**625,690**	**580,741**

9. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Depreciation - owned assets	**60,022**	56,745
Auditors' remuneration	**8,400**	6,300
Operating leases	**30,552**	7,420

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

	2022	2021
	£	£
Subscriptions	**254**	-
Mobile phone - A Spence-Ferguson	**-**	90
Training and conference costs - S Harris	**-**	-
Trustee indemnity insurance for all trustees	**1,764**	1,154

The number of trustees who were paid expenses were nil (2021: 1)

11. STAFF COSTS

	2022	2021
	£	£
Salaries and wages	**1,545,857**	1,369,431
Agency	**12,704**	1,135
Redundancy	**-**	17,090
Social security	**102,693**	104,160
Pension costs	**74,070**	49,080
Health care	**2,651**	2,228
	1,737,975	1,543,124

During 2021-2022, the key Senior Management personnel of the charity comprise, the Chief Executive, Senior Finance & Business Manager, Senior Development Manager, and Senior Services Manager. The total employee benefits of the key senior management personnel of the charity were £181,120 (2021 - £177,599).

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

		2022	2021
Chief Executive		**1**	1
Senior managers		**4**	4
Administrative staff		**4**	3
Fundraising		**6**	6
Project staff	FTE's	**53**	49
		68	63

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	212,906	27,102	240,008
Charitable activities			
Accommodation charges	840,645	-	840,645
Grants and contracts	682,547	720,276	1,402,823
Investment income	899	-	899
Other income	31,606	-	31,606
Total	1,768,603	747,378	2,515,981
EXPENDITURE ON			
Raising funds	157,133	-	157,133
Charitable activities			
Refuge costs	852,481	664,742	1,517,223
Special projects	759,703	-	759,703
Total	1,769,317	664,742	2,434,059
NET INCOME/(EXPENDITURE)	(714)	82,636	81,922
Transfers between funds	(2,504)	2,504	-
Net movement in funds	(3,218)	85,140	81,922
RECONCILIATION OF FUNDS			
Total funds brought forward	1,844,925	359,646	2,204,571
TOTAL FUNDS CARRIED FORWARD	1,841,707	444,786	2,286,493

13. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2021	**1,580,578**	**147,251**	**12,995**	**213,605**	**1,954,429**
Additions	**213,621**	**10,384**	**-**	**-**	**224,005**
At 31 March 2022	**1,794,199**	**157,635**	**12,995**	**213,605**	**2,178,434**
DEPRECIATION					
At 1 April 2021	**351,145**	**139,263**	**12,995**	**196,909**	**700,312**
Charge for year	**35,871**	**7,455**	**-**	**16,696**	**60,022**
At 31 March 2022	**387,016**	**146,718**	**12,995**	**213,605**	**760,334**
NET BOOK VALUE					
At 31 March 2022	**1,407,183**	**10,917**	**-**	**-**	**1,418,100**
At 31 March 2021	1,229,433	7,988	-	16,696	1,254,117

Certain freehold land and buildings included above were recognised using a valuation by Michael Tromans & Co. at 9 December 2016, adjusted to give a valuation on 1 April 2015. This was the value used as a deemed cost on the date of transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1 April 2015 and have a net book value of £872,920 (2021 - £893,967).
The historical cost equivalent of these assets is £698,629 (2021 - £723,606).

Offices at Waterloo Road
The above property was subject to an impairment review and was valued by Michael Tromans & Co. at 9 December 2016 at £255,000 and the trustees consider this to be a fair value. The historical cost value of the asset at that time was £432,190. The reduction in value of £177,190 was charged as an impairment provision and included in the Statement of Financial Activities in 2017.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Other debtors	**149,979**	286,825
Less reserves for bad debts	**(26,268)**	(12,087)
Prepayments and accrued income	**371,536**	96,903
	495,247	371,641

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Bank loans and overdrafts (see note 17)	**5,600**	-
Social security and other taxes	**29,847**	25,999
Other creditors	**66,530**	52,713
Accruals and deferred income	**35,793**	31,023
Deferred income	**2,970**	103,212
	140,740	212,947

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022	2021
	£	£
Bank loans (see note 17)	**134,400**	-

17. LOANS

An analysis of the maturity of loans is given below:

	2022	2021
	£	£
Amounts falling due within one year on demand:		
Bank loans	**5,600**	-
Amounts falling due between two and five years:		
Bank loans - 2-5 years	**22,400**	-
Amounts falling due in more than five years:		
Repayable by instalments:		
Bank loans more 5 yr by instal	**112,000**	-

18. LEASING AGREEMENTS

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

	2022	2021
	£	£
Within one year	**33,072**	14,112
Between one and five years	**66,456**	21,168
	99,528	35,280

19. SECURED DEBTS

The following secured debts are included within creditors:

	2022	2021
	£	£
Bank loans	**140,000**	-

The bank loan is secured by a first legal charge on a freehold property owned by the charity.

20. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	Transfers between funds	At 31.3.22
	£	£	£	£
Unrestricted funds				
General fund	**1,841,707**	**(892)**	**150,080**	**1,990,895**
Restricted funds				
Property Renovation - grants and donations	**169,810**	**17,682**	**(144,182)**	**43,310**
Family & Children's Projects	**65,036**	**(29,383)**	**(1,433)**	**34,220**
Advice and Support Projects	**168,859**	**22,418**	**-**	**191,277**
International Projects	**4,168**	**-**	**(4,168)**	**-**
Core Provision/Services	**17,692**	**(11,559)**	**-**	**6,133**
Counselling	**18,490**	**(8,639)**	**-**	**9,851**
Volunteers & Community Engagement	**731**	**(434)**	**(297)**	**-**
	444,786	**(9,915)**	**(150,080)**	**284,791**
TOTAL FUNDS	**2,286,493**	**(10,807)**	**-**	**2,275,686**

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	**2,028,799**	**(2,029,691)**	**(892)**
Restricted funds			
Property Renovation - grants and donations	**24,182**	**(6,500)**	**17,682**
Family & Children's Projects	**357,752**	**(387,135)**	**(29,383)**
Advice and Support Projects	**326,712**	**(304,294)**	**22,418**
Core Provision/Services	**48,776**	**(60,335)**	**(11,559)**
Counselling	**-**	**(8,639)**	**(8,639)**
Volunteers & Community Engagement	**-**	**(434)**	**(434)**
	757,422	**(767,337)**	**(9,915)**
TOTAL FUNDS	**2,786,221**	**(2,797,028)**	**(10,807)**

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	1,844,925	(714)	(2,504)	1,841,707
Restricted funds				
Property Renovation - grants and donations	169,810	-	-	169,810
Family & Children's Projects	10,331	52,201	2,504	65,036
Advice and Support Projects	174,068	(5,209)	-	168,859
International Projects	4,168	-	-	4,168
Core Provision/Services	-	17,694	-	17,694
Counselling	-	18,490	-	18,490
Volunteers & Community Engagement	1,269	(540)	-	729
	359,646	82,636	2,504	444,786
TOTAL FUNDS	2,204,571	81,922	-	2,286,493

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,768,603	(1,769,317)	(714)
Restricted funds			
Family & Children's Projects	243,398	(191,197)	52,201
Advice and Support Projects	449,610	(454,819)	(5,209)
Core Provision/Services	20,185	(2,491)	17,694
Counselling	34,185	(15,695)	18,490
Volunteers & Community Engagement	-	(540)	(540)
	747,378	(664,742)	82,636
TOTAL FUNDS	2,515,981	(2,434,059)	81,922

20. MOVEMENT IN FUNDS - continued

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

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	1,844,925	(1,606)	147,576	1,990,895
Restricted funds				
Property Renovation - grants and donations	169,810	17,682	(144,182)	43,310
Family & Children's Projects	10,331	22,818	1,071	34,220
Advice and Support Projects	174,068	17,209	-	191,277
International Projects	4,168	-	(4,168)	-
Core Provision/Services	-	6,135	-	6,135
Counselling	-	9,851	-	9,851
Volunteers & Community Engagement	1,269	(974)	(297)	(2)
	359,646	72,721	(147,576)	284,791
TOTAL FUNDS	2,204,571	71,115	-	2,275,686

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	3,797,402	(3,799,008)	(1,606)
Restricted funds			
Property Renovation - grants and donations	24,182	(6,500)	17,682
Family & Children's Projects	601,150	(578,332)	22,818
Advice and Support Projects	776,322	(759,113)	17,209
Core Provision/Services	68,961	(62,826)	6,135
Counselling	34,185	(24,334)	9,851
Volunteers & Community Engagement	-	(974)	(974)
	1,504,800	(1,432,079)	72,721
TOTAL FUNDS	5,302,202	(5,231,087)	71,115

Transfers between funds

Transfer from Property Renovation fund
A freehold property purchased in the year was partly funded from a restricted fund donation. The asset is now held and utilised for the general purposes of the charity. As such, it is now used for an unrestricted purpose. The objective of the original restricted donation has been fulfilled and it is appropriate now to transfer that value from restricted to unrestricted funds.

21. CAPITAL COMMITMENTS

	2022	2021
	£	£
Contracted but not provided for in the financial statements	**550,000**	550,000

The above capital commitment has been authorised by the Trustees, but the transfer of legal title has not taken place as at 31 March 2022.The purchase will be funded from existing reserves and a bank loan which has been agreed in principal.

22. RELATED PARTY DISCLOSURES

The Haven Enterprise Company C.I.C
The Haven Wolverhampton and The Haven Enterprise company C.I.C share some trustees in common.

The Haven Enterprise Company C.I.C was set up to run charity shops.
The Haven Wolverhampton supported the company by providing financial and administrative support.
Due to the redevelopment of the shopping centre where it was based, the shop closed down on 30 September 2015. The company is not currently generating any income.
At 31 March 2022 The Haven Enterprise Company C.I.C owed The Haven Wolverhampton £nil (2021 - £28).

23. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is The Board of Trustee Directors.

24. UNRESTRICTED FUNDS

At the year end there is one general fund.

It should be noted that, of unrestricted funds of £1,990,895 (2021 £1,841,707) the major part is represented in fixed assets £1,418,100 (2021 £1,254,117), essentially buildings or refuges from which the charity's services and support are provided.

These assets cannot readily be utilised to cover working capital requirements of the charity.

Unrestricted net current assets at 31st March 2022 stand at £707,195 (2021 £587,590).

25. RESTRICTED FUNDS

The Property Renovation fund represents monies received for the purchase of capital equipment and renovation of the refuges.

The other funds are restricted due to specific terms of the grants and mainly relate to the employment of workers to provide specific services.

The fund transfers were made out of general funds so that individual funds were not in deficit.

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts	**108,392**	54,016
Donations	**243,829**	185,992
	352,221	240,008
Investment income		
Deposit account interest	**293**	899
Charitable activities		
Accommodation charges	**966,425**	840,645
Grants	**1,439,515**	1,402,823
	2,405,940	2,243,468
Other income		
Management and training fees	**26,503**	3,948
Other income	**1,264**	27,658
	27,767	31,606
Total incoming resources	**2,786,221**	2,515,981
EXPENDITURE		
Other trading activities		
Wages	**108,227**	99,571
Other direct costs	**19,215**	10,902
	127,442	110,473
Charitable activities		
Wages	**1,338,451**	1,189,489
Other direct costs	**705,445**	553,356
	2,043,896	1,742,845
Support costs		
Other		
Wages	**344,979**	285,604
Premises related	**29,330**	29,131
Office supplies and services	**210,312**	227,561
Financial costs	**-**	28
Freehold property	**25,699**	16,303
	610,320	558,627

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

	2022 £	2021 £
Other		
Governance costs		
Wages - Governance	**3,504**	10,600
Governance costs	**10,388**	6,660
Sundry costs - Governance	**1,478**	4,854
	15,370	22,114
Total resources expended	**2,797,028**	2,434,059
Net (expenditure)/income	**(10,807)**	81,922

THE HAVEN WOLVERHAMPTON

England & Wales - Charity number 1065427

Accounts

REGISTERED COMPANY NUMBER: 03159029
REGISTERED CHARITY NUMBER: 1065427

Report of the Trustees and

Financial Statements for the Year Ended 31 March 2021

for

The Haven Wolverhampton

Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Contents of the Financial Statements for the Year Ended 31 March 2021

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Report of the Trustees
for the Year Ended 31 March 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims - Charitable Purposes

The Haven's Values - To provide safe, high quality support, in an environment of dignity and respect. To listen and respond with understanding and compassion. Act with responsibility and diligence.

The Haven's vision - For all women and children to live in a society free from oppression, homelessness, violence and abuse, and to promote and uphold human rights.

The Haven's Mission - To provide support to women and dependent children who are vulnerable to domestic abuse and homelessness.

The Haven achieves this by providing safe, temporary, emergency accommodation and community-based support services. The Haven provides direct one to one support in a safe environment, telephone advice and 24-hour Helpline.

The Haven's activities are consistent with the Charitable Purposes and continues to focus on provision of "relief to those in need, by reason of youth, age, illness, disability, financial hardship or other disadvantage" and to work towards the advancement of health and/or the saving of lives of those women and children at risk of violence and abuse.

The Focus of our Work - 2020/2021

Our strategic priorities:

1) Haven Identity
The Haven's history and ethos are acknowledged, celebrated and guide what we do

2) Haven Focus
Issues affecting woman and children are understood and acted upon

3) People and Community
Continuously developing and enhancing relationshipswith our communities

4) Communication and Access
Women and children can access places of safety and routes to support wherever they are

5) Participation and Inclusion
Support is available to all woman and children who needit

6) Innovation, Service Growth and Impact
Connecting with organisations and Government agencies to improve and sustain our services

Key Benefits - Achievements and Performance

During 2020/21 The Haven continued to deliver in line with Business Plan objectives for the year. The key benefits and achievements are described below.

OBJECTIVES AND ACTIVITIES

Public benefit

Accommodation Provision: Place of Safety (Refuge Accommodation)

In 2020/21 The Haven continued to receive a high number of referrals and enquiries for accommodation, unfortunately we were unable to accept all referrals due to high level of demand. The Haven provides high risk emergency and supported accommodation across the City of Wolverhampton. This service including admissions into refuge is offered 24/7 and works with women to bring them into safe accommodation and support families to safely move on.

The provision of refuge includes single women accommodation and family spaces and supports women who are homeless for reasons other than domestic violence or abuse. The Haven continues to provide additional safe accommodation to support those who are fleeing from areas outside of Wolverhampton in need of safety. We work with a range of agencies to support women in refuge including, alcohol and drugs, homeless, immigration and mental health services.

To maintain a high standard of service, we ask women to complete regular surveys when they come into refuge and when leaving as part of their safe move on plan. Women are also involved in shaping services through regular consultations, questionnaires and house meetings.

Refuge remained open 24/7 during COVID-19 and we increased our bedspaces to ensure we could accommodate the increase in demand for services. We have maintained the additional bedspaces through additional funding. We worked closely with Public Health and put in place the necessary protocols to ensure families and staff felt safe during lockdown.

Domestic Violence and No Recourse to Public Funds in Wolverhampton

During 2020/21 our ability to offer increase bedspaces to women with no recourse was as a direct result of increased funding. The council also supported with agreeing support for four families with no recourse as part of our city council contract.

The Haven's Board of Trustees continued with their commitment to provide accommodation-based support to two women (at any one time) who have no recourse to public funds. During 2020/21, with support from grant funders, The Haven supported 28 women in refuge and 20 women in the community.

Children and Young People (CYP) Service

The CYP service offers 1-1 and group therapeutic intervention to all children across services. Each child will have an initial assessment to determine their level of needs, and will be referred to the most appropriate area for support, which can include animal therapy, music therapy, art therapy, Lego therapy, virtual reality therapy, sand tray therapy, talking therapy in 1-1 sessions or group sessions.

Support is offered to the children and their families, to ensure that the family have support, and CYP staff link in with key workers to ensure that the family has wrap around support. The objective is to support and safeguard the family, and to monitor needs, ensuring that escalation or de-escalation is completed as needed. 58% of the CYP who accessed the service in the last year were open to social care. Staff work with families to support and advocate at professional meetings, such as Early Help meetings, Child in Need meetings, Child Protection Conferences and core groups .

In 2020/21, 261 CYP were supported within refuge.
We were also able to arrange day trips out for the women and children in the last year, whilst following COVID-19 guidelines and maintaining safety for all. This encouraged family bonding and enabled families to access support whilst outside of the refuge.

In 2020-2021, there were 588 CYP in the community supported by our services. Services available to those children include a variety of therapeutic interventions, in a safe environment, which can often include work with families. Community support can happen during school, at a local park or at the child's home if it is safe to do so. We have also started using virtual sessions for the older children who sometimes prefer this medium as it can offer more control to the child around their environment.

OBJECTIVES AND ACTIVITIES

Virtual Reality Therapy (VR Therapy)

In the last year we were able to set up VR therapy for the CYP service, which has been well received across all areas. Feedback gathered shows that 100% of children feel better after a VR therapy session.

The aim of VR therapy is to enable a child to navigate through digitally created environments and work with trained staff to look at their needs, and tackle any issues that are identified with them. It is tailored to support their specific needs and is designed to isolate the user from their surrounding sensory inputs and give the illusion of immersion inside a computer-generated, interactive virtual environment, to enable them to have a good clear mind space.

Children and Young Persons Tool

Within this year, we achieved funding to support with the development of a tool for children to support and widen access for CYP. The tool will give children more control over their support and allow for ongoing support in the wider community.

The tool will focus on empowering the children and supporting them with how to cope with the impact of experiencing domestic abuse.

The children's voices, opinions and thoughts are the main focus of this project; to be user friendly and give the children the tools they would like to have.

At present, the tool is in phase 1 of development, and will be completed In 2021/22

CYP Sexual Abuse Counselling

In 2020/21, we were funded to support children and young people who had experienced sexual abuse and provide specialist counselling. This enabled 80 children to access the service and work to overcome barriers they face and work through trauma. This service showed great outcomes for CYP with 84% of CYP showing that they have benefited from the support and shown positive changes in emotional well-being and reduction in stress and anxiety.

Mengage and EmpowHer

The Mengage and EmpowHer project is a pilot that aims to challenge gender stereotypes within gender roles. The project uses a preventative approach, and works with school children to challenge perceptions, enabling children to constructively challenge themselves and their thinking. The outcomes show that this project is having a positive impact , and we have received good feedback from children and the schools.

This program is led by two facilitators who deliver sessions face to face in school settings but most recently have started doing virtual sessions during the pandemic. .

This year we have completed 94 sessions, reaching 1370 children.

Within the CYP service, Children and Young People are encouraged to shape the service through their feedback and group sessions regularly and outcomes are monitored to ensure we are meeting the CYP needs.

In 2020/21, we supported children in refuge and community to access our support at a time when other services were unavailable, including schools. We supported children to get equipment to enable the ability to complete remote learning, whilst facilitating sessions with children. We also developed and supplied education resource packs to our families to support the children during the pandemic and enable them to continue learning, this was complemented by videos created by our CYP team.

Key to our support was ensuring that children were safeguarded and maintaining a good level of contact with families helped us to do so. Though other agencies limited their face to face contact, we were still maintaining face to face contact and support (following safe COVID-19 guidelines). This support helped families to have their cases de-escalated with social care, and where necessary for cases to be escalated where thresholds were met.

OBJECTIVES AND ACTIVITIES

We supported women with child contact during COVID-19, and this led to children and their families staying safe at a time when nationally we faced a pandemic. We supported safe contact methods, and where formal agreements were in place, we supported with getting these reviewed to keep the children, and women, safe.

Helpline and Single Point of Contact
The Haven Helpline also encompasses the City of Wolverhampton's Single Point of Contact (SPOC) for refuge referrals and high-risk MARAC referrals. The Helpline operates on a 24/7 basis. The Helpline is operated by trained staff, including staff who speak other languages; Language Line is used where required. The Haven Helpline continues to be a member of Helpline UK. During the pandemic - staff worked from home and from Head Office. The service continued to receive self-referrals at our Head Office. The Haven increased the staff numbers on the helpline due to an increase in demand and also appointed a designated safeguarding lead to oversee all safeguards for helpline calls at point of referral.

Helpline admissions are from other agencies e.g., Police or self-referrals. Staff carry out a Domestic Abuse Stalking and Harassment (DASH) Risk Assessment. The Admissions Team may also make referrals to Multi Agency Risk Assessment Conference (MARAC), or for children to the MASH team (Multi Agency Safeguarding Hub). These processes are managed by the Helpline and Admissions Team to ensure wrap around support is identified and put in place at point of admission.

During 2020/21, the Helpline answered 11,182 calls from women and other agencies. The Helpline staff also oversee referrals through the referral point email, receiving emails directly from women who need our support, and from agencies, including the police. The Haven introduced Live Chat in 2018/19 for women/agencies who prefer to contact us via our web page. Live Chat has continued and is now integrated within the team and this has been well received during lockdown. In 2020/21 we also introduced WhatsApp as an additional option for women to contact us.

The Helpline also utilised additional support through Rail to Refuge which provided women with safe and free travel to access safe accommodation. We also increased staff on Helpline who had additional languages and continued to use independent language line.

Substance Misuse Support
In 2020/21, our substance misuse service began, and from September we supported women to overcome their substance misuse issues. We supported 16 women, whom have 8 children in the time period.

Support starts at the point of referral, where staff work sensitively to identify any substance issues that a women may have - no matter what service they are accessing. At the point of referral, where there are needs, an assessment will be completed in liaison with the Substance Misuse Caseworker.
The service aims to help women understand their addictions, understand barriers they face and support putting in place positive steps to overcome them. We use a strengths-based approach, and support women to recognise their end goal, and support with making steps to reach that goal. The service offers copious amounts of support surrounding confidence building, healthy coping mechanisms, social inclusion, engaging with services, advocacy and much more!

Where women appear hesitant to disclose or show signs to other staff that they need support, staff will encourage engagement with the Substance Misuse Caseworker. This is supported by attendance at house meetings, staff meetings and promotion of the service. This has resulted in us being able to be more inclusive and support women with higher needs in our accommodation, that perhaps would not have been suitable previously.

Where women have children in their care, the substance misuse worker will engage with the CYP team to ensure that the family receive holistic support. This includes group therapeutic sessions to support women and children to look at the effects of substance on the family, support with social care and 1-1 work with the child to support their wellbeing.

At The Haven, we offer support to women who live outside of our accommodation, and work with women who are living in their own homes, often still living in the abusive relationship.

OBJECTIVES AND ACTIVITIES

The Community team includes Independent Domestic Violence Advisors (IDVA Intervention Case Workers and Safe Housing and Occupancy Case Workers . Each team has experts who are trained to access 'seldom hard to reach' groups, including BAME and Young Women.

The team supported women and children to provide specialist advice and safety planning including supporting them to identify risks and how to overcome these. They also support women in obtaining court orders to stay safe and with getting help from other specialist agencies, advocating for women and challenging where needed to ensure women are given the support that they need. Support has been given to women via methods including face to face support, telephone and video calls, each method determined by the woman's needs and safety.

Although 2020 brought great challenges for the community team, they have worked with women to identify safe ways to contact, and support to help them access the vital support they need. This has included working with women and partner agencies on a virtual platform including skype/teams.

During the year, the Community team also attended various events to promote the services The Haven provides and to raise awareness of domestic abuse and its impact on the community. This includes participating in Crown Prosecution Scrutiny Panel, Wolverhampton Interfaith Orange Event, West Midlands Police Forced Marriage Event, Police and Crime Commissioner Vulnerable Victims Panel, Domestic Abuse Best Practice Panel, Black Country Sexual Abuse Forum, Wolverhampton Anti-Slavery Partnership, Interpersonal Violence Board and New Communities Forum.

During 2020/21 the Community Team supported 890 referrals which included high, medium to low-risk cases. The number of children supported in community during this period was 588.

In 2020/21, we were awarded COVID-19 emergency funding from the Ministry of Justice to widen our support given the increased demand, which enabled us to provide
-Education packs to our children and young people
-Increasing capacity in our helpline and admission service
-Increasing capacity with our counselling service
-Specialist BAME counselling
-CYP sexual abuse counselling

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OBJECTIVES AND ACTIVITIES

Sexual Violence and Abuse Service

At The Haven, we have provided specialist sexual violence and abuse services for over 20 years. Our service provides emotional support to women and children who have been subjected to sexual abuse, assault or rape and offers specialist advice.

The service is provided by highly trained and experienced Independent Sexual Violence Advisors (ISVA) and Children's Independent Sexual Violence Advisors (ChISVA), who work with children and women to implement safety measures and to identify risks and how to overcome these.

The team support women and children to take action via the criminal justice system and support them through the journey, including support with providing statements, support at court, court preparation and support implementing special measures.

Another key element to this service is supporting women and children to access health services, sexual health testing, pregnancy testing and access to mental health support as needed.

Within our services, we also offer women and children counselling and wellbeing groups that support to overcome their abuse and work to overcome barriers they face.

Support has been given to women and children via methods including face to face support, telephone and video calls, each method determined by their needs.

Integrated Support Service (service for women where partners are on a DV Perpetrator Programme)

In 2020/21, we have continued to support 14 women and their children through the Integrated Support Service. This Regional project funded through the West Midlands Police and Crime Commissioner is for women whose partners are on the 24-week programme. The service provides emotional support and input on options for safety planning. The focus is on maintaining relationships with women to ensure that they and their children are safe. The programme is due to end November 2021.

Therapeutic Wellbeing and Counselling

The Haven hold the wellbeing and mental health of their service users at the forefront of the service provided and ensure that all women and children are aware of the support available to them. We offer differing varieties of counselling and wellbeing support, ranging from one to one and group sessions. These can be held online or face to face, to suit the client as required. In 2020/2021 The Haven supported 365 women through counselling, with a team of 35 counsellors. By December 2020 we were delivering an average of 280 counselling sessions a month.

Our counselling provision continued to thrive during the year, despite entering two separate periods of national lockdown, which placed additional demands and restrictions upon services. Counsellors adapted their working practices which enabled them to engage women in continued counselling provision, using online and telephone contact where practical and safe to do so. In line with government guidance throughout the year, further adaptions enabled face to face contact in outdoor environments, again where safe to do so.

The counselling team continues to grow, with sessional qualified counsellors and volunteer trainee counsellors, the team are qualified or working towards a minimum level 5 counselling qualification and receive training prior to commencing in order to ensure that they have the knowledge and facts with regards to the reality of domestic abuse and all of its complexities.

We are British Association for Counselling and Psychotherapy (BACP) members, and our application for accreditation will be completed in 2021/22.

Group therapy can be offered and focusses on key areas such as Cultural Expectations, Coercive Control and Self-esteem/self-worth. Women's programmes are still offered - the Dolphin programme supports mothers on parenting post domestic abuse, the Wulfruna programme works through domestic abuse and the women's experiences, and the McEwan programme supports parents whose children have experienced sexual abuse.

OBJECTIVES AND ACTIVITIES

Quarterly surveys are sent out to service users who have or are currently accessing the counselling service confirm that clients are pleased with the service they are accessing and are benefiting from the support.

Safeguarding

To ensure a robust response to safeguarding across the service, we have reviewed both Adult Safeguarding and Children's Safeguarding policies. This review has streamlined the policies to ensure that they are user friendly, fit for purpose and up to date in line with legislation. All safeguarding policies and procedures are reviewed in line with statutory guidelines and the Wolverhampton Together Safeguarding Board policy, alongside our training. We continue to work within legislative frameworks including Care Act 2014, Children's Act 1989/2004, Working Together to Safeguard Children 2018.
Designated Safeguarding Leads (DSL) are embedded across services.

DSL's have Safeguarding Vulnerable Adults (Advanced) and Safeguarding Children and Young People (Advanced) training in addition to the mandatory training for staff. This enables them to fully understand their roles and responsibilities, enabling safeguarding concerns to be managed in a timely and appropriate manner, with clear processes for escalation.

All safeguarding concerns that are raised both internally and externally are monitored, and DSL meet regularly to review patterns of concerns or incidents raised.

We continue to work with staff to embed good practice and are establishing quarterly desktop reviews, to enable us to consider local practices in line with learning from Child Safeguarding Practice Reviews (CSPRs), Domestic Homicide Reviews (DHRs) and safeguarding Adult Reviews (SARs). Within these reviews we will consider any internal safeguarding concerns raised, with an opportunity to consider what has worked well, where we can improve practice and any grey areas that we will explore further. Outcomes and learning from these reviews will inform information shared within the safeguarding bulletins.

To enhance information sharing and learning throughout the service we have established quarterly safeguarding bulletins which are shared with staff internally.

Safer Recruitment

We continue to be vigilant within our safe recruitment of staff and volunteers. We work to ensure that all reasonable steps are taken to ensure those who may pose a risk to children and adults are identified, deterred, and rejected, including risks to connected persons.

All candidates are required to provide details of any unspent convictions. Many posts require a Disclosure and Barring Service (DBS) check and a Barred List check. Other roles, with less responsibility for vulnerable groups will require a Disclosure and Barring Service (DBS) criminal record check only. All jobs requiring a DBS check and/or barred list check are identified in the Job Description.

Recruiting managers are responsible for ensuring compliance with The Haven Recruitment policy.
All job descriptions and persons specifications make reference to safeguarding, and all posts are subject to an enhanced Disclosure and Barring Service certificate (DBS).

All interviews include a values survey, which enables interviewers to assess the values base of the applicant alongside the values of the organisation.

Business Support Services

Finance and Business Support - Business Support function includes Finance, Procurement, Human Resources & Volunteers, Information Technology, Facilities & Health & Safety, and Benefits Advice Service. During the last year it was essential the business support functions facilitated the changing staff needs due to COVID-19.

OBJECTIVES AND ACTIVITIES

Information Technology - Due to continued investment in this area during 2019/20, over the last 12 months this has enabled a smooth transition 'during Covid' to support safe and secure flexible and remote working, including virtual meeting platform MS Teams and the provision of additional hardware across various staff teams. The Haven Horizon(telephone) App helped ensure no disruption to helpline, and additionally facilitated the setup of remote access to reach Haven extensions across services. We continue to work on our IT policies and strategies and ensure updated in line with current specifications and operational needs.

Human Resources - Human Resources Function supports The Haven in delivering its Mission Statement, to eliminate discrimination, encourage diversity amongst our workforce, provide fair working conditions and a better work/life balance for our employees. The Haven Human Resource Function is supported through external Human Resources Retainer & Legal Retainer: The legal retainer providing employment legal advice and support remains in place.
The Haven has continued with accredited membership as a Living Wage Employer, recognizing that The Haven's staff team are paid at or above the real living wage which is currently £9.50 per hour.
The Haven remain a 'Disability Committed Employer' and works in line with required standards
The Haven have continued to build on and invest in the provision of an employee portal, accessible to the whole of the staff team, streamlining processes of a HR nature, access to training, polices & procedures, and to help facilitate day to day routines between Line managers and their team members.

To ensure that The Haven has the right people, with the right skills, The Haven is continuing to develop a 'People Strategy/Workforce Plan'.

During the last 12 months of the pandemic, essential emergency policy changes were made, in particular to The Havens flexible working policy, home working (taking into account shielding & vulnerabilities) lone working policy, safe working and emergency risk assessment procedures and covid screening procedures - all implemented to help ensure safe working across all our services.

Engagement & keeping in touch with Staff - It has been more important than ever to keep in touch with the staff team, particularly through the initial lockdown period, ensuring regular updates were circulated and information shared as regularly as possible.

The Haven registered to the Government Kickstart Scheme during 2020/2021 and we are now actively receiving placements through the scheme, supporting our essential services, in-turn providing the placements with new skills working across our services, Business Support, Development, H&S and Helpline.

2020/21: Demographic profile of Staff:
52% of Staff were from Black, Asian, Minority, Ethnic background which ensures that our staff meet the demographic profile of residents in the city. 2020/21 also demonstrated increase in referrals from women with no recourse including women from ethnic backgrounds. We increased specialist staff numbers on helpline with additional languages and training to ensure staff have a good understanding and awareness of religious and cultural issues and barriers women may face when accessing services.

Volunteers
During the past year The Haven had to place a hold on actual on-site support for both volunteers and student support initially. As some restrictions were lifted by the Government, we were able to accommodate some minimal volunteer support on site.

The Haven has continued to keep in touch regularly by email with local volunteers, our volunteers are important to us and look forward to welcoming more volunteers back into our services. The Haven has continued to work in partnership with the local volunteer centre during the covid period, we continued to receive a constant flow of volunteer applications and enquiries and offers of support to volunteer within our frontline services.

Within the Counselling and Children's and Young Persons service, we have been able to utilise volunteers, which has complimented the team and supported with widening delivery of service.

Structured placements programme for counselling and children's services continued during COVID-19.

OBJECTIVES AND ACTIVITIES

During 2020/21 The Haven were supported by 46 volunteers, who made a significant contribution of 19,136 volunteer support hours across Haven services, which is the equivalent of £177,965

Procurement, Facilities Management and Health & Safety

Managed and Co-ordinated through business services, and external consultancy. This service ensures the organisation meets all its statutory requirements and has a safe and effective working environment for staff, volunteers and service users. During 2020/2021 this remained our priority, but also in addition The Haven had to ensure compliance with recommended Government and Public Health Guidelines in relation to COVID-19. This included investment of additional resources, adaptations, equipment, supplies and additional services to ensure our service delivery faced minimal risk and was as safe as it could be. Policies and procedures were updated to manage essential visits and to ensure The Havens admissions processes were managed safely.

We continued to invest in Health & Safety, ensuring compliance to Health & Safety audit standards, delivery of Health & Safety awareness training and annual review of policies and procedures to support the organisation. The Haven commissioned an independent H&S review and will be reviewing external H&S audit requirements for 2021/22.

Emergency Lone Working & on-site risk assessment templates for frontline staff to worked well to alert to any issues and to be able to react quickly. Safe working practises in place and the provision of PPE supplies across all Haven sites and clear guidance on use. Facilities & H&S manager supported frontline services throughout the pandemic period. Regular contact was maintained throughout the year with H&S consultant and H&S Board Lead for guidance where needed. The Haven also worked closely with Public Health adhering to guidance and advice sought, to keep our Refuges as safe as possible.

Data Protection

The Haven Data Protection and assurance process is supported through an external consultant. The Haven completed an annual desktop review and compliance check of all related Data Protection Policies & Procedures. The Haven commissioned an annual review of policies and procedures to ensure they meet legislative requirements. The audit outcome confirmed The Haven met UK Data Protection requirements and were rated 'good'. The Haven continue to be registered with the Information Commissioners Office (ICO) and will inform the ICO of any data breaches as required and as good practise.

Annual Data Protection Training - e-learning licences are rolled out across the staff team to enable learning to take place at a convenient time to suit the learner, but within a specified timescale.
The learner will complete a short questionnaire at the end to test initial competency, after which they receive a certificate of achievement.

Benefits Service - The Benefits Service has continued to provide immediate and on-going support to The Haven's Accommodation Service, including provision of advice and support regarding Housing Benefit and Welfare Benefits entitlement and appeal processes. Due to COVID-19, the Benefits drop in facility was managed differently and offered as telephone support and a virtual meeting as required.

Funding and Finance

Local Authority/Government Funding : The Haven's main contract for the provision of refuge and community support for those affected by violence and abuse in Wolverhampton was re-tendered for and awarded to The Haven in July 2018.
Other Local Authority and Government funding opportunities have been pursued both on our own and in partnership with other providers. Successful projects this year include:

-Ministry of Housing, Communities and Local Government Department- Delivering a programme of support to women with no recourse to public funds as part of partnership project with the West Midlands Regional Consortium
-NHS Wolverhampton CCG - part of a pilot in a partnership led by Relate to deliver low level counselling in GP's surgeries. This has been a positive piece of work and the contract continues.

OBJECTIVES AND ACTIVITIES

-Police and Crime Commissioner- Working as part of the West Midlands Regional Consortium we have been delivering the following projects: Domestic Violence Perpetrator Programme, IDVA, forced marriage/so called "honour-based" violence work.

Trusts and Foundations: We have been able to increase our activity through applications for grants during the year, with a newly created Grants Officer role joining the team in May 2020. This has enabled us to not only increase activity through applications, but also to significantly increase income received from trusts and foundations compared to 2019-20. The ongoing programme of prospect research and applications to charitable trusts and foundations have continued and during 2020/21 grants receivable totalled £720,276 This has included grants from

-Barclays 100x100 UK COVID-19 Community Relief Programme to support the breadth of our work through the challenges of COVID-19.

-Comic Relief co-funded from the Comic Relief 'The Big Night In' Match Fund - COVID Response through a partnership between Comic Relief and the Department for Digital, Culture, Media and Sport (the DCMS) to support women with no recourse to public funds.

-Barrow Cadbury Trust with The National Lottery Community Fund to support women with no recourse to public funds.

-BBC Children in Need to trial Virtual Reality Therapy and develop an online portal designed by and for children and young people.

Much-needed funding has also been gratefully received for The Haven's wider children's services, counselling and therapies, development of the website, and core service provision.

Community and Corporate Fundraising: These areas of Fundraising within the organisation have continued to grow throughout 2020/21 despite the difficult year. The team successfully surpassed its target, bringing in a total of £185,992.

Some key successes from the year are summarised below.

-In response to the pandemic, the increased demand on our services and the lack of ability to run standard fundraising events, we launched a Covid Relief Fund, and later a Recovery Fund. Together, both campaigns raised over £25,000 during the first half of the year and support was offered from businesses, community groups and individuals.

-We created a range of new virtual events that ran during the year, our most successful was our virtual quiz night hosted by Route 39. In the peak of the first lockdown, we were hosting these fortnightly and in total for the year we raised £2,500.

- We revamped our 'Cycle to end the Cycle' challenge and made it more accessible to everyone - it became the 104 Challenge. We asked supporters to run, walk or cycle their way to 104 miles either solo or as a socially distanced team. We had supporters as young as a 7-year-old boy taking part, right through to The Haven Wolverhampton's very own Board Members taking it on as a team challenge. Together we clocked up over 2,000 miles and raised just over £9,000.

-In between lockdowns, we were able to host our only face to face event of the year; the 3rd annual charity Golf Day sponsored by TRiM Barbershops. The days activities were slightly different to ensure compliance with government guidance, but still included 18 holes of golf, breakfast, a 2-course meal, raffle and closed presentation. Attendees included those from local businesses as well as teams of individuals. The event was a success raising £5,300 to support vital services, making this our most successful golf day yet.

-We have seen a huge increase in support through regular giving this year. We have had significant numbers of regular gifts setup increasing our annual income through regular gifts by a 394% increase on the previous year. We are so grateful to everyone who supports us in this way, enabling us to plan for the future and ensuring we can support more women and children.

-This year's Big Give campaign focused on our project 'Make a House a Home', aiming to make our refuge spaces warm, welcoming and equipped with all the homely essentials to ensure women and children can stay where they are safe from abuse. We surpassed our fundraising target for the matched giving scheme once again and raised £9,600 making this our most successful big give campaign to date.

OBJECTIVES AND ACTIVITIES

-Each year The Haven Wolverhampton receives an incredible amount of support at Christmas and despite the circumstances this year was no different. To manage the Christmas period safely, we mainly asked for support in the form of monetary donations and gift vouchers so that we could order gifts directly to our grottos in refuge. We raised £18,000 through our standard Christmas appeal and over £6,000 in vouchers. We worked with select local businesses and community groups to act as drop-off points for some select donations of gifts and food hampers for the women and children to help make the period special.

This year The Haven Wolverhampton have taken the charity seat in the new Wolverhampton BNI Group, BNI Mander. This has flourished with many great relationships and resulted in over £10,000 worth of support. Throughout the year we have also developed many new corporate relationships and built on existing ones. These include Paycare, Lloyds Banking Group, BCRS Business Loans, TP Squared, Carvers, Sainsbury's Local stores, TRiM Barbershops, Taurus Water, Taylor Wimpey, TSB, ABC Cars and many more.

We have also had some incredible support from community groups throughout the year, raising both awareness and vital funds. These relationships have included all of the Wolverhampton Rotary Clubs, Provision House, Walton Walker and Sandwell Lodge, Tettenhall Round Table, Buddy Bag Foundation, KidsOut, Coven Mother's Union, Punjabi Wolves, West Midlands Concert Band and many more.

Some incredible individual supporters of The Haven Wolverhampton have taken on a range of challenges and hosted a range of events, including 2.6 Challenges, a 4x4x48 running challenge, online raffles during Empurple Week, running 100 miles in a week and a walking from Birmingham to Wolverhampton challenge. We are so grateful to every single person, business and community group that has supported us during 2020-21 and continued to ensure we can be there to support women and children. We will continue to work with all our current supporters in 21-22 as well as developing new relationships to ensure sustainability and continued visibility for The Haven Wolverhampton.

Fundraising Regulation

The Haven Wolverhampton has continued its membership with the Fundraising Regulator, the body responsible for the Fundraising Codes of Practice. This continues our commitment to ethical and best-practice based fundraising and demonstrates our continued commitment to the Fundraising Promise. We have continued to keep up to date with guidance provided by the regulator to ensure best practice throughout the pandemic.

We have had no investigations through the Regulator this year.

Our main public-facing fundraising income comes through events ran by The Haven Wolverhampton and the public, alongside charity of the year partnerships and one-off donations. All fundraising is done through our Fundraising team and volunteer support from the community; we do not utilise any external professional fundraisers.
The Haven Wolverhampton has a robust and supportive process for managing and monitoring fundraising undertaken by others. Our 'fundraise for us' section on the website provides a host of useful documents including top tips as well as how to keep fundraising safe and legal. These documents are also shared with supporters running events or fundraising initiatives in aid of The Haven Wolverhampton and relevant agreements are created.

The Haven undertook five new commercial participator agreements with local businesses during this year. We have started working with an external company called Work for Good to manage these relationships and so two of the commercial participators have pledged and supported through this platform whilst the other three remain direct. In total, these partnerships have resulted in over £1,200 worth of support, with a further £2,000 pledged through an ongoing partnership on the third-party platform.

OBJECTIVES AND ACTIVITIES

The Haven Wolverhampton have not received any complaints this year in relation to Fundraising. We have policies and systems in place to record and report on any complaints should we receive them. We display the Fundraising Regulator promise on our website and ensure that supporters who would like to make a complaint have access to a clear process. Our complaints procedure states that we acknowledge written complaints within five working days, and we aim to resolve them within 28 days. Complaints are dealt with in the first instance by the Fundraising Manager and escalated where necessary to the Senior - Development Manager and/or the Chief Executive and would be reported to the Fundraising Regulator.

The Haven Wolverhampton have a vulnerable person policy within fundraising that is accessible on our website. As part of induction and on-going training within the Fundraising team, we are committed to consistently reviewing the Fundraising Regulator and have an ongoing awareness of the importance of protecting vulnerable people fundraising or donating to The Haven Wolverhampton. Additionally, throughout this year, for all fundraising activity we have completed additional risk assessments specific to Covid_19 regulations to ensure we are protecting those most vulnerable in our community.

Our internal database records information on consent and our fundraising team ensures this is regularly updated in line with each donors' preferences. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us. We have not received any requests via the service.

Public Relations & Marketing

This year, the demand for our services increased throughout the COVID-19 pandemic and we had to adapt our service delivery to ensure that we reached as many women and children as we could, as safely as we could. Our PR and Marketing efforts therefore assumed a three-pronged approach:
-Raising awareness about how the wider community (neighbours, employers, etc) can support women and children being subjected to domestic abuse,
-Launching our COVID Relief Fund and promoting our virtual fundraising events and campaigns,
-Ensuring that the general public were aware that our services were not on lockdown and COVID-19 safety measures were in place to safeguard everyone.

Website

The COVID-19 pandemic forced us to be innovative and to start our digital transformation journey sooner than we initially anticipated. Recognising a need for digital services, we were quick to publish digital guides to support women and children who may be in need of help but are unable to get in touch because they were being closely monitored. We published guides on safety planning, supporting employees working from home and caring for one's general mental health and wellbeing on our website and they were all well received.

We have worked in consultation with women who use our services, as well as key members of our staff team to redevelop our main website with a local design agency. We are nearing the end of the development process with a view to launch in May/June 2021. We have replaced an aesthetically corporate looking website, heavily populated with narrative information, with a warmer, better organised and more user-friendly digital conduit for women's stories as well as our services.

In June 2020 we won the Digital Agenda Impact Awards for our You Matter website, winning in the Social Transformation category. We were invited to present on a panel that discussed technology's potential in delivering social transformation and the challenges that third sector organisations face.

Newsletter

Our organisation-newsletter, containing our latest news and updates as well as events, wider news articles about domestic abuse and homelessness and various calls to action, now goes out biannually via Mailchimp. We have introduced a separate training newsletter - sent every two months - covering the latest training dates, information and a section that answers questions submitted by readers. Our first training newsletter went out in January 2021 and exceeded the industry standards with a 29% open rate and a 3% click rate. We have continued to send out service updates to local agencies, our external partners and other organisations with a focus on all the various services we offer.

OBJECTIVES AND ACTIVITIES

Social Media

Our organisation-newsletter, containing our latest news and updates as well as events, wider news articles about domestic abuse and homelessness and various calls to action, now goes out biannually via Mailchimp. We have introduced a separate training newsletter - sent every two months - covering the latest training dates, information and a section that answers questions submitted by readers. Our first training newsletter went out in January 2021 and exceeded the industry standards with a 29% open rate and a 3% click rate. We have continued to send out service updates to local agencies, our external partners and other organisations with a focus on all the various services we offer.

Our Facebook page is currently where we see the most engagement with our daily page engaged users increasing from an average of 26 users a day in the first quarter to an average of 96 users a day in the final quarter of the year. Daily page engaged users are the number of unique users who engaged with our page. Engagement includes any clicks on links as well as any posts or stories that are shared.

Press Relations:

The level of local press coverage this year has been excellent as we continue to solidify our position as thought leaders in the sector. The reports of the increase in domestic abuse as a result of lockdown restrictions, have attracted interest from leading media outlets like the BBC. We were also featured on regional prime time news on ITV as well as their website. Our Safe Haven video advert was featured on West Midlands Live TV for a period of a month with three scheduled broadcasting slots a day. We have also maintained our strong links with the local Press, including 'Signal 107,' 'WCRFM,' 'The Express and Star,' 'The Chronicle' and 'Birmingham Live' who have all been consistent in promoting our news and campaigns as well as requesting expert commentary and referring to our services.

Training Department

During 2020/21 the Training department has grown with sessional workers being employed from different areas of the country. Due to training being delivered virtually we were able to draw on trainers' expertise in VAWG from other areas of the UK. We have grown the external training provision by networking and approaching organisations to improve awareness and develop standards and responses to Domestic Abuse whilst generating income to support The Haven Wolverhampton's service delivery. The Training team continue to deliver core training to The Haven Wolverhampton's staff, volunteers and placements, such as safeguarding.

During the year our training team had to adapt the approach to delivery as a consequence of COVID-19. Moving our training online enabled us to continue ensuring we were working to a high standard as staff and volunteers continued to access our training modules.

Staff, Volunteer and Student Induction training

85 training sessions covering a range of subject areas including Equity & Disability, Confidentiality, and Information Sharing, Safeguarding, Modern Slavery, Coercive Control, Stalking and Harassment, Rape and Sexual Violence, Domestic Abuse Awareness, Forced Marriage, and so-called 'honour' based abuse, FGM, Domestic Abuse: supporting women with disabilities and Domestic Abuse: No Recourse to Public Funds, has been delivered for staff, volunteers, volunteer counsellors and Social Work Students. The training has been delivered virtually through MS Teams from May 2020 due to the pandemic. It is delivered on a rolling basis and is also open to our Board of Trustees.

The training delivered ensures that all staff, volunteers, and Trustees have a clear knowledge and understanding of domestic abuse issues and ensures we meet our objectives in delivering safe and effective services. This will also ensure safeguarding is managed effectively across the whole organisation and within a multi-agency setting.

The Haven Training have had 10 trainings recognised by CPD (Continuing Professional Development). The CPD Certification Service evaluate learning activities to the highest standards. Professionals recognise the CPD Certified symbol as the qualitative benchmark that, not only reflects but also sets those standards.

OBJECTIVES AND ACTIVITIES

External Training

During the pandemic The Haven supported companies to identify signs of abuse in relation to their staff and to give managers and HR professionals tools to support staff who may be vulnerable to domestic abuse when working from home. Webinars have been advertised to external organisations to generate income, covering topics such as Domestic Abuse Awareness and Domestic Abuse: Supporting Employees in the Workplace. Organisations that attended were from various industries including Education, a housing association, Local Authorities, an electrical company, an engineering company, a science museum, Human Resources, NHS, Voluntary sector, and a consulting agency.

Bespoke training was developed and delivered to external agencies including staff from Severn Trent Water and a Safeguarding webinar for West Midlands Dentistry.

Some feedback received included,
'The Haven educated us on the important topic of Domestic Abuse'.
'They provided the HR team with training to upskill our knowledge in this area and provided the correct tools to allow us to support our employees. The training was tailored to our needs and definitely opened our eyes to what domestic abuse can look like, and what we as a company can do to help others'.
'In the current climate, it has benefited our company by adding to the suite of support tools we can offer our employees in such circumstances where they require help, both inside and outside of the workplace. They are now supporting us in developing a Domestic Abuse Policy'.

The Haven have identified the importance of specific Domestic Abuse Workplace Policies. They have supported agencies in writing a specific policy for their organisation.

Purple Pledge Campaign

An employer Domestic Abuse awareness campaign was launched on 29th March - it aims to support the implementation of a Domestic Abuse policy and at least one Domestic Abuse Champion in each organisation in the West Midlands and Black Country. The impact of this will be reported next year.

FINANCIAL REVIEW

Financial position

Despite a difficult year and the additional challenges, we faced/continue to face due to COVID-19, The Haven has been fortunate enough to maintain 'Incoming resources & Resources expended' throughout the year, and the results present a small surplus.

Principal Funding Sources

The Haven continued to be funded through grants, contracts, donations and service charges.
Incoming Resources for the year total £2,515,981.

Community Fundraising: These areas of Fundraising within the organisation have continued to grow throughout 2020/21. The team successfully generated an income of £185,992. The Haven has continued to receive financial support from many valued funders and donors. These can be separately identified in Notes 2 to 4 of the Accounts.

Donated Goods - Gifts in Kind donated for distribution to beneficiaries of The Haven are recognised at fair value, £54,016, and included as a component of donations when they are distributed, and an equivalent amount recognized as charitable expenditure.

Charitable Activities 'Grants & Contracts'

Principal sources of funding during 2020/21, including Emergency Funding COVID-19:
- The City of Wolverhampton Council (CWC) Contract for Housing Related Support £682,547 (28% of Incoming Resources)
- Police & Crime Commissioner Fund (PCC), The Haven IDVA Service, £117,745
- Barclays UK COVID-19 Community Relief Programme £25,000
- Ministry of Justice 'Extraordinary Covid 19' Fund, £83,853
- Ministry of Housing, Communities & local Government (MHCLG) £89,995, plus MHCLG COVID-19 Emergency Support Funding for Domestic Abuse Services.

Resources Expended

Refuge costs - continued resources and investment into our refuges again this year, ensuring the women and children we support are living in a safe and secure environment. In addition, ensuring all the essential requirements inline with Government Guidance for COVID-19 were also met. The Haven reviewed and optimised space available across the provision, leading to the upgrade and opening of additional units to help meet the ongoing additional demand for our services.

Special Projects - Special Projects - during 2020/21 The Haven has continued to receive funding through Comic Relief, this year co-funded from the Comic Relief 'The Big Night In' Match Fund - COVID Response through a partnership between Comic Relief and the DCMS; BBC Children in Need; 'Ministry of Housing, Communities & Local Government' (MHCLG); and Police & Crime Commissioner Fund. In addition, The Haven has been supported by a number of funders to support new projects and core services. Further information is provided in Note 2 to 4 of the accounts.

FINANCIAL REVIEW

Reserves and retained funds policy

The Board has established a policy, reviewed annually and as required, whereby the unrestricted funds not committed or invested in tangible fixed assets (the "free reserves") should be assigned to enable The Haven to accumulate three months' running costs. It is reasonable that at least three months running costs should be held in reserve, reserves are essential and needed to meet the day to day working capital requirements of the charity and to provide for delays with payments of major grants or contracts.

Unrestricted net current assets of The Haven stand at: £587,590 (2020: £661,045). The Haven Finance & Fundraising Committee will continue to monitor reserves and cash levels closely.

Budgeted expenditure for 2021/22 is £2,499,634 this suggests a 3 month expenditure figure of £624,909.

Whilst total unrestricted funds stand at £1,841,707 the major part £1,254,117 relates to Haven refuges and offices. As such these assets cannot readily be utilized to cover day to day working capital requirements of the charity.

Designated Funds: The Haven will work towards specific designations to support future developments as appropriate.

Investment Strategy - the Senior Management and The Board researched Investment options and developed a strategy outline, to consider investment options available, carefully consider investments levels and strategy to support building reserves

The Board continues to monitor risks to the organisation in terms of funding and associated external environmental changes. The Board of The Haven is committed to ensure the financial viability of the organisation and its continued service provision, by minimising the risks in making 'informed strategic decisions' in a fast-changing external environment.

LOOKING AHEAD AND FUTURE DEVELOPMENTS

The Haven continued to deliver safe services to women and children whilst maintaining a high quality of safeguards amidst a challenging year. Frontline teams continued to support families in refuge and community. This approach to frontline service delivery was adapted to ensure we continued to meet the needs of women and their children. Sharing information remotely and online interagency working increased the need for additional control measures and safeguards. A testament to a committed staff team across all teams; direct services, central services, finance, and development who demonstrated agility and came together to prioritise a safe 24/7 service. We would also like thank the support and guidance from Commissioners, Public Health, funders and donors who responded quickly to our resources needs as demand for our services increased.

Throughout the year, we continued to learn and update our policies and procedures, including lone working and wellbeing. Staff were at the heart of several changes we made; changes which worked extremely well and are now embedded as part of our service delivery model. We also identified new and exciting initiatives for 2021/22, including further changes needed to improve the experience of women and children when accessing services.

We revisited the strategic plans agreed by The Board in November 2019. The feedback we have had during 2020/21 reinforced our plans. In 2021/22 we will continue to develop the buildings portfolio to ensure women have safe options. As well as developing space spaces for families, The Haven will continue to ensure that current refuge accommodation is well maintained and provides good quality living spaces. We will continue to invest in the security, fabric and infrastructure of all our refuges.

The new Domestic Abuse Act 2021 addresses several important changes and places statutory duty on local authorities. The Act includes several important developments but also has gaps. Despite the tireless campaigning by the VAWG sector, the government has failed to deliver equal protection and support for migrant women through the new law. The report demonstrates The Haven's continued and increased support through 2020/21 for women with no recourse to public funds. In 2021/22 we will continue to seek additional funds to help provide support to women who have no recourse to public funds. All women must have the right to seek help and live a life free from abuse. We will continue to campaign to protect all women and children from domestic abuse and provide safety from abusers regardless of immigration status.

The new Domestic Abuse Act (April 2021) places statutory duty on local authorities to provide victims with accommodation. This includes a range of 'accommodation' of which refuge is one. As one of the largest independent refuge providers in the UK, we are actively designing safe spaces for women and their children. We are also seeing several new providers entering the sector, and setting up accommodation provision for victims fleeing domestic abuse. We will continue to work with safeguarding teams and the local authority commissioners to ensure appropriate safeguards and specialist support is in place for all women fleeing domestic abuse and in need of a safe space.

An urgent reform of the family court response to domestic abuse also remains a key priority for survivors. The current culture in the family courts often leads to unsafe child contact arrangements. Whilst the legislation will improve protection for survivors within court rooms, it does nothing to change the 'pro-contact' culture of the family justice system. The Ministry of Justice's report in 2020 concluded that the family courts do not effectively protect many children and adult victims of domestic abuse and sexual abuse from further harm, and we know the devastating impacts this has on the lives of women and children. In 2021/22 The Haven will embark on a new project to help improve women's experience of the criminal justice system.

In 2021/22 we will continue to work with City of Wolverhampton Council and partners to map provision and gaps in Wolverhampton. During 2020/21 we faced an increase in demand for services. As with many providers, we continue to face resource shortfalls in both our refuge and community and children's services. Our challenge in 2021/22 will continue to be funding and resources to deliver a safe specialist service.

The Haven adopts an integrated service delivery approach which aims to meet the needs of a diverse demographic. In 2021/22 we will continue to work with partners to assess equalities data, share our understanding of the challenges and barriers all women will face in reaching out, accessing services, and safely moving on. We will embed diversity within our policy frameworks to ensure that services encompass diversity as part of our offer; from helpline through to safe move on. Staff on helpline and in refuge and community provide a range of support including forced marriage, so called 'honour-based' abuse, and no recourse and immigration matters. We recognise the reach smaller groups have from new communities; particularly where women do not have access to online information. In 2021/22 we will continue develop our support with community groups to help women feel they can access Haven support when and if needed.

2021/22 will continue to ensure that women and children remain at the heart of shaping services and have a framework in place which demonstrates we will actively hear and include women in our strategic decision-making process. We will also ask women and children to shape and develop digital projects; to help improve women's journey through services, and support children and young people in community.

2021/22 will build on staff wellbeing and family friendly policies; we are passionate about our workforce and thrive to ensure that they feel safe, healthy, and confident, and proud to be part of the team at The Haven Wolverhampton.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Reference and Administrative details

The overall leadership and management are the responsibility of The Chief Executive on behalf of The Trustees. The Chief Executive is also responsible, with The Board of Trustee Directors, for the strategic direction of the organisation and the departments and projects within it.
The operational delivery is implemented through The Haven Wolverhampton's (The Haven) Senior Management Team. The day-to-day management of Finance is delegated to a small core Finance team led by the Finance & Business Services Manager

Structure Governance and Management

Governing Document

The Haven Wolverhampton is a Charitable Company Limited by Guarantee, incorporated 1996 (Company Limited by Guarantee No.03159029) and registered as a Charity in 1975 (Registered Charity No.1065427). 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 which was last updated in March 2016.
In the event of the Company being "wound up" members are each required to contribute an amount not exceeding £1.00.

Recruitment and appointment of new trustees

The Directors of the Company are also the Charity Trustees for the purposes of Charity Law. Under the Company's Articles they are known as Members of The Board. Under the requirements of the Articles of Association the Members of The Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting for a further period of three years following which they stand down for a minimum period of 18 months before requesting to re-join The Board. Recruitment to The Board is made following a selection process which includes members of The Board including current Co -Chairs. The Haven advertises vacancies for Trustee Directors on its website, in The Haven's Newsletter, by personal invitation, The Haven's social media sites and in the media.
It is important that the skills and competencies of the Trustee Directors' body are at a high level. Whilst The Haven is classed as a medium-size Charity, it is a complex organisation operating in an increasingly challenging environment. The Haven Wolverhampton is involved in a very diverse range of activities and in line with multi-cultural and diversity needs of the client group works towards reflecting this within The Board.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The Haven Board currently consists of 11 members. The Haven will continue to recruit to vacancies as required. The Board meets quarterly, together with extra meetings when required. The Board is responsible, with the Chief Executive, for the strategic direction and policy of the Charity. In addition, Wolverhampton City Council nominates a representative with observer status onto The Board. There is also provision for a nominated Staff Representative.
The Haven has four sub-Committees to progress The Haven's business, providing a forum for more detailed discussion on key issues, and recommendations to The Board, together with Working Groups being convened as required.

Finance & Fundraising Sub-Committee meets on a quarterly basis to discuss and assess risks/issues of the organisation including review of the management accounts, with any necessary recommendations to The Board.

Human Resources Sub-Committee meets on a quarterly basis with discussion around personnel policies and legislative changes to employment, volunteering and human resource needs and skills going forward and further actions with any necessary recommendations reported to The Board.

Governance Sub-Committee - meets quarterly to deal with specific areas of governance and urgent matters as deemed necessary by Board Members. This committee will also manage the recruitment of new board members and oversee Safeguarding, Health and Safety and Data Protection and Risk Management.

Service Sub Committee - meets on a quarterly basis with discussion around service-related issues, reports and further actions with any necessary recommendation reported to The Board. The sub-Committee also includes two members from The Haven's Women's Peer Advisory Forum who are previous service users. Members will help assist with decisions on developments, review of services, service visit, safeguarding and changes in service delivery policies, procedures and practices covering all fundamental aspects of Service Delivery.

The structure below The Board comprises a number of elements:

Senior Management Team

The Senior Management Team consists of Service Delivery Managers (2 posts) for Refuge and Support Services, Development Manager and Finance & Business Services Manager with responsibility of business functions for the organization.

The Senior Management Team meet on a weekly basis to maintain a consistent approach across the organisation and to share information. The Team oversees the effective and efficient delivery of the organisation's outcomes on a day-to-day basis and reports against the Business Plan.

Staff Information, Consultation and Review

Staff Information/Consultation days take place as required to consult with the Staff team, update on activities and achievements and to monitor performance against the Business Plan. All Staff have regular one to ones with their Line Manager and the Chief Executive receives one to one from the Chair of The Board. The Haven has implemented an Annual Professional Development Review system to encourage personal development, to inform the training strategy and monitor performance. .

Induction and training of new trustees

An induction programme is in place for all new Trustee Directors appointed to The Haven's Board. In addition, throughout the year, reports on specific activities are provided at Board Meetings. Trustee Directors are encouraged to undertake further Governance development through Conferences and Seminars relevant to their role. Trustees also undertake specific training in Safeguarding, Health & Safety and Risk Assessment planning. Governance training is scheduled August 2021.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.
The risks to be considered by a medium-size Charity like The Haven can be considered under four broad headings. These are monitored and reviewed by Board Members at development days and within our meeting structure.

Strategic

The mission aims and objectives of the organisation are regularly reviewed in consultation with stakeholders to ensure that we continue to meet the needs of the target group - women and children experiencing Domestic Violence, abuse and homelessness. The strategic aims were reviewed and updated in November 2019, and a five-year strategic plan updated for 2019 - 2024
Government change and the local external environment are monitored to feed into the Strategic Plan to minimize /mitigate any external risks.

Financial

Internal Financial Control: The risk of financial mismanagement and, in the extreme, fraudulent activity, is minimised within The Haven by having in place robust financial controls, team structure, policies and procedures for effective and efficient management of financial resources and quarterly reporting to the Finance & Fundraising sub-Committee.

External Financial Risk: The Haven's income is made up of a variety of different funding streams; currently in all £2,515,981. Income is generated through grants, contracts and direct payment for services provided. The Haven's main source of income 2020-2021 remains from The City of Wolverhampton Council (CWC) contract which is secured for a further 2 years.

The Haven continues to monitor these risks and build relationships with donors and commissioners and agencies to ensure that services meet contractual requirements.

Operational Risk

The environment in which The Haven operates leads to complex issues to address and legal requirements to meet in relation to areas such as Health & Safety, Employment Law, Equal Opportunities and Safeguarding. With the highly skilled Management Team, The Haven has systems and procedures for developing and reviewing internal policies and procedures. The sub-Committees are responsible for overseeing this area of work and supported by a number of internal Working Groups responding to the operational requirements of the legislative framework.

Staffing Risk

The Haven has a high level of dependency on key Staff. The high level of specialism within our sector cannot be under-estimated, and this places The Haven at significant risk. The Senior Management Team and Human Resources continue in the development of the 'Workforce Strategy'. All staff, volunteers (including board members) and placements attend core training (delivered in house). All staff are required to attend safeguarding training and Haven core training annually as a refresher. Policies for Human Resources (including volunteers) were all reported to Human Resources sub-Committee.

The Board Members have completed an annual risk assessment for the organization and assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of The Haven. The Board is satisfied that systems are in place to manage our exposure to the major risks.

Quality, Performance and Standards

The Haven needs to demonstrate it complies and meets accreditation quality standards.
As members of the Women's Aid Federation of England, we continue to work in line with standards, organisations work to:
- Empower women who have been affected by domestic violence/abuse to live independent lives free from fear and abuse.
- Keep the voice of the survivor at the heart of everything they do.
- Meet the needs of women and children affected by domestic violence/abuse.

STRUCTURE, GOVERNANCE AND MANAGEMENT

- Provide services run by women that are based on listening to survivors and responding to what they define as their needs.
- Challenge and highlight the disadvantages which result from domestic violence/abuse.
- Support and reflect diversity and promote equality of opportunity.
- Promote cohesive inter-agency responses to domestic abuse and develop partnerships to work towards a society in which domestic abuse is no longer tolerated.
- Work collaboratively to develop and inform best practice responses for women and children.

The Haven also has:
- Membership of Language Line
- Helpline Partnership Association Membership
- Accredited via Advice UK Licence
- Open College Network West Midlands.
- Accredited Living Wage Employer
- Disability Committed Employer

Public Benefit Statement
Charities and Public Benefit - Trustee Directors of The Haven confirm due regard to The Charity Commission's guidance regarding 'Public Benefit', and Compliance with Section 17 of The Charities Act 2011.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03159029 (Not specified/Other)

Registered Charity number
1065427

Registered office
C/o The Haven
P O Box 105
18 Waterloo Road
Wolverhampton
West Midlands
WV1 4BL

Trustees
Mr R H Marris
Mrs A D Spence-Ferguson
Mrs C M Wynne-Howells (resigned 14.8.2020)
Ms K Fidler
Ms K M Benton
Mrs S Harris
Ms R Mann
Ms C Grant
Mr B Thorne
Mrs V Bains
Mrs P Pringle
Ms A Lawson (appointed 14.8.2020)

Auditors
Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Report of the Trustees
for the Year Ended 31 March 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers
National Westminster Bank
Suite 3, First Floor
Brook Court
Whittington Hall
Whittington Road
Worcester
WR5 2RX

TRUSTEES' RESPONSIBILITY STATEMENT

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

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

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

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

In so far as the trustees are aware:

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

AUDITORS

The auditors, Haines Watts Wolverhampton Limited, are invited to re-tender for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 23rd September 2021 and signed on its behalf by:

.....
Mrs A D Spence-Ferguson - Trustee

S HARRIS Trustee

Report of the Independent Auditors to the Members of
The Haven Wolverhampton

Opinion
We have audited the financial statements of The Haven Wolverhampton (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

Conclusions relating to going concern
In auditing the financial statements, we have concluded that the trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

However, not all future events or conditions can be predicted. The COVID-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications of the charitable company's activities, funders, suppliers and wider economy. The Trustees' view on the impact of COVID-19 is disclosed within the Report of the Trustees.

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

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

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

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

To assess the risk of irregularity through non-compliance with laws and regulations:

- The audit engagement partner ensured that the audit team collectively had the appropriate experience, competence and skills to undertake the audit of a charitable company, including having an understanding of the applicable laws and regulations applying to such organisations;
- We identified the laws and regulations applicable to the charity, through our knowledge of the charity sector and through discussions with management and the trustees;
- We have obtained and reviewed minutes of meeting of the trustees;
- We have reviewed the disclosures made within the financial statements and the trustees' report.

To assess susceptibility to misstatement in the charity's accounts, including how fraud might occur:

- The audit team reviewed and documented internal controls;
- We made enquiries of management and those charged with governance to ascertain where they considered there to be susceptibility to fraud and whether they had knowledge or suspicion of fraud.

To address the risk of fraud through management bias and override of internal controls:

- We reviewed transactions with related parties and carried out analytical procedures to identify unusual transactions or balances;
- We reviewed and tested adjustments and journals posted in the charity's financial systems for appropriateness and approval processes;
- We tested the completeness of income and validity of costs;
- We considered the appropriateness of accounting estimates, where relevant.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

We did not identify any irregularities, including fraud.

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 Independent Auditors.

Report of the Independent Auditors to the Members of
The Haven Wolverhampton

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

G. J. Hopwood

Geoffrey Hopwood BCOM ACA (Senior Statutory Auditor)
for and on behalf of Haines Watts Wolverhampton Limited
Statutory Auditors
Keepers Lane
The Wergs
Wolverhampton
West Midlands
WV6 8UA

Date: 5.10.2021

Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	**212,906**	**27,102**	**240,008**	197,174
Charitable activities	4				
Accommodation charges		**840,645**	**-**	**840,645**	805,295
Grants and contracts		**682,547**	**720,276**	**1,402,823**	1,077,819
Investment income	3	**899**	**-**	**899**	2,498
Other income	5	**31,606**	**-**	**31,606**	49,071
Total		**1,768,603**	**747,378**	**2,515,981**	2,131,857
EXPENDITURE ON					
Raising funds	6	**157,133**	**-**	**157,133**	152,553
Charitable activities	7				
Refuge costs		**852,481**	**664,742**	**1,517,223**	1,368,121
Special projects		**759,703**	**-**	**759,703**	562,819
Total		**1,769,317**	**664,742**	**2,434,059**	2,083,493
NET INCOME/(EXPENDITURE)		**(714)**	**82,636**	**81,922**	48,364
Transfers between funds	17	**(2,504)**	**2,504**	**-**	**-**
Net movement in funds		**(3,218)**	**85,140**	**81,922**	48,364
RECONCILIATION OF FUNDS					
Total funds brought forward		**1,844,925**	**359,646**	**2,204,571**	2,156,207
TOTAL FUNDS CARRIED FORWARD		**1,841,707**	**444,786**	**2,286,493**	2,204,571

The notes form part of these financial statements

Balance Sheet
31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	13	**1,254,117**	**-**	**1,254,117**	1,183,880
CURRENT ASSETS					
Debtors	14	**371,641**	**-**	**371,641**	302,468
Cash at bank		**428,896**	**444,786**	**873,682**	800,896
		800,537	**444,786**	1,245,323	1,103,364
CREDITORS					
Amounts falling due within one year	15	**(212,947)**	**-**	**(212,947)**	(82,673)
NET CURRENT ASSETS		**587,590**	**444,786**	**1,032,376**	1,020,691
TOTAL ASSETS LESS CURRENT LIABILITIES		**1,841,707**	**444,786**	**2,286,493**	2,204,571
NET ASSETS		**1,841,707**	**444,786**	**2,286,493**	2,204,571
FUNDS	17				
Unrestricted funds				**1,841,707**	1,844,925
Restricted funds				**444,786**	359,646
TOTAL FUNDS				**2,286,493**	2,204,571

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 23rd September 2021 and were signed on its behalf by:

.....
Mrs A D Spence-Ferguson - Trustee

.....
Mrs S Harris - Trustee

The notes form part of these financial statements

The Haven Wolverhampton

Cash Flow Statement
for the Year Ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	**198,869**	(111,211)
Net cash provided by/(used in) operating activities		**198,869**	(111,211)
Cash flows from investing activities			
Purchase of tangible fixed assets		**(126,982)**	(85,616)
Sale of tangible fixed assets		**-**	249,950
Interest received		**899**	2,498
Net cash (used in)/provided by investing activities		**(126,083)**	166,832
Change in cash and cash equivalents in the reporting period		**72,786**	55,621
Cash and cash equivalents at the beginning of the reporting period		**800,896**	745,275
Cash and cash equivalents at the end of the reporting period		**873,682**	800,896

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	**81,922**	48,364
Adjustments for:		
Depreciation charges	**56,745**	50,451
Profit on disposal of fixed assets	**-**	(32,318)
Interest received	**(899)**	(2,498)
Increase in debtors	**(69,173)**	(144,376)
Increase/(decrease) in creditors	**130,274**	(30,834)
Net cash provided by/(used in) operations	**198,869**	(111,211)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank	**800,896**	**72,786**	**873,682**
	800,896	**72,786**	**873,682**
Total	**800,896**	**72,786**	**873,682**

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, as modified by the revaluation of certain assets.

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. In particular, in response to the COVID-19 pandemic, the Trustees have tested their cash flow analysis to take into account the impact on their business of possible scenarios brought on by the impact of COVID-19, alongside the measures that they can take to mitigate the impact. Based on these assessments, given the measures that could be undertaken to mitigate the current adverse conditions, and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Critical accounting judgements and key sources of estimation uncertainty
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Grants from the government and other agencies have been included as income from activities in furtherance of the objects of the charity where these amount to a contract for services, but as donations and similar incoming resources where the money is given with greater freedom of use for example government core funding.

Accommodation charges are shown net and represent recoverable amounts after making our best efforts to collect all amounts due.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Governance costs
Governance costs include the cost of governance arrangements which relate to the general running of the charity as opposed to the direct management function inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows us to operate and to generate the information required for public accountability. They include the strategy planning process that contributes to our future development.

Allocation and apportionment of costs
Staff costs and overhead expenses are allocated to activities on the basis of staff time spent on those activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity. They are allocated on a basis consistent with the use of resources.

1. ACCOUNTING POLICIES - continued

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

Freehold property	- 2% on cost
Fixtures and fittings	- 33% on cost
Motor vehicles	- 33% on cost
Computer equipment	- 33% on cost

The Freehold property is reviewed by the trustees on an annual basis and any significant impairment is treated as additional depreciation and included in the Statement of Financial Activities. The revised carrying amount is depreciated in accordance with the above policy.

All fixed assets are initially recorded at cost or deemed cost in the case of certain assets revalued on transition to SORP (FRS102).

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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.
Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

Transfers are made from unrestricted to restricted funds in order that the restricted fund has sufficient funding to meet its obligations

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

Donated goods
Gifts in kind donated for distribution to the beneficiaries of the charity are recognised at fair value and are included as a component of donations when they are distributed and an equivalent amount recognised as charitable expenditure.

Hire purchase and leasing commitments
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits
The charity operates a defined contribution scheme for the benefit of its employees. The costs of contributions are charged to unrestricted funds in the year that they are payable.

Termination payments
Termination payments are recognised in the accounts at the point that the employee was given notice.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Gifts	54,016	71,025
Donations	185,992	126,149
	240,008	197,174

3. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	899	2,498

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2021	2020
		£	£
Accommodation charges	Accommodation charges	840,645	805,295
Grants	Grants and contracts	1,402,823	1,077,819
		2,243,468	1,883,114

Grants received, included in the above, are as follows:

	2021	2020
	£	£
BBC Children in Need - 'My Play Haven'	30,307	24,066
City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse'	682,547	692,145
Ministry of Housing, Communities and Local Government (MHCLG)	89,995	66,400
Severn Trent Trust Fund	-	11,719
Police & Crime Commissioner Fund 'Victims Fund'	117,745	93,398
Comic Relief	-	9,850
Relate	7,015	17,261
Nationwide Community Grants programme administered by the Heart of England Community Foundation	-	16,969
Edward and Dorothy Cadbury Trust and Eveson Charitable Trust	-	4,124
Other Grants and donations	51,650	121,067
Comic Relief 'Tech v Abuse' - funded via a joint initiative between Comic Relief, Esmée Fairbairn Foundation, and The Clothworkers' Foundation	29,949	20,820
Comic Relief Recovery Fund co-funded from the Comic Relief, 'the Big Night In' Match Fund - Covid Response through a partnership between Comic Relief and the DCMS	28,935	-
Barrow Cadbury Trust - Covid-19 Support Fund - See Note below	40,000	-
Barclays 100X100 UK COVID-19 Community Relief Fund	25,000	-
Ministry of Justice - COVID-19 Extraordinary Funding for Domestic Abuse and Sexual Violence Support Services	83,853	-
DVPP	42,541	-
City & Guilds Skills Transition Fund	9,074	-
The Eveson Charitable Trust	7,349	-
The William A Cadbury Charitable Trust	13,000	-
Ministry of Housing Communities and Local Government (MHCLG) Covid-19 Emergency Support Funding for Domestic Abuse Services	138,221	-
Carried forward	1,397,181	1,077,819

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	2021	2020
	£	£
Brought forward	**1,397,181**	1,077,819
BBC Children In Need's COVID-19 Next Steps Programme part funded by the Department for Culture, Media and Sport (DCMS)	**5,642**	-
	1,402,823	1,077,819

All of the above grants are restricted except for the City of Wolverhampton Council - Contract 'Services to women who are victims of domestic violence and abuse' which is unrestricted.

5. OTHER INCOME

	2021	2020
	£	£
Management and training fees	**3,948**	4,910
Other income	**27,658**	11,843
Profit on sale of tangible fixed assets	**-**	32,318
	31,606	49,071

6. RAISING FUNDS

Other trading activities

	2021	2020
	£	£
Staff costs	**99,571**	99,482
Other direct costs	**10,902**	17,558
Support costs	**46,660**	35,513
	157,133	152,553

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 8)	Totals
	£	£	£
Refuge costs	**1,205,567**	**311,656**	**1,517,223**
Special projects	**537,278**	**222,425**	**759,703**
	1,742,845	**534,081**	**2,276,926**

8. SUPPORT COSTS

	Other	Governance costs	Totals
	£	£	£
Other trading activities	**46,660**	**-**	**46,660**
Refuge costs	**289,542**	**22,114**	**311,656**
Special projects	**222,425**	**-**	**222,425**
	558,627	**22,114**	**580,741**

Support costs, included in the above, are as follows:

	Other trading activities	Refuge costs	Special projects	2021 Total activities	2020 Total activities
	£	£	£	£	£
Wages	**16,093**	**155,397**	**114,114**	**285,604**	**251,383**
Premises related	**2,923**	**15,850**	**10,358**	**29,131**	**30,554**
Communications and IT	**-**	**-**	**-**	**-**	**4,554**
Office supplies and services	**22,834**	**123,816**	**80,911**	**227,561**	**83,665**
Financial costs	**3**	**15**	**10**	**28**	**4,021**
Depreciation of tangible fixed assets	**4,807**	**(5,536)**	**17,032**	**16,303**	**33,756**
Wages - Governance	**-**	**10,600**	**-**	**10,600**	**16,475**
Governance costs	**-**	**6,660**	**-**	**6,660**	**5,809**
Sundry costs - Governance	**-**	**4,854**	**-**	**4,854**	**5,681**
	46,660	**311,656**	**222,425**	**580,741**	**435,898**

9. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Depreciation - owned assets	**56,745**	50,451
Auditors' remuneration	**6,300**	4,999
Operating leases	**7,420**	7,164

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

	2021	2020
	£	£
Reimbursed travel expenses - D Taylor	-	386
Mobile phone - A Spence-Ferguson	90	192
Training and conference costs - S Harris	-	80
Trustee indemnity insurance for all trustees	1,154	1,327

The number of trustees who were paid expenses were 1 (2020: 2)

11. STAFF COSTS

	2021	2020
	£	£
Salaries and wages	1,369,431	1,125,812
Agency	1,135	29,314
Redundancy	17,090	-
Social security	104,160	83,243
Pension costs	49,080	42,340
Health care	2,228	2,082
	1,543,124	1,282,791

The key management personnel of the charity comprise, the Chief Executive, the Finance & Business Support Manager, the Development Manager, the Services Manager (Refuge) and the Services Manager (for Support Services). The total employee benefits of the key management personnel of the charity were £177,599 (2020 - £160,027).

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

	2021	2020
Chief Executive	1	1
Senior managers	4	3
Administrative staff	3	3
Fundraising	6	5
Project staff FTE's	49	42
	63	54

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

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	197,174	-	197,174
Charitable activities			
Accommodation charges	805,295	-	805,295
Grants and contracts	692,145	385,674	1,077,819
Investment income	2,498	-	2,498
Other income	49,071	-	49,071
Total	1,746,183	385,674	2,131,857
EXPENDITURE ON			
Raising funds	152,553	-	152,553
Charitable activities			
Refuge costs	1,088,113	280,008	1,368,121
Special projects	562,819	-	562,819
Total	1,803,485	280,008	2,083,493
NET INCOME/(EXPENDITURE)	(57,302)	105,666	48,364
RECONCILIATION OF FUNDS			
Total funds brought forward	1,902,227	253,980	2,156,207
TOTAL FUNDS CARRIED FORWARD	1,844,925	359,646	2,204,571

13. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Computer equipment £	Totals £
COST					
At 1 April 2020	**1,465,578**	**135,269**	**12,995**	**213,605**	**1,827,447**
Additions	**115,000**	**11,982**	**-**	**-**	**126,982**
At 31 March 2021	**1,580,578**	**147,251**	**12,995**	**213,605**	**1,954,429**
DEPRECIATION					
At 1 April 2020	**319,545**	**130,814**	**12,995**	**180,213**	**643,567**
Charge for year	**31,600**	**8,449**	**-**	**16,696**	**56,745**
At 31 March 2021	**351,145**	**139,263**	**12,995**	**196,909**	**700,312**
NET BOOK VALUE					
At 31 March 2021	**1,229,433**	**7,988**	**-**	**16,696**	**1,254,117**
At 31 March 2020	1,146,033	4,455	-	33,392	1,183,880

Certain freehold land and buildings included above were recognised using a valuation by Michael Tromans & Co. at 9 December 2016, adjusted to give a valuation on 1 April 2015. This was the value used as a deemed cost on the date of transition to SORP (FRS 102). These assets are being depreciated from their valuation date of 1 April 2015 and have a net book value of £893,967 (2020 - £914,805).
The historical cost equivalent of these assets is £723,606 (2020 - £748,584).

Offices at Waterloo Road
The above property was subject to an impairment review and was valued by Michael Tromans & Co. at 9 December 2016 at £255,000 and the trustees consider this to be a fair value. The historical cost value of the asset at that time was £432,190. The reduction in value of £177,190 was charged as an impairment provision and included in the Statement of Financial Activities in 2017.

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other debtors	**286,825**	243,835
Less reserves for bad debts	**(12,087)**	(4,736)
Prepayments and accrued income	**96,903**	63,369
	371,641	302,468

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Social security and other taxes	25,999	24,917
Other creditors	52,713	34,915
Accruals and deferred income	31,023	18,677
Deferred income	103,212	4,164
	212,947	82,673

16. LEASING AGREEMENTS

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

	2021	2020
	£	£
Within one year	14,112	3,582
Between one and five years	21,168	-
	35,280	3,582

17. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General fund	1,844,925	(714)	(2,504)	1,841,707
Restricted funds				
Property Renovation - grants and donations	169,810	-	-	169,810
Family & Children's Projects	10,331	52,201	2,504	65,036
Advice and Support Projects	174,068	(5,209)	-	168,859
International Projects	4,168	-	-	4,168
Core Provision/Services	-	17,694	-	17,694
Counselling	-	18,490	-	18,490
Volunteers & Community Engagement	1,269	(540)	-	729
	359,646	82,636	2,504	444,786
TOTAL FUNDS	2,204,571	81,922	-	2,286,493

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	**1,768,603**	**(1,769,317)**	**(714)**
Restricted funds			
Family & Children's Projects	**243,398**	**(191,197)**	**52,201**
Advice and Support Projects	**449,610**	**(454,819)**	**(5,209)**
Core Provision/Services	**20,185**	**(2,491)**	**17,694**
Counselling	**34,185**	**(15,695)**	**18,490**
Volunteers & Community Engagement	**-**	**(540)**	**(540)**
	747,378	**(664,742)**	**82,636**
TOTAL FUNDS	**2,515,981**	**(2,434,059)**	**81,922**

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	1,902,227	(57,302)	1,844,925
Restricted funds			
Property Renovation - grants and donations	49,810	120,000	169,810
Family & Children's Projects	15,746	(5,415)	10,331
Advice and Support Projects	176,912	(2,844)	174,068
International Projects	4,168	-	4,168
Counselling	6,263	(6,263)	-
Volunteers & Community Engagement	1,081	188	1,269
	253,980	105,666	359,646
TOTAL FUNDS	2,156,207	48,364	2,204,571

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,746,183	(1,803,485)	(57,302)
Restricted funds			
Property Renovation - grants and donations	120,000	-	120,000
Family & Children's Projects	58,186	(63,601)	(5,415)
Advice and Support Projects	189,486	(192,330)	(2,844)
Counselling	18,154	(24,417)	(6,263)
Volunteers & Community Engagement	(152)	340	188
	385,674	(280,008)	105,666
TOTAL FUNDS	2,131,857	(2,083,493)	48,364

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

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	1,902,227	(58,016)	(2,504)	1,841,707
Restricted funds				
Property Renovation - grants and donations	49,810	120,000	-	169,810
Family & Children's Projects	15,746	46,786	2,504	65,036
Advice and Support Projects	176,912	(8,053)	-	168,859
International Projects	4,168	-	-	4,168
Core Provision/Services	-	17,694	-	17,694
Counselling	6,263	12,227	-	18,490
Volunteers & Community Engagement	1,081	(352)	-	729
	253,980	188,302	2,504	444,786
TOTAL FUNDS	2,156,207	130,286	-	2,286,493

17. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	3,514,786	(3,572,802)	(58,016)
Restricted funds			
Property Renovation - grants and donations	120,000	-	120,000
Family & Children's Projects	301,584	(254,798)	46,786
Advice and Support Projects	639,096	(647,149)	(8,053)
Core Provision/Services	20,185	(2,491)	17,694
Counselling	52,339	(40,112)	12,227
Volunteers & Community Engagement	(152)	(200)	(352)
	1,133,052	(944,750)	188,302
TOTAL FUNDS	4,647,838	(4,517,552)	130,286

18. CAPITAL COMMITMENTS

	2021 £	2020 £
Contracted but not provided for in the financial statements	**550,000**	-

The above capital commitment has been authorised by the Trustees, but the transfer of legal title has not taken place as at 31 March 2021.

19. RELATED PARTY DISCLOSURES

The Haven Enterprise Company C.I.C
The Haven Wolverhampton and The Haven Enterprise company C.I.C share some trustees in common.

The Haven Enterprise Company C.I.C was set up to run charity shops.
The Haven Wolverhampton supported the company by providing financial and administrative support.
Due to the redevelopment of the shopping centre where it was based, the shop closed down on 30 September 2015. The company is not currently generating any income.
At 31 March 2021 The Haven Enterprise Company C.I.C owed The Haven Wolverhampton £28 (2020 - £nil).

20. ULTIMATE CONTROLLING PARTY

The ultimate controlling party is The Board of Trustee Directors.

21. UNRESTRICTED FUNDS

At the year end there is one general fund.

It should be noted that, of unrestricted funds of £1,841,707 (2020 £1,844,925) the major part is represented in fixed assets £1,254,117 (2020 £1,183,880), essentially buildings or refuges from which the charity's services and support are provided.

These assets cannot readily be utilised to cover working capital requirements of the charity.

Unrestricted net current assets at 31st March 2021 stand at £587,590 (2020 £661,045).

22. RESTRICTED FUNDS

The Property Renovation fund represents monies received for the purchase of capital equipment and renovation of the refuges.

The other funds are restricted due to specific terms of the grants and mainly relate to the employment of workers to provide specific services.

The fund transfers were made out of general funds so that individual funds were not in deficit.

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts	**54,016**	71,025
Donations	**185,992**	126,149
	240,008	197,174
Investment income		
Deposit account interest	**899**	2,498
Charitable activities		
Accommodation charges	**840,645**	805,295
Grants	**1,402,823**	1,077,819
	2,243,468	1,883,114
Other income		
Management and training fees	**3,948**	4,910
Other income	**27,658**	11,843
Profit on sale of tangible fixed assets	**-**	32,318
	31,606	49,071
Total incoming resources	**2,515,981**	2,131,857
EXPENDITURE		
Other trading activities		
Wages	**99,571**	99,482
Other direct costs	**10,902**	17,558
	110,473	117,040
Charitable activities		
Wages	**1,189,489**	977,543
Other direct costs	**553,356**	553,012
	1,742,845	1,530,555
Support costs		
Other		
Wages	**285,604**	251,383
Premises related	**29,131**	30,554
Communications and IT	**-**	4,554
Office supplies and services	**227,561**	83,665
Financial costs	**28**	4,021
Freehold property	**16,303**	33,756
	558,627	407,933

Detailed Statement of Financial Activities for the Year Ended 31 March 2021

	2021 £	2020 £
Other		
Governance costs		
Wages - Governance	**10,600**	16,475
Governance costs	**6,660**	5,809
Sundry costs - Governance	**4,854**	5,681
	22,114	27,965
Total resources expended	**2,434,059**	2,083,493
Net income	**81,922**	48,364