

# NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

England & Wales · Charity number 1069802

## Details

|                |                                                         |
|----------------|---------------------------------------------------------|
| Other names    | NAPAC                                                   |
| Status         | Registered                                              |
| Legal form     | Charitable company                                      |
| Company number | <a href="#">03565696</a>                                |
| Registered     | 1998-05-29                                              |
| Register       | <a href="#">View on the Charity Commission register</a> |

## Contact

|         |                                                                              |
|---------|------------------------------------------------------------------------------|
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| Website | <a href="https://napac.org.uk/">https://napac.org.uk/</a>                    |

## Activities

**Objects:** (A) TO PROVIDE RELIEF AND SUPPORT TO PEOPLE WHO HAVE EXPERIENCED ABUSE IN CHILDHOOD AND TO THOSE AFFECTED BY ABUSE AND TO ADVANCE THE EDUCATION OF THE PUBLIC AND THE RELEVANT PROFESSIONS WITH REGARD TO CHILD ABUSE (INCLUDING THE EMOTIONAL AND PSYCHOLOGICAL CONSEQUENCES RESULTING FROM ANY FORM OF ABUSE OR NEGLECT IN CHILDHOOD); AND (B) TO PROVIDE SUPPORT, TRAINING, INFORMATION AND RESOURCES TO ANY ORGANISATION SUPPORTING PEOPLE WHO HAVE EXPERIENCED ABUSE IN CHILDHOOD INCLUDING COUNSELLORS, FACILITATORS AND OTHER PROFESSIONS REQUIRING SUCH SUPPORT, TRAINING, INFORMATION OR RESOURCES WHEN PROVIDING PROFESSIONAL SERVICES IN RELATION TO PEOPLE WHO HAVE EXPERIENCED ABUSE IN CHILDHOOD.

**Activities:** Maintenance and expansion of a national telephone support line for adult survivors of childhood abuse. Providing support, training and information to individuals and organisations supporting those who have similarly suffered. Raising public awareness of the continuing impact of childhood abuse in adulthood. Advocating to alleviate the impact of child abuse in adulthood.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

## Geography

- Throughout England And Wales

## Finances

| Period end | Income   | Expenditure | Assets   | Employees |
|------------|----------|-------------|----------|-----------|
| 2025-03-31 | £393,602 | £756,252    | -        | -         |
| 2024-03-31 | £742,165 | £717,001    | £919,791 | 16        |
| 2023-03-31 | £978,315 | £684,286    | £893,512 | 15        |
| 2022-03-31 | £994,543 | £695,166    | £599,483 | 15        |
| 2021-03-31 | £621,328 | £617,363    | £300,106 | 17        |

## Trustees

| Name                  | Role | Appointed  |
|-----------------------|------|------------|
| Alison Millar         |      | 2021-06-09 |
| Cheuk Lon Wong        |      | 2025-06-19 |
| Dr Charlotte Caton    |      | 2023-09-14 |
| Luke Grose            |      | 2025-06-19 |
| Philippa Gale         |      | 2017-02-15 |
| Shaun Anthony Spencer |      | 2014-12-03 |
| Stephanie Plowright   |      | 2025-06-19 |
| Suraj Naik            |      | 2021-06-09 |
| Victoria Kloss        |      | 2023-12-12 |

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# Accounts

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## **REPORT OF THE BOARD OF TRUSTEES AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**



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# Legal and Administrative Information

|                                                                                             |                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Registered Company number</b>                                                            | 03565696 (England and Wales)                                                                                                                                                                             |
| <b>Registered Charity number<br/>OSCR Number</b>                                            | 1069802<br>SC049296                                                                                                                                                                                      |
| <b>Registered office</b>                                                                    | Arc House<br>NAPAC<br>82 Tanner Street<br>London<br>SE1 3GN                                                                                                                                              |
| <b>Trustees (During the year and at the date of approval of these financial statements)</b> | Ms P Gale (Chair)<br>Mr S Naik<br>Ms V Kloss<br>Dr C Caton<br>Ms A Millar<br>Mr S Spencer KC<br>Mr L Grose (appointed 19/06/25)<br>Dr C Wong (appointed 19/06/25)<br>Ms S Plowright (appointed 19/06/25) |
| <b>Secretary</b>                                                                            | Mr T Barclay                                                                                                                                                                                             |
| <b>Executive Team</b>                                                                       | Ms G Shaw Chief Executive<br>Mr T Barclay Chief Operating Officer                                                                                                                                        |
| <b>Independent examiner</b>                                                                 | Mark Cummins FCCA FCIE<br>T C Group<br>The Courtyard<br>Shoreham Road<br>Upper Beeding<br>Steyning<br>West Sussex<br>BN44 3TN                                                                            |
| <b>Day to Day Bankers</b>                                                                   | Metro Bank<br>72 – 76 High St<br>Bromley<br>BR1 1EG                                                                                                                                                      |

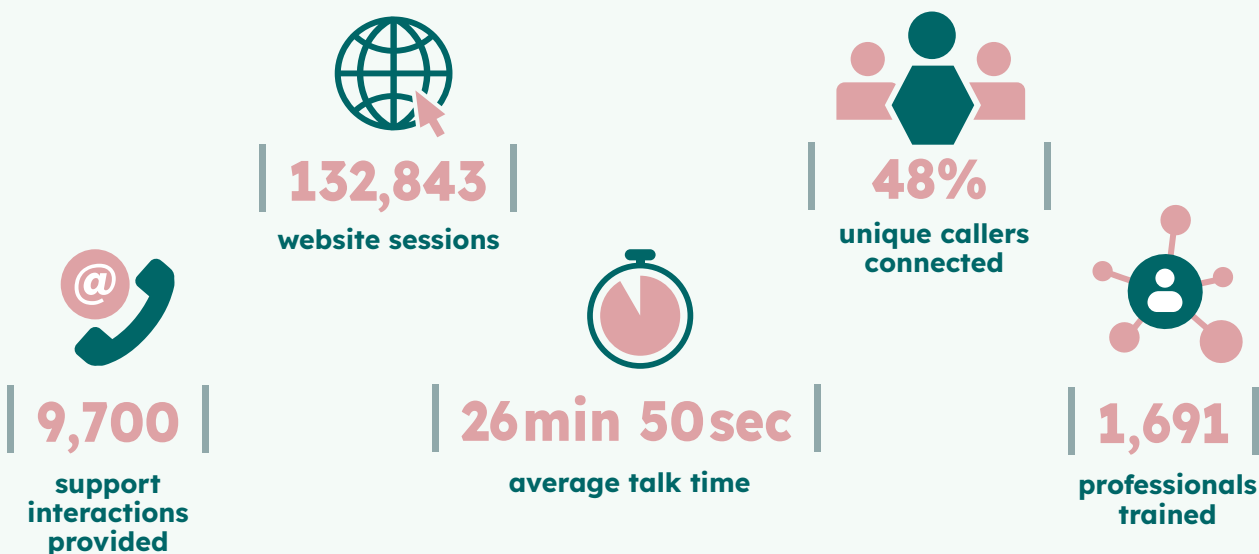
# Report of the Board of Trustees

## (Incorporating the Directors' Report)

### Year at a glance

This year we kept our promise to survivors: listen with care, offer practical support and work with others so systems do less harm. Demand remained high. People continued to find us when they were ready, often after years without support.

### Impact highlights



### What do survivors say?

“I am so incredibly grateful for the fact that NAPAC exists, and for the team behind it. I’m taking strength from knowing there is a community and that I am not alone.”

“The person I spoke to offered me space, understanding and compassion. That simple act made me feel less alone, and just talking aloud lightened a burden I had been carrying for far too long.”

“NAPAC helped me in many ways, with the resources available, with their compassionate and quiet presence, and knowing that they are always there and that they get you was very comforting as I was recovering from childhood trauma.”



## What do training attendees say?

**“NAPAC turned complex trauma into clear, actionable insight; our officers left with tools they’re using on the job.”**

**“I wholeheartedly recommend NAPAC’s trauma training to any professional working with individuals affected by trauma - whether in criminal justice, social care, healthcare, or beyond. Their combination of exceptional facilitation, evidence-based content, and personalised support makes for a truly transformative learning experience.”**



## What changed for survivors this year?

Fewer barriers, clearer choices and conversations that start from belief have been welcome themes this year. When people contact NAPAC, they often tell us it is the first time they have spoken openly about their experiences, naming what happened as abuse and recognising themselves as survivors. We make those moments count. Each conversation strengthens the insight that drives our work, ensuring survivors’ experiences guide both our services and our advocacy.

Over the year we reduced avoidable barriers, shortened waits, made signposting clearer and strengthened supervision and reflective practice for the NAPAC team. We also introduced more accessible digital pathways for neurodivergent survivors and continued to model survivor-centred language across our communications, training and data collection.

- People chose the channel that felt safest (telephone or email) and reached us more often via our website and partner referrals.
- Callers left feeling believed and less alone, with practical next steps they could take at their pace.
- Professionals felt more confident about language, boundaries and referral pathways after training, improving everyday interactions with survivors.
- Self-help became easier to use between contacts as we refreshed web content on trauma, memory, coping and relationships.

## Purpose, approach and public benefit

### Our vision

Our vision is of a world where no child experiences abuse. Until then, we envision a society in which everyone impacted by childhood abuse can access the support they need, when they need it.

### Our mission

In bringing about our vision, we:

- provide effective, survivor-led, evidence-based and accessible direct support services to survivors and those who support them
- work collaboratively to share our learning, train professionals, embed direct support services and drive structural improvements so that more survivors are supported effectively towards recovery
- challenge and support change to society's perceptions of child abuse and work to prevent child abuse from happening
- will become a world-leader on empowering survivors, sharing our knowledge and expertise to improve and increase support for survivors everywhere

### Our values in practice

**We empower** – we listen, support and enable survivors to take the next steps on their journey.

**We support** – we enable our team and others to better support survivors on their journey through investing in up to date and evidence-based training.

**We collaborate** – we work with others to raise standards and widen reach to support survivors.

**We are tenacious** – we support and are a voice for survivors, and we do not give up.

**World leader** – we set a global standard for supporting survivors and training others to do so to the highest quality.



### What we do

We deliver direct support, reliable information, professional training, and system influence so that survivors can access help safely and services reduce avoidable harm.

- *Direct support.* Confidential telephone and email support that reduces distress, helps people feel less alone and enables safe next steps.
- *Information and self-help.* Plain English resources on trauma, disclosure, coping and relationships, available when people are ready.
- *Training and consultancy.* Practical survivor-centred tools for health, policing and voluntary-sector teams, focusing on language, boundaries and safer pathways.
- *Advocacy and systems change.* Ethical insight (drawn from our support service) used to improve language, first-contact practice and adult-facing routes to support.

### How we deliver public benefit

Our public benefit is direct and practical. People who contact us feel heard, believed and better able to act. Professionals we train improve everyday interactions with survivors. Our advocacy removes barriers, so fewer people are re-traumatised when they seek help.

### Who benefits

Primary beneficiaries – adult survivors of childhood abuse across the UK.

Secondary beneficiaries - professionals and organisations who engage with survivors in their services; families, friends, workplaces and communities; corporate partners who utilise our training and resources.

### How we know it works (evidence and learning)

*Outcomes and feedback.* Callers report feeling less alone and more able to take a next step; training participants report confidence gains and practice changes.

*Service indicators.* Connection rate and talk time demonstrate access and engagement levels. Web analytics track how users find and interact with self-help content.

*Ethical data.* Our empowerment model means the dataset is intentionally partial and ethical, reflecting what people choose to share. This keeps the focus on the language, pathways and points of friction that matter most to survivors.

*System change signals.* Partners revise policies and documentation that shape practice, simplify referral routes and adopt trauma-informed approaches.

#### Public benefit statement

The Trustees confirm that NAPAC's aims, activities and achievements provide public benefit in accordance with the Charities Act and the Charity Commission's guidance. Our services are designed to relieve distress and improve wellbeing for adult survivors, to equip professionals to avoid re-traumatisation, and to inform policy and practice changes that make support easier to access.



## Achievements and performance

### Support services

We answered thousands of requests for support by phone and email. We focused on access, quality and safety. Callers remain anonymous and in control. We offer steady, practical information people can use immediately and refer back to as and when they need. We strengthened the supervision framework, increased reflective practice and maintained our safeguarding culture.

- 48% of unique callers were connected at some point across the year as we managed demand and volunteer availability.
- Average talk time was 26 minutes 50 seconds, consistent with previous years and reflective of deeper conversations.
- There were 132,843 website sessions, with step-by-step content on disclosure, coping strategies and getting help.

We addressed increased demand resulting from media coverage and policy announcements by adjusting volunteer schedules and managing email volume through a triage system. Our approach emphasises psychological safety and clarity, and we have maintained advocacy for increased capacity across the broader system.

### Training and consultancy

Every conversation with a survivor can either open a door or close one. NAPAC's training exists to make those moments safer and clearer so professionals feel more equipped on how to support without re-traumatising.

In 2024–2025 we trained 1,691 professionals across health, policing, education and the voluntary sector, generating £35,547 from training (including £4,184.70 from self-directed online modules) and £30,000 from partnerships through the Law Firm Partnership Programme. Together these total £65,547, which is presented in the Statement of Financial Activities under Charitable

activities. Importantly, this training work is raising the standard of everyday practice where it matters most.

We deliver live, in-person and virtual sessions as well as bespoke consultancy for teams and organisations. Our programmes meet people where they are (from frontline staff and specialist practitioners to managers and policy leads) equipping them to understand trauma, recognise their role in reducing harm at first contact, and turn that insight into clearer pathways and safer conversations.

Because many professionals are themselves survivors or work daily with trauma, staff wellbeing is integral to our approach. Sessions on vicarious trauma, burnout and compassion fatigue offer practical strategies for emotional safety and de-escalation; these are all tools that protect practitioners and improve outcomes for the people.

The goal of our training is not simply to prevent harm, but to enable people to feel confident in providing excellent support to survivors when they engage with them. We work with professionals to recognise what safe survivor engagement looks like in practice and how to apply the principles in varied settings. Our work responds to immediate training needs and contributes to the strategic direction of survivor engagement across services nationally.

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NAPAC's training function draws learning from individual conversation and wider organisational reflection, as well as learning from directly supporting survivors, to inform each training session and shape wider cultural change. This means that insights from survivors are actively shaping how policies, procedures and everyday practice are evolving.

### Online Learning

NAPAC's self-directed online learning modules continued to play an important role in widening access to trauma informed practice. These modules enable professionals to learn in a way that is paced and reflective giving space for people to absorb complex material safely. We supported each module launch with free introductory webinars which created accessible entry points for professionals including those who may be survivors themselves

These modules cover key areas such as responding safely to disclosures understanding survivor stress responses and working at the intersection of neurodivergence and trauma. The 'Neurodivergence and Trauma' module launched in September 2024 and quickly became one of our highest performing modules month-on-month, making up over 25% of our total online module revenue stream.

Through this strand we reached teaching staff, youth workers, health practitioners and voluntary sector advocates who may not always be able to attend live training but still hold responsibility for trauma-aware engagement.

### Quality and Impact

Course materials were refreshed through the year to reflect client feedback and incorporate external research and practice developments. Client feedback remained consistently high with an average rating of 4.8 out of 5. As well as positive ratings, we are informing real-world change, with several organisations having reviewed internal processes, referral routes and guidance as a direct outcome of our training.

**“I wholeheartedly recommend NAPAC's training to any professional supporting people affected by trauma. The facilitation was grounded and skilled and the content was both evidence based and practical. It has changed how I approach conversations in my work.”**



## Future Priorities

Looking ahead, we will strengthen the marketing strand of the training function so that organisations and professionals can identify the right learning offer more easily and experience a smoother journey from initial enquiry through to post-delivery support.

The training function will also be focusing on how to sustainably increase delivery capacity so we can train larger and more complex teams and continue our work to support organisations to embed long-term trauma-informed cultural change. We will also broaden engagement by working with schools, youth services and specialist services to help create environments that are safe for victims and survivors.

In addition, NAPAC is also developing trauma-informed compliance training to support sectors and organisations that require mandatory safeguarding or regulatory training, but wish to deliver it in a way that is safe and survivor-centred. This will help ensure that trauma-informed practice is not just an optional enhancement but a core part of organisational standards across sectors.



## Working with volunteers

Volunteers remain central to NAPAC. We invested in training, mentoring and wellbeing support, and we improved rostering tools to balance demand with availability and to provide the most trauma-informed environment possible for volunteers to work within. Volunteers tell us they feel supported and clear about boundaries; callers tell us they feel heard.

This year we strengthened the volunteer journey end-to-end. Recruitment and screening were refined to emphasise values, listening skills and resilience; induction now blends scenario-based practice with clear guidance on language, boundaries and escalation. Real time supervision continued, with additional one-to-one check-ins after each call. We also encourage feedback so volunteers can flag safeguarding concerns, patterns they are noticing, or areas where they want more support.

We also focused on clarity and recognition. Role descriptions and shift expectations were re-stated in plain English for easier accessibility. We also reworked our rotas to give more predictability while still covering peaks in demand. A particular highlight are our six-monthly 'ongoing training days' (held on Saturdays) which gather external speakers and subject-matter experts from a range of sectors. Topics are chosen by volunteers, based on areas where they want to deepen their skills (for example, responding to disclosure, neurodiversity-aware practice and civil law claims).

We remain grateful for the commitment and care volunteers bring to the NAPAC support service.



### Digital and information

We continued our digital improvement work in this period, focusing on tighter security controls, clearer privacy notices and better knowledge-based content so staff and volunteers have the right information at their fingertips. We also streamlined website navigation and refined search keywords so survivors can find help more easily and reach core resources faster.

Behind the scenes, we strengthened security and resilience in line with our risk register. Multi-factor authentication is now standard across core systems, devices are encrypted and patched to schedule, and we ran routine backup and restore tests to recover quickly if needed. We also refreshed cookie and privacy notices in plain English and ensured data information compliance with clear retention and deletion rules.

Because people are the best defence, we invested in cyber security training for trustees and staff. Online training sessions covered phishing awareness, safe data handling, password and multi-factor authentication hygiene, and when/how to escalate an incident. The effect is a common baseline of good practice across governance and frontline roles, reducing avoidable risk without adding friction to everyday work.



## Advocacy and systems change

### Why we do this

For NAPAC, every interaction with our support services teaches us more about what helps and what harms. We use that learning to influence how systems and services speak to survivors, how they keep people safe at first disclosure and how they avoid re-traumatisation. Our aim is simple – fewer avoidable barriers and better everyday practice across multiple areas including policing, health and the voluntary sector.

We focus where survivor-centred insight can move the system. These levers include plain, respectful language, safer first-contact practice, trauma-informed routes to support and outcomes that make sense in real life. We work with government and national policing to integrate survivor voices into the design of the systems that support them. We do this through national taskforces, policy engagement and sector capacity-building, as well as training professionals on the ground to have immediate impact.

#### **1) Using ethical data to guide change**

Our dataset is intentionally ethical because under the empowerment model we use on the NAPAC telephone support line, people choose what to share and when. We don't probe for detail or ask them to relive experiences to fit a form; instead, we listen for what matters to them. That stance makes the evidence powerful for practice change. It reflects what survivors prioritise in their own words, gathered in conditions that feel safe.

During 2024–2025 we used this insight to show leaders where everyday practice helps or hinders, how language lands at first contact, what people ask for when they are ready and where pathways feel unclear. We shared only aggregated, anonymised patterns, pairing them with clear and straightforward recommendations that services could put to work quickly. Because the approach is survivor-led and proportionate, partners trust it. The data is precise enough to guide improvement without compromising privacy.

This is why NAPAC's data is unique nationally. It steers the questions people ask, informs training emphasis and content reviews, and helps systems achieve outcomes that make sense in real life. In short, it turns lived experience into practical direction, so the system can change where it matters most.

#### **2) National policing: CSE Taskforce leadership (Victims and Survivor Engagement thematic area)**

In the 2024-2025 financial year NAPAC – along with the Vulnerability, Knowledge and Practice Programme (VKPP) – co-led the Victims and Survivors' Engagement thematic area of the national CSE Taskforce with a key aim; to embed survivor experience as a practical driver of decision-making across the system. The work moved beyond guidance into nationally usable standards for the police service and other sectors.

We secured agreement of a national definition of 'Voice of the Victim' with concise prompts that are being mirrored in governance materials across partner areas. This establishes a common language and expectation for how survivor insight is gathered, weighed and referenced when choices are made. Most importantly, as the starting point, not as an add-on.

Through NAPAC's 'Redefining Justice' data and research, we set out what 'justice' means from a survivor perspective (personal repair and safety as well as criminal justice) and translated that into what leaders should ask for in practice. The effect is a more balanced picture of performance: alongside prosecution measures, organisations are beginning to track simple, experience-based outcomes such as whether a person felt believed, whether signposting was clear, and whether next steps were agreed. These are indicators that make sense on the frontline and at Board level, and they are increasingly referenced in local plans.

We also standardised survivor-centred language into ready-to-use wording packs for letters, webpages and reception scripts, and paired this with first-contact prompts and boundary guidance. Together, these tools have been adopted across CSE Taskforce workstreams and shared into multiple regions, reducing pressure on disclosure and improving the clarity of 'what happens next'.

Taken as a whole, the Victim and Survivor Engagement thematic area in 2024–2025 delivered nationally portable building blocks including a shared definition, measurable outcomes and operational language/tools, that are now shaping practice beyond the CSE Taskforce itself. They give leaders and practitioners a consistent way to speak, act and measure what matters to survivors, and they provide a platform for further adoption across policing and partner agencies in the year ahead.

### ***3) Policy and public affairs: belief at disclosure and survivor-centred pathways***

Our policy work in 2024–2025 aimed to embed survivor-centred principles in national and local decision-making, with impact that extends beyond any single programme. We pressed for belief at first disclosure and practical next steps without requiring people to evidence harm before help is offered. We advocated for clear, respectful language in public guidance and official communications to reduce inadvertent harm, and for explicit recognition of adult disclosure so adult-facing routes to support are visible and usable.

This advocacy was grounded in our ethical dataset and training feedback, giving policymakers real-world signals about where practice helps or hinders. The outcome is growing reference to survivor-experience measures in plans and briefings, clearer signposting to adult support in local information, and a stronger expectation that trauma-informed language is the default across agencies.

### ***4) Sector capacity and language strategy***

NAPAC continued to convert survivor-centred language guidance into tools teams can adopt quickly. During 2024–2025 we supported organisations to move from policy statements to everyday practice: line-by-line wording for common letters and scripts, short 'what to say / what not to ask' guides for first contact, and light-touch checklists that teams can apply during content reviews.

Partners used these materials to remove triggering or ambiguous terms, to explain choices and next steps more clearly and to align internal training and e-learning with survivor-centred standards. The effect is cumulative. As more teams adopt the same clear, respectful language, survivors encounter fewer barriers and confidence grows on both sides of the conversation.





## Financial review and resilience

### Overview

The year to 31 March 2025 was a period of rebalancing after the exceptional legacy income received in 2023-2024 financial period. Total income was **£393,602** and total expenditure was **£756,252**, giving a deficit of **£362,650**.

This result was expected and planned for once legacies returned to typical levels. We maintained service capacity, protected quality and continued selective investment in supervision, safeguarding and digital infrastructure so that survivors received safe, consistent support and our earned income programme could grow.

Two factors explain the position. First, legacies normalised from the exceptional **£253,754** received in the 2023-2024 financial period to **£367** this year. We treat legacies as unpredictable and avoid building recurring costs on the assumption that they will repeat. Second, we continued essential investment in systems and people that underpin safe delivery and future resilience, including building training capacity and curriculum so we can meet demand and improve margins over time.

The Board approved the use of free reserves to bridge this period so that services were not disrupted while income reset to its usual pattern and training activity continued to scale. More specifically, the Board chose to strengthen our training programme for the long term, making targeted investments in recruitment and course development so that training can generate a larger, dependable stream of earned income to support our mission.

We believe this approach is the right one for our beneficiaries. It keeps quality and safety intact, protects the team and focuses investment on what will have the greatest impact for sustainable self-generated income. Investment in training also ensures we provide improved support for survivors through up-skilling professionals across a wide variety of sectors, thus enabling better experiences when survivors reach out.



The current financial year (2025-2026) is already delivering the improvement we planned for, with training bookings and repeat clients significantly ahead of the same point last year and several key grants already secured. In addition, the Home Office has confirmed an in-year uplift to our funding for the current financial year. This uplift underpins core service capacity and provides further certainty over near-term delivery, complementing the steps we are taking to strengthen earned income.

### Income profile and year on year movements

In 2023-2024, legacies of £253,754 contributed to an overall surplus of £25,164. In 2024-2025 legacy income was £367. Excluding the prior year exceptional legacy income, the underlying profile remained consistent:

- Donations and grants £327,599, including £250,181 from the Home Office
- Charitable activities total was £65,547 (as presented in the Statement of Financial Activities), comprising:
  - Training income of £35,547 (includes self-directed online modules sales of £4,184.70).
  - Partnership income from the Law Firm Partnership Programme of £30,000.
- Net gains on investments were £6,626 (reported below operating result) and investment income was £456

This mix is consistent with our strategy to diversify income while growing training in a way that supports quality, increases impact and does not compromise our empowerment model.

### **Expenditure and cost discipline**

Expenditure reflects the full cost of safe delivery and the standards we set for trauma-informed practice. The principal charge of £711,086 relates to operating support services and associated infrastructure. Fundraising costs were £45,166 and governance costs were £25,067.

We apply ongoing scrutiny to operating expenditure across the organisation. Budgets are reviewed monthly with reforecasts and variance analysis, discretionary spend is rephased or paused where appropriate. Investment cases are considered against safety, effectiveness and value for money. This ensures we invest where it matters (for example, in supervision and digital security) and only spend where required, following due consideration and approval.

### **Result for the year and movement in funds**

The operating deficit of £362,650 is consistent with the return of legacies to typical levels and planned investment. After recognising £6,626 of net investment gains, the net movement in funds was £356,024, reducing total funds from £919,791 to £563,767.

### **Reserves and financial resilience**

At year end, total funds were £563,767, comprising unrestricted general funds of £223,122 and designated funds of £340,645. Restricted funds were fully applied to their purposes during the year.

Free reserves of £223,122 equate to about 3.5 months of total spend on the cost base reflected in these accounts (i.e. this is a backward-looking indicator, not a forecast of future costs). Our policy is to hold up to six months of operating costs to manage volatility and protect services.

The Board approved the planned use of free reserves this year to maintain capacity while legacy income normalised and while the training programme continued to scale.

Designated funds are substantial at £340,645 and exist to safeguard delivery and support specific Board-approved priorities. They are not available for general day-to-day spending and are reviewed regularly to ensure alignment to risk and organisational need. During the year, £1,640 from the strategic development designation was applied in line with plan; the remaining designations continue to provide a prudent buffer for known priorities and future commitments, offering additional assurance alongside free reserves.

The Board is working to rebuild free reserves toward the established policy level of up to six months, supported by disciplined budgeting, a strengthening training pipeline and a balanced income mix.

### **Investments**

Our approach to investment is cautious and ethical, with a modest portfolio held to support long term resilience rather than day to day delivery. During the year the portfolio generated net gains of £6,626 (2023-2024: £1,115). Gains were retained within the portfolio, which had a year-end fair value of £157,741 (2023-24: £151,115).

### **Outlook and going concern**

Early indicators for the 2025-2026 financial year are very encouraging. Training bookings and repeat clients are significantly ahead of the same point last year and several key grants are already secured. Management continues with disciplined budgeting, pipeline scrutiny and cost control, focusing on activities that most directly improve the experience of survivors. The Trustees have reviewed forecasts and sensitivities for at least twelve months from the date of approval and judge that NAPAC remains a going concern.

## Principal risks and uncertainties

### Overview

The Board reviews a strategic risk register at each meeting. Risks are grouped into financial sustainability, service quality and safeguarding, people and wellbeing, digital and data, compliance and reputation. We have a low-risk appetite for safeguarding, cyber security and compliance; we take a measured approach to innovation where it clearly improves survivors' experience and is well controlled.

#### 1) Financial sustainability

*Risk.* Income volatility (particularly from legacies and time-limited grants) combined with external cost pressures may reduce financial headroom.

*Key controls.* We mitigate this risk through a diversified income mix, monthly pipeline reviews and re-forecasting, scenario and sensitivity analysis, disciplined pricing for training services, and a reserves policy designed to smooth income fluctuations.

*Early warning indicators.* We monitor grant decision delays, training conversion rates against plan, donor retention trends, and variances from quarterly re-forecasts.

#### 2) Service quality, access and safeguarding

*Risk.* Demand spikes or practice drift may reduce connection rates or affect the handling of crisis calls, putting safe access at risk.

*Key controls.* We mitigate this through clinical supervision and reflective practice, rota and capacity planning, live quality assurance for calls and emails, and clear survivor-centred scripts supported by a current knowledge base.

*Early warning indicators.* We track wait times, connection rate, incident/near-miss themes, and caller feedback.

#### 3) People and wellbeing

*Risk.* Vicarious trauma, burnout, or gaps in capacity and skills could impact service quality and continuity.

*Key controls.* Our response includes regular supervision and wellbeing support, manageable rotas, structured induction and continuing professional development, plus succession planning and targeted recruitment for critical roles.

*Early warning indicators.* We monitor sickness and turnover trends, red-flags arising in supervision, time-to-fill for key posts, and volunteer retention.

#### 4) Digital, data and cyber security

*Risk.* Unauthorised access or service outage could expose sensitive data and disrupt support to survivors.

*Key controls.* Controls include multi-factor authentication, device encryption and patching, least-privilege access, tested backups and restores, staff security awareness, and assurance over key suppliers.

*Early warning indicators.* We review phishing click-through rates, unusual-access alerts, backup/restore test results, and website/service uptime.

#### 5) Legal, regulatory and compliance

*Risk.* Non-compliance (for example around safeguarding, GDPR, fundraising standards) could harm people and erode trust.

*Key controls.* We operate an annual policy review schedule and training, and maintain routine compliance checks, a complaints process with learning loops, and disciplined documentation/retention practices.

*Early warning indicators.* We track complaints trends, audit or examiner queries, ICO/other regulatory enquiries, and any late-filing risks.



### 6) Reputation and external relations

**Risk.** Miscommunication or failures by partners could undermine confidence among survivors, volunteers, funders and the public.

**Key controls.** We use clear communications protocols and escalation routes, active issues tracking, and proportionate due diligence for partnerships.

**Early warning indicators.** We monitor media and social sentiment, unresolved complaints, and direct stakeholder feedback.

### How we manage risk (in practice)

**Oversight and assurance.** The risk register is reviewed at every Board meeting, with scheduled deep dives in finance, safeguarding, digital and people to focus scrutiny where needed. A structured policy review cycle supports

compliance and relevance, and incident reviews identify learning and improvements. We also use independent external scrutiny (independent examination and specialist reviews where appropriate) to provide additional assurance.

**Reserves as a control.** Free reserves act as a buffer against income timing and external shocks. Designated funds are reviewed regularly to ensure alignment with delivery priorities. The Board monitors reserve levels during the year and undertakes an annual review of the reserves policy (for more information, please see the 'Financial review and resilience' section of this report).

**Risk appetite.** We maintain a low risk appetite for safeguarding, cyber security and regulatory compliance. We take a measured approach to service improvement and innovation, with clear mitigations and defined decision rights.



## Structure, governance and management

NAPAC is a charitable company limited by guarantee governed by its Memorandum and Articles of Association (incorporated 12 May 1998, last amended 1 December 2021). We are registered with the Charity Commission for England and Wales and OSCR in Scotland. The Board is collectively responsible for strategy, oversight and compliance.

### Trustees - appointment, terms and induction

Trustees are appointed in line with the Articles of Association following open recruitment against a skills and experience matrix. Terms are typically three years, renewable once (with limited extension by exception). New trustees receive an induction covering our purpose and public benefit, safeguarding, data protection, finance and risk; ongoing development through an away day is scheduled annually.

### How we are organised and how decisions are made

Day-to-day management is delegated to the Chief Executive under a Board-approved Scheme of Delegation. The Board meets four times a year with standing items on finance, risk, people and strategy. An Income Generation Subcommittee provides monthly detailed scrutiny and assurance around finance and performance.

### Board practice

- A forward programme of agendas with periodic deep-dives (finance, risk, project work).
- Annual policy review cycle (safeguarding, whistleblowing, equality, data protection, investments).
- Planned trustee recruitment to maintain an appropriate mix of skills and lived experience.
- Written resolutions used between meetings for time-sensitive matters.
- Periodic Board effectiveness review and light-touch attendance monitoring.

### How survivor insight informs decisions

Survivor insight reaches the Board through regular reporting and engagement, particularly the learning from the NAPAC support line operation in Stockport. This informs priorities, risk assessments and improvement plans.

### People and culture

We aim to be a supportive, learning organisation. We invest in supervision, reflective practice and wellbeing for staff and volunteers, maintain fair and transparent processes, and encourage constructive challenge and continuous improvement. We also provide ongoing professional development (from role-specific training and refreshers to short courses and conferences) so people have the skills and confidence to do their best work.

### Related parties and other interests

Trustees complete annual declarations of interests and related-party transactions. There were no related-party transactions in the year beyond those disclosed in the notes to the accounts; NAPAC does not have subsidiary undertakings.

## Fundraising approach and supporter care

We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We do not use third-party fundraisers or cold calling. We monitor fundraising activity, handle complaints openly and protect supporters and the public, especially people in vulnerable circumstances. We use people's data responsibly and respect preferences about how we get in touch.



### Plans for future periods

In the year ahead we will keep our focus on work that most directly improves the experience of survivors. Our priorities are to:

- Scale training and develop new courses requested by partners in health and policing, with clear quality measures and feedback cycles.
- Pilot additional ways to access support in line with our empowerment model so people can choose what feels safest.
- Invest in digital infrastructure to improve efficiency, insight and supporter experience.
- Strengthen reserves in line with policy through disciplined budgeting and a diversified income mix.

We will continue to share what we learn so that services across the system become easier to access and less likely to re-traumatise.

### RESPONSIBILITIES OF THE BOARD OF TRUSTEES

Company law requires the Board of Trustees to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its income and expenditure for the financial year then ended. In preparing those accounts, the Board of Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the accounts on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Board of Trustees is responsible for maintaining 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 accounts comply with the Companies Act 2006. The Board of Trustees is 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.

### Members of the Board of Trustees

Members of the Board of Trustees, who are directors for the purposes of company law and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 1.

### Independent Examiner

TC Group has been reappointed as independent examiner for the ensuing year.

### Basis of Preparation of Accounts

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the provisions applicable to companies subject to the small companies' regime.

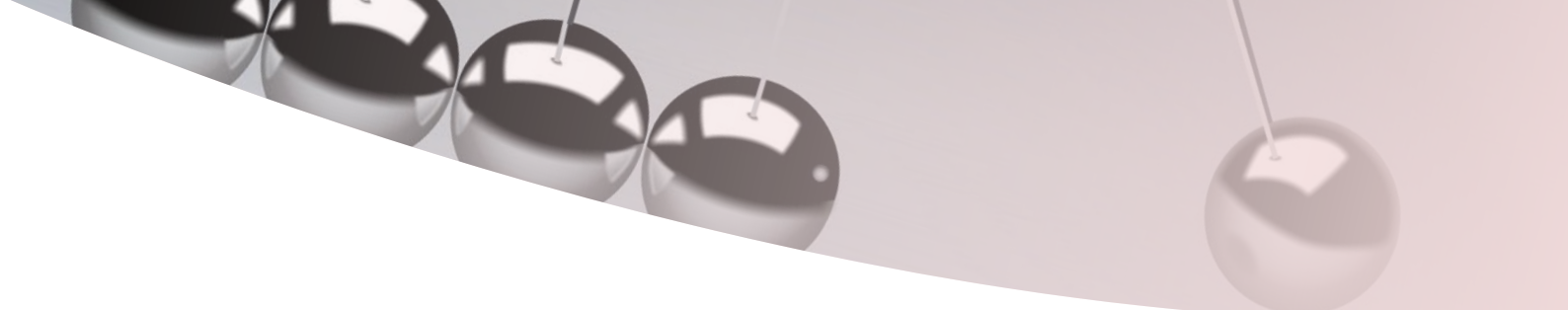
The trustees' annual report (incorporating the directors' report) was approved on 1 December 2025 and signed on behalf of the NAPAC Board of Trustees by:



**Ms P Gale**  
**Chair of the NAPAC Board of Trustees**

## | Independent Examiner's Report





I report on the accounts for the year ended 31 March 2025 set out on pages 20 to 29.

## Respective responsibilities of Trustees and examiner

As the Charity's Trustees of the Company (and also its directors for the purposes of Company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your Charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

## Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Mark Cummins FCCA FCIE**

For and on behalf of:

**TC Group**

The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

Date: 01/12/2025

# Statement of Financial Activities Report

|                                              | Note | Unrestricted funds<br>£ | Designated funds<br>£ | Restricted funds<br>£ | 2025<br>Total<br>£ | 2024<br>Total<br>£ |
|----------------------------------------------|------|-------------------------|-----------------------|-----------------------|--------------------|--------------------|
| <b>INCOME FROM:</b>                          |      |                         |                       |                       |                    |                    |
| Donations and grants                         | 4    | 77,418                  | -                     | 250,181               | 327,599            | 676,000            |
| Charitable activities                        | 5    | 65,547                  | -                     | -                     | 65,547             | 65,729             |
| Investments                                  | 6    | 456                     | -                     | -                     | 456                | 436                |
| <b>Total income</b>                          |      | <b>143,421</b>          | <b>-</b>              | <b>250,181</b>        | <b>393,602</b>     | <b>742,165</b>     |
| <b>EXPENDITURE ON:</b>                       |      |                         |                       |                       |                    |                    |
| <i>Raising funds:</i>                        | 7    |                         |                       |                       |                    |                    |
| Fundraising                                  |      | 45,166                  | -                     | -                     | 45,166             | 44,752             |
| <i>Charitable activities:</i>                |      |                         |                       |                       |                    |                    |
| Operation of NAPAC                           |      | 457,072                 | 1,640                 | 252,374               | 711,086            | 672,249            |
| <b>Total expenditure</b>                     |      | <b>502,238</b>          | <b>1,640</b>          | <b>252,374</b>        | <b>756,252</b>     | <b>717,001</b>     |
| <b>Net income/(expenditure) for the year</b> |      | <b>(358,817)</b>        | <b>(1,640)</b>        | <b>(2,193)</b>        | <b>(362,650)</b>   | <b>25,164</b>      |
| <b>Net gains on investments</b>              | 10   | <b>6,626</b>            | <b>-</b>              | <b>-</b>              | <b>6,626</b>       | <b>1,115</b>       |
| <b>Net movement in funds</b>                 |      | <b>(352,191)</b>        | <b>(1,640)</b>        | <b>(2,193)</b>        | <b>(356,024)</b>   | <b>26,279</b>      |
| <b>RECONCILIATION OF FUNDS</b>               |      |                         |                       |                       |                    |                    |
| <b>Total funds brought forward</b>           | 15   | <b>575,313</b>          | <b>342,285</b>        | <b>2,193</b>          | <b>919,791</b>     | <b>893,512</b>     |
| <b>TOTAL FUNDS CARRIED FORWARD</b>           | 15   | <b>223,122</b>          | <b>340,645</b>        | <b>-</b>              | <b>563,767</b>     | <b>919,791</b>     |

The results of the year derive from continuing activities and there are no gains or losses other than those shown above.

The notes on pages 22 to 29 form part of these accounts.



# Balance Sheet

|                                       | Note | 2025<br>£             | 2024<br>£             |
|---------------------------------------|------|-----------------------|-----------------------|
| <b>FIXED ASSETS</b>                   |      |                       |                       |
| Investments                           | 10   | 157,741               | 151,115               |
| <b>CURRENT ASSETS</b>                 |      |                       |                       |
| Debtors                               | 11   | 228,110               | 497,190               |
| Cash at bank and in hand              | 12   | <u>212,852</u>        | <u>313,057</u>        |
|                                       |      | <b>440,962</b>        | <b>810,247</b>        |
| <b>CURRENT LIABILITIES</b>            |      |                       |                       |
| Creditors falling due within one year | 13   | <u>(34,936)</u>       | <u>(41,571)</u>       |
| <b>NET CURRENT ASSETS</b>             |      | <u><b>406,026</b></u> | <u><b>768,676</b></u> |
| <b>NET ASSETS</b>                     |      | <u><b>563,767</b></u> | <u><b>919,791</b></u> |
| <b>FUNDS</b>                          |      |                       |                       |
| Unrestricted funds                    | 15   | 223,122               | 575,313               |
| Designated funds                      | 15   | 340,645               | 342,285               |
| Restricted funds                      | 15   | <u>-</u>              | <u>2,193</u>          |
| <b>TOTAL FUNDS</b>                    |      | <u><b>563,767</b></u> | <u><b>919,791</b></u> |

The charitable Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

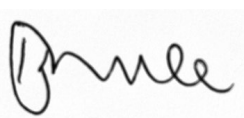
The members have not required the charitable Company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- ensuring that the charitable Company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable Company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and

which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable Company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities in accordance with FRS 102. The financial statements were approved by the Board of Trustees on 1 December 2025 and were signed on its behalf by:



**Ms P Gale**  
**Chair of the NAPAC Board of Trustees**

The notes on pages 22 to 29 form part of these accounts. Company number: 03565696

# Notes to the Financial Statements

## 1. STATUTORY INFORMATION

The National Association for People Abused in Childhood is a Company Limited by Guarantee, incorporated in the England and Wales and has no share capital. The Charity is under the control of the Trustees. Its registered office is Arc House, NAPAC, 82 Tanner Street, London, SE1 3GN.

## 2. ACCOUNTING POLICIES

### 2.1 Accounting convention

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The National Association for People Abused in Childhood meets the definition of a public benefit entity under FRS 102. The Charity has no material uncertainties in relation to its ability to continue operating and as such the accounts have been prepared on a going concern basis. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The Charity's presentation currency is the Pound Sterling.

The National Association for People Abused in Childhood is not part of a group. These financial statements therefore reflect the activity of the Charity as an individual entity.

### 2.2 Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that

are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The Trustees do not consider that there are any critical judgments made in applying the Charity's accounting policies or that there are any critical accounting estimates or assumptions which may have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next financial year.

### 2.3 Income

All incoming resources are included in the Statement of Financial Activities when entitlement has passed to the Charity, it is probable that the economic benefits associated with the transaction will flow to the Charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Donations and grant income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.
- Legacy income is recognised when receipt is probable, entitlement is established, and the amount can be measured.
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably. In which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured.

No amounts are included for the contribution of general volunteers.

- Interest on funds held on deposit is included when receivable and the amount can be measured reliably. This is typically upon notification of the interest being paid by the bank.
- Training income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received. Training income is recognised net of VAT, where applicable.

The Charity's activities are currently exempt from VAT.

## **2.4 Expenditure**

Where incoming resources have related expenditure or a legal or constructive obligation arises, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is classified under headings of the Statement of Financial Activities to which it relates.

Expenditure on charitable activities includes all costs incurred by the Charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs relating to the governance of the Charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Employee termination costs are recognised in the period in which formal agreement of such payments are reached by the Trustees.

## **2.5 Support and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. The bases on which support costs have been allocated are set out in note 8.

Governance costs include the costs of preparation and examination of statutory accounts, the costs of the Annual General Meeting and trustees' meetings and costs of any legal advice to trustees on governance or constitutional matters.

## **2.6 Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Basic financial instruments are recognised at amortised cost.

## **2.7 Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

## **2.8 Cash at bank and in hand**

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

## **2.9 Creditors**

Creditors are recognised when there is a present obligation arising from a past event, the settlement of which will likely result in resources embodying economic benefits being transferred from the Charity. Accruals are recognised at their settlement amount once a reliable measurement can be obtained.

## **2.10 Fund accounting**

General unrestricted funds are available for use in accordance with the charitable objectives at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the

Charity. Restrictions arise when specified by the donor or through the terms of an appeal, and fall into two sub-classes: restricted income funds or endowment funds. Further explanation of the nature and purpose of each restricted fund is included in the notes to the financial statements.

## 2.11 Pensions

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activity in the period to which they relate as unrestricted expenditure. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund. At the balance sheet date £3,639 was due to the pension scheme (2024: £3,676).

## 2.12 Leasing Commitments

Rentals paid under operating leases are charged to the Statement of Financial Activity on a straight-line basis over the period of the lease.

## 2.13 Investments

Investments are initially recognised at cost and subsequently measured at fair value at the balance sheet date. Investment gains and losses, whether realised or unrealised, are combined and shown as net gains or losses on investments in the Statement of Financial Activities.

## 3. TAXATION

The Company is registered as a Charity and all of its income falls within the exemptions under Part 11 of the Corporation Tax Act 2010.

## 4. INCOME FROM LEGACIES, DONATIONS AND GRANTS

|                      | Unrestricted funds | Restricted funds | 2025 Total<br>£ | Unrestricted funds | Restricted Funds | 2024 Total<br>£ |
|----------------------|--------------------|------------------|-----------------|--------------------|------------------|-----------------|
| <b>Legacies</b>      | <b>367</b>         | <b>-</b>         | <b>367</b>      | 253,754            | -                | 253,754         |
| <b>Donations</b>     |                    |                  |                 |                    |                  |                 |
| Trusts               | 23,107             | -                | 23,107          | 3,586              | -                | 3,586           |
| Individual donations | 53,944             | -                | 53,944          | 57,444             | -                | 57,444          |
| <b>Grants</b>        |                    |                  |                 |                    |                  |                 |
| Home Office          | -                  | 250,181          | 250,181         | -                  | 280,065          | 280,065         |
| Ministry of Justice  | -                  | -                | -               | -                  | 81,151           | 81,151          |
|                      | <b>77,418</b>      | <b>250,181</b>   | <b>327,599</b>  | <b>314,784</b>     | <b>361,216</b>   | <b>676,000</b>  |

## 5. CHARITABLE ACTIVITIES

|                  | 2025<br>£     | 2024<br>£     |
|------------------|---------------|---------------|
| Training courses | 35,547        | 32,965        |
| Partnerships     | 30,000        | 30,000        |
| Consultancy      | -             | 2,764         |
|                  | <b>65,547</b> | <b>65,729</b> |

## 6. INVESTMENT INCOME

|                          | 2025<br>£  | 2024<br>£  |
|--------------------------|------------|------------|
| Bank interest receivable | <b>456</b> | <b>436</b> |



## 7. EXPENDITURE ON RAISING FUNDS AND CHARITABLE ACTIVITIES

|                                        | Wages<br>Costs<br>£ | Other<br>costs<br>£ | 2025<br>Total<br>£ | 2024<br>Total<br>£ |
|----------------------------------------|---------------------|---------------------|--------------------|--------------------|
| <b>Cost of raising funds:</b>          |                     |                     |                    |                    |
| Fundraising                            | 44,176              | 990                 | 45,166             | 44,752             |
| <b>Total cost of raising funds</b>     | <b>44,176</b>       | <b>990</b>          | <b>45,166</b>      | <b>44,752</b>      |
| <b>Charitable activity expenditure</b> |                     |                     |                    |                    |
| Operation of NAPAC                     | 528,024             | 183,062             | 711,086            | 672,249            |
| <b>Total charitable expenditure</b>    | <b>528,024</b>      | <b>183,062</b>      | <b>711,086</b>     | <b>672,249</b>     |
| <b>Total expenditure</b>               | <b>572,200</b>      | <b>184,052</b>      | <b>756,252</b>     | <b>717,001</b>     |

|                                                                 | 2025<br>£     | 2024<br>£     |
|-----------------------------------------------------------------|---------------|---------------|
| <b>Included in the above is the following governance costs:</b> |               |               |
| <b>Governance costs:</b>                                        |               |               |
| Current independent examiner remuneration for examination       | 2,650         | 2,400         |
| Current independent examiner remuneration for other services    | 20,144        | 17,400        |
| Trustees' expenses including strategic away day costs           | 2,273         | 5,261         |
| <b>Total governance costs</b>                                   | <b>25,067</b> | <b>25,061</b> |

## 8. STAFF COSTS

|                              | 2025<br>£      | 2024<br>£      |
|------------------------------|----------------|----------------|
| Wages and salaries           | 482,026        | 451,917        |
| Employers national insurance | 39,944         | 36,794         |
| Pension costs                | 22,336         | 21,286         |
|                              | <b>544,306</b> | <b>509,997</b> |
| Other staff costs            | 27,894         | 32,245         |
|                              | <b>572,200</b> | <b>542,242</b> |

There are no employees with emoluments above £60,000 (2024: none).

The average headcount of employees during the year was 17 (2024: 16). The average number of full-time equivalent employees during the year is analysed as follows:

| Employee headcount | 2025<br>Number | 2024<br>Number |
|--------------------|----------------|----------------|
| Management         | 2              | 2              |
| Administration     | 12             | 14             |
|                    | <b>14</b>      | <b>16</b>      |

## 9. TRUSTEE EXPENSES AND KEY MANAGEMENT PERSONNEL

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

During the year to 31 March 2025, £773 was reimbursed to five trustees in respect of travel expenses (2024: £480 was reimbursed to three trustees). During the year, there was a trustee away day which the charity covered expenses totalling £1,500.

The total amount of employee benefits received by the executive team for their services to the charity was £119,288 (2024: £119,288). The executive team comprises the Chief Executive and the Chief Operating Officer.

## 10. INVESTMENTS

|                             | 2025<br>£      |
|-----------------------------|----------------|
| Fair Value at 1 April 2024  | 151,115        |
| Revaluation in the year     | 6,626          |
| Fair value at 31 March 2025 | <u>157,741</u> |

The above investment value relates to UK listed investments

## 11. DEBTORS

|                                | Total<br>2025<br>£ | Total<br>2024<br>£ |
|--------------------------------|--------------------|--------------------|
| Trade debtors                  | 9,650              | 25,075             |
| Prepayments and accrued income | 204,606            | 461,222            |
| Other debtors                  | 13,854             | 10,893             |
|                                | <u>228,110</u>     | <u>497,190</u>     |

## 12. CASH AT BANK AND IN HAND

|                          | Total<br>2025<br>£ | Total<br>2024<br>£ |
|--------------------------|--------------------|--------------------|
| Cash at bank and in hand | 212,852            | 313,057            |
|                          | <u>212,852</u>     | <u>313,057</u>     |

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

|                                 | Total<br>2025<br>£ | Total<br>2024<br>£ |
|---------------------------------|--------------------|--------------------|
| Trade creditors                 | 3,917              | 21,400             |
| Accruals and deferred income    | 7,234              | 6,370              |
| Social security and other taxes | 9,946              | 10,125             |
| Other creditors                 | 13,839             | 3,676              |
|                                 | <u>34,936</u>      | <u>41,571</u>      |

## 14. ANALYSIS OF FUNDS

|                          | Balance at<br>1 April<br>2024<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Gain on<br>investments<br>£ | Balance at<br>31 March<br>2025<br>£ |
|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|-------------------------------------|
| <b>General funds</b>     | <u>575,313</u>                     | <u>143,421</u>             | <u>(502,238)</u>           | <u>6,626</u>                | <u>223,122</u>                      |
| <b>Designated funds</b>  |                                    |                            |                            |                             |                                     |
| Strategic Development    | <u>342,285</u>                     | <u>-</u>                   | <u>(1,640)</u>             | <u>-</u>                    | <u>340,645</u>                      |
|                          | <u>342,285</u>                     | <u>-</u>                   | <u>(1,640)</u>             | <u>-</u>                    | <u>340,645</u>                      |
| <b>Restricted funds:</b> |                                    |                            |                            |                             |                                     |
| Home Office              | -                                  | 250,181                    | (250,181)                  | -                           | -                                   |
| Philip King Trust        | <u>2,193</u>                       | <u>-</u>                   | <u>(2,193)</u>             | <u>-</u>                    | <u>-</u>                            |
|                          | <u>2,193</u>                       | <u>250,181</u>             | <u>(252,374)</u>           | <u>-</u>                    | <u>-</u>                            |
| <b>Total funds</b>       | <u>919,791</u>                     | <u>393,602</u>             | <u>(756,252)</u>           | <u>6,626</u>                | <u>563,767</u>                      |

### DESIGNATED FUND:

#### Strategic development

During the year the charity spent £1,640 from the designated fund in order to facilitate future strategic development.

### RESTRICTED FUNDS:

#### Home Office

In 2022 NAPAC was successful in receiving a three-year grant from the Home Office, under the latter's 'Support for Victims and Survivors of Child Sexual Abuse' (SVSCSA) fund, and this was the final year of the grant. The SVSCSA Fund was part of a wider allocation of £4,500,000 made available over a three-year period by the Home Office for voluntary sector organisations supporting victims and survivors of child sexual abuse.

#### Philip King Trust

The charity was awarded £19,742 from The Philip King Trust in November 2019 with the purpose of funding support groups. After successfully completing these support groups, there was found to be a remaining amount of £2,193. This residue has been used this financial year for the general support of survivors.

## 15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| <b>31 March 2025</b>           | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Designated<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total<br/>2025<br/>£</b> |
|--------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|-----------------------------|
| Non-current assets             | 157,741                             | -                                 | -                                 | <b>157,741</b>              |
| Current assets                 | 100,317                             | 340,645                           | -                                 | <b>440,962</b>              |
| Creditors: due within one year | (34,936)                            | -                                 | -                                 | <b>(34,936)</b>             |
|                                | <u>223,122</u>                      | <u>340,645</u>                    | <u>-</u>                          | <u><b>563,767</b></u>       |
| <b>31 March 2024</b>           | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Designated<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total<br/>2024<br/>£</b> |
| Non-current assets             | 151,115                             | -                                 | -                                 | <b>151,115</b>              |
| Current assets                 | 456,769                             | 342,285                           | 2,193                             | <b>810,247</b>              |
| Creditors: due within one year | (41,571)                            | -                                 | -                                 | <b>(41,571)</b>             |
|                                | <u>575,313</u>                      | <u>342,285</u>                    | <u>2,193</u>                      | <u><b>919,791</b></u>       |

### LEASE COMMITMENTS

## 16. LEASE COMMITMENTS

At 31 March 2025 the charity had no commitments under non-cancellable operating leases outstanding (2024: £nil).

Included within expenditure on charitable activities are charges relating to the Charity's rental leases of £67,398 (2024: £52,562).

**17. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**  
**(Including Income and Expenditure Account)**  
**YEAR ENDED 31 MARCH 2024**

|                                    | Unrestricted<br>funds<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | 2024<br>Total<br>£ |
|------------------------------------|----------------------------|--------------------------|--------------------------|--------------------|
| <b>INCOME FROM:</b>                |                            |                          |                          |                    |
| Donations and grants               | 314,784                    | -                        | 361,216                  | <b>676,000</b>     |
| Charitable activities              | 65,729                     | -                        | -                        | <b>65,729</b>      |
| Investments                        | 436                        | -                        | -                        | <b>436</b>         |
| <b>Total income</b>                | <b>380,949</b>             | <b>-</b>                 | <b>361,216</b>           | <b>742,165</b>     |
| <b>EXPENDITURE ON:</b>             |                            |                          |                          |                    |
| <i>Raising funds:</i>              |                            |                          |                          |                    |
| Fundraising                        | 44,752                     | -                        | -                        | <b>44,752</b>      |
| <i>Charitable activities:</i>      |                            |                          |                          |                    |
| Operation of NAPAC                 | 304,545                    | 6,488                    | 361,216                  | <b>672,249</b>     |
| <b>Total expenditure</b>           | <b>349,297</b>             | <b>6,488</b>             | <b>361,216</b>           | <b>717,001</b>     |
| <b>Net income for the year</b>     | <b>31,652</b>              | <b>(6,488)</b>           | <b>-</b>                 | <b>25,164</b>      |
| <b>Transfer between funds</b>      | <b>1,115</b>               | <b>-</b>                 | <b>-</b>                 | <b>1,115</b>       |
| <b>Net movement in funds</b>       | <b>32,767</b>              | <b>(6,488)</b>           | <b>-</b>                 | <b>26,279</b>      |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                          |                    |
| <b>Total funds brought forward</b> | <b>542,546</b>             | <b>348,773</b>           | <b>2,193</b>             | <b>893,512</b>     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <b>575,313</b>             | <b>342,285</b>           | <b>2,193</b>             | <b>919,791</b>     |





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# Accounts

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**REGISTERED COMPANY NUMBER: 03565696 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1069802**  
**OSCR NUMBER: SC049296**



**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

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# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## LEGAL AND ADMINISTRATION INFORMATION

**FOR THE YEAR ENDED 31 MARCH 2024**

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**Registered Company number** 03565696 (England and Wales)

**Registered Charity number** 1069802  
**OSCR Number** SC049296

**Registered office** Arc House  
82 Tanner Street  
London  
England  
SE1 3GN

**Trustees (During the year and at the date of approval of these financial statements)**

**Name**

**Action/Date**

Mr S Naik  
Ms P Gale  
Dr T Lambert  
Ms A Millar  
Mr S Spencer  
Dr C Caton  
Ms V Kloss  
Ms L Cowen  
Dr N Hodson  
Ms K Hitchcock

Appointed 14 September 2023  
Appointed 12 December 2023  
Resigned 31 May 2023  
Resigned 8 June 2023  
Resigned 23 February 2024

**Secretary**

Mr T Barclay

**Executive Team**

Ms G Shaw  
Mr T Barclay

Chief Executive  
Chief Operating Officer

**Independent examiner**

Mark Cummins FCCA FCIE  
TC Group  
The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

**Bankers**

CAF Bank  
25 Kings Hill Avenue, Kings Hill  
West Malling, Kent  
ME19 4JQ

Metro Bank  
72-76 High St  
Bromley  
BR1 1EG

Lloyds Bank  
6-8 Market Square  
Bromley  
BR1 1NA



# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

The Board of Trustees, who are also the Directors of the Company for the purposes of the Company law, submit their annual report and financial statements of the National Association for People Abused in Childhood for the year ended 31 March 2024. The Board of Trustees confirm that the trustees report and financial statements of the Company comply with the Company's Memorandum and Articles of Association, the Companies Act 2006, the Charities Act 2011, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) — (Charities SORP (FRS 102)), and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

## GOVERNANCE AND MISSION

### Governing document

NAPAC is a charitable company limited by guarantee, incorporated on 12 May 1998 and registered as a charity on 29 May 1998. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

On 28 November 2018, by Special Resolution of its Board of Trustees (also known as members), NAPAC updated its Articles of Association which substitute and supersede the original 1998 Articles of Association as the organisation's governing document. Similarly, NAPAC made a further update to its Articles of Association via the same process on 31 December 2021.

### Vision

NAPAC's vision is of a world where no child experiences abuse. Until then, we envision a society in which everyone impacted by childhood abuse can access the support they need, when they need it.

### Mission

In bringing about our vision, we:

- provide effective, survivor-led, evidence-based and accessible direct support services to survivors and those who support them,
- work collaboratively to share our learning, train professionals, embed direct support services and drive structural improvements so that more survivors are supported effectively towards recovery,
- challenge and support change to society's perceptions of child abuse and work to prevent child abuse from happening,
- will become a world-leader on empowering survivors, sharing our knowledge and expertise to improve and increase support for survivors everywhere.

### Values

We **empower** – we listen, support and enable survivors to take the next steps on their journey.

We **support** – we enable our team and others to better support survivors on their journey through investing in up to date and evidence-based training.

We **collaborate** – we work with others to raise standards and widen reach to support survivors.

We are **tenacious** – we support and are a voice for survivors, and we do not give up.

We are **world leading** – we set a global standard for supporting survivors and training others to do so to the highest quality.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### Principles underlying our values

We listen, support and **empower** survivors to take the next steps towards recovery, recognising that every journey is unique, and ensuring that it is the survivor who is in control.

We invest in our team to provide the best trauma-informed **support**, deliver evidence-based training, and ensure that we are always learning and developing.

We take our knowledge and learning to the wider world, working **collaboratively** with partners and stakeholders to widen our impact, deliver effective training, improve support for survivors, and lobby for change.

We are **tenacious** in our commitment and tireless in delivering, expanding, and developing our work. We are constantly learning and adapting our services to provide the best possible support to survivors and state of the art training to those engaging with them. We never give up on this work.

We are **world leading** in our field. We represent a global standard and use our influence to improve services and awareness, raise visibility of issues, change societal attitudes, and work to prevent child abuse. We enable support without boundaries.

#### Public Benefit

The trustees have taken the Charity Commission's general guidance on public benefit contained within their publication Charities and Public Benefit, into account when preparing this Trustees' Annual Report.

### ACHIEVEMENTS AND PERFORMANCE - Year from 1 April 2023 to 31 March 2024

#### General overview

NAPAC provides the only free national support service for adult survivors of all types of childhood abuse. We offer specialist, confidential support operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and our website provides a wealth of free information and resources for survivors and those supporting them.

As a trusted public health organisation, people use NAPAC's services to support their overall health and wellbeing, and to be able to make brave, positive choices every day – including asking for help when they need it.

Those using our services ask for support with a range of concerns, including anxiety, depression, isolation, reporting to the police, domestic and sexual violence, boundaries, and complex post-traumatic stress. For many, contacting NAPAC is a first step to recovering from trauma and leading happier, more fulfilled lives.

NAPAC has four main services:

- The UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse.
- Intensive psychoeducational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

- 
- Extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma.
  - Research and advocacy, using our own data and working in partnership to raise survivors' voices in policy and practice across the UK.

During this reporting period, we continued our drive to continuously innovate and change. This was most obvious in the enhanced offer of our training programme. NAPAC spent much of this reporting period continuing to develop and embed online delivery, and this has proven to be very successful.

Our website again proved to be an essential first point of support for survivors, victims, supporters, and professionals. We increased the percentage of calls answered on our telephone support line, and our advocacy and media work have kept the issue of childhood abuse and support for adult survivors firmly in the public eye.

Further amendments to our staffing structures and enhancement of our governance ability provided the foundation of our overall success in navigating the challenges of this period. It means that NAPAC maintains the ability to flex and meet the organisation's strategic goals, with strong governance oversight from an experienced and cohesive Board of Trustees.

Significant challenges remain, however. Demand for NAPAC's services – particularly our telephone support line and support groups – far outstrips our current ability to meet it. We know that more generally, adult survivors across the UK face barriers to accessing the support they need, when they need it, and that too often the response they receive is inadequate.

#### Activities and Performance

In the sections that follow, NAPAC will report in detail its performance across its main areas of work, including support services, training, advocacy and communications. Some of the highlights from those areas are noted below. During the year to 31 March 2024, the principal activities of NAPAC included:

- Providing a free and confidential national telephone support line, and an email support service, for survivors of childhood abuse
  - Over 10,000 requests for support answered.
  - Over 4,960 hours providing support by phone and email.
- Maintaining a website containing information relevant to survivors of childhood abuse and continually working to improve the accessibility of the site - [napac.org.uk](http://napac.org.uk)
  - Over 185,000 visitor sessions.
  - Over 4,800 visitor hours.
- Supplying training, information and resources for those providing assistance to survivors of abuse.
- Researching, developing and piloting new training programmes dealing with topics such as vicarious trauma, emotional resilience and stress responses of survivors.
- Developing and preparing an entirely new model of online support groups, including robust quantitative and qualitative evaluation which evidence outcomes, in order for NAPAC to offer this at much greater scale than face-to-face support groups.
- The raising of public awareness of the continuing impact of childhood abuse, through media and advocacy activities.
- Participation and representation at seminars and conferences on subjects related to the alleviation of the impact of childhood abuse.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

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- The publication of materials and information and resources for survivors and those who support them, which are free to download in electronic format.

#### SUPPORT SERVICES

##### Telephone support line and email support

NAPAC's support services operation, which encompasses our telephone support line and email support service, is run entirely from our dedicated office in Stockport, Greater Manchester. This gives greater efficiency and improved safety and transparency for callers as well as staff and volunteers.

NAPAC's free national telephone support line for adult survivors of childhood abuse - 0808 801 0331 - offers survivors the chance to talk through their experiences with highly-trained volunteers and staff.

The purposes of the support line are:

- to provide support for survivors in their journey of recovery and healing from the long-term consequences of childhood abuse.
- to provide that support at whatever point or points in their journey they need it.
- in combination with resources on the NAPAC website, to give survivors a chance to believe that healing is possible.
- to help survivors get to a point where they feel they can take more control over their own ongoing healing journey.

Very often we are the first people survivors talk to about their experiences of abuse, with around one in ten callers telling us they are disclosing for the first time.

We know that for some survivors, writing down their feelings can be easier or more accessible than talking. NAPAC therefore offers an email and letter service where people may write to us for support and with any questions or comments about abuse experienced in childhood, its impact in adulthood, their recovery experiences, and to find longer-term support in their area.

This email support service additionally has the purpose of allowing survivors to make an initial approach to NAPAC even if they may not be ready for a telephone conversation. When appropriate NAPAC encourages email correspondents to call the support line because it is easier to be survivor-led and person-centred in a telephone conversation than in an email exchange.

We are also here for supporters of survivors of childhood abuse, and we have a high level of professionals calling and emailing us for advice in helping their own clients if they are survivors of childhood abuse.

Between 1 April 2023 and 31 March 2024, the team consisted of nine active volunteers and 13 members of staff. The normal opening hours of the support services operation are 10:00 to 21:00 Mondays to Thursdays, and 10.00 to 18:00 on Fridays.

The performance of NAPAC's support services and some interesting findings are described below.

- The **total number of emails answered** in the 12 months to 31 March 2024 was 2,720. Email is an important part of our support service, especially by making support more accessible for people who are not ready or able to call.
- Our **telephone support line** is anonymous and confidential, and we cannot identify the individual people who call. Our call management system can tell us if a call attempt is from a unique caller or previously connected number, helping us understand how people use the service and better meet their needs.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

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- **41% of unique callers were connected** at some point during the year. In total there were 7,303 calls answered out of 18,443 call attempts (including multiple repeat callers as well as unique individual callers) which is 40% connected. This continues the improvement in percentage of calls answered achieved in the previous two years (last year we answered 7,365 calls which was a 33.8% connection rate per call attempt). The introduction of a call queuing systems is one of the improvements that have enabled us to increase the number of callers connecting during the year.
- The **average talk time** per call is similar to previous years, at 23 minutes 22 seconds.

#### Psycho-educational support groups

NAPAC has been running successful and well received face-to-face psycho-educational and therapeutic support groups for adult survivors of any type of childhood abuse or neglect over more than ten years. We know from calls to our support line that this is the kind of support many survivors want, and group work is also widely considered to be the 'gold standard' for therapeutic support modalities in the literature.

The NAPAC model and manualised structure has been continuously refined and improved based on feedback from participants and learning from delivery. The face-to-face groups cost nearly £10,000 to deliver for 12 people, over 15 weeks of two and a half hour sessions weekly. Funding for these groups has in the past been granted from the Home Office, City Bridge Trust, JAC Trust and Philip King Trust.

As a result of the restrictions imposed by COVID-19, NAPAC developed a whole new online delivery programme of support groups. These were piloted and assessed in the previous financial year.

What we learned was that online delivery of support groups worked best by an increased number of sessions. This brought the total number of virtual contact hours up to 75% of what was offered in the face-to-face groups, with the benefit of lower costs due to the work happening online.

Rigorous evaluation using the CORE self-assessment tool and end of therapy open question feedback demonstrated improved outcomes comparable to the face-to-face groups.

Due to lack of funding, we were unable to run online or face-to-face support groups in this reporting period. We continue our efforts to generate funding to do so.

#### TRAINING

NAPAC has been training professionals who work with adult survivors of child abuse on an ad-hoc basis for many years. Since 2018, NAPAC has expanded the reach of its training programme, which has resulted in a more commercial and rigorous approach to income generation through effective client management and internal reporting.

A full review and update of all NAPAC's training began February 2022. This focus was on piloting new materials before an updated suite of workshops and bespoke training options being launched in 2023.

NAPAC's flagship one-day training workshop – 'Supporting Adult Survivors of Child Abuse' (SASCA) – has been rewritten to reflect new learning from survivors and academic research. It is now also available as an online e-learning course for self-directed study. It has also been renamed – 'Trauma Informed Survivor Support'. The training is firmly rooted in the latest research on the impacts of abuse, neuroscience, and the emerging field of trauma-informed practice. Reviews and updates are carried out regularly to include new learning from our support line service and the latest clinical and academic developments.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

NAPAC are seeking re-accreditation with the British Psychological Society and the Royal College of Nursing to reinforce the credibility of our updated training. At the same time, we are also researching our own kitemarking journey to explore whether this approach, or accreditation through alternative bodies, may better align with our goals.

NAPAC developed new training content during the year to place greater emphasis on trauma-informed approaches. This included training delivered to Leigh Day, one of NAPAC's law firm partners, with additional content on vicarious trauma, and to Waltham Forest Rough Sleepers outreach team, focusing on trauma-informed approaches to working with survivors of childhood sexual abuse with complex needs. We also delivered a two-day trauma-informed and safeguarding training to Making Space in Warrington, a community day service, who have expressed interest in utilising NAPAC's services again in the future.

There are now four e-learning courses for self-directed study available directly from our website:

- Trauma Informed Survivor Support
- Survivors Stress Responses
- Introduction to Abuse, Trauma, and Recovery
- Neurodivergence and Trauma

All NAPAC's training materials are based on what we have heard through the support services and knowledge sharing, including the needs expressed by both survivors and professionals. They are also underpinned by research in cognitive neuroscience, neuropsychology, psychology, and therapeutic practice.

Between 1 April 2023 and 31 March 2024 we trained 156 professionals via our bespoke training courses and 78 people purchased our e-learning courses. Feedback on our training courses averaged 4.75 out of 5 across this year.

We increased the emphasis on marketing our e-learning provision through social media advertising and print advertising in industry journal Therapy Today, which contributed to NAPAC maintaining significant income and profitability.

Any surplus generated by our training activities is used to offset the costs of developing and delivering NAPAC's support services.

## ADVOCACY

Within this reporting period, the Chief Executive (Gabrielle Shaw) has continued representing NAPAC on the Child Sexual Exploitation (CSE) Taskforce. NAPAC co-leads the victims and survivors' engagement thematic area of the CSE Taskforce – a significant demonstration of national policing's confidence in us as a trusted third-sector partner.

The CSE Taskforce was established to enhance the policing response to group-based child sexual exploitation and abuse, and with partners such as NAPAC, it will improve how policing:

- prepares the response to threat
- protects children from exploitation and abuse
- prevents group-based child sexual exploitation
- pursues those that perpetrate crimes and bring more offenders to justice.

In doing so, the CSE Taskforce will increase the confidence of both victims and survivors, and the wider public in the policing approach to tackling child sexual exploitation and abuse. NAPAC's central role in this allows us to utilise and share our unique data and knowledge on the national stage. This all has the ultimate aim of profound cultural change within policing.



# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

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Elsewhere, NAPAC also sits on the Ministry of Justice convened 'Victim and Witness Stakeholder Engagement Group'. This was originally set up as a Silver Command Group with the aim of supporting victims and witnesses of crime in response to COVID-19, providing strategic direction, guidance, and oversight.

This remains a highly influential and important forum, with leaders across the sector and government more widely participating. The excellent relationships the Chief Executive has cultivated with these leaders, and the input and data the wider NAPAC team provides, continue to bear fruit. NAPAC is looked to for advice and guidance, and our contributions to the debate around data collection and usage has been particularly valued.

The Chief Executive also offers expert input to health, policing, and other groups through participation in national groups such as the NHS Sexual Assault and Abuse Services Framework Stakeholder Advisory Group, the Victims' Commissioners Stakeholder Group, and various gold groups within the policing service.

NAPAC is also acknowledged as expert contributors, invited to speak at or participate in various fora in this reporting period, including:

- Home Office Steering Group discussions on costs of childhood sexual abuse.
- Crown Prosecution Service (CPS) redrafting of guidance to prosecutors on investigating non-recent childhood sexual abuse, several more stages of consultation.
- Greater Manchester Police gold group.
- CPS forum on male victims of sexual violence and child sexual abuse forum.
- Violence against women and girls' external consultation group.
- National Working Group on childhood sexual abuse meetings.
- Lambeth Council Redress scheme consultancy for submission to the Independent Inquiry into Child Sexual Abuse.
- Quarterly meetings of the London Mayor's Office for Policing and Crime forum, led by the Victims' Commissioner for London.
- Regular fortnightly meetings of sexual violence support organisations, led by the Victims' Commissioner.
- Ministry of Justice 'It Still Matters' campaign raising awareness of support available for survivors of non-recent abuse, including NAPAC.
- Submitted responses to Government Consultations on Apologies in Civil Law and on Limitations for non-recent abuse cases.
- The project board updating the 'Physical signs of child sexual abuse - evidence-based review and guidance for best-practice' (known as the 'purple book') for paediatric forensic examinations where there are concerns about sexual abuse.
- Consultancy on the production of a Jimmy Savile documentary broadcast in two parts on Netflix.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2024**

- 
- Training to national policing's Hydrant Programme on working with survivors of childhood sexual abuse, and input to data collection design and analysis.
  - Presentation to University College London MSc programme on the psychology of trauma.
  - Input to Birkbeck College History Department Conference 'Remembering Together', part of Sexual Harms and Medical Encounters programme.
  - Radio 5 Live, Nicky Campbell on survivors of childhood sexual abuse in boarding schools.

NAPAC is engaged with national organisations, including those in the health and social care sectors, to discuss their training needs and provide expert input where there are gaps in provision and understanding in how best to support adult survivors. We contribute insights to support public health campaigns such as advice for survivors around cervical screening and mental health campaigns.

We receive a huge number of enquiries from national, regional, and international media outlets to contribute to news stories or documentaries, or requests to advise on drama scripts which relate to non-recent child abuse. We provide comment on the issues we regularly hear about on our support line and information which offers insight and improves the accuracy of portrayals about the impacts of child abuse on adults.

NAPAC is listed on the BBC Action Line page, as well as the 'further support' page published by Channel 4. This is very helpful as a signposting for support service for people who may be triggered by issues raised within the programmes on these channels.

Large increases in call attempts to NAPAC's support line and visits to our website correlate closely with media coverage which features NAPAC or survivors talking about what they suffered, including storylines in TV or radio soaps and dramas, court cases, and police investigations.

NAPAC is proud to have developed and disseminated its media guidelines, following input from IPSO, Ofcom and BBC Editorial guidelines, to assist anyone writing or broadcasting on the subject of non-recent child abuse, so that the needs and impacts on adult survivors are better understood and reported.

### COMMUNICATIONS

Due to internal personnel changes and the pressures of an economic downturn, NAPAC shifted its approach to communications over this reporting period.

Whilst we continued to communicate to both survivors and professionals, there was a focus on implementing an infrastructure that would allow us to advertise and sell more of our training.

NAPAC engaged with a digital marketing agency on a two-month trial marketing campaign to improve awareness of and drive bookings onto our e-learning courses. In that time, we also established a Google Ads account that allowed us to take advantage of free advertising spend from Google. Over the reporting period we have benefitted from drawing from US\$10,000 of free ad spend per month, which has helped more people connect with our services, including 187,836 website visits.

Despite the political turbulence of the reporting period, the NAPAC tone of voice remained neutral, measured and hopeful, allowing us to support survivors and productively engage with key partners, such as the Hydrant Programme and the Ministry of Justice.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024

Over the course of this reporting period, NAPAC's social media presence grew significantly.

- We maintained a 4.7% average engagement rate across all social media channels, well above the average of 0.51% for non-profits and 0.43% across all social media (based on figures from Rival-IQ, for 2023-2024).
- Our following grew by 12% across all social media platforms (up from 17,200 followers at the end of March 2023 to 19,323 on 31 March 2024).
- NAPAC social media content garnered 1.3 million impressions – a 208% increase on the previous reporting period.

In addition to our social media output, we continued our programme of consistent, external thought leadership across key third-sector publications and high-profile media appearances across national outlets, such as BBC News and Radio 5 Live.

As a result of these efforts, our support service is routinely (almost weekly) signposted across national newspapers such as The Guardian and The Independent and we are regularly consulted on abuse narratives by leading journalists.

### WEBSITE

We continued to reach many thousands of new people through our NAPAC website – [napac.org.uk](http://napac.org.uk) – this year. Here are some of the trends we identified.

- We had at least **187,836 visitor sessions** on the website over this period – a **5% decrease** on the previous year. We ascribe this small decrease to our increasingly robust methods for website analytics; this ensures we are only counting what can be verified and respecting the privacy of users who do not want their website use to be included in analytics, such as through the use of VPNs or tailored cookie settings.
- 127,003 (92%) were **new visitors** to the website and 32,520 (24%) were **returning visitors**.
- **90% of visitors to our site were in the UK**. The remaining 10% were predominantly from the US, Republic of Ireland, Canada and Australia.
- We continue to reach people across all age groups, **though there is a growing number of younger survivors and men interacting with our site**. The lower age profile is very positive, indicating that more survivors are seeking support earlier in their lives and beginning healing and recovery sooner.

### FINANCIAL REVIEW

We are reporting on the year from 1 April 2023 to 31 March 2024.

During this period, gross income of £742,165 was achieved (compared to £978,315 of gross income achieved for the 12-month period to 31 March 2023). Once again NAPAC was fortunate to receive significant legacy income (see note 4) for which it is grateful.

We were grateful to have had continued support from the Home Office which has again been the principal funding source of the Charity, with £280,065 being received for the period (compared to £391,020 of Home Office grant funding received for the 12-month period to 31 March 2023).

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

The grant was given from funds made available by the Home Office to non-statutory organisations in England and Wales providing support to victims of sexual abuse to help meet the ever-increasing demand on those services.

This principal source of funding was supplemented by income from grant-making trusts and bodies and ad-hoc personal donations. All these generous donations are acknowledged with much gratitude by the Trustees who are committed to ensuring that NAPAC continues to use the funding it receives effectively. This includes further enhancement and expansion of our core activities to support survivors and ongoing development of our training programme, which we also see as providing an important source of income for the charity.

Resources expended in the period were £717,001 (compared to £684,286 of resources expended for the 12-month period to 31 March 2023).

The key elements of expenditure relate to:

- The staffing costs for organisational leadership, advocacy, volunteer coordination and support, developing and delivering training, and coordinating and delivering support to survivors.
- Establishment and maintenance of the support line technology with the associated website.
- Office accommodation for the administrative and support line centres.

Overall, 2023-2024 was once again a challenging period for NAPAC as our services are ever more in demand thanks to the high profile the organisation enjoys, and the prominence afforded to issues raised in the media which prompt calls to our support line.

We experienced a surplus for the period of £26,279 (compared to a surplus of £294,029 for the 12-month period to 31 March 2023).

We continue to assess our cost base regularly to deliver an effective operating model and maximise the value we can provide to our stakeholders and service users.

### RESERVES POLICY

NAPAC's reserves policy is to maintain sufficient unrestricted resources to fund operations for a minimum of three months at a time, while also being cognisant of the fact that the principal grant of which we are a beneficiary is receivable on a bi-annual basis. As a consequence, our unrestricted funds may represent up to six months' expenditure at any one time.

As of 31 March 2024, we had unrestricted funds (also our free reserves) of £917,598 (2023: £891,319) of which £342,285 are designated funds for strategic development. Consequently, we retain an amount sufficient to fund all operations for approximately the next four months.

Since funding is often short-term or one-off in nature, the Trustees are cognisant of the need to continue to seek funding for our work and to maintain adequate reserves which we see as critical for the effective support of survivors across the United Kingdom.

### STATEMENT OF MAJOR RISKS

The NAPAC Board of Trustees have considered the major strategic business and operational risks to which the charity is exposed. These are identified, prioritised, mitigated and tracked using a risk register that is reviewed and actioned by the Board on a quarterly basis. The three 'top' risks that have been identified as most impactful are outlined below.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2024**

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### **Financial risk:**

Even as the effects of the COVID-19 pandemic and associated lockdowns tapered off during the reporting period, the rising cost of living crisis had a serious impact on NAPAC's income stream of individual and small trust giving, as is the case across the entirety of the charity sector. These factors, combined with the lack of continued and long-term funding – reported in previous financial years also – is the main financial risk NAPAC faces.

Even with these significant challenges, NAPAC continues to focus on developing its own income-generating activities and is achieving positive steps in this regard with increased training and other income. However, this is not yet at the stage of allowing the charity to be completely self-sustaining.

NAPAC is grateful to the government for significant grants which make up the majority of the charity's income. The government responded in particular to the unprecedented challenges presented by COVID-19 by creating a Victim and Witness COVID-19 Support Fund. This was to provide additional support for support services for victims and survivors, including NAPAC.

However, there is no guarantee that Home Office funding will be sustained at current levels, given the significant demands on government funding across all areas.

Dependent as it is on statutory funding, NAPAC is mindful of the potential risks of political changes during the on-going period of national uncertainty.

NAPAC is cognisant of the proper and appropriate use of restricted funds, which form the main proportion of the charity's funding arrangements, equating to 49% (2022: 48%) of all income received during the period. As of 31 March 2024, the amount held in our restricted funds stood at £2,193 (2023: £2,193).

### **Service delivery:**

Our work is interconnected: we support adult survivors, we train professionals who engage with survivors, we ensure survivors are included as part of national strategies and the safeguarding work of government and other sectors, and we raise awareness and challenge societal misconceptions about the impact of childhood abuse.

The direct support service we offer is always evolving. We use survivor feedback to improve this service, develop our training programmes and ensure that we are putting survivor voices at the heart of our advocacy. The more resources we have, the more people we can reach. NAPAC's work supports individuals and aims to reassure survivors that they will be believed and that there are people who will listen.

### **Staffing:**

NAPAC is a small organisation and we face a significant demand for our services. NAPAC works in a highly emotional and complex trauma-care setting and the issues that we deal with on a daily basis can result in vicarious trauma if not proactively managed. These factors combine to present risk to our staff.

We have carefully designed processes and systems in place to handle the unpredictability of our callers' situations. We have worked hard to provide caring and effective support to our staff and volunteers in delivering their vital role and will continue to prioritise their skills and wellbeing alongside the standards of service we maintain.

NAPAC invests in its staff and volunteer support, ensuring we remain trauma-informed sector leaders in staff excellence and wellbeing, providing training, effective processes and systems, and a culture that supports their resilience so that they can most effectively support others.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**GOVERNANCE**

***Governance overview***

The effective governance of NAPAC is fundamental to achieving our charitable objectives and ensuring the trust and confidence of our stakeholders. This section provides an overview of our governance structure, key activities, and developments during the reporting period.

***Structure and Composition***

The Board of Trustees serves as the governing body of NAPAC, responsible for setting the strategic direction, overseeing management, and ensuring compliance with legal and regulatory requirements. The composition of the Board reflects a diverse range of skills, experiences, and backgrounds, fostering a well-rounded and inclusive decision-making process.

As of the end of the financial year to March 2024, our Board consisted of seven dedicated trustees, including Philippa Gale as Chair, who leads the Board in its governance responsibilities.

***Strategic Planning***

During the reporting period, the Board oversaw the continuing implementation of NAPAC's updated strategic plan, aligning our objectives with the evolving needs of our beneficiaries and the external environment. The updated strategic plan, approved by the Board, guides our activities over the next three years, ensuring our continued impact and relevance.

***Risk Management***

NAPAC remains committed to robust risk management practices. The Board regularly reviews and assesses the charity's risk register, identifying potential threats and implementing mitigation strategies to safeguard the charity's assets and reputation.

***Policies and Procedures***

The governance framework is underpinned by a suite of policies and procedures designed to promote transparency, accountability, and ethical conduct. During the reporting period, NAPAC reviewed and updated key policies, including those related to safeguarding, bullying and harassment and whistleblowing.

***Challenges and the future***

The Board of Trustees recognise several challenges. These include those posed by external factors, such as economic uncertainties and public health crises and the need for continuous adaptation to an evolving landscape.

As we move into the next financial year, NAPAC remains committed to upholding the highest standards of governance. We will continue to refine our strategies, strengthen our risk management practices, and adapt to emerging challenges to ensure the long-term sustainability and success of our charitable mission.



# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2024**

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### **REPORTING**

#### **Internal reporting**

NAPAC uses Xero accounting software for day-to-day book-keeping and to generate monthly and quarterly financial reports as well as management reports for consideration by senior management and trustees. An example of the way that Xero is used is provided by the periodic claims made for statutory funding. Financial reports are generated by Xero and used to prepare the detailed claims to our principal funders.

NAPAC continues to make significant progress in strengthening the quality and timeliness of the management information it receives.

Improving management information is enabling NAPAC to continually refine its income generation strategy and develop appropriate marketing programmes. Work researching an organisation-wide database that can securely connect the different functions and integrate with Xero continues on this digital transformation project.

Donor reporting is managed internally. Monthly, quarterly, and annual reports are produced between finance and fundraising for accurate data on donations and pledges received. There is also quarterly reporting on the pipeline of prospective and ongoing relationships with current donors and stakeholders, including regular and recurring donations, grants from trusts, and one-off and legacy gifts, and community, corporate, and challenge activities.

NAPAC continues to use a specialist social enterprise product to manage online donations and collect Gift Aid. It provides a secure online fundraising tool for NAPAC and for donors and provides insights into donation activity, which supports NAPAC's internal analysis and reporting.

#### **External donor reporting**

Formal donor reporting continues to develop as part of the income generation cycle. Informal donor reporting is conducted as part of ongoing stewardship with existing and prospective supporters, and forms part of the regular conversations with all stakeholders.

A bulletin is produced periodically for our Law Firm Partnership Programme, ensuring all members receive updates on important changes and opportunities. There will also be a five-year impact report produced in the next year to complement the new five-year strategy and provide a comprehensive overview of NAPAC's development and plans for all external stakeholders, including survivors.

NAPAC also produces regular impact reports, which contain full detail of our work and how income is generated and spent. This includes innovative ways to illustrate this, such as the 'NAPAC pound'.

### **PLANS FOR FUTURE PERIODS**

NAPAC has always been responsive to the changing needs of survivors, and this is increasingly evident in the agility of the organisation. One major focus for the immediate future is the development and delivery of our unique trauma-informed organisation work. NAPAC also developed its exciting new five-year strategic plan at the start of 2023, and we are confident in our ambitions that this plan outlines, as detailed below.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2024**

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### **NAPAC's support services**

More than 63,000 survivors across the UK have received our support since we were established in 1998. Demand continues to increase, and we provide over 10,000 support interactions through calls and emails each year. These interactions range from short signposting calls to more intense supportive listening and advice, right through to severe crisis interventions across several hours.

We have effectively integrated all our functions over the past few years and are proud of our holistic, collaborative approach, which informs and helps develop our services and training. As we expand our reach, we will continue our journey to further integrate our learning, services and training.

#### ***Across the next period, we will:***

- Aim to continue delivering approximately 10,000 quality support interactions per year, whether through telephone, email or instant messenger/chat.
- Explore the introduction of an instant chat service, expanding our reach to those who increasingly prefer this mode of communication.
- Invest in our staff and volunteer support even further, ensuring we remain trauma-informed sector leaders in staff excellence and wellbeing, providing them with good training, effective processes and systems, and a culture that supports their resilience so that they can most effectively support others.
- Improve access for a wider range of survivors, including, for example, increased translation of our services, different techniques for people with a range of disabilities, services that target different age groups and improved LGBTQ+ resources.
- Reach out internationally to share our knowledge, learning and experience with countries that do not offer our services, to support them in establishing effective direct services for adult survivors.

### **Training and consultancy**

We provide specialised external training and consultancy to people who may engage with adult survivors of childhood abuse in a wide range of professional settings.

NAPAC's training is based on trauma-informed practice, which serves to raise awareness of the wide impact of trauma and prevent re-traumatisation of survivors in settings that are intended to be supportive and empowering. Our training is informed and updated not only by academic and clinical progress but also, importantly, by the direct support services we deliver to survivors – making our training unique in the market.

We have a sector-leading understanding of trauma-informed approaches and have built strong relationships with our partners whom we have supported to embed a trauma-informed approach meaningfully in their own organisations. This significantly widens our impact, by enabling us to reach more survivors through many different avenues by training the people with whom they will naturally come into contact.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### ***Across the next period, we will:***

- Develop and further market our training offer to create a sustainable, impactful and profitable training model.
- Offer a wider range of platforms and courses to meet the needs of different clients who work with survivors in varied settings.
- Develop options for delivering training (whether online, face-to-face or a combination of the two) in languages other than English, targeted at need.
- Develop our own kite mark or accreditation for our training that is recognised as the expected standard for anyone working with adult survivors of child abuse.
- Significantly expand our training partnerships with both existing and new groups of clients in any sector that is likely to engage with adult survivors.
- Scope and begin work towards delivering training on the international stage, cementing our reputation as both a UK and world leader in the sector.
- Develop and expand our Train-the-Trainer provision to equip more facilitators with the skills needed to effectively support diverse survivor groups, ensuring all participants feel safe, understood, and empowered to engage in the healing process.

#### **Knowledge sharing and expertise**

NAPAC is unique because our services are designed in direct response to the feedback we receive from adult survivors of childhood abuse, and our expertise is gained from supporting them for more than 25 years. We have been survivor-led since the start, and we have members of our team who are disclosed survivors with lived experience themselves.

We are proud of our unique insight, linking to the latest research from across the sector. Our practice is at the cutting edge of survivor support. It constantly evolves based on the live feedback we receive from survivors interacting with our support service.

We know what works and we want to share that widely so that others can benefit from our knowledge. We want to embed the very best practices across all organisations that engage with adult survivors. We gather anonymised information from our calls, from the people who participate in our support groups, from our own experience working with survivors in a range of contexts, and from current research and published data.

#### ***Across the next period, we will:***

- Drive forward our trauma-informed expertise in a way that results in NAPAC becoming the accreditator and 'industry standard' for trauma informed practice, including the launch of our own kite-mark or accreditation.
- Expand the reach of our information and resources, including by translating resources effectively into different languages and developing resources that better meet the needs of people with a range of disabilities.
- Utilise more broadly the data we collect, analysing it and sharing it widely to better impact on what is known to work with adult survivors.
- Inform child protection and safeguarding both in the UK and globally.
- Provide new insights in managing and mitigating vicarious trauma.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2024**

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### **Raising awareness**

Societal attitudes towards adult survivors need to change. We aim to transform societal understanding of the impact of child abuse, normalising talking about the resulting trauma and embedding a trauma informed approach everywhere there are adult survivors.

We are already recognised as the expert in the field and have strong and productive relationships with a broad range of government and non-governmental agencies. We want to push this further to become the world leader on this topic, sharing our expert knowledge and understanding of adult survivors collaboratively with partners and like-minded organisations throughout the UK and globally.

We want to help others know what they need to do to support adult survivors, and we want society as a whole to be well-informed. NAPAC also works with national, local and social media and regularly represents the range of survivors' experiences to the press. We plan to expand and increase our media engagement over this period.

### ***Across the next period, we will:***

- Establish an annual awareness day to promote visibility of the NAPAC brand and encourage open conversation around the impacts of childhood abuse.
- Ensure the multiplicity and diversity of survivor voices are heard by policymakers and service providers, our campaigns and our strong partnerships across the sector, including by establishing a survivors' assembly to respond to new policies impacting adult survivors.
- Build on and expand our strong relationships with key new partners to raise awareness and change practice.
- Significantly widen organisational and societal understanding of the need for a trauma informed approach, challenging and changing the narrative about child abuse.
- Build and expand our avenues of communication throughout all relevant forms of social, print and digital media.
- Identify, encourage and support high profile and influential champions for NAPAC's key messages.
- Engage more at a public policy level, working with ministers, MPs and other decisionmakers to feed our expertise into their decision-making.
- Build our presence and voice on the global stage, raising awareness and supporting service development internationally.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### Generating income

The current climate for charity fundraising is extremely challenging. For NAPAC, the ability to generate income is further undermined by societal misunderstanding of adult survivors. Childhood abuse is a difficult subject for many people to think about or even acknowledge, and the scale and scope of the trauma suffered by today's adult victims and survivors is regularly underestimated.

However, NAPAC has built strong and productive relationships with donors, grant funders and government funders including the Home Office, which has enabled significant expansion of our work. Income generation will continue to be a major focus for us over this planning period, as we will need to be more inventive and effective in our efforts to reach more audiences to deliver our ambitious targets.

#### *Across the next period, we will:*

- Significantly expand our training and consultancy as a source of income generation and self-sustainability, establishing NAPAC as the go-to organisation for embedding a trauma-informed approach for anyone working with adult survivors.
- Develop new and innovative funding models, including for the provision of support groups and other high-impact provisions, that will both reach more survivors and fund more services.
- Establish collaborative and mutually beneficial partnerships to increase impact and income.
- Widen the diversity of our income generation activities to secure new streams of funding to further expand our work and increase our sustainability.

#### Support groups

NAPAC'S support group programme provides intensive therapeutic psycho-education for small groups of survivors over three to four months. These support groups use NAPAC's trauma recovery model that empowers participants to regain control of their lives. This improves their wellbeing and functioning as they feel better equipped to cope.

We have delivered support groups across the UK, in person and latterly online, transforming the lives of more than 250 survivors. We have plans to significantly widen access to support groups over the coming strategic planning period, subject to funding.

#### *Across the next period, we will:*

- Continue to use both online and in-person techniques to deliver group support.
- Seek partnerships with organisations with premises and the potential to support new groups.
- Demonstrate as clearly as possible the value and lasting impact of support groups – exploring alternative evaluation tools, and introducing follow-up evaluation of participants after six, 12 and 24 months, and use this to seek funding for even more support groups.
- Continue our efforts to further expand the availability of support groups by exploring franchising the model to other not for-profit organisations.
- Explore international funding sources to broaden the reach of our support group model on a global scale.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2024**

### **RESPONSIBILITIES OF THE BOARD OF TRUSTEES**

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Company law requires the Board of Trustees to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its income and expenditure for the financial year then ended. In preparing those accounts, the Board of Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the accounts on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Board of Trustees is responsible for maintaining 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 accounts comply with the Companies Act 2006. The Board of Trustees is 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.

### **Members of the Board of Trustees**

Members of the Board of Trustees, who are directors for the purposes of company law and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 1.

### **Independent Examiner**

TC Group has been reappointed as independent examiner for the ensuing year.

### **Basis of Preparation of Accounts**

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the provisions applicable to companies subject to the small companies' regime.

The trustees' annual report (incorporating the directors' report) was approved on **3 December 2024** and signed on behalf of the NAPAC Board of Trustees by:



**Ms P Gale**  
**Chair of the NAPAC Board of Trustees**



# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## INDEPENDENT EXAMINER'S REPORT

### TO THE TRUSTEES OF THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

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I report on the accounts for the year ended 31 March 2024 set out on pages 21 to 33.

#### Respective responsibilities of Trustees and examiner

As the Charity's Trustees of the Company (and also its directors for the purposes of Company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your Charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

#### Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act;  
or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Mark Cummins FCCA FCIE**

For and on behalf of:

**TC Group**

The Courtyard  
Shoreham Road  
Upper Beeding  
Steyping  
West Sussex  
BN44 3TN

Date: 12 December 2024

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

STATEMENT OF FINANCIAL ACTIVITIES (INCOPORATING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2024

|                                    | Note | Unrestricted<br>funds<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | 2024<br>Total<br>£ | 2023<br>Total<br>£ |
|------------------------------------|------|----------------------------|--------------------------|--------------------------|--------------------|--------------------|
| <b>INCOME FROM:</b>                |      |                            |                          |                          |                    |                    |
| Donations and grants               | 4    | 347,548                    | -                        | 361,216                  | 708,764            | 969,241            |
| Charitable activities              | 5    | 32,965                     | -                        | -                        | 32,965             | 8,984              |
| Investments                        | 6    | 436                        | -                        | -                        | 436                | 90                 |
| <b>Total income</b>                |      | <b>380,949</b>             | <b>-</b>                 | <b>361,216</b>           | <b>742,165</b>     | <b>978,315</b>     |
| <b>EXPENDITURE ON:</b>             |      |                            |                          |                          |                    |                    |
| <i>Raising funds:</i>              | 7    |                            |                          |                          |                    |                    |
| Fundraising                        |      | 44,752                     | -                        | -                        | 44,752             | 45,724             |
| <i>Charitable activities:</i>      |      |                            |                          |                          |                    |                    |
| Training courses                   |      | 215                        | -                        | -                        | 215                | 3,605              |
| Operation of NAPAC                 |      | 304,330                    | 6,488                    | 361,216                  | 672,034            | 634,957            |
| <b>Total expenditure</b>           |      | <b>349,297</b>             | <b>6,488</b>             | <b>361,216</b>           | <b>717,001</b>     | <b>684,286</b>     |
| <b>Net income for the year</b>     |      | <b>31,652</b>              | <b>(6,488)</b>           | <b>-</b>                 | <b>25,164</b>      | <b>294,029</b>     |
| <b>Net gains on investments</b>    | 10   | <b>1,115</b>               | <b>-</b>                 | <b>-</b>                 | <b>1,115</b>       | <b>-</b>           |
| <b>Transfer between funds</b>      | 14   | <b>-</b>                   | <b>-</b>                 | <b>-</b>                 | <b>-</b>           | <b>-</b>           |
| <b>Net movement in funds</b>       |      | <b>32,767</b>              | <b>(6,488)</b>           | <b>-</b>                 | <b>26,279</b>      | <b>294,029</b>     |
| <b>RECONCILIATION OF FUNDS</b>     |      |                            |                          |                          |                    |                    |
| <b>Total funds brought forward</b> | 15   | <b>542,546</b>             | <b>348,773</b>           | <b>2,193</b>             | <b>893,512</b>     | <b>599,483</b>     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | 15   | <b>575,313</b>             | <b>342,285</b>           | <b>2,193</b>             | <b>919,791</b>     | <b>893,512</b>     |

The results of the year derive from continuing activities and there are no gains or losses other than those shown above.

The notes on pages 24 to 33 form part of these accounts.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## BALANCE SHEET

AS AT 31 MARCH 2024

|                                       | Note | 2024<br>£       | 2023<br>£       |
|---------------------------------------|------|-----------------|-----------------|
| <b>FIXED ASSETS</b>                   |      |                 |                 |
| Investments                           | 10   | 151,115         | -               |
| <b>CURRENT ASSETS</b>                 |      |                 |                 |
| Debtors                               | 11   | 497,190         | 492,466         |
| Cash at bank and in hand              | 12   | 313,057         | 430,510         |
|                                       |      | <u>810,247</u>  | <u>922,976</u>  |
| <b>CURRENT LIABILITIES</b>            |      |                 |                 |
| Creditors falling due within one year | 13   | <u>(41,571)</u> | <u>(29,464)</u> |
| <b>NET CURRENT ASSETS</b>             |      | <u>768,676</u>  | <u>893,512</u>  |
| <b>NET ASSETS</b>                     |      | <u>919,791</u>  | <u>893,512</u>  |
| <b>FUNDS</b>                          |      |                 |                 |
| Unrestricted funds                    | 15   | 575,313         | 542,546         |
| Designated funds                      | 15   | 342,285         | 348,773         |
| Restricted funds                      | 15   | <u>2,193</u>    | <u>2,193</u>    |
| <b>TOTAL FUNDS</b>                    |      | <u>919,791</u>  | <u>893,512</u>  |

The charitable Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the charitable Company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- ensuring that the charitable Company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable Company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable Company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities in accordance with FRS 102. The financial statements were approved by the Board of Trustees on 03 December 2024 and were signed on its behalf by:

Ms P Gale  
Trustee



The notes on pages 24 to 33 form part of these accounts.  
Company number: 03565696.

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

STATEMENT OF CASH FLOWS

FOR THE YEAR END 31 MARCH 2024

|                                                               |       | 2024              |                | 2023               |         |
|---------------------------------------------------------------|-------|-------------------|----------------|--------------------|---------|
|                                                               | Notes | £                 | £              | £                  | £       |
| <b>Cash flows from operating activities:</b>                  |       |                   |                |                    |         |
| Net income for the year                                       |       | 25,164            |                | 294,029            |         |
| (Increase)/decrease in debtors                                | 11    | (4,724)           |                | (25,497)           |         |
| Increase/(decrease) in creditors                              | 13    | 12,107            |                | (3,671)            |         |
| Investment income                                             |       | (436)             |                | (90)               |         |
| Gain on investments                                           | 10    | (1,115)           |                | -                  |         |
| <b>Net cash provided by/(used in) operating activities</b>    |       |                   | 32,111         |                    | 264,771 |
| <b>Cashflows from investing activities</b>                    |       |                   |                |                    |         |
| Interest income                                               |       | 436               |                | 90                 |         |
| Purchase of investments                                       |       | (150,000)         |                | -                  |         |
| <b>Cash provided by/(used in) investing activities</b>        |       |                   | (149,564)      |                    | 90      |
| <b>Increase/(decrease) in cash</b>                            |       |                   | (117,453)      |                    | 264,861 |
| <b>Cash and cash equivalents at the beginning of the year</b> |       |                   | 430,510        |                    | 165,649 |
| <b>Cash and cash equivalents at the end of the year</b>       | 12    |                   | 313,057        |                    | 430,510 |
|                                                               |       |                   |                |                    |         |
|                                                               |       | 1 April 2023<br>£ | Cash flow<br>£ | 31 March 2024<br>£ |         |
| <b>Cash at bank and in hand</b>                               |       | 430,510           | (117,453)      | 313,057            |         |

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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### 1. STATUTORY INFORMATION

The National Association for People Abused in Childhood is a Company Limited by Guarantee, incorporated in the England and Wales and has no share capital. The Charity is under the control of the Trustees. Its registered office is 7-14 Great Dover Street, Borough, London, England, SE1 4YR.

### 2. ACCOUNTING POLICIES

#### 2.1 Accounting convention

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The National Association for People Abused in Childhood meets the definition of a public benefit entity under FRS 102. In view of the Charity's positive cash and reserves positions, the Charity has no material uncertainties in relation to its ability to continue operating including an impact of Covid-19 and as such the accounts have been prepared on a going concern basis. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The Charity's presentation currency is the Pound Sterling and is rounding to the nearest £.

The National Association for People Abused in Childhood is not part of a group. These financial statements therefore reflect the activity of the Charity as an individual entity.

#### 2.2 Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The Trustees do not consider that there are any critical judgments made in applying the Charity's accounting policies or that there are any critical accounting estimates or assumptions which may have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next financial year.

#### 2.3 Income

All incoming resources are included in the Statement of Financial Activities when entitlement has passed to the Charity, it is probable that the economic benefits associated with the transaction will flow to the Charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Donations and grant income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

## 2. ACCOUNTING POLICIES – Continued

### 2.3 Income - continued

- Legacy income is recognised when receipt is probable, entitlement is established, and the amount can be measured.
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably. In which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- Interest on funds held on deposit is included when receivable and the amount can be measured reliably. This is typically upon notification of the interest being paid by the bank.

The Charity's activities are exempt from VAT the application of VAT and other sales taxes is not required.

### 2.4 Expenditure

Where incoming resources have related expenditure or a legal or constructive obligation arises, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the Statement of Financial Activities to which it relates.

Expenditure on charitable activities includes all costs incurred by the Charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs relating to the governance of the Charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Employee termination costs are recognised in the period in which formal agreement of such payments are reached by the Trustees.

### 2.5 Support and governance costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. The bases on which support costs have been allocated are set out in note 8.

Governance costs include the costs of preparation and examination of statutory accounts, the costs of the Annual General Meeting and trustees' meetings and costs of any legal advice to trustees on governance or constitutional matters.

### 2.6 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Basic financial instruments are recognised at amortised cost.

### 2.7 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

**2. ACCOUNTING POLICIES – Continued**

**2.8 Cash at bank and in hand**

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

**2.9 Creditors**

Creditors are recognised when there is a present obligation arising from a past event, the settlement of which will likely result in resources embodying economic benefits being transferred from the Charity. Accruals are recognised at their settlement amount once a reliable measurement can be obtained.

**2.10 Fund accounting**

General unrestricted funds are available for use in accordance with the charitable objectives at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or through the terms of an appeal, and fall into two sub-classes: restricted income funds or endowment funds. Further explanation of the nature and purpose of each restricted fund is included in the notes to the financial statements.

**2.11 Pensions**

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activity in the period to which they relate as unrestricted expenditure. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund. At the balance sheet date £3,676 was due to the pension scheme (2023: £3,361).

**2.12 Leasing Commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activity on a straight-line basis over the period of the lease.

**2.13 Investments**

Investments are initially recognised at cost and subsequently measured at fair value at the balance sheet date. Investment gains and losses, whether realised or unrealised, are combined and shown as net gains or losses on investments in the Statement of Financial Activities.

**3. TAXATION**

The Company is registered as a Charity and all of its income falls within the exemptions under Part 11 of the Corporation Tax Act 2010.



THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

4. INCOME FROM LEGACIES, DONATIONS AND GRANTS

|                     | Unrestricted<br>funds | Restricted<br>funds | 2024<br>Total<br>£ | Unrestricted<br>funds | Restricted<br>Funds | 2023<br>Total<br>£ |
|---------------------|-----------------------|---------------------|--------------------|-----------------------|---------------------|--------------------|
| <b>Legacies</b>     | <b>253,754</b>        | <b>-</b>            | <b>253,754</b>     | <b>421,657</b>        | <b>-</b>            | <b>421,657</b>     |
| <b>Donations</b>    |                       |                     |                    |                       |                     |                    |
| Trusts              | 3,586                 | -                   | 3,586              | 3,106                 | -                   | 3,106              |
| Partnerships        | 30,000                | -                   | 30,000             | 13,000                | -                   | 13,000             |
| Consultancy         | 2,764                 | -                   | 2,764              | 1,456                 | -                   | 1,456              |
| Adhoc               | 5,672                 | -                   | 5,672              | 23,211                | -                   | 23,211             |
| Charity Checkout    | 19,679                | -                   | 19,679             | 13,256                | -                   | 13,256             |
| Justgiving          | 4,767                 | -                   | 4,767              | 9,855                 | -                   | 9,855              |
| Paypal              | 1,015                 | -                   | 1,015              | 1,461                 | -                   | 1,461              |
| Ministry of Justice | -                     | 81,151              | 81,151             | -                     | 81,151              | 81,151             |
| Other               | 26,311                | -                   | 26,311             | 10,068                | -                   | 10,068             |
| <b>Grants</b>       |                       |                     |                    |                       |                     |                    |
| Home Office         | -                     | 280,065             | 280,065            | -                     | 391,020             | 391,020            |
|                     | <b>347,548</b>        | <b>361,216</b>      | <b>708,764</b>     | <b>497,070</b>        | <b>472,171</b>      | <b>969,241</b>     |

5. CHARITABLE ACTIVITIES

|                  | 2024<br>£     | 2023<br>£    |
|------------------|---------------|--------------|
| Training courses | <u>32,965</u> | <u>8,984</u> |

6. INVESTMENT INCOME

|                          | 2024<br>£  | 2023<br>£ |
|--------------------------|------------|-----------|
| Bank interest receivable | <u>436</u> | <u>90</u> |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7. EXPENDITURE ON RAISING FUNDS AND CHARITABLE ACTIVITIES

|                                        | Wages<br>Costs<br>£ | Other<br>costs<br>£ | 2024<br>Total<br>£ | 2023<br>Total<br>£ |
|----------------------------------------|---------------------|---------------------|--------------------|--------------------|
| <b>Cost of raising funds:</b>          |                     |                     |                    |                    |
| Fundraising                            | 44,176              | 576                 | 44,752             | 45,724             |
| <b>Total cost of raising funds</b>     | <b>44,176</b>       | <b>576</b>          | <b>44,752</b>      | <b>45,724</b>      |
| <b>Charitable activity expenditure</b> |                     |                     |                    |                    |
| Training courses                       | -                   | 215                 | 215                | 3,605              |
| Operation of NAPAC                     | 498,066             | 173,968             | 672,034            | 634,957            |
| <b>Total charitable expenditure</b>    | <b>498,066</b>      | <b>174,183</b>      | <b>672,249</b>     | <b>638,562</b>     |
| <b>Total expenditure</b>               | <b>542,242</b>      | <b>174,759</b>      | <b>717,001</b>     | <b>684,286</b>     |

|                                                                                            | 2024<br>£     | 2023<br>£     |
|--------------------------------------------------------------------------------------------|---------------|---------------|
| <b>Included in the above are the following governance costs:</b>                           |               |               |
| Current independent examiner remuneration for examination                                  | 2,400         | 3,600         |
| Current independent examiner remuneration for Payroll, management accounts and bookkeeping | 17,400        | 19,830        |
| Trustees' expenses including strategic away day costs                                      | 5,261         | 12,487        |
| <b>Total governance costs</b>                                                              | <b>25,061</b> | <b>35,917</b> |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8. STAFF COSTS

|                              | 2024<br>£      | 2023<br>£      |
|------------------------------|----------------|----------------|
| Wages and salaries           | 451,917        | 403,564        |
| Employers national insurance | 36,794         | 33,518         |
| Pension costs                | 21,286         | 19,215         |
|                              | <u>509,997</u> | <u>456,297</u> |
| Other staff costs            | 32,245         | 31,176         |
|                              | <u>542,242</u> | <u>487,473</u> |

There are no employees with emoluments above £60,000 (2023: none).

The average headcount of employees during the year was 16 (2023: 15). The average number of full-time equivalent employees during the year is analysed as follows:

| Employee headcount    | 2024<br>Number | 2023<br>Number |
|-----------------------|----------------|----------------|
| Management            | 2              | 3              |
| Fundraising           | 1              | 1              |
| Charitable activities | 13             | 11             |
|                       | <u>16</u>      | <u>15</u>      |

9. TRUSTEE EXPENSES AND KEY MANAGEMENT PERSONNEL

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

During the year to 31 March 2024 £480 was reimbursed to three trustees in respect of travel expenses (2023: £674 was reimbursed to five trustees). During the year there was a trustee away day which the charity covered expensed for totalling £4,781.

The total amount of employee benefits received by the executive team for their services to the charity was £119,288 (2023: £119,874) this includes employees national insurance and pension contributions. The executive team comprises the Chief Executive and the Chief Operating Officer.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**10. INVESTMENTS**

|                             | <b>2024</b><br><b>£</b> |
|-----------------------------|-------------------------|
| Fair Value at 1 April 2023  | -                       |
| Additions at cost           | <b>150,000</b>          |
| Revaluation in the year     | <b>1,115</b>            |
| Fair value at 31 March 2024 | <b>151,115</b>          |

The above investment value relates to UK listed investments.

The gain on investments of £1,115 as shown in the Statement of Financial Activities comprises of unrealised gains on investments held at the year-end of £1,115.

**11. DEBTORS**

|                                | <b>Total</b><br><b>2024</b><br><b>£</b> | <b>Total</b><br><b>2023</b><br><b>£</b> |
|--------------------------------|-----------------------------------------|-----------------------------------------|
| Trade debtors                  | <b>25,075</b>                           | 12,700                                  |
| Prepayments and accrued income | <b>461,222</b>                          | 478,600                                 |
| Other debtors                  | <b>10,893</b>                           | 1,166                                   |
|                                | <b>497,190</b>                          | <b>492,466</b>                          |

**12. CASH AT BANK AND IN HAND**

|              | <b>Total</b><br><b>2024</b><br><b>£</b> | <b>Total</b><br><b>2023</b><br><b>£</b> |
|--------------|-----------------------------------------|-----------------------------------------|
| Cash at bank | <b>312,526</b>                          | 429,979                                 |
| Cash in hand | <b>531</b>                              | 531                                     |
|              | <b>313,057</b>                          | <b>430,510</b>                          |

**13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | <b>Total</b><br><b>2024</b><br><b>£</b> | <b>Total</b><br><b>2023</b><br><b>£</b> |
|---------------------------------|-----------------------------------------|-----------------------------------------|
| Trade creditors                 | <b>21,400</b>                           | 5,166                                   |
| Accruals and deferred income    | <b>6,370</b>                            | 11,510                                  |
| Social security and other taxes | <b>10,125</b>                           | 9,428                                   |
| Other creditors                 | <b>3,676</b>                            | 3,360                                   |
|                                 | <b>41,571</b>                           | <b>29,464</b>                           |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

14. ANALYSIS OF FUNDS

|                          | Balance<br>at 1 April<br>2023<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Gain on<br>investment<br>£ | Balance at<br>31 March<br>2024<br>£ |
|--------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|-------------------------------------|
| <b>General funds</b>     | <u>542,546</u>                     | <u>380,949</u>             | <u>(349,297)</u>           | <u>1,115</u>               | <u>575,313</u>                      |
| <b>Designated funds</b>  |                                    |                            |                            |                            |                                     |
| Strategic Development    | <u>348,773</u>                     | <u>-</u>                   | <u>(6,488)</u>             | <u>-</u>                   | <u>342,285</u>                      |
|                          | <u>348,773</u>                     | <u>-</u>                   | <u>(6,488)</u>             | <u>-</u>                   | <u>342,285</u>                      |
| <b>Restricted funds:</b> |                                    |                            |                            |                            |                                     |
| Home Office              | -                                  | 280,065                    | (280,065)                  | -                          | -                                   |
| Ministry of Justice      | -                                  | 81,151                     | (81,151)                   | -                          | -                                   |
| Philip King Trust        | <u>2,193</u>                       | <u>-</u>                   | <u>-</u>                   | <u>-</u>                   | <u>2,193</u>                        |
|                          | <u>2,193</u>                       | <u>361,216</u>             | <u>(361,216)</u>           | <u>-</u>                   | <u>2,193</u>                        |

**DESIGNATED FUND:**

**Strategic development**

During the year the charity spent £6,488 from the designated fund in order to facilitate future strategic development.

**RESTRICTED FUNDS:**

**Home Office**

The charity was successful in receiving a grant from the Home Office, under the latter's 'Support for Victims and Survivors of Child Sexual Abuse' (SVSCSA) fund. This SVSCSA Fund was part of a wider allocation of £4,500,000 made available over a three-year period by the Home Office for voluntary sector organisations supporting victims and survivors of child sexual abuse, in recognition of the increasing demand such organisations are experiencing.

**Ministry of Justice**

During the year the charity received a grant of £81,151 to increase capacity for the national support helpline in response to the rising demand for support for victims of rape and sexual abuse.

**Philip King Trust**

The charity was awarded £19,742 from The Philip King Trust in November 2019 with the purpose of funding support groups. After two of these support groups being funded in 2019 there was found to be a remaining amount of £2,193 which has yet to be used.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2024**

**15. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

| <b>31 March 2024</b>           | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Designated<br/>Funds</b>       | <b>Restricted<br/>Funds<br/>£</b> | <b>Total<br/>2024<br/>£</b> |
|--------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|-----------------------------|
| Non-current assets             | 151,115                             | -                                 | -                                 | <b>151,115</b>              |
| Current assets                 | 465,769                             | 342,285                           | 2,193                             | <b>810,247</b>              |
| Creditors: due within one year | (41,571)                            | -                                 | -                                 | <b>(41,571)</b>             |
|                                | <u>575,313</u>                      | <u>342,285</u>                    | <u>2,193</u>                      | <u><b>919,791</b></u>       |
| <b>31 March 2023</b>           | <b>Unrestricted<br/>Funds<br/>£</b> | <b>Designated<br/>Funds<br/>£</b> | <b>Restricted<br/>Funds<br/>£</b> | <b>Total<br/>2023<br/>£</b> |
| Current assets                 | 572,010                             | 348,773                           | 2,193                             | <b>922,976</b>              |
| Creditors: due within one year | (29,464)                            | -                                 | -                                 | <b>(29,464)</b>             |
|                                | <u>542,546</u>                      | <u>348,773</u>                    | <u>2,193</u>                      | <u><b>893,512</b></u>       |

**16. LEASE COMMITMENTS**

At 31 March 2024 the Charity the charity had no commitments under non-cancellable operating leases outstanding (2023: £nil).

Included within expenditure on charitable activities are charges relating to the Charity's rental leases of £52,562 (2023: £47,949).

**17. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**  
**(Including Income and Expenditure Account)**  
**YEAR ENDED 31 MARCH 2023**

|                                    | Unrestricted<br>funds<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | 2023<br>Total<br>£ |
|------------------------------------|----------------------------|--------------------------|--------------------------|--------------------|
| <b>INCOME FROM:</b>                |                            |                          |                          |                    |
| Donations and grants               | 497,070                    | -                        | 472,171                  | 969,241            |
| Charitable activities              | 8,984                      | -                        | -                        | 8,984              |
| Investments                        | 90                         | -                        | -                        | 90                 |
| <b>Total income</b>                | <b>506,144</b>             | <b>-</b>                 | <b>472,171</b>           | <b>978,315</b>     |
| <b>EXPENDITURE ON:</b>             |                            |                          |                          |                    |
| <i>Raising funds:</i>              |                            |                          |                          |                    |
| Fundraising                        | 45,724                     | -                        | -                        | 45,724             |
| <i>Charitable activities:</i>      |                            |                          |                          |                    |
| Training courses                   | 3,605                      | -                        | -                        | 3,605              |
| Operation of NAPAC                 | 149,559                    | 13,227                   | 472,171                  | 634,947            |
| <b>Total expenditure</b>           | <b>198,888</b>             | <b>13,227</b>            | <b>472,171</b>           | <b>684,286</b>     |
| <b>Net income for the year</b>     | <b>307,256</b>             | <b>(13,227)</b>          |                          | <b>294,029</b>     |
| <b>Transfer between funds</b>      |                            |                          | -                        | -                  |
| <b>Net movement in funds</b>       | <b>307,256</b>             | <b>(13,227)</b>          |                          | <b>294,029</b>     |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                          |                    |
| <b>Total funds brought forward</b> | <b>235,290</b>             | <b>362,000</b>           | <b>2,193</b>             | <b>599,483</b>     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <b>542,546</b>             | <b>348,773</b>           | <b>2,193</b>             | <b>893,512</b>     |



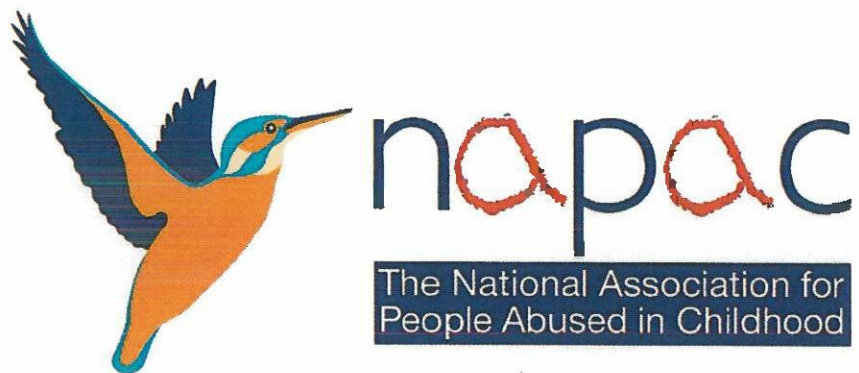


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# Accounts

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REGISTERED COMPANY NUMBER: 03565696 (England and Wales)  
REGISTERED CHARITY NUMBER: 1069802  
OSCR NUMBER: SC049296



**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**tc** accounts • tax • legal • financial planning

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

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# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## LEGAL AND ADMINISTRATION INFORMATION

**FOR THE YEAR ENDED 31 MARCH 2023**

**Registered Company number** 03565696 (England and Wales)

**Registered Charity number** 1069802  
**OSCR Number** SC049296

**Registered office** Canopi  
7-14 Great Dover Street  
Borough  
London  
England  
SE1 4YR

| <b>Trustees (During the year and at the date of approval of these financial statements)</b> | <b>Name</b>    | <b>Action/Date</b>          |
|---------------------------------------------------------------------------------------------|----------------|-----------------------------|
|                                                                                             | Ms L Cowen     | Resigned 31 May 2023        |
|                                                                                             | Ms P Gale      |                             |
|                                                                                             | Ms K Hitchcock |                             |
|                                                                                             | Dr N Hodson    | Resigned 8 June 2023        |
|                                                                                             | Dr T Lambert   |                             |
|                                                                                             | Ms A Millar    |                             |
|                                                                                             | Mr S Naik      |                             |
|                                                                                             | Ms M Newman    | Resigned 24 February 2023   |
|                                                                                             | Mr S Spencer   |                             |
|                                                                                             | Dr C Caton     | Appointed 14 September 2023 |
|                                                                                             | Ms V Kloss     | Appointed 12 December 2023  |

**Secretary** Mr T Barclay

|                       |              |                         |
|-----------------------|--------------|-------------------------|
| <b>Executive Team</b> | Ms G Shaw    | Chief Executive         |
|                       | Mr T Barclay | Chief Operating Officer |

**Independent examiner** Mark Cummins FCCA FCIE  
T C Group  
The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

|                 |               |                   |
|-----------------|---------------|-------------------|
| <b>Bankers</b>  |               |                   |
| CAF Bank        | Metro Bank    | Lloyds Bank       |
| St Bride Street | 72-76 High St | 6-8 Market Square |
| London          | Bromley       | Bromley           |
| EC4A 47AD       | BR1 1EG       | BR1 1NA           |

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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The Board of Trustees, who are also the Directors of the Company for the purposes of the Company law, submit their annual report and financial statements of the National Association for People Abused in Childhood for the year ended 31 March 2023. The Board of Trustees confirm that the trustees report and financial statements of the Company comply with the Company's Memorandum and Articles of Association, the Companies Act 2006, the Charities Act 2011, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) — (Charities SORP (FRS 102)), and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

**GOVERNANCE AND MISSION**

**Governing document**

NAPAC is a charitable company limited by guarantee, incorporated on 12 May 1998 and registered as a charity on 29 May 1998. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

On 28 November 2018, by Special Resolution of its Board of Trustees (also known as members), NAPAC updated its Articles of Association which substitute and supersede the original 1998 Articles of Association as the organisation's governing document. Similarly, NAPAC made a further update to its Articles of Association via the same process on 31 December 2021.

**Vision**

NAPAC's vision is of a world where no child experiences abuse. Until then, we envision a society in which everyone impacted by childhood abuse can access the support they need, when they need it.

**Mission**

In bringing about our vision, we:

- provide effective, survivor-led, evidence-based and accessible direct support services to survivors and those who support them,
- work collaboratively to share our learning, train professionals, embed direct support services and drive structural improvements so that more survivors are supported effectively towards recovery,
- challenge and support change to society's perceptions of child abuse and work to prevent child abuse from happening,
- will become a world-leader on empowering survivors, sharing our knowledge and expertise to improve and increase support for survivors everywhere.

**Values**

**We empower** – we listen, support and enable survivors to take the next steps on their journey.

**We support** – we enable our team and others to better support survivors on their journey through investing in up to date and evidence-based training.

**We collaborate** – we work with others to raise standards and widen reach to support survivors.

**We are tenacious** – we support and are a voice for survivors, and we do not give up.

**We are world leading** – we set a global standard for supporting survivors and training others to do so to the highest quality.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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**Principles underlying our values**

We listen, support and **empower** survivors to take the next steps towards recovery, recognising that every journey is unique, and ensuring that it is the survivor who is in control.

We invest in our team to provide the best trauma-informed **support**, deliver evidence-based training, and ensure that we are always learning and developing.

We take our knowledge and learning to the wider world, working **collaboratively** with partners and stakeholders to widen our impact, deliver effective training, improve support for survivors, and lobby for change.

We are **tenacious** in our commitment and tireless in delivering, expanding, and developing our work. We are constantly learning and adapting our services to provide the best possible support to survivors and state of the art training to those engaging with them. We never give up on this work.

We are **world leading** in our field. We represent a global standard and use our influence to improve services and awareness, raise visibility of issues, change societal attitudes, and work to prevent child abuse. We enable support without boundaries.

**Public Benefit**

The trustees have taken the Charity Commission's general guidance on public benefit contained within their publication Charities and Public Benefit, into account when preparing this Trustees' Annual Report.

**ACHIEVEMENTS AND PERFORMANCE - Year from 1 April 2022 to 31 March 2023**

**General overview**

NAPAC provides the only free national support service for adult survivors of all types of childhood abuse. We offer specialist, confidential support operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and our website provides a wealth of free information and resources for survivors and those supporting them.

As a trusted public health organisation, people use NAPAC's services to support their overall health and wellbeing, to build and improve their resilience, and to be able to make brave, positive choices every day – including asking for help when they need it.

Those using our services ask for support with a range of concerns, including anxiety, depression, isolation, reporting to the police, domestic and sexual violence, boundaries, and complex post-traumatic stress. For many, contacting NAPAC is a first step to recovering from trauma and leading happier, more fulfilled lives.

NAPAC has four main services:

- The UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse.
- Intensive psychoeducational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery.



## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

#### FOR THE YEAR ENDED 31 MARCH 2023

- 
- Extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma.
  - Research and advocacy, using our own data and working in partnership to raise survivors' voices in policy and practice across the UK.

During this reporting period, we continued our drive to continuously innovate and change. This was most obvious in the new online delivery of both support groups and training; NAPAC spent much of this reporting period continuing to develop and embed online delivery, and this has proven to be very successful.

Our website again proved to be an essential first point of support for survivors, victims, supporters, and professionals. We increased the percentage of calls answered on our telephone support line, and our advocacy and media work have kept the issue of childhood abuse and support for adult survivors firmly in the public eye.

Further amendments to our staffing structures and enhancement of our governance ability provided the foundation of our overall success in navigating the challenges of this period. It means that NAPAC maintains the ability to flex and meet the organisation's strategic goals, with strong governance oversight from an experienced and cohesive Board of Trustees.

Significant challenges remain, however. Demand for NAPAC's services – particularly our telephone support line and support groups – far outstrips our current ability to meet it. We know that more generally, adult survivors across the UK face barriers to accessing the support they need, when they need it, and that too often the response they receive is inadequate.

#### Activities and Performance

In the sections that follow, NAPAC will report in detail its performance across its main areas of work, including support services, training, advocacy and communications. Some of the highlights from those areas are noted below. During the year to 31 March 2023, the principal activities of NAPAC included:

- Providing a free and confidential national telephone support line, and an email support service, for survivors of childhood abuse
  - Over 10,100 requests for support answered.
  - Over 5,200 hours providing support by phone and email.
- Maintaining a website containing information relevant to survivors of childhood abuse - [napac.org.uk](http://napac.org.uk)
  - Over 190,000 visitor sessions.
  - Over 7,000 visitor hours.
- Supplying training, information and resources for those providing assistance to survivors of abuse.
- Researching, developing and piloting new training programmes dealing with topics such as vicarious trauma, emotional resilience and stress responses of survivors.
- Developing and preparing an entirely new model of online support groups, including robust quantitative and qualitative evaluation which evidence outcomes, in order for NAPAC to offer this at much greater scale than face-to-face support groups.
- The raising of public awareness of the continuing impact of childhood abuse, through media and advocacy activities.

## **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

### **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

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- Participation and representation at seminars and conferences on subjects related to the alleviation of the impact of childhood abuse.
  - The publication of materials and information and resources for survivors and those who support them, which are free to download in electronic format.

#### **SUPPORT SERVICES**

##### **Telephone support line and email support**

NAPAC's support services operation, which encompasses our telephone support line and email support service, is run entirely from our dedicated office in Stockport, Greater Manchester. This gives greater efficiency and improved safety and transparency for callers as well as staff and volunteers.

NAPAC's free national telephone support line for adult survivors of childhood abuse - 0808 801 0331 - offers survivors the chance to talk through their experiences with highly-trained volunteers and staff.

The purposes of the support line are:

- to provide support for survivors in their journey of recovery and healing from the long-term consequences of childhood abuse.
- to provide that support at whatever point or points in their journey they need it.
- in combination with resources on the NAPAC website, to give survivors a chance to believe that healing is possible.
- to help survivors get to a point where they feel they can take more control over their own ongoing healing journey.

Very often we are the first people survivors talk to about their experiences of abuse, with around one in ten callers telling us they are disclosing for the first time.

We know that for some survivors, writing down their feelings can be easier or more accessible than talking. NAPAC therefore offers an email and letter service where people may write to us for support and with any questions or comments about abuse experienced in childhood, its impact in adulthood, their recovery experiences, and to find longer-term support in their area.

This email support service additionally has the purpose of allowing survivors to make an initial approach to NAPAC even if they may not be ready for a telephone conversation. When appropriate NAPAC encourages email correspondents to call the support line because it is easier to be survivor-led and person-centred in a telephone conversation than in an email exchange.

We are also here for supporters of survivors of childhood abuse, and we have a high level of professionals calling and emailing us for advice in helping their own clients if they are survivors of childhood abuse.

Between 1 April 2022 and 31 March 2023, the team consisted of 10 active volunteers and 13 members of staff. The normal opening hours of the support services operation are 10:00 to 21:00 Mondays to Thursdays, and 10:00 to 18:00 on Fridays.

The performance of NAPAC's support services and some interesting findings are described below.

- The total number of emails answered in the 12 months to 31 March 2023 was 2,812. Email is an important part of our support service, especially by making support more accessible for people who are ready or able to call.

## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

#### FOR THE YEAR ENDED 31 MARCH 2023

- 
- Our telephone support line is anonymous and confidential, and we cannot identify the individual people who call. Our call management system can tell us if a call attempt is from a unique caller or previously connected number, helping us understand how people use the service and better meet their needs.
  - **54% of unique callers were connected** at some point during the year. In total there were 7,365 calls answered out of 25,794 call attempts (including multiple repeat callers as well as unique individual callers) which is 33.8% connected. This continues the improvement in percentage of calls answered achieved in the previous two years (last year we answered 7,617 calls which was a 16.2% connection rate per call attempt). The introduction of a call queuing systems is one of the improvements that have enabled us to increase the number of callers connecting during the year.
  - The average talk time per call is slightly higher than previous years, at 24:19 minutes.

#### Psycho-educational support groups

NAPAC has been running successful and well received face-to-face psycho-educational and therapeutic support groups for adult survivors of any type of childhood abuse or neglect over more than ten years. We know from calls to our support line that this is the kind of support many survivors want, and group work is also widely considered to be the 'gold standard' for therapeutic support modalities in the literature.

The NAPAC model and manualised structure has been continuously refined and improved based on feedback from participants and learning from delivery. The face-to-face groups cost nearly £10,000 to deliver for 12 people, over 15 weeks of two and a half hour sessions weekly. Funding for these groups was obtained from the Home Office, City Bridge Trust, JAC Trust and Philip King Trust.

When COVID-19 resulted in the requirement to end face-to-face services, NAPAC decided to implement a plan to convert the face-to-face model to online delivery using Zoom.

The first pilot of the online support group ran for 12 sessions of 90 minutes each from April to July 2021. There were six participants, including some who had been offered places in the cancelled face-to-face group that had been due to start in April 2020. The participants had all experienced prolonged childhood abuse of various types and had sought support in the past from public sector services.

The main learning point reported by facilitators and in written qualitative feedback from participants was that more time would enable a disproportionate improvement in outcomes. This is because it took longer for the group to bond (than in face-to-face groups) and get to know each other sufficiently for effective emotional work to start.

To mitigate the impact of moving sessions online, groups were held with smaller numbers of participants (eight in online groups and 12 in face-to-face groups). This gave each person more time to share and work through the content and supported group bonding. However, it became clear that even with smaller numbers it would not be possible to decrease the length of the course by more than 25% and still achieve the intended outcomes.

It was concluded that the best outcomes and value would therefore be achieved by increasing the number of sessions. The second pilot was planned with 18 sessions of 90 minutes each. This brought the total number of virtual contact hours up to 75% of what was offered in the original face-to-face groups, with the benefit of lower costs due to the work happening online.

The second pilot began in April 2022. Eight participants were recruited and seven finished the course (the only person who dropped out did so due to an unforeseen change in circumstances).

## **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

### **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

Rigorous evaluation using the CORE self-assessment tool and end of therapy open question feedback demonstrated improved outcomes compared to the previous sequence of 15 sessions. The extra sessions enable co-design of content by participants who collectively chose the topics to explore in more depth.

We continue efforts to increase our income which will mean a greater ability to run more of these psycho-educational support groups. We now know we can run these successfully in both face-to-face and online formats.

#### **TRAINING**

NAPAC has been training professionals who work with adult survivors of child abuse on an ad-hoc basis for many years. Since 2018, NAPAC has expanded the reach of its training programme, which has resulted in a more commercial and rigorous approach to income generation through effective client management and internal reporting.

A full review and update of all NAPAC's training began February 2022. This focus was on piloting new materials before an updated suite of workshops and bespoke training options being launched in 2023.

NAPAC's flagship one-day training workshop – 'Supporting Adult Survivors of Child Abuse' (SASCA) – has been rewritten to reflect new learning from survivors and academic research. It is now also available as an online e-learning course for self-directed study. It has also been renamed – 'Trauma Informed Survivor Support'. The training is firmly rooted in the latest research on the impacts of abuse, neuroscience, and the emerging field of trauma-informed practice. Reviews and updates are carried out regularly to include new learning from our support line service and the latest clinical and academic developments.

NAPAC's reconfigured training will be submitted for re-accreditation by the British Psychological Society and the Royal College of Nursing or other relevant services when the updates are complete, adding to the credibility of NAPAC's offering.

NAPAC developed new training content during the year to include more emphasis on trauma-informed approaches. This included training delivered to Leigh Day, one of NAPAC's law firm partners, with more content on vicarious trauma, and to Waltham Forest Rough Sleepers outreach team, focusing on trauma-informed approaches to working with survivors of childhood sexual abuse with complex needs.

There are now three e-learning courses for self-directed study available directly from our website:

- Trauma Informed Survivor Support
- Survivors Stress Responses
- Introduction to Abuse, Trauma, and Recovery.

All NAPAC's training materials are based on what we have heard through the support services and knowledge sharing, including the needs expressed by both survivors and professionals. They are also underpinned by research in cognitive neuroscience, neuropsychology, psychology, and therapeutic practice.

Between 1 April 2022 and 31 March 2023 we trained 72 professionals via our bespoke training courses and 120 people purchased our e-learning courses. Of those who gave feedback on our bespoke training courses, 83% rated the course content as 'excellent', with 17% rating it as 'good'. Of those who gave feedback on our e-learning courses, 50% rated the course content as 'excellent', with 50% rating it as 'good.'

## **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

### **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

#### **FOR THE YEAR ENDED 31 MARCH 2023**

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We increased the emphasis on marketing our e-learning provision through social media advertising and print advertising in industry journal *Therapy Today*, which contributed to NAPAC maintaining significant income and profitability.

Any surplus generated by our training activities is used to offset the costs of developing and delivering NAPAC's support services.

#### **ADVOCACY**

Within this reporting period, the Chief Executive (Gabrielle Shaw) has continued representing NAPAC on the national Ministry of Justice convened 'Victim and Witness Stakeholder Engagement Group'. This was originally set up as a Silver Command Group with the aim of supporting victims and witnesses of crime in response to COVID-19, providing strategic direction, guidance, and oversight.

This remains a highly influential and important forum, with leaders across the sector and government more widely participating. The excellent relationships the Chief Executive has cultivated with these leaders, and the input and data the wider NAPAC team provides, continue to bear fruit. NAPAC is looked to for advice and guidance, and our contributions to the debate around data collection and usage has been particularly valued.

The Chief Executive also offers expert input to health, policing, and other groups through participation in national groups such as the NHS Sexual Assault and Abuse Services Framework Stakeholder Advisory Group, the Victims' Commissioners Stakeholder Group, and various gold groups within the policing service.

NAPAC is also acknowledged as expert contributors, invited to speak at or participate in various fora in this reporting period, including:

- Home Office Steering Group discussions on costs of childhood sexual abuse.
- CPS redrafting of guidance to prosecutors on investigating non-recent childhood sexual abuse, several more stages of consultation.
- Greater Manchester Police gold group.
- CPS forum on male victims of sexual violence and child sexual abuse forum.
- Violence against women and girls' external consultation group.
- National Working Group on childhood sexual abuse meetings.
- Lambeth Council Redress scheme consultancy for submission to the Independent Inquiry into Child Sexual Abuse.
- Quarterly meetings of the London Mayor's Office for Policing and Crime forum, led by the Victims' Commissioner for London.
- Regular fortnightly meetings of sexual violence support organisations, led by the Victims' Commissioner.
- Ministry of Justice 'It Still Matters' campaign raising awareness of support available for survivors of non-recent abuse, including NAPAC.



## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

#### FOR THE YEAR ENDED 31 MARCH 2023

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- The project board updating the 'Physical signs of child sexual abuse - evidence-based review and guidance for best-practice' (known as the 'purple book') for paediatric forensic examinations where there are concerns about sexual abuse.
  - Consultancy on the production of a Jimmy Savile documentary broadcast in two parts on Netflix.
  - Training to national policing's Hydrant Programme on working with survivors of childhood sexual abuse, and input to data collection design and analysis.
  - Presentation to University College London MSc programme on the psychology of trauma.
  - Input to Birkbeck College History Department Conference 'Remembering Together', part of Sexual Harms and Medical Encounters programme.
  - Radio 5 Live, Nicky Campbell on survivors of childhood sexual abuse in boarding schools.

NAPAC is engaged with national organisations, including those in the health and social care sectors, to discuss their training needs and provide expert input where there are gaps in provision and understanding in how best to support adult survivors. We contribute insights to support public health campaigns such as advice for survivors around cervical screening or mental health campaigns.

We receive a huge number of enquiries from national, regional, and international media outlets to contribute to news stories or documentaries or requests to advise on drama scripts which relate to non-recent child abuse. We provide comment on the issues we regularly hear about on our support line and information which offers insight and improves the accuracy of portrayals about the impacts of child abuse on adults.

NAPAC is listed on the BBC Action Line page, as well as the 'further support' page published by Channel 4. This is very helpful as a signposting for support service for people who may be triggered by issues raised within the programmes on these channels.

Large increases in call attempts to NAPAC's support line and visits to our website correlate closely with media coverage which features NAPAC or survivors talking about what they suffered, including storylines in TV or radio soaps and dramas, court cases, and police investigations.

NAPAC is proud to have developed and disseminated its media guidelines, following input from IPSO, OFCOM and BBC Editorial guidelines, to assist anyone writing or broadcasting on the subject of non-recent child abuse, so that the needs and impacts on adult survivors are better understood and reported.

#### COMMUNICATIONS

Due to internal personnel changes and the pressures of an economic downturn, NAPAC shifted its approach to communications over this reporting period.

Whilst we continued to communicate to both survivors and professionals, there was a focus on implementing an infrastructure that would allow us to advertise and sell more of our training.

NAPAC engaged with a digital marketing agency on a two-month trial marketing campaign to improve awareness of and drive bookings onto our e-learning courses. In that time, we also established a Google Ads account that allowed us to take advantage of free advertising spend from Google. Over the reporting period we have benefitted from US\$21,600 of free ad spend, which has resulted in an additional 120,000 impressions and 13,986 clicks to our website.

## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

#### FOR THE YEAR ENDED 31 MARCH 2023

Despite the political turbulence of the reporting period, the NAPAC tone of voice remained neutral, measured and hopeful, allowing us to support survivors and productively engage with key partners, such as the Hydrant Programme and the Ministry of Justice.

Over the course of this reporting period, NAPAC's social media presence grew significantly.

- We maintained a 6.5% engagement rate across all social media channels (well above the UK average).
- Our following grew by 7.9% (1,300 users).
- NAPAC social media content garnered 1.3 million impressions – a 208% increase on the previous reporting period.

In addition to our social media output, we continued our programme of consistent, external thought leadership across key third-sector publications and high-profile media appearances across national outlets, such as BBC News and Radio 5 Live.

As a result of these efforts, our support service is routinely (almost weekly) signposted across national newspapers such as The Guardian and The Independent and we are regularly consulted on abuse narratives by leading journalists.

#### WEBSITE

We continued to reach many thousands of new people through our NAPAC website – [napac.org.uk](https://napac.org.uk) – this year. Here are some of the trends we identified.

- We had over **196,731 visitor sessions** on the website over this period – a **8.18% increase** on the same period from the previous year.
- **144,256 (79%) were new visitors** to the website and **52,475 (21%) were returning visitors**.
- **90% of visitors to our site were in the UK**. The remaining 10% were predominantly from the US, Republic of Ireland, Canada, and Australia.
- We had almost **half a million-page views (421,782)** overall.
- We continue to reach people across all age groups, **though there is a growing number of younger survivors interacting with our site**.
- Visitors aged 25-34 made up the largest group at 28%, and **over 1 in 5 visitors to the website (21%) is now aged 18-24**. 35-44-year-olds comprised 18.8%, 45-54-year-olds made up 16% and over 55's accounted for 18.7% of visitors.
- There is a **lower age profile for website visitors than for callers to our support line**. It is very positive that more people are seeking help earlier in their lives and beginning their recovery sooner.

#### FINANCIAL REVIEW

We are reporting on the year from 1 April 2022 to 31 March 2023.

During this period, gross income of £978,315 was achieved (compared to £994,543 of gross income achieved for the 12-month period to 31 March 2022). Once again NAPAC was fortunate to receive significant legacy income (see note 4) for which it is grateful.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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We were grateful to have had continued support from the Home Office which has again been the principal funding source of the Charity, with £391,020 being received for the period (compared to £350,024 of Home Office grant funding received for the 12-month period to 31 March 2022).

The grant was given from funds made available by the Home Office to non-statutory organisations in England and Wales providing support to victims of sexual abuse to help meet the ever-increasing demand on those services.

This principal source of funding was supplemented by income from grant-making trusts and bodies and ad-hoc personal donations. All these generous donations are acknowledged with much gratitude by the Trustees who are committed to ensuring that NAPAC continues to use the funding it receives effectively. This includes further enhancement and expansion of our core activities to support survivors and ongoing development of our training programme, which we also see as providing an important source of income for the charity.

Resources expended in the period were £684,286 (compared to £695,166 of resources expended for the 12-month period to 31 March 2022).

The key elements of expenditure relate to:

- The staffing costs for organisational leadership, advocacy, volunteer coordination and support, developing and delivering training, and coordinating and delivering support to survivors.
- Establishment and maintenance of the support line technology with the associated website.
- Office accommodation for the administrative and support line centres.

Overall, 2022-2023 was once again a challenging period for NAPAC as our services are ever more in demand thanks to the high profile the organisation enjoys, and the prominence afforded to issues raised in the media which prompt calls to our support line.

We experienced a surplus for the period of £294,029 (compared to a surplus of £299,377 for the 12-month period to 31 March 2022). As noted above, this is a significant increase and is due to unexpectedly high legacy income.

We continue to assess our cost base regularly to deliver an effective operating model and maximise the value we can provide to our stakeholders and service users.

## **RESERVES POLICY**

NAPAC's reserves policy is to maintain sufficient unrestricted resources to fund operations for a minimum of three months at a time, while also being cognisant of the fact that the principal grant of which we are a beneficiary is receivable on a bi-annual basis. As a consequence, our unrestricted funds may represent up to six months' expenditure at any one time.

As of 31 March 2023, we had unrestricted funds (also our free reserves) of £891,319 (2022: £597,290) of which £348,773 are designated funds for strategic development. Consequently, we retain an amount sufficient to fund all operations for approximately the next four months.

Since funding is often short-term or one-off in nature, the Trustees are cognisant of the need to continue to seek funding for our work and to maintain adequate reserves which we see as critical for the effective support of survivors across the United Kingdom.



# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

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### STATEMENT OF MAJOR RISKS

The NAPAC Board of Trustees have considered the major strategic business and operational risks to which the charity is exposed. These are identified, prioritised, mitigated and tracked using a risk register that is reviewed and actioned by the Board on a quarterly basis. The three 'top' risks that have been identified as most impactful are outlined below.

#### Financial risk:

Even as the effects of the COVID-19 pandemic and associated lockdowns tapered off during the reporting period, the rising cost of living crisis had a serious impact on NAPAC's income stream of individual and small trust giving, as is the case across the entirety of the charity sector. These factors, combined with the lack of continued and long-term funding – reported in previous financial years also – is the main financial risk NAPAC faces.

Even with these significant challenges, NAPAC continues to focus on developing its own income-generating activities and is achieving positive steps in this regard with increased training and other income. However, this is not yet at the stage of allowing the charity to be completely self-sustaining.

NAPAC is grateful to the government for significant grants which make up the majority of the charity's income. The government responded in particular to the unprecedented challenges presented by COVID-19 by creating a Victim and Witness COVID-19 Support Fund. This was to provide additional support for support services for victims and survivors, including NAPAC.

However, there is no guarantee that Home Office funding will be sustained at current levels, given the significant demands on government funding across all areas.

Dependent as it is on statutory funding, NAPAC is mindful of the potential risks of political changes during the on-going period of national uncertainty.

NAPAC is cognisant of the proper and appropriate use of restricted funds, which form the main proportion of the charity's funding arrangements, equating to 48% (2022: 41%) of all income received during the period. As of 31 March 2023, the amount held in our restricted funds stood at £2,193 (2022: £2,193).

#### Service delivery:

Our work is interconnected: we support adult survivors, we train professionals who engage with survivors, we ensure survivors are included as part of national strategies and the safeguarding work of government and other sectors, and we raise awareness and challenge societal misconceptions about the impact of childhood abuse.

The direct support service we offer is always evolving. We use survivor feedback to improve this service, develop our training programmes and ensure that we are putting survivor voices at the heart of our advocacy. The more resources we have, the more people we can reach. NAPAC's work supports individuals and aims to reassure survivors that they will be believed and that there are people who will listen.

#### Staffing:

NAPAC is a small organisation and we face a significant demand for our services. NAPAC works in a highly emotional and complex trauma-care setting and the issues that we deal with on a daily basis can result in vicarious trauma if not proactively managed. These factors combine to present risk to our staff.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2023

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We have carefully designed processes and systems in place to handle the unpredictability of our callers' situations. We have worked hard to provide caring and effective support to our staff and volunteers in delivering their vital role and will continue to prioritise their skills and wellbeing alongside the standards of service we maintain.

NAPAC invests in its staff and volunteer support, ensuring we remain trauma-informed sector leaders in staff excellence and wellbeing, providing training, effective processes and systems, and a culture that supports their resilience so that they can most effectively support others.

## GOVERNANCE

### *Governance overview*

The effective governance of NAPAC is fundamental to achieving our charitable objectives and ensuring the trust and confidence of our stakeholders. This section provides an overview of our governance structure, key activities, and developments during the reporting period.

### *Structure and Composition*

The Board of Trustees serves as the governing body of NAPAC, responsible for setting the strategic direction, overseeing management, and ensuring compliance with legal and regulatory requirements. The composition of the Board reflects a diverse range of skills, experiences, and backgrounds, fostering a well-rounded and inclusive decision-making process.

As of the end of the financial year to March 2023, our Board consisted of eight dedicated trustees, including Philippa Gale as Chair, who leads the Board in its governance responsibilities. Please note that this number differs slightly from the trustees named on the first page of these accounts, as that list must include all resignations and appointments at the date that these accounts were approved (12 December 2023).

### *Strategic Planning*

During the reporting period, the Board conducted a comprehensive review of NAPAC's strategic plan, aligning our objectives with the evolving needs of our beneficiaries and the external environment. The updated strategic plan, approved by the Board, guides our activities over the next five years, ensuring our continued impact and relevance.

### *Risk Management*

NAPAC remains committed to robust risk management practices. The Board regularly reviews and assesses the charity's risk register, identifying potential threats and implementing mitigation strategies to safeguard the charity's assets and reputation.

### *Policies and Procedures*

The governance framework is underpinned by a suite of policies and procedures designed to promote transparency, accountability, and ethical conduct. During the reporting period, NAPAC reviewed and updated key policies, including those related to safeguarding, bullying and harassment and whistleblowing.

### *Challenges and the future*

The Board of Trustees recognise several challenges. These include those posed by external factors, such as economic uncertainties and public health crises and the need for continuous adaptation to an evolving landscape.

## **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

### **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2023**

---

As we move into the next financial year, NAPAC remains committed to upholding the highest standards of governance. We will continue to refine our strategies, strengthen our risk management practices, and adapt to emerging challenges to ensure the long-term sustainability and success of our charitable mission.

#### **REPORTING**

##### **Internal reporting**

NAPAC uses Xero accounting software for day-to-day book-keeping and to generate monthly and quarterly financial reports as well as management reports for consideration by senior management and trustees. An example of the way that Xero is used is provided by the periodic claims made for statutory funding. Financial reports are generated by Xero and used to prepare the detailed claims to our principal funders.

NAPAC continues to make significant progress in strengthening the quality and timeliness of the management information it receives.

Improving management information is enabling NAPAC to continually refine its income generation strategy and develop appropriate marketing programmes. Work researching an organisation-wide database that can securely connect the different functions and integrate with Xero continues on this digital transformation project,

Donor reporting is managed internally. Monthly, quarterly, and annual reports are produced between finance and fundraising for accurate data on donations and pledges received. There is also quarterly reporting on the pipeline of prospective and ongoing relationships with current donors and stakeholders, including regular and recurring donations, grants from trusts, and one-off and legacy gifts, and community, corporate, and challenge activities.

NAPAC continues to use a specialist social enterprise product to manage online donations and collect Gift Aid. It provides a secure online fundraising tool for NAPAC and for donors and provides insights into donation activity, which supports NAPAC's internal analysis and reporting.

##### **External donor reporting**

Formal donor reporting continues to develop as part of the income generation cycle. Informal donor reporting is conducted as part of ongoing stewardship with existing and prospective supporters, and forms part of the regular conversations with all stakeholders.

A bulletin is produced periodically for our Law Firm Partnership Programme, ensuring all members receive updates on important changes and opportunities. There will also be a five-year impact report produced in the next year to complement the new five-year strategy and provide a comprehensive overview of NAPAC's development and plans for all external stakeholders, including survivors.

NAPAC also produces regular impact reports, which contain full detail of our work and how income is generated and spent. This includes innovative ways to illustrate this, such as the 'NAPAC pound'.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2023

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#### PLANS FOR FUTURE PERIODS

NAPAC has always been responsive to the changing needs of survivors, and this is increasingly evident in the agility of the organisation. One major focus for the immediate future is the development and delivery of our unique trauma-informed organisation work. NAPAC also developed its exciting new five-year strategic plan at the start of 2023, and we are confident in our ambitions that this plan outlines, as detailed below.

#### NAPAC's support services

More than 60,000 survivors across the UK have received our support since we were established in 1998. Demand continues to increase, and we provide approximately 10,000 calls and emails each year to support survivors. These interactions range from short signposting calls to more intense supportive listening and advice, right through to severe crisis interventions across several hours.

We have effectively integrated all our functions over the past few years and are proud of our holistic, collaborative approach, which informs and helps develop our services and training. As we expand our reach, we will continue our journey to further integrate our learning, services and training.

#### *Across the next period, we will:*

- Aim to continue delivering approximately 10,000 quality interactions per year, whether through telephone, email or instant messenger/chat.
- Explore the introduction of an instant chat service, expanding our reach to those who increasingly prefer this mode of communication.
- Invest in our staff and volunteer support even further, ensuring we remain trauma-informed sector leaders in staff excellence and wellbeing, providing them with good training, effective processes and systems, and a culture that supports their resilience so that they can most effectively support others.
- Improve access for a wider range of survivors, including, for example, increased translation of our services, different techniques for people with a range of disabilities, services that target different age groups and improved LGBTQ+ resources.
- Reach out internationally to share our knowledge, learning and experience with countries that do not offer our services, to support them in establishing effective direct services for adult survivors.

#### Support groups

NAPAC'S support group programme provides intensive therapeutic psycho-education for small groups of survivors over three to four months. These support groups use NAPAC's trauma recovery model that empowers participants to regain control of their lives. This improves their wellbeing and functioning as they feel better equipped to cope.

This model contrasts with current NHS practice, which tends to focus on symptoms and maladaptive behaviours. Both approaches are helpful and important resources for survivors are abuse, and both approaches are complementary. We have delivered support groups across the UK, in person and latterly online, transforming the lives of more than 250 survivors. We have ambitious plans to significantly widen access to support groups over the coming strategic planning period, subject to funding.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

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***Across the next period, we will:***

- Continue to use both online and in-person techniques to deliver group support.
- Seek partnerships with organisations with premises and the potential to support new groups.
- Demonstrate as clearly as possible the value and lasting impact of support groups – exploring alternative evaluation tools, and introducing follow-up evaluation of participants after six, 12 and 24 months, and use this to seek funding for even more support groups.
- Continue our efforts to further expand the availability of support groups by exploring franchising the model to other not for-profit organisations.
- Seek international sources of funding to expand our support group model worldwide.

**Training and consultancy**

We provide specialised external training and consultancy to people who may engage with adult survivors of childhood abuse in a wide range of professional settings.

NAPAC's training is based on trauma-informed practice, which serves to raise awareness of the wide impact of trauma and prevent re-traumatisation of survivors in settings that are intended to be supportive and empowering. Our training is informed and updated not only by academic and clinical progress but also, importantly, by the direct support services we deliver to survivors – making our training unique in the market.

We have a sector-leading understanding of trauma-informed approaches and have built strong relationships with our partners whom we have supported to embed a trauma-informed approach meaningfully in their own organisations. This significantly widens our impact, by enabling us to reach more survivors through many different avenues by training the people with whom they will naturally come into contact.

***Across the next period, we will:***

- Develop and further market our training offer to create a sustainable, impactful and profitable training model.
- Offer a wider range of platforms and courses to meet the needs of different clients who work with survivors in varied settings.
- Develop options for delivering training (whether online, face-to-face or a combination of the two) in languages other than English, targeted at need.
- Develop our own kite mark or accreditation for our training that is recognised as the expected standard for anyone working with adult survivors of child abuse.
- Significantly expand our training partnerships with both existing and new groups of clients in any sector that is likely to engage with adult survivors.
- Scope and begin work towards delivering training on the international stage, cementing our reputation as both a UK and world leader in the sector.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

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### Knowledge sharing and expertise

NAPAC is unique because our services are designed in direct response to the feedback we receive from adult survivors of childhood abuse, and our expertise is gained from supporting them for more than 25 years. We have been survivor-led since the start, and we have members of our team who are disclosed survivors with lived experience themselves.

We are proud of our unique insight, linking to the latest research from across the sector. Our practice is at the cutting edge of survivor support. It constantly evolves based on the live feedback we receive from survivors interacting with our support service.

We know what works and we want to share that widely so that others can benefit from our knowledge. We want to embed the very best practices across all organisations that engage with adult survivors. We gather anonymised information from our calls, from the people who participate in our support groups, from our own experience working with survivors in a range of contexts, and from current research and published data.

#### *Across the next period, we will:*

- Drive forward our trauma-informed expertise in a way that results in NAPAC becoming the accreditor and 'industry standard' for trauma informed practice, including the launch of our own kite-mark or accreditation.
- Expand the reach of our information and resources, including by translating resources effectively into different languages and developing resources that better meet the needs of people with a range of disabilities.
- Utilise more broadly the data we collect, analysing it and sharing it widely to better impact on what is known to work with adult survivors.
- Inform child protection and safeguarding both in the UK and globally.
- Provide new insights in managing and mitigating vicarious trauma.

### Raising awareness

Societal attitudes towards adult survivors need to change. We aim to transform societal understanding of the impact of child abuse, normalising talking about the resulting trauma and embedding a trauma informed approach everywhere there are adult survivors.

We are already recognised as the expert in the field and have strong and productive relationships with a broad range of government and non-governmental agencies. We want to push this further to become the world leader on this topic, sharing our expert knowledge and understanding of adult survivors collaboratively with partners and like-minded organisations throughout the UK and globally.

We want to help others know what they need to do to support adult survivors, and we want society as a whole to be well-informed. NAPAC also works with national, local and social media and regularly represents the range of survivors' experiences to the press. We plan to expand and increase our media engagement over this period.

#### *Across the next period, we will:*

- Establish an annual awareness day to promote visibility of the NAPAC brand and encourage open conversation around the impacts of childhood abuse.



## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

#### FOR THE YEAR ENDED 31 MARCH 2023

- 
- Ensure the multiplicity and diversity of survivor voices are heard by policymakers and service providers, our campaigns and our strong partnerships across the sector, including by establishing a survivors' assembly to respond to new policies impacting adult survivors.
  - Build on and expand our strong relationships with key new partners to raise awareness and change practice.
  - Significantly widen organisational and societal understanding of the need for a trauma informed approach, challenging and changing the narrative about child abuse.
  - Build and expand our avenues of communication throughout all relevant forms of social, print and digital media.
  - Identify, encourage and support high profile and influential champions for NAPAC's key messages.
  - Engage more at a public policy level, working with ministers, MPs and other decisionmakers to feed our expertise into their decision-making.
  - Build our presence and voice on the global stage, raising awareness and supporting service development internationally.

#### Generating income

The current climate for charity fundraising is extremely challenging. For NAPAC, the ability to generate income is further undermined by societal misunderstanding of adult survivors. Childhood abuse is a difficult subject for many people to think about or even acknowledge, and the scale and scope of the trauma suffered by today's adult victims and survivors is regularly underestimated.

However, NAPAC has built strong and productive relationships with donors, grant funders and government funders including the Home Office, which has enabled significant expansion of our work. Income generation will continue to be a major focus for us over this planning period, as we will need to be more inventive and effective in our efforts to reach more audiences to deliver our ambitious targets.

#### *Across the next period, we will:*

- Significantly expand our training and consultancy as a source of income generation and self-sustainability, establishing NAPAC as the go-to organisation for embedding a trauma-informed approach for anyone working with adult survivors.
- Develop new and innovative funding models, including for the provision of support groups, that will both reach more survivors and fund more services.
- Establish collaborative and mutually beneficial partnerships to increase impact and income.
- Widen the diversity of our fundraising activities to secure new streams of funding to further expand our work and increase our sustainability.

#### RESPONSIBILITIES OF THE BOARD OF TRUSTEES

Company law requires the Board of Trustees to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its income and expenditure for the financial year then ended. In preparing those accounts, the Board of Trustees should follow best practice and:



# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2023**

- 
- Select suitable accounting policies and then apply them consistently;
  - Make judgements and estimates that are reasonable and prudent; and
  - Prepare the accounts on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Board of Trustees is responsible for maintaining 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 accounts comply with the Companies Act 2006. The Board of Trustees is 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.

### **Members of the Board of Trustees**

Members of the Board of Trustees, who are directors for the purposes of company law and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 1.

### **Independent Examiner**

TC Group has been reappointed as independent examiner for the ensuing year.

### **Basis of Preparation of Accounts**

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the provisions applicable to companies subject to the small companies' regime.

The trustees' annual report (incorporating the directors' report) was approved on **12 December 2023** and signed on behalf of the NAPAC Board of Trustees by:



**Ms P Gale**  
**Chair of the NAPAC Board of Trustees**

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**INDEPENDENT EXAMINER'S REPORT**

**TO THE TRUSTEES OF THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

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I report on the accounts for the year ended 31 March 2023 set out on pages 18 to 30.

**Respective responsibilities of Trustees and examiner**

As the Charity's Trustees of the Company (and also its directors for the purposes of Company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your Charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*TC Group*

**Mark Cummins FCCA FCIE**

For and on behalf of:

**TC Group**

The Courtyard

Shoreham Road

Upper Beeding

Steyping

West Sussex

BN44 3TN

Date:

*14 December 2023*

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2023

|                                    | Note | Unrestricted<br>funds<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | 2023<br>Total<br>£ | 2022<br>Total<br>£ |
|------------------------------------|------|----------------------------|--------------------------|--------------------------|--------------------|--------------------|
| <b>INCOME FROM:</b>                |      |                            |                          |                          |                    |                    |
| Donations and grants               | 4    | 497,070                    | -                        | 472,171                  | 969,241            | 909,392            |
| Charitable activities              | 5    | 8,984                      | -                        | -                        | 8,984              | 85,130             |
| Investments                        | 6    | 90                         | -                        | -                        | 90                 | 21                 |
| <b>Total income</b>                |      | <b>506,144</b>             | <b>-</b>                 | <b>472,171</b>           | <b>978,315</b>     | <b>994,543</b>     |
| <b>EXPENDITURE ON:</b>             |      |                            |                          |                          |                    |                    |
| <i>Raising funds:</i>              | 7    |                            |                          |                          |                    |                    |
| Fundraising                        |      | 45,724                     | -                        | -                        | 45,724             | 43,074             |
| <i>Charitable activities:</i>      |      |                            |                          |                          |                    |                    |
| Training courses                   |      | 3,605                      | -                        | -                        | 3,605              | 1,924              |
| Operation of NAPAC                 |      | 149,559                    | 13,227                   | 472,171                  | 634,957            | 650,168            |
| <b>Total expenditure</b>           |      | <b>198,888</b>             | <b>13,227</b>            | <b>472,171</b>           | <b>684,286</b>     | <b>695,166</b>     |
| <b>Net income for the year</b>     |      | <b>307,256</b>             | <b>(13,227)</b>          | <b>-</b>                 | <b>294,029</b>     | <b>299,377</b>     |
| <b>Transfer between funds</b>      | 13   | <b>-</b>                   | <b>-</b>                 | <b>-</b>                 | <b>-</b>           | <b>-</b>           |
| <b>Net movement in funds</b>       |      | <b>307,256</b>             | <b>(13,227)</b>          | <b>-</b>                 | <b>294,029</b>     | <b>299,377</b>     |
| <b>RECONCILIATION OF FUNDS</b>     |      |                            |                          |                          |                    |                    |
| <b>Total funds brought forward</b> | 14   | <b>235,290</b>             | <b>362,000</b>           | <b>2,193</b>             | <b>599,483</b>     | <b>300,106</b>     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | 14   | <b>542,546</b>             | <b>348,773</b>           | <b>2,193</b>             | <b>893,512</b>     | <b>599,483</b>     |

The results of the year derive from continuing activities and there are no gains or losses other than those shown above.

The notes on pages 21 to 30 form part of these accounts.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**BALANCE SHEET**

**AS AT 31 MARCH 2023**

|                                          | Note | 2023<br>£       | 2022<br>£       |
|------------------------------------------|------|-----------------|-----------------|
| <b>CURRENT ASSETS</b>                    |      |                 |                 |
| Debtors                                  | 10   | 492,466         | 466,969         |
| Cash at bank and in hand                 | 11   | <u>430,510</u>  | <u>165,649</u>  |
| Total current assets                     |      | 922,976         | 632,618         |
| <b>LIABILITIES</b>                       |      |                 |                 |
| Creditors falling due within one year    | 12   | <u>(29,464)</u> | <u>(33,135)</u> |
| <b>NET CURRENT ASSETS AND NET ASSETS</b> |      |                 |                 |
|                                          |      | <u>893,512</u>  | <u>599,483</u>  |
| <b>FUNDS</b>                             |      |                 |                 |
| Unrestricted funds                       | 14   | 542,546         | 235,290         |
| Designated funds                         | 14   | 348,773         | 362,000         |
| Restricted funds                         | 14   | <u>2,193</u>    | <u>2,193</u>    |
| <b>TOTAL FUNDS</b>                       |      | <u>893,512</u>  | <u>599,483</u>  |

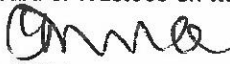
The charitable Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the charitable Company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- ensuring that the charitable Company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable Company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable Company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities in accordance with FRS 102. The financial statements were approved by the Board of Trustees on ~~12.12.2022~~ 12.12.2023 and were signed on its behalf by:

  
**Ms P Gale**  
 Trustee

The notes on pages 21 to 30 form part of these accounts.

Company number: 07311390.

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

|                                                        |       | 2023           |            | 2022      |                 |
|--------------------------------------------------------|-------|----------------|------------|-----------|-----------------|
|                                                        | Notes | £              | £          | £         | £               |
| <b>Cash flows from operating activities:</b>           |       |                |            |           |                 |
| Net income for the year                                |       | 294,029        |            | 299,377   |                 |
| Increase in debtors                                    | 10    | (25,497)       |            | (219,045) |                 |
| Decrease in creditors                                  | 12    | (3,671)        |            | (33,519)  |                 |
| Investment income                                      |       | (90)           |            | (21)      |                 |
| Net cash provided by/(used in) operating activities    |       |                | 264,771    |           | 46,792          |
| <b>Cashflows from investing activities</b>             |       |                |            |           |                 |
| Interest income                                        |       | 90             |            | 21        |                 |
| Cash provided by/(used in) investing activities        |       |                | 90         |           | 21              |
| Increase/(decrease) in cash                            |       |                | 264,861    |           | 46,813          |
| Cash and cash equivalents at the beginning of the year |       |                | 165,649    |           | 118,836         |
| Cash and cash equivalents at the end of the year       | 11    |                | 430,510    |           | 165,649         |
|                                                        |       |                |            |           |                 |
|                                                        |       | 1 April 2022 £ | Cashflow £ |           | 31 March 2023 £ |
| Cash at bank and in hand                               |       | 165,649        | 264,861    |           | 430,510         |

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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### 1. STATUTORY INFORMATION

The National Association for People Abused in Childhood is a Company Limited by Guarantee, incorporated in the England and Wales and has no share capital. The Charity is under the control of the Trustees. Its registered office is 7-14 Great Dover Street, Borough, London, England, SE1 4YR.

### 2. ACCOUNTING POLICIES

#### 2.1 Accounting convention

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The National Association for People Abused in Childhood meets the definition of a public benefit entity under FRS 102. In view of the Charity's positive cash and reserves positions, the Charity has no material uncertainties in relation to its ability to continue operating including an impact of Covid-19 and as such the accounts have been prepared on a going concern basis. This conclusion takes into account any known financial effect of Covid-19. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The Charity's presentation currency is the Pound Sterling.

The National Association for People Abused in Childhood is not part of a group. These financial statements therefore reflect the activity of the Charity as an individual entity.

#### 2.2 Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The Trustees do not consider that there are any critical judgments made in applying the Charity's accounting policies or that there are any critical accounting estimates or assumptions which may have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next financial year.

#### 2.3 Income

All incoming resources are included in the Statement of Financial Activities when entitlement has passed to the Charity, it is probable that the economic benefits associated with the transaction will flow to the Charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Donations and grant income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

**2. ACCOUNTING POLICIES – Continued**

**2.3 Income - continued**

- Legacy income is recognised when receipt is probable, entitlement is established, and the amount can be measured.
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably. In which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- Interest on funds held on deposit is included when receivable and the amount can be measured reliably. This is typically upon notification of the interest being paid by the bank.

The Charity's activities are exempt from VAT the application of VAT and other sales taxes is not required.

**2.4 Expenditure**

Where incoming resources have related expenditure or a legal or constructive obligation arises, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the Statement of Financial Activities to which it relates.

Expenditure on charitable activities includes all costs incurred by the Charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs relating to the governance of the Charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Employee termination costs are recognised in the period in which formal agreement of such payments are reached by the Trustees.

**2.5 Support and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. The bases on which support costs have been allocated are set out in note 8.

Governance costs include the costs of preparation and examination of statutory accounts, the costs of the Annual General Meeting and trustees' meetings and costs of any legal advice to trustees on governance or constitutional matters.

**2.6 Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Basic financial instruments are recognised at amortised cost.

**2.7 Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

**2. ACCOUNTING POLICIES – Continued**

**2.8 Cash at bank and in hand**



**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

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

**2.9 Creditors**

Creditors are recognised when there is a present obligation arising from a past event, the settlement of which will likely result in resources embodying economic benefits being transferred from the Charity. Accruals are recognised at their settlement amount once a reliable measurement can be obtained.

**2.10 Fund accounting**

General unrestricted funds are available for use in accordance with the charitable objectives at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or through the terms of an appeal, and fall into two sub-classes: restricted income funds or endowment funds. Further explanation of the nature and purpose of each restricted fund is included in the notes to the financial statements.

**2.11 Pensions**

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activity in the period to which they relate as unrestricted expenditure. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund. At the balance sheet date £3,361 was due to the pension scheme (2022: £3,172).

**2.12 Leasing Commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activity on a straight-line basis over the period of the lease.

**3. TAXATION**

The Company is registered as a Charity and all of its income falls within the exemptions under Part 11 of the Corporation Tax Act 2010.

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4. INCOME FROM LEGACIES, DONATIONS AND GRANTS

|                       | Unrestricted<br>funds | Restricted<br>funds | 2023<br>Total<br>£ | Unrestricted<br>funds | Restricted<br>Funds | 2022<br>Total<br>£ |
|-----------------------|-----------------------|---------------------|--------------------|-----------------------|---------------------|--------------------|
| <b>Legacies</b>       | <b>421,657</b>        | <b>-</b>            | <b>421,657</b>     | <b>363,677</b>        | <b>-</b>            | <b>363,677</b>     |
| <b>Donations</b>      |                       |                     |                    |                       |                     |                    |
| Trusts                | 3,106                 | -                   | 3,106              | 17,250                | -                   | 17,250             |
| Partnerships          | 13,000                | -                   | 13,000             | 4,000                 | -                   | 4,000              |
| Consultancy           | 1,456                 | -                   | 1,456              | 2,525                 | -                   | 2,525              |
| Adhoc                 | 23,211                | -                   | 23,211             | 24,593                | -                   | 24,593             |
| Charity Checkout      | 13,256                | -                   | 13,256             | 16,634                | -                   | 16,634             |
| Justgiving            | 9,855                 | -                   | 9,855              | 10,061                | -                   | 10,061             |
| Paypal                | 1,461                 | -                   | 1,461              | 2,956                 | -                   | 2,956              |
| Clothworkers          | -                     | -                   | -                  | 18,981                | -                   | 18,981             |
| Manchester City funds | -                     | -                   | -                  | -                     | -                   | -                  |
| Ministry of Justice   | -                     | 81,151              | 81,151             | 20,288                | 60,863              | 81,151             |
| Corporates            | -                     | -                   | -                  | 10,000                | -                   | 10,000             |
| Other                 | 10,068                | -                   | 10,068             | 7,540                 | -                   | 7,540              |
| <b>Grants</b>         |                       |                     |                    |                       |                     |                    |
| Home Office           | -                     | 391,020             | 391,020            | -                     | 350,024             | 350,024            |
|                       | <b>497,070</b>        | <b>472,171</b>      | <b>969,241</b>     | <b>498,505</b>        | <b>410,887</b>      | <b>909,392</b>     |

5. CHARITABLE ACTIVITIES

|                  | 2023<br>£    | 2022<br>£     |
|------------------|--------------|---------------|
| Training courses | <u>8,984</u> | <u>85,130</u> |

6. INVESTMENT INCOME

|                          | 2023<br>£ | 2022<br>£ |
|--------------------------|-----------|-----------|
| Bank interest receivable | <u>90</u> | <u>21</u> |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7. EXPENDITURE ON RAISING FUNDS AND CHARITABLE ACTIVITIES

|                                        | Wages<br>Costs<br>£   | Other<br>costs<br>£   | 2023<br>Total<br>£    | 2022<br>Total<br>£    |
|----------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>Cost of raising funds:</b>          |                       |                       |                       |                       |
| Fundraising                            | <u>44,378</u>         | <u>1,346</u>          | <u>45,724</u>         | <u>43,074</u>         |
| <b>Total cost of raising funds</b>     | <b>44,378</b>         | <b>1,346</b>          | <b>45,724</b>         | <b>43,074</b>         |
| <b>Charitable activity expenditure</b> |                       |                       |                       |                       |
| Training courses                       | -                     | 3,605                 | 3,605                 | 1,924                 |
| Operation of NAPAC                     | <u>443,095</u>        | <u>191,862</u>        | <u>634,957</u>        | <u>650,168</u>        |
| <b>Total charitable expenditure</b>    | <b>443,095</b>        | <b>195,467</b>        | <b>638,562</b>        | <b>652,092</b>        |
| <b>Total expenditure</b>               | <b><u>487,473</u></b> | <b><u>196,813</u></b> | <b><u>684,286</u></b> | <b><u>695,166</u></b> |

|                                                                 | 2023<br>£            | 2022<br>£            |
|-----------------------------------------------------------------|----------------------|----------------------|
| Included in the above is the following<br>governance costs:     |                      |                      |
| <b>Governance costs:</b>                                        |                      |                      |
| Current independent examiner remuneration for examination       | 3,600                | 3,600                |
| Current independent examiner remuneration for other<br>services | 19,830               | 15,895               |
| Trustees' expenses including strategic away day costs           | <u>12,487</u>        | <u>489</u>           |
| <b>Total governance costs</b>                                   | <b><u>35,917</u></b> | <b><u>19,984</u></b> |

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**8. STAFF COSTS**

|                              | 2023<br>£      | 2022<br>£      |
|------------------------------|----------------|----------------|
| Wages and salaries           | 403,564        | 413,338        |
| Employers national insurance | 33,518         | 31,914         |
| Pension costs                | 19,215         | 19,766         |
|                              | <u>456,297</u> | <u>465,018</u> |
| Other staff costs            | 31,176         | 14,498         |
|                              | <u>487,473</u> | <u>479,516</u> |

There are no employees with emoluments above £60,000 (2022: none).

The average headcount of employees during the year was 15 (2022: 18). The average number of full-time equivalent employees during the year is analysed as follows:

**Employee headcount**

|                | 2023<br>Number | 2022<br>Number |
|----------------|----------------|----------------|
| Management     | 3              | 3              |
| Administration | 12             | 15             |
|                | <u>15</u>      | <u>18</u>      |

**9. TRUSTEE EXPENSES AND KEY MANAGEMENT PERSONNEL**

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

During the year to 31 March 2023 £674 was reimbursed to five trustees in respect of travel expenses (2022: £273 was reimbursed to two trustees). During the year there was a trustee away day which the charity covered expensed for totalling £11,735.

The total amount of employee benefits received by the executive team for their services to the charity was £119,874 (2022: £106,424). The executive team comprises the Chief Executive and the Chief Operating Officer.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**10. DEBTORS**

|                                | <b>Total<br/>2023<br/>£</b> | <b>Total<br/>2022<br/>£</b> |
|--------------------------------|-----------------------------|-----------------------------|
| Trade debtors                  | <b>12,700</b>               | <b>14,450</b>               |
| Prepayments and accrued income | <b>478,600</b>              | <b>451,353</b>              |
| Other debtors                  | <b>1,166</b>                | <b>1,166</b>                |
|                                | <b><u>492,466</u></b>       | <b><u>466,969</u></b>       |

**11. CASH AT BANK AND IN HAND**

|              | <b>Total<br/>2023<br/>£</b> | <b>Total<br/>2022<br/>£</b> |
|--------------|-----------------------------|-----------------------------|
| Cash at bank | <b>429,979</b>              | <b>165,116</b>              |
| Cash in hand | <b>531</b>                  | <b>533</b>                  |
|              | <b><u>430,510</u></b>       | <b><u>165,649</u></b>       |

**12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | <b>Total<br/>2023<br/>£</b> | <b>Total<br/>2022<br/>£</b> |
|---------------------------------|-----------------------------|-----------------------------|
| Trade creditors                 | <b>5,166</b>                | <b>14,560</b>               |
| Accruals and deferred income    | <b>11,510</b>               | <b>7,120</b>                |
| Social security and other taxes | <b>9,428</b>                | <b>8,283</b>                |
| Other creditors                 | <b>3,360</b>                | <b>3,172</b>                |
|                                 | <b><u>29,464</u></b>        | <b><u>33,135</u></b>        |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

13. ANALYSIS OF FUNDS

|                          | Balance<br>at 1 April<br>2022<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>31 March<br>2023<br>£ |
|--------------------------|------------------------------------|----------------------------|----------------------------|----------------|-------------------------------------|
| <b>General funds</b>     | <u>235,290</u>                     | <u>506,144</u>             | <u>(198,888)</u>           | <u>-</u>       | <u>542,546</u>                      |
| <b>Designated funds</b>  |                                    |                            |                            |                |                                     |
| Strategic Development    | <u>362,000</u>                     | <u>-</u>                   | <u>(13,227)</u>            | <u>-</u>       | <u>348,773</u>                      |
|                          | <u>362,000</u>                     | <u>-</u>                   | <u>(13,227)</u>            | <u>-</u>       | <u>348,773</u>                      |
| <b>Restricted funds:</b> |                                    |                            |                            |                |                                     |
| Home Office              | -                                  | 391,020                    | (391,020)                  | -              | -                                   |
| Ministry of Justice      | -                                  | 81,151                     | (81,151)                   | -              | -                                   |
| Philip King Trust        | <u>2,193</u>                       | <u>-</u>                   | <u>-</u>                   | <u>-</u>       | <u>2,193</u>                        |
|                          | <u>2,193</u>                       | <u>472,171</u>             | <u>(472,171)</u>           | <u>-</u>       | <u>2,193</u>                        |

**DESIGNATED FUND:**

**Strategic development**

During the year the charity spent £13,227 from the designated fund in order to facilitate future strategic development.

**RESTRICTED FUNDS:**

**Home Office**

The charity was successful in receiving a grant from the Home Office, under the latter's 'Support for Victims and Survivors of Child Sexual Abuse' (SVSCSA) fund. This SVSCSA Fund was part of a wider allocation of £2,400,000 made available over a two-year period by the Home Office for voluntary sector organisations supporting victims and survivors of child sexual abuse, in recognition of the increasing demand such organisations are experiencing.

**Ministry of Justice**

During the year the charity received a grant of £81,151 to increase capacity for the national support helpline in response to the rising demand for support for victims of rape and sexual abuse.

**Philip King Trust**

The charity was awarded £19,742 from The Philip King Trust in November 2019.

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| 31 March 2023                  | Unrestricted<br>Funds<br>£ | Designated<br>Funds      | Restricted<br>Funds<br>£ | Total<br>2022<br>£ |
|--------------------------------|----------------------------|--------------------------|--------------------------|--------------------|
| Current assets                 | 572,010                    | 348,773                  | 2,193                    | 922,976            |
| Creditors: due within one year | (29,464)                   | -                        | -                        | (29,464)           |
|                                | <u>542,546</u>             | <u>348,773</u>           | <u>2,193</u>             | <u>893,512</u>     |
| 31 March 2022                  | Unrestricted<br>Funds<br>£ | Designated<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2022<br>£ |
| Current assets                 | 268,425                    | 362,000                  | 2,193                    | 632,618            |
| Creditors: due within one year | (33,135)                   | -                        | -                        | (33,135)           |
|                                | <u>235,290</u>             | <u>362,000</u>           | <u>2,193</u>             | <u>599,483</u>     |

15. LEASE COMMITMENTS

At 31 March 2023 the Charity the charity had no commitments under non-cancellable operating leases outstanding (2022: £nil).

Included within expenditure on charitable activities are charges relating to the Charity's rental leases of £47,949 (2022: £57,839).



THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

16. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES  
(Including Income and Expenditure Account)  
YEAR ENDED 31 MARCH 2022

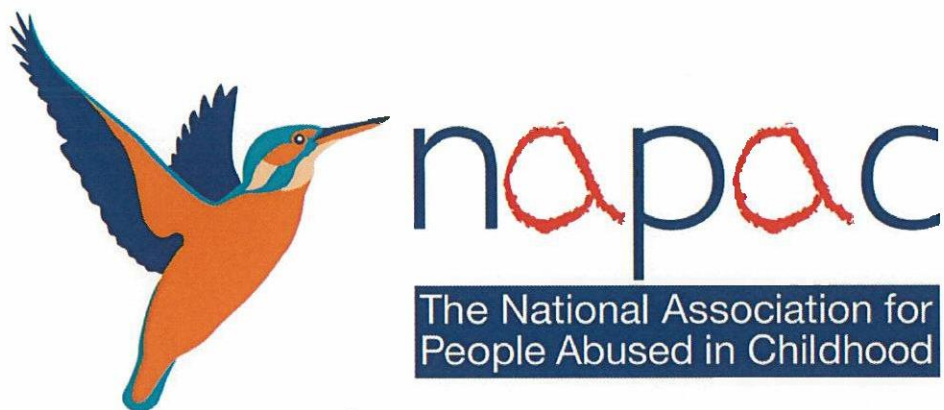
|                                    | Unrestricted<br>funds<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | 2022<br>Total<br>£ |
|------------------------------------|----------------------------|--------------------------|--------------------------|--------------------|
| <b>INCOME FROM:</b>                |                            |                          |                          |                    |
| Donations and grants               | 498,505                    | -                        | 410,887                  | 909,392            |
| Charitable activities              | 85,130                     | -                        | -                        | 85,130             |
| Investments                        | 21                         | -                        | -                        | 21                 |
| <b>Total income</b>                | <b>583,656</b>             | <b>-</b>                 | <b>410,887</b>           | <b>994,543</b>     |
| <b>EXPENDITURE ON:</b>             |                            |                          |                          |                    |
| <i>Raising funds:</i>              |                            |                          |                          |                    |
| Fundraising                        | 43,074                     | -                        | -                        | 43,074             |
| <i>Charitable activities:</i>      |                            |                          |                          |                    |
| Training courses                   | 1,924                      | -                        | -                        | 1,924              |
| Operation of NAPAC                 | 237,729                    | -                        | 412,439                  | 650,168            |
| <b>Total expenditure</b>           | <b>282,727</b>             | <b>-</b>                 | <b>412,439</b>           | <b>695,166</b>     |
| <b>Net income for the year</b>     | <b>300,929</b>             | <b>-</b>                 | <b>(1,552)</b>           | <b>299,377</b>     |
| <b>Transfer between funds</b>      | <b>(362,000)</b>           | <b>362,000</b>           | <b>-</b>                 | <b>-</b>           |
| <b>Net movement in funds</b>       | <b>(61,071)</b>            | <b>362,000</b>           | <b>(1,552)</b>           | <b>299,377</b>     |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                          |                    |
| <b>Total funds brought forward</b> | <b>296,361</b>             | <b>-</b>                 | <b>3,745</b>             | <b>300,106</b>     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | <b>235,290</b>             | <b>362,000</b>           | <b>2,193</b>             | <b>599,483</b>     |

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# Accounts

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REGISTERED COMPANY NUMBER: 03565696 (England and Wales)  
REGISTERED CHARITY NUMBER: 1069802  
OSCR NUMBER: SC049296



**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**tc** accounts • tax • legal • financial planning

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

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# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## LEGAL AND ADMINISTRATION INFORMATION

**FOR THE YEAR ENDED 31 MARCH 2022**

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**Registered Company number** 03565696 (England and Wales)

**Registered Charity number** 1069802  
**OSCR Number** SC049296

**Registered office** Canopi  
7-14 Great Dover Street  
Borough  
London  
England  
SE1 4YR

**Trustees (During the year and at the date of approval of these financial statements)**

**Name**

**Action/Date**

|                |                            |
|----------------|----------------------------|
| Ms L Cowen     | Appointed 9 June 2021      |
| Ms P Gale      |                            |
| Mr J Griffiths | Resigned 1 December 2021   |
| Ms K Hitchcock | Appointed 9 June 2021      |
| Dr N Hodson    | Appointed 9 June 2021      |
| Dr T Lambert   |                            |
| Ms A Millar    | Appointed 9 June 2021      |
| Ms A Milner    | Resigned 15 September 2021 |
| Mr S Naik      | Appointed 9 June 2021      |
| Ms M Newman    |                            |
| Mr S Spencer   |                            |

**Secretary**

Mr T Barclay

**Executive Team**

Ms G Shaw  
Mr T Barclay

Chief Executive  
Chief Operating Officer

**Independent examiner**

Mark Cummins FCCA FCIE  
T C Group  
The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

**Bankers**

CAF Bank  
St Bride Street  
London  
EC4A 47AD

Metro Bank  
72-76 High St  
Bromley  
BR1 1EG

Lloyds Bank  
6-8 Market Square  
Bromley  
BR1 1NA

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 MARCH 2022***

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The Board of Trustees, who are also the Directors of the Company for the purposes of the Company law, submit their annual report and financial statements of the National Association for People Abused in Childhood for the year ended 31 March 2022. The Board of Trustees confirm that the trustees report and financial statements of the Company comply with the Company's Memorandum and Articles of Association, the Companies Act 2006, the Charities Act 2011, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) — (Charities SORP (FRS 102)), and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

### **GOVERNANCE AND MISSION**

#### **Governing document**

NAPAC is a charitable company limited by guarantee, incorporated on 12 May 1998 and registered as a charity on 29 May 1998. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

On 28 November 2018, by Special Resolution of its Board of Trustees (also known as members), NAPAC updated its Articles of Association which substitute and supersede the original 1998 Articles of Association as the organisation's governing document. Similarly, NAPAC made a further update to its Articles of Association via the same process on 31 December 2021.

#### **Mission**

NAPAC's vision is of a society in which every adult survivor of childhood abuse in the UK can access the support they need, when they need it, to make a journey of recovery and heal their emotional and psychological wounds.

As the only national organisation in the UK focussed on the needs of all adult survivors of all kinds of childhood abuse, NAPAC has a central and unique role to play in the delivery of this vision.

#### **Values**

We have firm beliefs about the damaging impact of childhood abuse on people's lives, and how this damage can and should be repaired. They are the values which underpin everything we do:

- We believe that any abuse of children – whether physical, sexual, narcissistic, emotional, or ritual, or the result of neglect – is damaging and wrong.
- We know that abuse in childhood can cause continuing harm and suffering to millions of people well into adulthood.
- We believe that every individual has the right to leave the impact of childhood abuse behind, grow as a person and enjoy a happier and more fulfilled life, not defined by childhood trauma.
- We know that survivors of childhood abuse can be empowered to do just that: we have proved that we and others can support them.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
***FOR THE YEAR ENDED 31 MARCH 2022***

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**Purpose**

NAPAC aims to make a difference in the lives of adult survivors of childhood abuse by:

- providing a range of services which offer direct support to survivors.
- ensuring that survivors know where they can go for help.
- spreading best practice in the support of survivors among those who they may approach for help.
- working with others to increase the provision and effectiveness of support for survivors.
- standing up for survivors and representing their interests among those who are in a position to help improve their lives.

**Public Benefit**

The trustees have taken the Charity Commission's general guidance on public benefit contained within their publication Charities and Public Benefit, into account when preparing this Trustees' Annual Report.

**ACHIEVEMENTS AND PERFORMANCE - Year from 1 April 2021 to 31 March 2022**

**General overview**

NAPAC provides the only free national support service for adult survivors of all types of childhood abuse. We offer specialist, confidential support operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and our website provides a wealth of free information and resources for survivors and those supporting them.

As a trusted public health organisation, people use NAPAC's services to support their overall health and wellbeing, to build and improve their resilience, and to be able to make brave, positive choices every day – including asking for help when they need it.

Those using our services ask for support with a range of concerns, including anxiety, depression, isolation, reporting to the police, domestic and sexual violence, boundaries, and complex post-traumatic stress. For many, contacting NAPAC is a first step to recovering from trauma and leading happier, more fulfilled lives.

NAPAC has four main services:

- The UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse.
- Intensive psychoeducational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery.
- Extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2022

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- Research and advocacy, using our own data and working in partnership to raise survivors' voices in policy and practice across the UK.

During this reporting period, the global pandemic of COVID-19 and its associated effects continued to be a significant issue for UK society.

COVID-19 also provided an impetus for innovation and change. This was most obvious in the pivot to online delivery of both support groups and training; NAPAC spent much of this reporting period researching, developing, and piloting these new models, and the early indications are extremely promising.

Our website again proved to be an essential first point of support for survivors, victims, supporters, and professionals; we increased the percentage of calls answered on our telephone support line; and our advocacy and media work have kept the issue of childhood abuse and support for adult survivors firmly in the public eye.

Further amendments to our staffing structures and enhancement of our governance ability provided the foundation of our overall success in navigating the challenges of this COVID-19 period. It means that NAPAC maintains the ability to flex and meet the organisation's strategic goals, with strong governance oversight from an experienced and cohesive Board of Trustees.

Significant challenges remain, however. Demand for NAPAC's services, particularly our telephone support line and support groups, far outstrips our current ability to meet it. We know that more generally, adult survivors across the UK face barriers to accessing the support they need, when they need it, and that too often the response they receive is inadequate.

### Activities and Performance

In the sections that follow, NAPAC will report in detail its performance across its main areas of work, including support services, training, advocacy and communications. Some of the highlights from those areas are noted below. During the year to 31 March 2022, the principal activities of NAPAC included:

- Providing a free and confidential national telephone support line, and an email support service, for survivors of childhood abuse
  - Over 10,700 requests for support answered.
  - Over 4,200 hours providing support by phone and email.
- Maintaining a website containing information relevant to survivors of childhood abuse - [napac.org.uk](http://napac.org.uk)
  - Over 180,000 visitor sessions.
  - Over 7,000 visitor hours.
- Supplying training, information and resources for those providing assistance to survivors of abuse.
- Researching, developing and piloting new training programmes dealing with topics such as vicarious trauma, emotional resilience and stress responses of survivors.
- Developing and preparing an entirely new model of online support groups, including robust quantitative and qualitative evaluation which evidence outcomes, in order for NAPAC to offer this at much greater scale than face-to-face support groups.
- The raising of public awareness of the continuing impact of childhood abuse, through media and advocacy activities.



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- Participation and representation at seminars and conferences on subjects related to the alleviation of the impact of childhood abuse.
- The publication of materials and information and resources for survivors and those who support them, which are free to download in electronic format.

#### SUPPORT SERVICES

##### Telephone support line and email support

NAPAC's support services operation, which encompasses our telephone support line and email support service, is run entirely from our Stockport office. This gives greater efficiency and improved safety and transparency for callers as well as staff and volunteers.

NAPAC's free national telephone support line for adult survivors of childhood abuse - 0808 801 0331 - offers survivors the chance to talk through their experiences with highly-trained volunteers and staff.

The purposes of the support line are:

- to provide support for survivors in their journey of recovery and healing from the long-term consequences of childhood abuse.
- to provide that support at whatever point or points in their journey they need it.
- in combination with resources on the NAPAC website, to give survivors a chance to believe that healing is possible.
- to help survivors get to a point where they feel they can take more control over their own ongoing healing journey.

We know that for some survivors, writing down their feelings can be easier or more accessible than talking. NAPAC therefore offers an email (and letter) support service where people may write to us for support and with any questions or comments about abuse experienced in childhood, its impact in adulthood, their recovery experiences, or to find longer-term support in their area.

This service additionally has the purpose of allowing survivors to make an initial approach to NAPAC even if they may not be ready for a telephone conversation. In answering emails NAPAC encourages correspondents, when appropriate to do so, to call the support line. It is considered that the support line provides a more effective means of support, in that it is easier to be survivor-led and person-centred in a conversation than in an email exchange.

Between 1 April 2021 and 31 March 2022, the team consisted of 15 active volunteers and 15 members of staff. The normal opening hours of the support services operation are 10.00-21.00 Mondays to Thursdays, and 10.00-18.00 on Fridays.

COVID-19 and the associated lockdown measures continued to have an impact on our support services operation. It is worth noting that during the pandemic, NAPAC's survivor support services were acknowledged by the Ministry of Justice as an 'essential service'. Consequently, we felt both empowered and required to continue to provide our support services to the best of our ability in the circumstances.

The performance of NAPAC's support services and some interesting findings are described below.

- The **total number of emails answered** in the 12 months to 31 March 2022 was 3,124 (up from 2,558 in the previous reporting period). The 22% increase in the number of emails answered reflects the continuing importance of this service, as does the increasing length and complexity in the emails seeking support, and the commensurate time required to deal sensitively and appropriately with each one.

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- Our **telephone support line** is anonymous and confidential, and we cannot identify the individual people who call. Our call management system can tell us if a call attempt is from a unique caller or previously connected number, helping us understand how people use the service and better meet their needs.
- **54% of unique callers were connected** at some point during the year. In total there were 7,617 calls answered out of 47,023 call attempts (including multiple repeat callers as well as unique individual callers) which is 16.2% connected. This continues the improvement in percentage of calls answered achieved in the previous two years (last year we answered 6,059 calls which was a 14.8% success rate per call attempt).
- The **average talk time** per call is consistent with previous years, at 18:35 minutes.

We are focused on growing our income so that we can invest in our support services to reach more victims and survivors.

#### **Psychoeducational support groups**

NAPAC has been running successful and well received face-to-face psychoeducational and therapeutic support groups for adult survivors of any type of childhood abuse or neglect over more than ten years. We know from calls to our support line that this is the kind of support many survivors want, groupwork is also widely considered to be the 'gold standard' for therapeutic support modalities in the literature.

The NAPAC model and manualised structure has been continuously refined and improved based on feedback from participants and learning from delivery. The face-to-face groups cost nearly £10,000 to deliver in 2019 for 12 people, over 15 weeks of two and a half hour sessions weekly. Funding for these groups was obtained from the Home Office, City Bridge Trust, JAC Trust and Philip King Trust.

When COVID-19 resulted in the requirement to end face-to-face services, NAPAC decided to implement a plan to convert the face-to-face model to online delivery using Zoom.

The first pilot of the online support group ran for 12 sessions of 90 minutes each from April to July 2021. There were six participants, including some who had been offered places in the cancelled face-to-face group that had been due to start in April 2020. The participants had all experienced prolonged childhood abuse of various types and had sought support in the past from public sector services.

The main learning point reported by facilitators and in written qualitative feedback from participants was that more time would enable a disproportionate improvement in outcomes. This is because it took longer for the group to bond (than in face-to-face groups) and get to know each other sufficiently for effective emotional work to start.

To mitigate the impact of moving sessions online, groups were held with smaller numbers of participants (eight in online groups and 12 in face-to-face groups). This gave each person more time to share and work through the content and supported group bonding. However, it became clear that even with smaller numbers it would not be possible to decrease the length of the course by more than 25% and still achieve the intended outcomes.

It was concluded that the best outcomes and value would therefore be achieved by increasing the number of sessions. The second pilot was planned with 18 sessions of 90 minutes each. This would bring the total number of virtual contact hours up to 75% of what was offered in the face-to-face groups. However, overall costs remain low due to the work happening online.

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The second pilot was agreed by the Board at the meeting on 1 December 2021, with sessions beginning in April 2022. We continue efforts to increase our income which will mean a greater ability to run more of these psychoeducational support groups.

#### **TRAINING**

NAPAC has been training professionals who work with adult survivors of child abuse on an ad-hoc basis for many years. Since 2018, NAPAC has expanded the reach of its training programme, which has resulted in a more commercial and rigorous approach to income generation through effective client management and internal reporting. A full review and update of all NAPAC's training began February 2022. This is expected to take a year to complete, with a focus on piloting new materials before an updated suite of workshops and bespoke options being launched in 2023.

NAPAC's flagship one-day training workshop – 'Supporting Adult Survivors of Child Abuse' (SASCA) – has been rewritten to reflect new learning from survivors and academic research. It is now also available as an online e-learning course for self-directed study. It has also been renamed – 'Trauma Informed Survivor Support'. The training is firmly rooted in the latest research on the impacts of abuse, neuroscience, and the emerging field of trauma-informed practice. Reviews and updates are carried out regularly to include new learning from our support line service and the latest clinical and academic developments.

NAPAC's reconfigured training will be submitted for accreditation by the British Psychological Society (BPS) and the Royal College of Nursing (RCN) or other relevant services when the updates are complete in 2023, adding to the credibility of NAPAC's offering.

Over the current reporting period, the COVID-19 restrictions and impacts caused significant challenge to the training function. The focus has remained on providing training online, both as facilitated workshops and self-directed e-learning. Expanding our online provision has enabled us to remove geographic and accessibility barriers, and we anticipate it remaining an important part of the training and learning function going forward.

There are now three e-learning courses for self-directed study available directly from our website:

- Trauma Informed Survivor Support
- Survivors Stress Responses
- Introduction to Abuse, Trauma, and Recovery (in development, launching next financial year)

All NAPAC's training materials are based on what we have heard through the support services and knowledge sharing, including the needs expressed by both survivors and professionals. They are also underpinned by research in cognitive neuroscience, neuropsychology, psychology, and therapeutic practice.

We increased the emphasis on marketing our e-learning provision through social media advertising and print advertising in industry journal *Therapy Today*, which contributed to NAPAC maintaining significant income and profitability.

Any surplus generated by our training activities is used to offset the costs of developing and delivering NAPAC's support services.

#### **ADVOCACY**

Since March 2021, the Chief Executive (Gabrielle Shaw) has continued representing NAPAC on the national 'COVID-19 Victim and Witness Silver Command Group'. This Silver Command Group was set up to advise and assist the Ministry of Justice in its aim to support victims and witnesses of crime in response to COVID-19, providing strategic direction, guidance, and oversight.

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This remains a highly influential and important forum, actively shaping the national response for victims and survivors across the different areas that COVID-19 and associated lockdowns have impacted and is evolving to look at medium and long-term support to victims and survivors more generally. Silver Command Group comprises senior leaders from key government departments (Ministry of Justice; Home Office, Department of Health and Social Care; Ministry of Housing, Communities and Local Government), policing (National Police Chiefs' Council, Association of Police and Crime Commissioners), non-departmental public bodies (NHS England, Her Majesty's Courts and Tribunals Service, Victims' Commissioner, Domestic Abuse Commissioner, Crown Prosecution Service) and sector-leading organisations (NAPAC, Victim Support, Citizens' Advice, The Survivors Trust, Safe Lives and others).

The excellent relationships the Chief Executive has cultivated with these leaders, and the input and data the wider NAPAC team provides, continue to bear fruit. NAPAC is looked to for advice and guidance as outlined below, and our contributions to the debate around data collection and usage has been particularly valued.

The Chief Executive also offers expert input to health, policing, and other groups through participation in national groups such as the NHS Sexual Assault and Abuse Services Framework Stakeholder Advisory Group, the Victims' Commissioners Stakeholder Group, and various policing gold groups.

NAPAC is also acknowledged as expert contributors, invited to speak at or participate in various fora in this reporting period, including:

- Home Office Steering Group discussions on costs of childhood sexual abuse
- CPS redrafting of guidance to prosecutors on investigating non-recent childhood sexual abuse, several more stages of consultation.
- CPS forum on male victims of sexual violence and child sexual abuse forum
- Violence against women and girls' external consultation group
- National Working Group on childhood sexual abuse meetings
- Lambeth Council Redress scheme consultancy for submission to the Independent Inquiry into Child Sexual Abuse
- Quarterly meetings of the London Mayor's Office for Policing and Crim forum, led by the Victims' Commissioner for London.
- A new regular fortnightly of sexual violence support organisations, led by the Victims' Commissioner
- Ministry of Justice 'It Still Matters' campaign raising awareness of support available for survivors of non-recent abuse, including NAPAC
- Church of England Diocese Past Case Review 2
- The project board updating the 'Physical signs of child sexual abuse - evidence-based review and guidance for best-practice' (known as the 'purple book') for paediatric forensic examinations where there are concerns about sexual abuse

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NAPAC's advocacy this year continued to include public health messaging in the context of COVID-19 as this remains an issue of significant concern to people using our support services. We also shared information about the updated COVID 19 guidelines on social media and our website from trusted sources.

NAPAC is engaged with national organisations, including those in the health and social care sectors, to discuss their training needs and provide expert input where there are gaps in provision and understanding in how best to support adult survivors. We contribute insights to support public health campaigns such as advice for survivors around cervical screening or mental health campaigns.

We receive a huge number of enquiries from national, regional, and international media outlets to contribute to news stories or documentaries or requests to advise on drama scripts which relate to non-recent child abuse. We provide comment on the issues we regularly hear about on our support line and information which offers insight and improves the accuracy of portrayals about the impacts of child abuse on adults.

NAPAC is listed on the BBC Action Line page, as well as the 'further support' page published by Channel 4. This is very helpful as a signposting for support service for people who may be triggered by issues raised within the programmes on these channels.

Large increases in call attempts to NAPAC's support line and visits to our website correlate closely with media coverage which features NAPAC or survivors talking about what they suffered, including storylines in TV or radio soaps and dramas, court cases, and police investigations.

NAPAC is proud to have developed and disseminated its media guidelines, following input from IPSO, OFCOM and BBC Editorial guidelines, to assist anyone writing or broadcasting on the subject of non-recent child abuse, so that the needs and impacts on adult survivors are better understood and reported.

### **COMMUNICATIONS**

As a public health service, NAPAC's communications were adjusted in the context of the COVID-19 pandemic during this reporting period.

Usually, our communications are aimed at three audiences – survivors, donors, and professionals. Given the dominance of COVID-19 in news and all media, and the impact it was having directly and indirectly on people using our survivor support services, up until the majority of restrictions were lifted, our communications during the peak of the pandemic focused on supporting survivors. Our main priority was to ensure survivors were well appraised of their support options, and to keep communicating these options and resources via digital channels.

Upon the restrictions being lifted, we were able to once again diversify our content and begin advocating for survivors and tailoring our approach based on what we'd heard during the lockdown period. We have also tweaked our communications to bring survivors clear and simple immediate resources at the point of interaction on social media. Enabling the survivor to interact with these resources instantly, meaning they do not have to click through to our website in order to access certain types of support.

NAPAC did not run any fundraising or emergency appeal for donations this year. We avoided any implication that our services were at risk of closure because of COVID-19, despite having reduced hours on the survivor support service and not being able to run any support groups due to social distancing and related measures. Our communications were consistent and constructive, providing factual public health information, emphasis that NAPAC was an essential service, and reassurance to survivors that we were still here to support them.



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### WEBSITE

We continued to reach many thousands of new people through our NAPAC website – [napac.org.uk](http://napac.org.uk) – this year. Here are some of the trends we identified.

- We had over **181,854 visitor sessions** on the website over this period – a **7.78% increase** on the same period from the previous year.
- 125,581 (71%) were **new visitors** to the website and 53,272 (29%) were **returning visitors**.
- **90% of visitors to our site were in the UK**. The remaining 10% were predominantly from the US, Republic of Ireland, Canada, and Australia.
- We had almost **half a million-page views** (421,782) overall.
- We continue to reach people across all age groups, **though there is a growing number of younger survivors interacting with our site**. Visitors aged 25-34 made up the largest group at 28%, and **over 1 in 5 visitors to the website (21%) is now aged 18-24**. 35-44-year-olds comprised 18.8%, 45-54-year-olds made up 16% and over 55's accounted for 18.7% of visitors.
- There is a **lower age profile for website visitors than for callers to our support line**. It is very positive that more people are seeking help earlier in their lives and beginning their recovery sooner.

### FINANCIAL REVIEW

We are reporting on the year from 1 April 2021 to 31 March 2022.

During this period, gross income of £994,543 was achieved (compared to £621,328 of gross income achieved for the 12-month period to 31 March 2021). This increase in total income is primarily down to unexpected legacy income (see note 4) for which NAPAC is grateful.

We were grateful to have had continued support from the Home Office which has again been the principal funding source of the Charity, with £350,024 being received for the period (compared to £381,016 of Home Office grant funding received for the 12-month period to 31 March 2021).

The grant was given from funds made available by the Home Office to non-statutory organisations in England and Wales providing support to victims of sexual abuse to help meet the ever-increasing demand on those services.

This principal source of funding was supplemented by income from grant-making trusts and bodies and ad-hoc personal donations. All these generous donations are acknowledged with much gratitude by the Trustees who are committed to ensuring that NAPAC continues to use the funding it receives effectively. This includes further enhancement and expansion of our core activities to support survivors and ongoing development of our training programme, which we also see as providing an important source of income for the Charity.

Resources expended in the period were £695,166 (compared to £617,363 of resources expended for the 12-month period to 31 March 2021).

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The key elements of expenditure relate to:

- The staffing costs for organisational leadership, advocacy, volunteer coordination and support, developing and delivering training, and coordinating and delivering support to survivors.
- Establishment and maintenance of the support line technology with the associated website.
- Office accommodation for the administrative and support line centres.

Overall, 2021-2022 was once again a challenging period for NAPAC as our services are ever more in demand thanks to the high profile the organisation enjoys, and the prominence afforded to issues raised in the media which prompt calls to our support line.

We experienced a surplus for the period of £299,377 (compared to a surplus of £3,965 for the 12-month period to 31 March 2021). As noted above, this is a significant increase and is due to unexpectedly high legacy income. As such, the trustees have created a designated fund of £362,000 for the purpose of guarding against future volatility and any potential drop in other sources of support (see note 13).

The Charity continued to strive to streamline its cost base during this period.

## **RESERVES POLICY**

NAPAC's reserves policy is to maintain sufficient unrestricted resources to fund operations for a minimum of three months at a time, while also being cognisant of the fact that the principal grant of which we are a beneficiary is receivable on a bi-annual basis. As a consequence, our unrestricted funds may represent up to six months' expenditure at any one time.

As at 31 March 2022 we had unrestricted funds (also our free reserves) of £597,290 (2021: £296,361) of which £362,000 are designated funds for strategic development. Consequently, we retain an amount sufficient to fund all operations for approximately the next four months.

Since funding is often short-term or one-off in nature, the Trustees are cognisant of the need to continue to seek funding for our work and to maintain adequate reserves which we see as critical for the effective support of survivors across the United Kingdom.

## **STATEMENT OF MAJOR RISKS**

The NAPAC Board of Trustees have considered the major strategic business and operational risks to which the charity is exposed. These are identified, prioritised, mitigated and tracked using a risk register that is reviewed and actioned by the Board on a regular basis. The four 'top' risks that have been identified as most impactful are included below.

### **Financial risk:**

The COVID-19 pandemic continued to have a serious impact on NAPAC's income stream of individual and small trust giving, as is the case across the entirety of the charity sector. This factor combined with the lack of continued and long-term funding – reported in previous financial years also – is the main financial risk NAPAC faces.

Even with these significant challenges, NAPAC continues to focus on developing its own income-generating activities and is achieving positive steps in this regard with increased training and other income. However, this is not yet at the stage of allowing the charity to be self-sustaining.

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NAPAC is grateful to the government for significant grants which make up the majority of the charity's income. The government responded in particular to the unprecedented challenges presented by COVID-19 by creating a Victim and Witness COVID-19 Support Fund. This was to provide additional support for support services for victims and survivors, including NAPAC.

However, there is no guarantee that Home Office or Ministry of Justice funding will be continued, particularly with significant demand on government funding across all areas caused by the COVID-19 pandemic and other factors.

Dependent as it is on statutory funding, NAPAC is mindful of the potential risks of political changes during the on-going period of national uncertainty.

NAPAC is cognisant of the proper and appropriate use of restricted funds, which form the main proportion of the charity's funding arrangements, equating to 41% (2021: 61%) of all income received during the period. As at 31 March 2022, the amount held in our restricted funds stood at £2,193 (2021: £3,745).

#### **Service delivery:**

COVID-19 and the continuing lockdown measures had an impact on NAPAC's service delivery. Whilst the support services were open as usual, there were periods with reduced capacity. At the same time, demand during the period remained high as the lockdowns and concerns about health and wellbeing took their toll on victims and survivors. NAPAC was unable to offer face-to-face support groups during this period due to restrictions and ongoing concerns. The first of two planned online support group pilots were successfully delivered.

Plans to expand our service delivery, as we set out in our strategic five-year plan 'Support on the Journey', is dependent upon more certain funding streams and increasing our own revenue-generating activities such as our training programme as well as recruiting, training, and retaining sufficient staff and volunteers.

#### **Staffing:**

Like many other organisations, COVID-19 and the lockdown measures placed a heavy burden on NAPAC's staff. The charity is a small organisation and we face a significant demand for our services. NAPAC works in a highly emotional and complex trauma-care setting and the issues that we deal with on a daily basis can result in vicarious trauma if not proactively managed. These factors combine to present risk to our staff.

NAPAC was designated an essential service and our staff 'key workers' so we were able to continue providing our support to survivors and victims throughout this reporting period. We noted an increase in complex and multi-dimensional calls to our support line, and the toll this was taking on staff – who were dealing with their own COVID-19 related health and wellbeing issues.

Trustees were and are mindful of the effect of stress on staff from working in this field, which was only exacerbated by COVID-19. Systems were put in place to provide support and guidance to staff as we navigated the evolving situation, which were largely successful.



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### **Governance:**

With the significant challenges posed by COVID-19 and associated lockdown measures, NAPAC's Board of Trustees has worked hard during this reporting period to provide oversight and support to senior management as the charity navigated its way through these unprecedented times. The Board were closely involved in all aspects of NAPAC's organisational response to the pandemic, ensuring that government guidance was followed at all times, with the safety and wellbeing of NAPAC's staff paramount.

NAPAC continues its focus on ensuring that trustees are in place with the skills and experience appropriate to the sound oversight of all aspects of the charity's activities and that together they are able to provide the necessary level of support to NAPAC's senior management.

### **REPORTING**

#### **Internal reporting**

NAPAC uses Xero accounting software for day-to-day book-keeping and to generate monthly and quarterly financial reports as well as management reports for consideration by senior management and trustees. An example of the way that Xero is used is provided by the periodic claims made or statutory funding. Financial reports are generated by Xero and used to prepare the detailed claims to our principal funders.

NAPAC continues to make significant progress in strengthening the quality and timeliness of the management information it receives.

Improving management information is enabling NAPAC to continually refine its income generation strategy and develop appropriate marketing programmes. Work has begun researching an organisation-wide database that can securely connect the different functions and integrate with Xero. Initial proposals and quotes are becoming compared, with testing and implementation planned for late 2022.

Donor reporting is managed internally. Monthly, quarterly, and annual reports are produced between finance and fundraising for accurate data on donations and pledges received. There is also quarterly reporting on the pipeline of prospective and ongoing relationships with current donors and stakeholders, including regular and recurring donations, grants from trusts, and one-off and legacy gifts, and community, corporate, and challenge activities.

NAPAC continues to use a specialist social enterprise product to manage online donations and collect Gift Aid. It provides a secure online fundraising tool for NAPAC and for donors and provides insights into donation activity, which supports NAPAC's internal analysis and reporting.

#### **External donor reporting**

Formal donor reporting continues to develop as part of the fundraising cycle. Informal donor reporting continues as part of ongoing stewardship with individual donors and prospective supporters, and forms part of the regular conversations with all stakeholders.

A final report was provided to the Clothworkers Foundation in November 2021, conveying the specific impacts leveraged by their donation on our support services, with a copy of NAPAC's Impact Report showing how their support integrated with wider benefits achieved for survivors.

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### PLANS FOR FUTURE PERIODS

NAPAC has always been responsive to the changing needs of survivors, and this is increasingly evident in the agility of the organisation.

**NAPAC's support services** will continue to adapt, develop, innovate, and expand in future periods, reflecting the changing needs of survivors and targeting harder-to-reach demographics. A development project has been initiated to ensure continuous improvement and innovation. Alongside our emerging equality, diversity, and inclusion (EDI) work, this will be further embedded through our next strategic plan, being developed from autumn 2022.

**Knowledge sharing** is another key pillar of our future plans. Through long experience, NAPAC has gained unique knowledge and insight into how survivors can best be supported. NAPAC also helps ensure more survivors can access the support they need and deserve by sharing this knowledge widely. We will continue to do this by:

- inputting into government policy (including the Ministry of Justice's Silver Command Group) and shaping the national debate
- providing expert advice and comment to the media and others engaged in the field
- carrying out research and sharing the results widely
- providing training to third-party service providers, to ensure they are best equipped to provide appropriate support to survivors

We will continue in future periods to focus on **outputs and outcomes**. Our primary annual output target is supporting over 10,000 survivors directly by telephone and email. We aim to increase engagement with our website and social media by at least 5% each year. Tens of thousands more are supported indirectly through knowledge sharing.

Our primary outcome is survivors feeling better. In 2020/21, of over 3,000 callers it was appropriate to ask, 97% felt better at the end of their call. Feeling better, in survivor's own words, includes:

- someone listening, being believed
- reaffirming the abuse was not their fault, tackling blame and shame
- feeling empowered, proactively engaging with recovery
- a boost, more positive and confident
- stronger coping strategies, less fearful
- feeling hopeful.

NAPAC will build upon its substantial experience and the investment in recent years in its unique range of front-line services for adult survivors of childhood abuse. The outcome of this will be continued strengthening of core support services for survivors.

Specifically, that frontline support services that survivors receive from NAPAC (and other frontline services influenced by NAPAC through training, information, and advice) make a positive and material difference to the lives of these survivors.

NAPAC will also update our five-year strategic plan, with the aim of writing and launching our new five-year plan in early 2023.

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### **Generating income**

Like many charities, NAPAC faces heavy competition for funding. The challenge of generating income is exacerbated by the misunderstandings and myths that surround the issue of childhood abuse. NAPAC has consequently so far relied largely upon donations from survivors, or organisations with a specific interest in childhood abuse.

We recognise that we need to diversify our sources of income. NAPAC is working towards the development of a comprehensive and tactical income generation strategy, whose elements will include:

- continuing the development of a strong and consistent case of how NAPAC makes an impact and what funding contributions will help us achieve, together with the alignment of the whole organisation – Board, staff, volunteers – around that case.
- furthering the development of compelling plans for enhancements in our services, which promise a step change in the level of support for survivors, and which can be worked into bids for funding.
- Increasing the exploration of new sources of funding, in particular for support groups – for example, local and regional authorities, local health and social care providers, CCGs and locally-based trusts.
- maximising the potential of our champions in the UK and overseas – influential friends who are willing to speak up for survivors and recommend NAPAC's work.
- a focus on building more sustainability and self-reliance into the funding base, in particular through the further development of our training and consultancy services as revenue-driving activities.
- launching a new partnership programme for law firms, enabling NAPAC to signpost to accurate information and generate funding for our website and resources development and hosting.

### **Responsibilities of the Board of Trustees**

Company law requires the Board of Trustees to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its income and expenditure for the financial year then ended. In preparing those accounts, the Board of Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the accounts on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Board of Trustees is responsible for maintaining 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 accounts comply with the Companies Act 2006. The Board of Trustees is 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.

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2022**

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### **Members of the Board of Trustees**

Members of the Board of Trustees, who are directors for the purposes of company law and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 1.

### **Independent Examiner**

TC Group has been reappointed as independent examiner for the ensuing year.

### **Basis of Preparation of Accounts**

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the provisions applicable to companies subject to the small companies' regime.

The trustees' annual report (incorporating the directors' report) was approved on 15 September 2022 and signed on behalf of the NAPAC Board of Trustees by:



**Ms P Gale**  
**Trustee**

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## INDEPENDENT EXAMINER'S REPORT

### TO THE TRUSTEES OF THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

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I report on the accounts for the year ended 31 March 2022 set out on pages 18 to 30.

#### **Respective responsibilities of Trustees and examiner**

As the Charity's Trustees of the Company (and also its directors for the purposes of Company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your Charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

#### **Independent examiner's statement**

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

  
**Mark Cummins FCCA FCIE**

For and on behalf of:

**TC Group**

The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

Date: 21 September 2022

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2022

|                                    | Note | Unrestricted<br>funds<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | 2022<br>Total<br>£ | 2021<br>Total<br>£ |
|------------------------------------|------|----------------------------|--------------------------|--------------------------|--------------------|--------------------|
| <b>INCOME FROM:</b>                |      |                            |                          |                          |                    |                    |
| Donations and grants               | 4    | 498,505                    | -                        | 410,887                  | 909,392            | 550,230            |
| Charitable activities              | 5    | 85,130                     | -                        | -                        | 85,130             | 71,060             |
| Investments                        | 6    | 21                         | -                        | -                        | 21                 | 38                 |
| <b>Total income</b>                |      | <b>583,656</b>             | <b>-</b>                 | <b>410,887</b>           | <b>994,543</b>     | <b>621,328</b>     |
| <b>EXPENDITURE ON:</b>             |      |                            |                          |                          |                    |                    |
| <i>Raising funds:</i>              | 7    |                            |                          |                          |                    |                    |
| Fundraising                        |      | 43,074                     | -                        | -                        | 43,074             | 43,753             |
| <i>Charitable activities:</i>      |      |                            |                          |                          |                    |                    |
| Training courses                   |      | 1,924                      | -                        | -                        | 1,924              | 16,432             |
| Operation of NAPAC                 |      | 237,729                    | -                        | 412,439                  | 650,168            | 557,178            |
| <b>Total expenditure</b>           |      | <b>282,727</b>             | <b>-</b>                 | <b>412,439</b>           | <b>695,166</b>     | <b>617,363</b>     |
| <b>Net income for the year</b>     |      | <b>300,929</b>             | <b>-</b>                 | <b>(1,552)</b>           | <b>299,377</b>     | <b>3,965</b>       |
| <b>Transfer between funds</b>      | 13   | <b>(362,000)</b>           | <b>362,000</b>           | <b>-</b>                 | <b>-</b>           | <b>-</b>           |
| <b>Net movement in funds</b>       |      | <b>(61,071)</b>            | <b>362,000</b>           | <b>(1,552)</b>           | <b>299,377</b>     | <b>3,965</b>       |
| <b>RECONCILIATION OF FUNDS</b>     |      |                            |                          |                          |                    |                    |
| <b>Total funds brought forward</b> | 14   | <b>296,361</b>             | <b>-</b>                 | <b>3,745</b>             | <b>300,106</b>     | <b>296,141</b>     |
| <b>TOTAL FUNDS CARRIED FORWARD</b> | 14   | <b>235,290</b>             | <b>362,000</b>           | <b>2,193</b>             | <b>599,483</b>     | <b>300,106</b>     |

The results of the year derive from continuing activities and there are no gains or losses other than those shown above.

The notes on pages 21 to 30 form part of these accounts.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## BALANCE SHEET

AS AT 31 MARCH 2022

|                                          | Note | 2022<br>£      | 2021<br>£      |
|------------------------------------------|------|----------------|----------------|
| <b>CURRENT ASSETS</b>                    |      |                |                |
| Debtors                                  | 10   | 466,969        | 247,924        |
| Cash at bank and in hand                 | 11   | 165,649        | 118,836        |
| Total current assets                     |      | 632,618        | 366,760        |
| <b>LIABILITIES</b>                       |      |                |                |
| Creditors falling due within one year    | 12   | (33,135)       | (66,654)       |
| <b>NET CURRENT ASSETS AND NET ASSETS</b> |      | <u>599,483</u> | <u>300,106</u> |
| <b>FUNDS</b>                             |      |                |                |
| Unrestricted funds                       | 14   | 235,290        | 296,361        |
| Designated funds                         | 14   | 362,000        | -              |
| Restricted funds                         | 14   | 2,193          | 3,745          |
| <b>TOTAL FUNDS</b>                       |      | <u>599,483</u> | <u>300,106</u> |

The charitable Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the charitable Company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- ensuring that the charitable Company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable Company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable Company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities in accordance with FRS 102. The financial statements were approved by the Board of Trustees on 15 September 2022 and were signed on its behalf by:



Ms P Gale  
Trustee

The notes on pages 21 to 30 form part of these accounts.

Company number: 07311390.



THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

|                                                               |       | 2022              |               | 2021               |
|---------------------------------------------------------------|-------|-------------------|---------------|--------------------|
|                                                               | Notes | £                 | £             | £                  |
| <b>Cash flows from operating activities:</b>                  |       |                   |               |                    |
| Net income/(expenditure) for the year                         |       | 299,377           |               | 3,965              |
| (Increase)/decrease in debtors                                | 10    | (219,045)         |               | 45,329             |
| Decrease in creditors                                         | 12    | (33,519)          |               | (2,548)            |
| Investment income                                             |       | (21)              |               | (38)               |
| <b>Net cash provided by/(used in) operating activities</b>    |       | <b>46,792</b>     |               | <b>46,708</b>      |
| <b>Cashflows from investing activities</b>                    |       |                   |               |                    |
| Interest income                                               |       | 21                |               | 38                 |
| <b>Cash provided by/(used in) investing activities</b>        |       | <b>21</b>         |               | <b>38</b>          |
| <b>Increase/(decrease) in cash</b>                            |       | <b>46,813</b>     |               | <b>46,746</b>      |
| <b>Cash and cash equivalents at the beginning of the year</b> |       | <b>118,836</b>    |               | <b>72,090</b>      |
| <b>Cash and cash equivalents at the end of the year</b>       | 11    | <b>165,649</b>    |               | <b>118,836</b>     |
|                                                               |       | 1 April 2021<br>£ | Cashflow<br>£ | 31 March 2022<br>£ |
| <b>Cash at bank and in hand</b>                               |       | <b>118,836</b>    | <b>46,813</b> | <b>165,649</b>     |

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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### 1. STATUTORY INFORMATION

The National Association for People Abused in Childhood is a Company Limited by Guarantee, incorporated in the England and Wales and has no share capital. The Charity is under the control of the Trustees. Its registered office is 7-14 Great Dover Street, Borough, London, England, SE1 4YR.

### 2. ACCOUNTING POLICIES

#### 2.1 Accounting convention

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The National Association for People Abused in Childhood meets the definition of a public benefit entity under FRS 102. In view of the Charity's positive cash and reserves positions, the Charity has no material uncertainties in relation to its ability to continue operating including an impact of Covid-19 and as such the accounts have been prepared on a going concern basis. This conclusion takes into account any known financial effect of Covid-19. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The Charity's presentation currency is the Pound Sterling.

The National Association for People Abused in Childhood is not part of a group. These financial statements therefore reflect the activity of the Charity as an individual entity.

#### 2.2 Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The Trustees do not consider that there are any critical judgments made in applying the Charity's accounting policies or that there are any critical accounting estimates or assumptions which may have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next financial year.

#### 2.3 Income

All incoming resources are included in the Statement of Financial Activities when entitlement has passed to the Charity, it is probable that the economic benefits associated with the transaction will flow to the Charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Donations and grant income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

## 2. ACCOUNTING POLICIES – Continued

### 2.3 Income - continued

- Legacy income is recognised when receipt is probable and entitlement is established.
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably. In which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- Income from contract for the supply of services is recognised with the delivery of the contracted service.
- This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.
- Interest on funds held on deposit is included when receivable and the amount can be measured reliably. This is typically upon notification of the interest being paid by the bank.

All income is measured net of any discounts and as the Charity's activities are exempt from VAT the application of VAT and other sales taxes is not required.

### 2.4 Expenditure

Where incoming resources have related expenditure or a legal or constructive obligation arises, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the Statement of Financial Activities to which it relates.

Expenditure on charitable activities includes all costs incurred by the Charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs relating to the governance of the Charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Employee termination costs are recognised in the period in which formal agreement of such payments are reached by the Trustees.

### 2.5 Support and governance costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. The bases on which support costs have been allocated are set out in note 8.

Governance costs include the costs of preparation and examination of statutory accounts, the costs of the Annual General Meeting and trustees' meetings and costs of any legal advice to trustees on governance or constitutional matters.

### 2.6 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Basic financial instruments are recognised at amortised cost.

### 2.7 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

**2. ACCOUNTING POLICIES – Continued**

**2.8 Cash at bank and in hand**

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

**2.9 Creditors**

Creditors are recognised when there is a present obligation arising from a past event, the settlement of which will likely result in resources embodying economic benefits being transferred from the Charity. Accruals are recognised at their settlement amount once a reliable measurement can be obtained.

**2.10 Fund accounting**

General unrestricted funds are available for use in accordance with the charitable objectives at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or through the terms of an appeal, and fall into two sub-classes: restricted income funds or endowment funds. Further explanation of the nature and purpose of each restricted fund is included in the notes to the financial statements.

**2.11 Pensions**

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activity in the period to which they relate as unrestricted expenditure. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund. At the balance sheet date £3,172 was due to the pension scheme (2021: £3,573).

**2.12 Leasing Commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activity on a straight-line basis over the period of the lease.

**3. TAXATION**

The Company is registered as a Charity and all of its income falls within the exemptions under Part 11 of the Corporation Tax Act 2010.

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

4. INCOME FROM LEGACIES, DONATIONS AND GRANTS

|                       | Unrestricted<br>funds | Restricted<br>funds | 2022<br>Total<br>£ | Unrestricted<br>funds | Restricted<br>Funds | 2021<br>Total<br>£ |
|-----------------------|-----------------------|---------------------|--------------------|-----------------------|---------------------|--------------------|
| <b>Legacies</b>       | <b>363,677</b>        | <b>-</b>            | <b>363,677</b>     | <b>7,247</b>          | <b>-</b>            | <b>7,247</b>       |
| <b>Donations</b>      |                       |                     |                    |                       |                     |                    |
| Trusts                | 17,250                | -                   | 17,250             | -                     | -                   | -                  |
| Partnerships          | 4,000                 | -                   | 4,000              | 15,000                | -                   | 15,000             |
| Consultancy           | 2,525                 | -                   | 2,525              | 4,200                 | -                   | 4,200              |
| Adhoc                 | 24,593                | -                   | 24,593             | 10,389                | -                   | 10,389             |
| Charity Checkout      | 16,634                | -                   | 16,634             | -                     | -                   | -                  |
| Justgiving            | 10,061                | -                   | 10,061             | 11,577                | -                   | 11,577             |
| Paypal                | 2,956                 | -                   | 2,956              | 2,940                 | -                   | 2,940              |
| General               | -                     | -                   | -                  | 5,674                 | -                   | 5,674              |
| Clothworkers          | 18,981                | -                   | 18,981             | 24,019                | -                   | 24,019             |
| Manchester City funds | -                     | -                   | -                  | 30,000                | -                   | 30,000             |
| Ministry of Justice   | 20,288                | 60,863              | 81,151             | 25,375                | -                   | 25,375             |
| Corporates            | 10,000                | -                   | 10,000             | -                     | -                   | -                  |
| Fundraising Manager   | -                     | -                   | -                  | 32,793                | -                   | 32,793             |
| Other                 | 7,540                 | -                   | 7,540              | -                     | -                   | -                  |
| <b>Grants</b>         |                       |                     |                    |                       |                     |                    |
| Home Office           | -                     | 350,024             | 350,024            | -                     | 381,016             | 381,016            |
|                       | <b>498,505</b>        | <b>410,887</b>      | <b>909,392</b>     | <b>169,214</b>        | <b>381,016</b>      | <b>550,230</b>     |

5. CHARITABLE ACTIVITIES

|                  | 2022<br>£     | 2021<br>£     |
|------------------|---------------|---------------|
| Training courses | <u>85,130</u> | <u>71,060</u> |

6. INVESTMENT INCOME

|                          | 2022<br>£ | 2021<br>£ |
|--------------------------|-----------|-----------|
| Bank interest receivable | <u>21</u> | <u>38</u> |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

7. EXPENDITURE ON RAISING FUNDS AND CHARITABLE ACTIVITIES

|                                        | Wages<br>Costs<br>£ | Other<br>costs<br>£ | 2022<br>Total<br>£ | 2021<br>Total<br>£ |
|----------------------------------------|---------------------|---------------------|--------------------|--------------------|
| <b>Cost of raising funds:</b>          |                     |                     |                    |                    |
| Fundraising                            | 42,457              | 617                 | 43,074             | 43,753             |
| <b>Total cost of raising funds</b>     | <b>42,457</b>       | <b>617</b>          | <b>43,074</b>      | <b>43,753</b>      |
| <b>Charitable activity expenditure</b> |                     |                     |                    |                    |
| Training courses                       | -                   | 1,924               | 1,924              | 16,432             |
| Operation of NAPAC                     | 437,059             | 213,109             | 650,168            | 557,178            |
| <b>Total charitable expenditure</b>    | <b>437,059</b>      | <b>215,033</b>      | <b>652,092</b>     | <b>573,610</b>     |
| <b>Total expenditure</b>               | <b>479,516</b>      | <b>215,650</b>      | <b>695,166</b>     | <b>617,363</b>     |

|                                                                 | 2022<br>£     | 2021<br>£     |
|-----------------------------------------------------------------|---------------|---------------|
| <b>Included in the above is the following governance costs:</b> |               |               |
| <b>Governance costs:</b>                                        |               |               |
| Current independent examiner remuneration for examination       | 3,600         | 3,600         |
| Current independent examiner remuneration for other services    | 15,895        | 18,894        |
| Trustees' expenses                                              | 489           | 121           |
| <b>Total governance costs</b>                                   | <b>19,984</b> | <b>22,615</b> |

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**8. STAFF COSTS**

|                              | 2022<br>£      | 2021<br>£      |
|------------------------------|----------------|----------------|
| Wages and salaries           | 413,338        | 377,492        |
| Employers national insurance | 31,914         | 28,698         |
| Pension costs                | 19,766         | 17,255         |
|                              | <u>465,018</u> | <u>423,445</u> |
| Other staff costs            | 14,498         | 14,177         |
|                              | <u>479,516</u> | <u>437,622</u> |

There are no employees with emoluments above £60,000 (2021: none).

The average headcount of employees during the year was 18 (2021: 17). The average number of full-time equivalent employees during the year is analysed as follows:

| <b>Employee headcount</b> | 2022<br>Number | 2021<br>Number |
|---------------------------|----------------|----------------|
| Management                | 3              | 3              |
| Administration            | 15             | 14             |
|                           | <u>18</u>      | <u>17</u>      |

**9. TRUSTEE EXPENSES AND KEY MANAGEMENT PERSONNEL**

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

During the year to 31 March 2022 £273 was reimbursed to two trustees in respect of travel expenses. There were no trustee expense reimbursements in 2021.

The total amount of employee benefits received by the executive team for their services to the charity was £106,424 (2021: £104,266). The executive team comprises the Chief Executive and the Chief Operating Officer.



THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

10. DEBTORS

|                                | Total<br>2022<br>£ | Total<br>2021<br>£ |
|--------------------------------|--------------------|--------------------|
| Trade debtors                  | 14,450             | 40,875             |
| Prepayments and accrued income | 451,353            | 205,884            |
| Other debtors                  | 1,166              | 1,165              |
|                                | <u>466,969</u>     | <u>247,924</u>     |

11. CASH AT BANK AND IN HAND

|              | Total<br>2022<br>£ | Total<br>2021<br>£ |
|--------------|--------------------|--------------------|
| Cash at bank | 165,116            | 118,304            |
| Cash in hand | 533                | 532                |
|              | <u>165,649</u>     | <u>118,836</u>     |

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

|                                 | Total<br>2022<br>£ | Total<br>2021<br>£ |
|---------------------------------|--------------------|--------------------|
| Trade creditors                 | 14,560             | 5,248              |
| Accruals and deferred income    | 7,120              | 50,809             |
| Social security and other taxes | 8,283              | 7,024              |
| Other creditors                 | 3,172              | 3,573              |
|                                 | <u>33,135</u>      | <u>66,654</u>      |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

13. ANALYSIS OF FUNDS

|                          | Balance<br>at 1 April<br>2021<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Transfers<br>£   | Balance at<br>31 March<br>2022<br>£ |
|--------------------------|------------------------------------|----------------------------|----------------------------|------------------|-------------------------------------|
| <b>General funds</b>     | <u>296,361</u>                     | <u>583,656</u>             | <u>(282,817)</u>           | <u>(362,000)</u> | <u>235,290</u>                      |
| <b>Designated funds</b>  |                                    |                            |                            |                  |                                     |
| Strategic Development    | -                                  | -                          | -                          | 362,000          | <u>362,000</u>                      |
|                          | -                                  | -                          | -                          | 362,000          | <u>362,000</u>                      |
| <b>Restricted funds:</b> |                                    |                            |                            |                  |                                     |
| Home Office              | -                                  | 350,024                    | (350,024)                  | -                | -                                   |
| Ministry of Justice      | -                                  | 60,863                     | (60,863)                   | -                | -                                   |
| Philip King Trust        | <u>3,745</u>                       | -                          | <u>(1,552)</u>             | -                | <u>2,193</u>                        |
|                          | <u>3,745</u>                       | <u>410,887</u>             | <u>(412,439)</u>           | -                | <u>2,193</u>                        |

**DESIGNATED FUND:**

**Strategic development**

During the year the charity transferred £362,000 into a designated fund in order to facilitate future strategic development.

**RESTRICTED FUNDS:**

**Home Office**

The charity was successful in receiving a grant from the Home Office, under the latter's 'Support for Victims and Survivors of Child Sexual Abuse' (SVSCSA) fund. This SVSCSA Fund was part of a wider allocation of £2,400,000 made available over a two-year period by the Home Office for voluntary sector organisations supporting victims and survivors of child sexual abuse, in recognition of the increasing demand such organisations are experiencing.

**Ministry of Justice**

During the year the charity received a grant of £60,863 to increase capacity for the national support helpline in response to the rising demand for support for victims of rape and sexual abuse.

**Philip King Trust**

The charity was awarded £19,742 from The Philip King Trust in November 2019. The funds were used to cover David Fawcett's fees, an external consultant.

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| 31 March 2022                  | Unrestricted<br>Funds<br>£ | Designated<br>Funds      | Restricted<br>Funds<br>£ | Total<br>2022<br>£ |
|--------------------------------|----------------------------|--------------------------|--------------------------|--------------------|
| Current assets                 | 268,425                    | 362,000                  | 2,193                    | 632,618            |
| Creditors: due within one year | (33,135)                   | -                        | -                        | (33,135)           |
|                                | <u>235,290</u>             | <u>362,000</u>           | <u>2,193</u>             | <u>599,483</u>     |
| 31 March 2021                  | Unrestricted<br>Funds<br>£ | Designated<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ |
| Current assets                 | 363,015                    | -                        | 3,745                    | 374,760            |
| Creditors: due within one year | (66,654)                   | -                        | -                        | (66,654)           |
|                                | <u>296,361</u>             | <u>-</u>                 | <u>3,745</u>             | <u>300,106</u>     |

15. LEASE COMMITMENTS

At 31 March 2022 the Charity the charity had no commitments under non-cancellable operating leases outstanding (2021: £nil).

Included within expenditure on charitable activities are charges relating to the Charity's rental leases of £57,839 (2021: £67,697).

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

16. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES  
(Including Income and Expenditure Account)  
YEAR ENDED 31 MARCH 2021

|                                                          | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 31 Mar<br>2021<br>Total<br>£ |
|----------------------------------------------------------|----------------------------|--------------------------|------------------------------|
| <b>INCOME FROM:</b>                                      |                            |                          |                              |
| Donations and grants                                     | 169,214                    | 381,016                  | 550,230                      |
| Charitable activities                                    | 71,060                     | -                        | 71,060                       |
| Investments                                              | 38                         | -                        | 38                           |
| <b>Total income</b>                                      | <b>240,312</b>             | <b>381,016</b>           | <b>621,328</b>               |
| <b>EXPENDITURE ON:</b>                                   |                            |                          |                              |
| <i>Raising funds:</i>                                    |                            |                          |                              |
| Fundraising                                              | 43,753                     | -                        | 43,753                       |
| <i>Charitable activities:</i>                            |                            |                          |                              |
| Training courses                                         | 16,432                     | -                        | 16,432                       |
| Operation of NAPAC                                       | 172,733                    | 384,445                  | 557,178                      |
| <b>Total expenditure</b>                                 | <b>232,918</b>             | <b>384,445</b>           | <b>617,363</b>               |
| <b>Net income for the year/Net<br/>movement in funds</b> | <b>7,394</b>               | <b>(3,429)</b>           | <b>3,965</b>                 |
| <b>RECONCILIATION OF FUNDS</b>                           |                            |                          |                              |
| <b>Total funds brought forward</b>                       | <b>288,967</b>             | <b>7,174</b>             | <b>296,141</b>               |
| <b>TOTAL FUNDS CARRIED<br/>FORWARD</b>                   | <b>296,361</b>             | <b>3,745</b>             | <b>300,106</b>               |

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# Accounts

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REGISTERED COMPANY NUMBER: 03565696 (England and Wales)  
REGISTERED CHARITY NUMBER: 1069802  
OSCR NUMBER: SC049296



THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD  
REPORT OF THE BOARD OF TRUSTEES AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021

tc accounts • tax • legal • financial planning

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
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# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## LEGAL AND ADMINISTRATION INFORMATION

**FOR THE YEAR ENDED 31 MARCH 2021**

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**Registered Company number** 03565696 (England and Wales)

**Registered Charity number** 1069802  
**OSCR Number** SC049296

**Registered office** CAN Mezzanine  
7-14 Great Dover Street  
Borough  
London  
England  
SE1 4YR

| <b>Trustees (During the year and at the date of approval of these financial statements)</b> | <b>Name</b>    | <b>Action/Date</b>         |
|---------------------------------------------------------------------------------------------|----------------|----------------------------|
|                                                                                             | Mr J Bakker    | Resigned 06 May 2020       |
|                                                                                             | Ms L Cowen     | Appointed 9 June 2021      |
|                                                                                             | Mr T Croft     | Resigned 31 March 2021     |
|                                                                                             | Ms P Gale      |                            |
|                                                                                             | Mr J Griffiths |                            |
|                                                                                             | Ms K Hitchcock | Appointed 9 June 2021      |
|                                                                                             | Mr N Hodson    | Appointed 9 June 2021      |
|                                                                                             | Dr T Lambert   |                            |
|                                                                                             | Ms G Marks     | Resigned 31 March 2021     |
|                                                                                             | Ms A Millar    | Appointed 9 June 2021      |
|                                                                                             | Ms A Milner    | Resigned 15 September 2021 |
|                                                                                             | Mr S Naik      | Appointed 9 June 2021      |
|                                                                                             | Ms M Newman    |                            |
|                                                                                             | Mr S Spencer   |                            |

**Secretary** Mr T Barclay

|                       |              |                         |
|-----------------------|--------------|-------------------------|
| <b>Executive Team</b> | Ms G Shaw    | Chief Executive         |
|                       | Mr T Barclay | Chief Operating Officer |

**Independent examiner** Mark Cummins FCCA FCIE  
T C Group  
The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

**Bankers**  
CAF Bank  
St Bride Street  
London  
EC4A 47AD

Metro Bank  
72-76 High St  
Bromley  
BR1 1EG

Lloyds Bank  
6-8 Market Square  
Bromley  
BR1 1NA

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 MARCH 2021***

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The Board of Trustees, who are also the Directors of the Company for the purposes of the Company law, submit their annual report and financial statements of The National Association for People Abused in Childhood for the year ended 31 March 2021. The Board of Trustees confirm that the trustees report and financial statements of the Company comply with the Company's Memorandum and Articles of Association, the Companies Act 2006, the Charities Act 2011, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) — (Charities SORP (FRS 102)), and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

### **GOVERNANCE AND MISSION**

#### **Governing document**

NAPAC is a charitable company limited by guarantee, incorporated on 12 May 1998 and registered as a charity on 29 May 1998. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. On 28 November 2018, by Special Resolution of its Board of Trustees (also known as members), NAPAC updated its Articles of Association which substitute and supersede the original 1998 Articles of Association as the organisation's governing document.

#### **Mission**

NAPAC's vision is of a society in which every adult survivor of childhood abuse in the UK can access the support they need, when they need it, to make a journey of recovery and heal their emotional and psychological wounds.

As the only national organisation in the UK focussed on the needs of both female and male adult survivors of all kinds of childhood abuse, NAPAC has a central and unique role to play in the delivery of this vision.

#### **Values**

We have firm beliefs about the damaging impact of childhood abuse on people's lives, and how this damage can and should be repaired. They are the values which underpin everything we do:

- We believe that any abuse of children – whether physical, sexual, narcissistic, emotional or ritual, or the result of neglect – is damaging and wrong.
- We know that abuse in childhood can cause continuing harm and suffering to millions of people well into adulthood.
- We believe that every individual has the right to leave the impact of childhood abuse behind, grow as a person and enjoy a happier and more fulfilled life, not defined by childhood trauma.
- We know that survivors of childhood abuse can be empowered to do just that: we have proved that we and others can support them.

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 MARCH 2021***

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### **Purpose**

NAPAC aims to make a difference in the lives of adult survivors of childhood abuse by:

- providing a range of services which offer direct support to survivors.
- ensuring that survivors know where they can go for help.
- spreading best practice in the support of survivors among those who they may approach for help.
- working with others to increase the provision and effectiveness of support for survivors.
- standing up for survivors and representing their interests among those who are in a position to help improve their lives.

### **Public Benefit**

The trustees have taken the Charity Commission's general guidance on public benefit contained within their publication Charities and Public Benefit, into account when preparing this Trustees' Annual Report.

## **ACHIEVEMENTS AND PERFORMANCE - Year from 1 April 2020 to 31 March 2021**

### **General overview**

NAPAC provides the only free national support service for adult survivors of all types of childhood abuse. We offer specialist, confidential support to all adult survivors of any type of abuse, operated by experienced staff and trained volunteers.

NAPAC works closely with the criminal justice and public health sectors. We support survivors to navigate and understand their options with criminal and civil law, and in healing and recovery. Choice is key, and our website provides a wealth of free information and resources for survivors and those supporting them.

As a trusted public-health organisation, people use NAPAC's services to support their overall health and wellbeing, to build and improve their resilience, and to be able to make brave, positive choices every day – including asking for help when they need it.

Those using our services ask for support with a range of concerns, including anxiety, depression, isolation, reporting to the police, domestic and sexual violence, boundaries, and complex post-traumatic stress. For many, contacting NAPAC is a first step to recovering from trauma and leading happier, more fulfilled lives.

NAPAC has four main services:

- We run the UK's only free national telephone and email support service for all adult survivors of any kind of childhood abuse.
- Intensive psycho-educational support groups for survivors of abuse; these face-to-face support groups have now been developed for online delivery.
- We provide extensive training for professionals who engage with adult survivors of childhood abuse and anyone at risk of vicarious trauma.

## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

#### FOR THE YEAR ENDED 31 MARCH 2021

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- We conduct research and advocacy, using our own data and working in partnership to raise survivors' voices in policy and practice across the UK.

During this reporting period, the global pandemic of COVID-19 and its associated effects was the dominant issue for UK society. The unprecedented challenges this raised affected NAPAC along with the rest of the charitable sector hugely; much of this financial year was spent on navigating and adapting to the new realities of living in a COVID-19 world.

Some of the effects were immediate and obvious. NAPAC was defined as an essential service and our staff key workers, which meant we were able to continue providing our support services to victims and survivors throughout this year. However, this was under the challenge of operating reduced hours for eight months of this financial year due to social distancing requirements and frequent self-isolation of staff. NAPAC's income streams also were affected, particularly individual donations and small trust grants, both of which suffered precipitous falls compared with previous financial years.

COVID-19 also provided an impetus for innovation and change. This was most obvious in the pivot to online delivery of both support groups and training; NAPAC spent much of this reporting period researching, developing and piloting these new models, and the early indications are extremely promising.

Our website again proved to be an essential first point of support for survivors, victims, supporters and professionals; we increased the percentage of calls answered on our telephone support line; and our advocacy and media work have kept the issue of childhood abuse and support for adult survivors firmly in the public eye.

Further amendments to our staffing structures and enhancement of our governance ability provided the foundation of our overall success in navigating the challenges of this COVID-19 period. It means that NAPAC maintains the ability to flex and meet the organisation's strategic goals, with strong governance oversight from an experienced and cohesive Board of Trustees.

Significant challenges remain, however. Demand for NAPAC's services, particularly our telephone support line and support groups, far outstrips our current ability to meet it. We know that more generally, adult survivors across the UK face barriers to accessing the support they need, when they need it, and that too often the response they receive is inadequate.

NAPAC is in a strong position to achieve the ambitions outlined in our updated strategic plan – [NAPAC StrategicPlan2018-23 Autumn2020.pdf](#) – and will incorporate our learning gained over the past reporting period to better meet these challenges.

#### Activities and Performance

In the sections that follow, NAPAC will report in detail its performance across its main areas of work, including support services, training, advocacy and communications. Some of the highlights from those areas are noted below. During the year to 31 March 2021, the principal activities of NAPAC included:

- Providing a free and confidential national telephone support line, and an email support service, for survivors of childhood abuse
  - Over 8,600 requests for support answered.
  - Over 3,725 hours providing support by phone and email.
- Maintaining a website containing information relevant to survivors of childhood abuse - [napac.org.uk](http://napac.org.uk)
  - Over 168,000 visitor sessions.
  - Over 8,700 visitor hours.

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

### ***FOR THE YEAR ENDED 31 MARCH 2021***

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- Supplying training, information and resources for those providing assistance to survivors of abuse.
- Researching, developing and piloting four new training programmes dealing with topics such as vicarious trauma, emotional resilience and stress responses of survivors.
- Developing and preparing an entirely new model of online support groups, in order for NAPAC to offer this at much greater scale than face-to-face support groups.
- The raising of public awareness of the continuing impact of childhood abuse.
- Participation and representation at seminars and conferences on subjects related to the alleviation of the impact of childhood abuse.
- The publication of materials and information and resources for survivors and those who support them, which are free to download in electronic format.

### **SUPPORT SERVICES**

#### **Telephone support line and email support**

NAPAC's support services operation, which encompasses our telephone support line and email support service, is run entirely from our Stockport office. This gives greater efficiency and improved safety and transparency for callers as well as staff and volunteers.

NAPAC's free national telephone support line for adult survivors of childhood abuse - 0808 801 0331 - offers survivors the chance to talk through their experiences with highly-trained volunteers and staff.

The purposes of the support line are:

- to provide support for survivors in their journey of recovery and healing from the long-term consequences of childhood abuse.
- to provide that support at whatever point or points in their journey they need it.
- in combination with resources on the NAPAC website, to give survivors a chance to believe that healing is possible.
- to help survivors get to a point where they feel they can take more control over their own ongoing healing journey.

Our survivor support services are confidential and anonymous. Our Call Handling software, which manages our telephone exchange, provides us with headline data about the volume of calls we receive and allows us to better manage the service.

We know that for some survivors, writing down their feelings can be easier than talking; NAPAC therefore offers an email (and letter) support service where people may write to us with any questions or comments about abuse experienced in childhood, its impact in adulthood, their recovery experiences, or to find longer-term support in their area.

The email (and letter) answering service additionally has the purpose of allowing survivors to make an initial approach to NAPAC even if they may not be ready for a telephone conversation. In answering emails NAPAC encourages correspondents, when appropriate to do so, to call the support line. It is considered that the support line provides a more effective means of support, in that it is easier to be survivor-led and person-centred in a conversation than in an email exchange.

## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

#### FOR THE YEAR ENDED 31 MARCH 2021

Between 1 April 2020 and 31 March 2021, the team consisted of 15 active volunteers and 13 members of staff. The normal opening hours of the support services operation are 10.00-21.00 Mondays to Thursdays, and 10.00-18.00 on Fridays.

COVID-19 and the associated lockdown measures did have an impact on our support services operation. During the period from April 2020 to November 2020, owing to the pandemic lockdown the support line operated at reduced hours and the use of volunteers was suspended. For these eight months, NAPAC's support line operated Mondays, Wednesdays and Fridays from 10.00 to 16.00 and on Tuesdays and Thursdays from 14.00 to 21.00.

A strict hygiene regime was instituted with regular and frequent testing of staff for COVID-19. Staff numbers were limited at any one time, and social distancing within the office was greatly assisted by the recent physical expansion of the premises. It is worth noting that during the pandemic, NAPAC's survivor support services were acknowledged by the Ministry of Justice as an 'essential service'. Consequently, we felt both empowered and required to continue to provide our support services to the best of our ability in the circumstances.

The performance of NAPAC's support services and some interesting findings are described below.

- The **total number of emails answered** in the 12 months to 31 March 2021 was 2,558 (from 1,649 in the previous reporting period). The 55% increase in the number of emails answered reflects the importance of this service, as does the increasing length and complexity in the emails seeking support, and the commensurate time required to deal sensitively and appropriately with each one.
- On the **telephone support line**, overall there were 6,059 calls answered out of 40,862 call attempts which is 14.8% connected. However, when we look at this data in more detail, we had 6,338 unique callers who attempted to contact the support line at least once during the reporting period, and we spoke to 2,857 of these unique callers. That means that **45%** of people who tried to contact NAPAC's support line at least once were connected and received support during this reporting period.
- In common with other telephone support services, people who make repeated call attempts form a significant subset of NAPAC's callers. For example, during this reporting period, one person made 930 call attempts to our support line. At the other extreme, we also know that over 3,000 people made only one attempt to get through.
- The **average talk time** per call was consistent with previous years, at 19:46 minutes.
- In terms of **gender** (where it was noted) 76% of all calls were from women, which is largely consistent with the previous year (77%).
- 66% of all callers said that the abuse they suffered **lasted for years** rather than a few occasions or months, down from 73% reported in the previous year.
- Reports of abuse by **childhood siblings** fell to 14.6% in total – 10.4% by a brother and 4.2% by a sister.
- **First disclosure calls** were steady to 9% during the last six months of this reporting period.
- Anxiety (70%), depression (down to 38% from 42%), relationship issue (42%, up from 40%) and isolation (36% down from 38%) were the most reported concerns, while distress is down to 37%. We also heard from 40% of callers who described either flashbacks and distress, or both. This was likely a consequence of lockdowns.

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 MARCH 2021***

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### **Support groups**

When the first lockdown started, we were ready to start two face to face groups with funding from the Philip King Trust at just under £10,000 per group. These had to be postponed indefinitely due to COVID-19 restrictions and NAPAC decided, with the support of the Board of Trustees, to pivot to online delivery of support groups. This innovation was new to NAPAC, and we researched and drew on the expertise of organisations familiar with delivering online support groups. NAPAC spent much of this period in rigorously planning the structure and content of delivering our unique support groups in an online setting, including training for facilitators. These online groups were piloted in April 2021 and will be reported on more fully in the next annual accounts – early findings are very promising.

### **TRAINING**

NAPAC has been training professionals who work with adult survivors of child abuse on an ad-hoc basis for many years. Since 2018, NAPAC's Business Development Manager has expanded the reach of its training programme, which has resulted in a more commercial and rigorous approach to income generation through effective client management and internal reporting. NAPAC's training service provision has been significantly enriched by the recruitment of a Training and Development Officer in November 2020.

NAPAC's flagship one-day training workshop – Supporting Adult Survivors of Child Abuse (SASCA) – has been updated in response to feedback from professionals working with adult survivors of abuse in a wide range of settings. These settings include health care, social care, criminal justice, educational and religious institutions. The SASCA training is firmly rooted in the latest research on the impacts of abuse, neuroscience and the emerging field of trauma-informed practice. Reviews and updates are carried out regularly to include new learning from our support line service and the latest clinical and academic developments.

NAPAC's SASCA training continues to be accredited by the British Psychological Society (BPS) and the Royal College of Nursing (RCN), which add to the credibility of NAPAC's offering.

Over the current reporting period, the COVID-19 crisis caused significant challenge to the training function. Prior to this, the training workshops had been delivered face to face at client sites and in the NAPAC offices. Government social distancing guidance prevented this and NAPAC had to very quickly create and test online training, which we did in conjunction with existing client partners in the NHS. Once we were sure that the high-quality standards could be maintained with online provision, we rolled out the training to our existing organisational clients and offered online training to individual practitioners to complement our e-learning.

In addition to the SASCA workshop and e-learning, we have taken the opportunity to develop and pilot further online training workshops and e-learning, to be formally launched in the next financial year 2021/2022. These include:

- Vicarious Trauma and Resilience
- Emotional and Narcissistic Abuse Awareness
- Cultural Barriers to Disclosures of Abuse
- Understanding Survivors' Stress Responses (e-learning)

All training workshops include videos, peer discussion and practical tools to assist professionals in developing greater expertise and confidence when working with abuse survivors in any professional setting.

## **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

### **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

#### ***FOR THE YEAR ENDED 31 MARCH 2021***

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These workshops and e-learning are based on needs expressed by both survivors and professionals who support them. They are also underpinned by research in cognitive neuroscience, neuropsychology, psychology and therapeutic practice.

We increased the emphasis on marketing our e-learning provision through social media advertising and print advertising in industry journal *Therapy Today*, which contributed to NAPAC maintaining significant income and profitability. Specifically, a total training income of £71,060 was generated with a profit margin of 77%.

Between 1 April 2020 and 31 March 2021, NAPAC

- Adapted from entirely face-to-face to online training provision.
- Successfully delivered existing client projects to the NHS.
- Trained a total of 297 professionals face-to-face.
- Trained a further 514 professionals via e-learning.

#### **ADVOCACY**

Since March 2020, the Chief Executive (Gabrielle Shaw) has been representing NAPAC on the national 'COVID-19 Victim and Witness Silver Command Group'. This Silver Command Group was set up to advise and assist the Ministry of Justice in its aim to support victims and witnesses of crime in response to COVID-19, providing strategic direction, guidance and oversight.

This remains a highly influential and important forum, actively shaping the national response for victims and survivors across the different areas that COVID-19 and associated lockdowns have affected, but evolving to look at medium and long-term support to victims and survivors more generally.

Silver Command Group comprises senior leaders from key government departments (Ministry of Justice; Home Office, Department of Health and Social Care; Ministry of Housing, Communities and Local Government), policing (National Police Chiefs' Council, Association of Police and Crime Commissioners), non-departmental public bodies (NHS England, Her Majesty's Courts and Tribunals Service, Victims' Commissioner, Domestic Abuse Commissioner, Crown Prosecution Service) and sector-leading organisations (NAPAC, Victim Support, Citizens' Advice, The Survivors Trust, Safe Lives and others).

The excellent relationships the Chief Executive has cultivated with these leaders, and the input and data the wider NAPAC team provides, continues to bear fruit. NAPAC is looked to for advice and guidance on various issues, and our contributions to the debate around data collection and usage has been particularly valued.

The Chief Executive also offers expert input to health, policing and other groups through participation in national groups such as the NHS Sexual Assault and Abuse Services Framework Stakeholder Advisory Group, the Victims' Commissioners Stakeholder Group and various policing gold groups.

NAPAC is also acknowledged as expert contributors, invited to speak at or participate in various fora in this reporting period, including:

- Home Office Steering Group discussions on costs of childhood sexual abuse.
- CPS redrafting of guidance to prosecutors on investigating non-recent childhood sexual abuse, several more stages of consultation.



# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2021

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- Crown Prosecution Service forum on male victims of sexual violence
- Violence Against Women and Girls external consultation group.
- National Working Group on childhood sexual abuse
- Lambeth Council redress scheme consultancy for submission to the Independent Inquiry into Child Sexual Abuse
- Quarterly meetings of the London Mayor's Office for Policing and Crime forum led by Victims' Commissioner for London.
- A new regular fortnightly meeting with the Victims' Commissioner of sexual violence support organisations
- Ministry of Justice 'It Still Matters' campaign raising awareness of support available for survivors of non-recent abuse, including NAPAC
- Church of England Diocese of London Past Case Review 2 reference group.
- Church of England Diocese of Guildford Past Case Review 2 reference group.

NAPAC's advocacy this year focused on public health messaging in the context of COVID-19 as this was an issue of significant concern to people using our support services.

NAPAC is engaged with national organisations, including those in the health and social care sectors, to discuss their training needs and provide expert input where there are gaps in provision and understanding in how best to support adult survivors. We contribute insights to support public health campaigns such as advice for survivors around cervical screening or mental health campaigns.

We receive a huge number of enquiries from national, regional, and international media outlets to contribute to news stories or documentaries or requests to advise on drama scripts which relate to non-recent child abuse. We provide comment on the issues we regularly hear about on our support line and information which offers insight and improves the accuracy of portrayals about the impacts of child abuse on adults.

Some examples of the Chief Executive's media work during this reporting period included featuring on the File on 4 programme 'Women who Abuse', aired on BBC's Radio 4 and which focused on female perpetrators of abuse. Gabrielle Shaw was one of the experts interviewed in this programme, speaking about NAPAC's work, what we hear on our support line from survivors and victims, and difficulties that society has in confronting this issue. This was well-received, with positive feedback coming from national stakeholders and within NAPAC's social media feeds. Ms Shaw also featured as one of the experts interviewed in the Discovery+ channel's documentary 'Faking It: Jimmy Savile', which examined how Jimmy Savile managed to get away with his crimes.

Large increases in call attempts to NAPAC's support line and visits to our website correlate closely with media coverage which features NAPAC or survivors talking about what they suffered, including storylines in TV or radio soaps and dramas, court cases, and police investigations.

NAPAC is proud to have developed and disseminated its media guidelines, following input from IPSO, OFCOM and BBC Editorial guidelines, to assist anyone writing or broadcasting on the subject of non-recent child abuse, so that the needs and impacts on adult survivors are better understood and reported.

## THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

### REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2021**

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#### COMMUNICATIONS

As a public health service, NAPAC's communications were adjusted in the context of the COVID-19 pandemic during this reporting period.

Usually, our communications are aimed at three audiences – survivors, donors, and professionals. Given the dominance of COVID-19 in news and all media, and the impact it was having directly and indirectly on people using our survivor support services, our communications this year focused mainly on survivors.

NAPAC did not run any fundraising or emergency appeal for donations this year. We avoided any implication that our services were at risk of closure because of COVID-19, despite having reduced hours on the survivor support service and not being able to run any support groups due to social distancing and related measures. Our communications were consistent and constructive, providing factual public health information, emphasis that NAPAC was an essential service, and reassurance to survivors that we were still here to support them.

#### WEBSITE

We continued to reach many thousands of new people through our NAPAC website – [napac.org.uk](http://napac.org.uk) – this year. Here are some of the trends we identified.

- We had over **168,733 visitor sessions** on the website over this period – a **4.02% increase** on the same period from the previous year.
- 115,384 (68.4%) were **new visitors** to the website.
- 53,349 (31.6%) were **returning visitors**.
- **89% of visitors to our site were in the UK**. The remaining 11% were predominantly from the US, Republic of Ireland, Canada, Australia, and China.
- Visitors spend on average **3:06 minutes** on the site – a **13.04% increase** on the same period from the previous year.
- We had almost **half a million-page views** (471,047) overall.
- Over half of visitors (53.1%) **use a mobile or tablet** to view our website.
- Around **64.2% of website visitors are female and 35.8% male**, a balance which has shifted over time to include a higher proportion of male users, which correlates with the gender of callers (of those who state it) to our support line.
- We **continue to reach people across all age groups, though there is a growing number of younger survivors interacting with our site**. Visitors aged 25-34 made up the largest group at 28%, though almost **1 in 5 visitors to the website** (18.5%) is now aged 18-24. 35–44-year-olds comprised 18.8%, 45–54-year-olds made up 16% and over 55's accounted for 18.7% of visitors.
- This is a **lower age profile than for callers to our support line**. It is very positive that more people are seeking help earlier in their lives and beginning their recovery sooner.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2021

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- Our **survivor booklets**, flashbacks, common concerns page and support line page continue to be popular – the four pages were viewed **71,995 times**.
- 29,293 visitors landed on the 'What NAPAC does' explainer page.
- There is demand for factual information - we had 11,942 views of our **key facts** page.

### FINANCIAL REVIEW

We are reporting on the year from 1 April 2020 to 31 March 2021.

During this period, gross income of £621,328 was achieved (compared to £618,295 of gross income achieved for the 12-month period to 31 March 2020).

We were grateful to have had continued support from the Home Office which has again been the principal funding source of the Charity, with £381,016 being received for the period (compared to £344,757 of Home Office grant funding received for the 12-month period to 31 March 2020).

The grant was given from funds made available by the Home Office to non-statutory organisations in England and Wales providing support to victims of sexual abuse to help meet the ever-increasing demand on those services.

This principal source of funding was supplemented by income from grant-making trusts and bodies and ad-hoc personal donations. All these generous donations are acknowledged with much gratitude by the Trustees who are committed to ensuring that NAPAC continues to use the funding it receives effectively. This includes further enhancement and expansion of our core activities to support survivors and ongoing development of our training programme, which we also see as providing an important source of income for the Charity.

Resources expended in the period were £617,363 (compared to £660,268 of resources expended for the 12-month period to 31 March 2020).

The key elements of expenditure relate to:

- The staffing costs for organisational leadership, advocacy, volunteer coordination and support, developing and delivering training, and coordinating and delivering support to survivors.
- Establishment and maintenance of the support line technology with the associated website.
- Office accommodation for the administrative and support line centres.

Overall, 2020-2021 was once again a challenging period for NAPAC as our services are ever more in demand thanks to the high profile the organisation enjoys, and the prominence afforded to issues raised in the media which prompt calls to our support line.

We experienced a surplus for the period of £3,965 (compared to a deficit of £41,974 for the 12-month period to 31 March 2020), the Charity has sought to streamline its cost base during this period with the benefits expected to be experienced during the coming year.

## **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

### **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 MARCH 2021***

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#### **RESERVES POLICY**

NAPAC's reserves policy is to maintain sufficient unrestricted resources to fund operations for a minimum of three months at a time, while also being cognisant of the fact that the principal grant of which we are a beneficiary is receivable on a bi-annual basis. As a consequence, our unrestricted funds may represent up to six months' expenditure at any one time.

As at 31 March 2021 we had unrestricted funds (also our free reserves) of £296,361 (2020: £288,967), an amount sufficient to fund all operations for approximately the next six months.

Since funding is often short-term or one-off in nature, the Trustees are cognisant of the need to continue to seek funding for our work and to maintain adequate reserves which we see as critical for the effective support of survivors across the United Kingdom.

#### **STATEMENT OF MAJOR RISKS**

The NAPAC Board of Trustees have considered the major strategic business and operational risks to which the charity is exposed.

##### **Financial risk:**

The COVID-19 pandemic has had a serious impact on NAPAC's income stream of individual and small trust giving, as is the case across the entirety of the charity sector. This factor combined with the lack of continued and long-term funding – reported in previous financial years also – is the main financial risk NAPAC faces.

Even with these significant challenges, NAPAC continues to focus on developing its own income-generating activities and is achieving positive steps in this regard with increased training and fundraising income. However, this is not yet at the stage of allowing the charity to become self-sustaining.

NAPAC is grateful to the government for significant grants which make up the majority of the charity's income. The government responded in particular to the unprecedented challenges presented by COVID-19 by creating a Victim and Witness COVID-19 Support Fund. This was to provide additional support for support services for victims and survivors, including NAPAC.

However, there is no guarantee that Home Office or Ministry of Justice funding will be continued, particularly with significant demand on government funding across all areas caused by the COVID-19 pandemic.

Dependent as it is on statutory funding, NAPAC is mindful of the potential risks of political changes during the on-going period of national uncertainty.

NAPAC is cognisant of the proper and appropriate use of restricted funds, which form the main proportion of the charity's funding arrangements, equating to 61 % (2020: 59%) of all income received during the period. As at 31 March 2021, the amount held in our restricted funds stood at £3,745 (2020: £7,174, equivalent to 1% (2020: 2%) of our total reserves.

# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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### **Service delivery:**

COVID-19 and the associated lockdown measures had an impact on NAPAC's service delivery. For a period of eight months, the pandemic's lockdown measures meant that NAPAC had to operate reduced hours on its telephone support line and email support service. Normally these would operate for 52 hours per week, but this reduced to 32 hours per week between April and November 2020. At the same time, demand during the period increased significantly as the lockdowns took their toll on victims and survivors. NAPAC was unable to offer face-to-face support groups during this period due to restrictions on this type of activity, so switched instead to planning for online delivery of support groups.

Plans to expand our service delivery, as we set out in our strategic five-year plan 'Support on the Journey', is dependent upon more certain funding streams and increasing our own revenue-generating activities such as our training programme as well as recruiting, training and retaining sufficient staff and volunteers.

### **Staffing:**

Like many other organisations, COVID-19 and the lockdown measures placed a heavy burden on NAPAC's staff. The charity is a small organisation and we face a significant demand for our services. NAPAC works in a highly emotional and complex trauma-care setting and the issues, that we deal with on a daily basis can be somewhat toxic. These factors combine to present risk to our staff, including the potential loss of key staff and the inability to recruit and retain suitable staff.

NAPAC was designated an essential service and our staff 'key workers' so we were able to continue providing our support to survivors and victims throughout this reporting period. We noted an increase in complex and multi-dimensional calls to our support line, and the toll this was taking on staff – who were dealing with their own COVID-19 related health and anxiety issues.

Trustees were and are mindful of the effect of stress on staff from working in this field, which was only exacerbated by COVID-19. Systems were put in place to provide support and guidance to staff as we navigated the evolving situation, which were largely successful.

### **Governance:**

With the significant challenges posed by COVID-19 and associated lockdown measures, NAPAC's Board of Trustees has worked hard during this reporting period to provide oversight and support to senior management as the charity navigated its way through these unprecedented times. The Board were closely involved in all aspects of NAPAC's organisational response to the pandemic, ensuring that government guidance was followed at all times, with the safety and wellbeing of NAPAC's staff paramount.

NAPAC continues its focus on ensuring that trustees are in place with the skills and experience appropriate to the sound oversight of all aspects of the charity's activities and that together they are able to provide the necessary level of support to NAPAC's senior management.

While the trustees are satisfied with the current composition of the Board, this remains a risk area for NAPAC who rely on appropriate people making themselves available to fulfil the required roles. As such, the Board has plans to significantly enhance the number of trustees to increase resilience at the governance level. This will be enacted in the next financial year.

## **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

### **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 MARCH 2021***

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#### **REPORTING**

##### **Internal reporting**

NAPAC uses Xero accounting software for day-to-day book-keeping and to generate monthly and quarterly financial reports as well as management reports for consideration by senior management and trustees. An example of the way that Xero is used is provided by NAPAC's training activities. Income and expenditure from our training activities are recorded on Xero and reports generated from this are regularly monitored and provide a cross-check to those produced by the client relationship management (CRM) system. Fundraising activities are similarly monitored on Xero.

NAPAC continues to make significant progress in strengthening the quality and timeliness of the management information it receives. The cloud-based CRM system enables NAPAC to maintain a secure and up-to-date record of training clients, both current and potential. The CRM system monitors how NAPAC interacts with these stakeholders from initial outreach through to becoming active training clients and allows NAPAC to develop these relationships in a professional manner.

A significant advantage of this CRM system is improved reporting on income and opportunities, which is essential for monitoring performance against financial targets. Training income reports shown the type of transaction with cost information. Key data can be represented visually for easier interrogation and comparison.

Improving management information is enabling NAPAC to continually refine its income generation strategy and develop appropriate marketing programmes.

Donor reporting is managed internally. Monthly, quarterly, and annual reports are produced between finance and fundraising for accurate data on donations and pledges received. There is also quarterly reporting on the pipeline of prospective and ongoing relationships with current donors and stakeholders, including regular and recurring donations, grants from trusts, and one-off and legacy gifts, and community, corporate, and challenge activities.

NAPAC continues to use a specialist social enterprise product to manage online donations and collect Gift Aid. It provides a secure online fundraising tool for NAPAC and for donors and provides insights into donation activity, which supports NAPAC's internal analysis and reporting.

##### **External donor reporting**

Formal donor reporting continues to develop as part of the fundraising cycle. Informal donor reporting continues as part of ongoing stewardship with individual donors and prospective supporters, and forms part of the regular conversations with all stakeholders.

A six-month progress report was submitted to the Clothworkers Foundation in February, conveying the positive impact of their donation on NAPAC's support service. An update was sent to all small trusts who had previously donated to NAPAC or who had been contacted about supporting our work; this update outlined the work made possible by their previous support and previewed how future grants would support survivors.

#### **PLANS FOR FUTURE PERIODS**

Illustrated starkly by COVID-19 and all the changes it has wrought, we know that society is always changing, as are the needs of adult survivors of childhood abuse. NAPAC is therefore continuously rising to the challenge of filling the gaps in service provision in the UK.

# THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

## REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2021

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In line with the ambitions outlined in our strategic plan, as well as the delivery plan we produced for the Home Office – NAPAC's principal funder via its 2020-2022 'Support for Victims and Survivors of Child Sexual Abuse' (SVSCSA) Fund – we will do this in a number of ways. These are outlined below, focusing on these six areas:

- Outputs and anticipated outcomes.
- Planned activities.
- Key performance indicators.
- Sharing our knowledge and expertise.
- Raising awareness.
- Generating income.

#### **Outputs and anticipated outcomes**

NAPAC will build upon its substantial experience and the investment in recent years in its unique range of front-line services for adult survivors of childhood abuse. The outcome of this will be continued strengthening of core support services for survivors.

Specifically, that frontline support services that survivors receive from NAPAC (and other frontline services influenced by NAPAC through training, information and advice) make a positive and material difference to the lives of these survivors.

We will build on all that NAPAC has achieved in recent times, in two ways:

- **continuous improvement** in the effectiveness and resilience of our front-line services
- **progressive enhancement** of our front-line services, so that they meet the needs of a growing number of survivors and those who help them

#### **Planned activities**

##### ***Continuous improvement*** - we plan to:

- increase the size of the support line team to ensure greater resilience in the service, including coping with planned and unplanned staff absence
- alongside this, interrogate support line usage and performance data in more depth, to understand better what constitutes success and what performance measures are most appropriate
- learn from our increasing bank of data from support groups, to develop the group model further and ensure optimum outcomes
- continue to improve the effectiveness of fundraising activity, to generate greater sums for investment in our services

##### ***Progressive enhancement*** - we plan to:

- focus much of the new support line staff resource to answering emails from survivors, allowing us to offer and advertise this as a regular core service rather than only when resources allow
- increase the number of support groups offered each year, particularly our newly developed online model of support groups, to help larger numbers of those survivors who are in the greatest need
- develop and market further our training offer

As a priority we need to keep responding to the challenges posed by COVID-19 restrictions, but we aim to take advantage of this to develop new approaches, including more online delivery of training, so we can maintain growth in numbers trained and income generated in support of our core services

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Key performance indicators**

**KPI 1 - Building capacity and resilience in the support line and associated email answering service**

- *by recruiting four new part-time members of staff, with the aim of ensuring a benchmark of 10,000 interactions (calls and emails handled) per year.*

**KPI 2 - Demonstrating that the NAPAC telephone support line is effective in improving the wellbeing of service users**

- *by collecting information after each call to the telephone support line on the impact that NAPAC's service had on the caller's sense of wellbeing.*

**KPI 3 - Ensuring that the support line service operates in a way best designed to meet the needs of the greatest possible number and range of survivors**

- *by carrying out a root-and-branch review of the purposes, boundaries, operation and management of the service, and out of that review developing new KPIs to measure its success.*

**KPI 4 – Maintain our delivery of support groups, which help as broad a range as possible of survivors with the greatest need to get the in-depth support they deserve**

- *by developing safe and effective means of delivering support groups remotely, during COVID-19 restrictions.*
- *by aiming to expand the geographical reach of support groups through the recruitment of participants from different parts of the country.*
- *by aiming to ensure that the previous high level of outcomes, as measured by participant feedback and CORE data, is at least maintained.*

**KPI 5 - Further developing effective and far-reaching training and information services**

- *by developing and marketing new online service offerings to replace or supplement face-to-face training, in the face of COVID-19 restrictions, which increases take-up among a wide range of front-line workers and drives increasing revenues in support of NAPAC's core services.*
- *by refreshing and developing new content on NAPAC's website.*
- *by aiming to ensure growing overall reach for training and information services.*

**Sharing our knowledge and expertise**

Our key ambitions for the next period of research and information activity are to:

- *share the evidence for why tackling the health and social costs of childhood abuse on adult survivors is important.*
- *improve the flow, quality and relevance of data gained from calls to the support line.*
- *evaluate support group outcomes more rigorously, developing new qualitative and quantitative measures, and tracking longer-term impacts through the planned follow-up sessions.*



# **THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

## **REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**

***FOR THE YEAR ENDED 31 MARCH 2021***

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### **Raising awareness**

Our ambitions for our advocacy work are to:

- ensure the voices of survivors continue to be heard through our high profile among policymakers and service providers, our campaigns, and our strong partnerships across the sector.
- ensure that more survivors receive services which match their needs in a trauma-informed manner, by using our evidence to lobby for the right changes in policy.
- identify, encourage and support high profile and influential champions for NAPAC's key messages.

### **Generating income**

Like many charities, NAPAC faces heavy competition for funding. The challenge of generating income is exacerbated by the misunderstandings and myths that surround the issue of childhood abuse. NAPAC has consequently so far relied largely upon donations from survivors, or organisations with a specific interest in childhood abuse.

We recognise that we need to diversify our sources of income. NAPAC will therefore work towards the development of a comprehensive and tactical income generation strategy, whose elements will include:

- the development of a strong and consistent case of how NAPAC makes an impact and what funding contributions will help us achieve, together with the alignment of the whole organisation – Board, staff, volunteers – around that case.
- the development of compelling plans for enhancements in our services, which promise a step change in the level of support for survivors, and which can be worked into bids for funding.
- the exploration of new sources of funding, in particular for support groups – for example, local and regional authorities, local health and social care providers, CCGs and locally-based trusts.
- maximising the potential of our champions in the UK and overseas – influential friends who are willing to speak up for survivors and recommend NAPAC's work.
- a focus on building more sustainability and self-reliance into the funding base, in particular through the further development of our training and consultancy services as revenue-driving activities.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**  
**REPORT OF THE BOARD OF TRUSTEES (INCORPORATING THE DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Responsibilities of the Board of Trustees**

Company law requires the Board of Trustees to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its income and expenditure for the financial year then ended. In preparing those accounts, the Board of Trustees should follow best practice and:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the accounts on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Board of Trustees is responsible for maintaining 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 accounts comply with the Companies Act 2006. The Board of Trustees is 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.

**Members of the Board of Trustees**

Members of the Board of Trustees, who are directors for the purposes of company law and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 2.

**Independent Examiner**

TC Group has been reappointed as independent examiner for the ensuing year.

**Basis of Preparation of Accounts**

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the provisions applicable to companies subject to the small companies' regime.

The trustees' annual report (incorporating the directors' report) was approved on 15<sup>th</sup> September 2021 and signed on behalf of the NAPAC Board of Trustees by:

  
Trustee: John Griffiths

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**INDEPENDENT EXAMINER'S REPORT**

**TO THE TRUSTEES OF THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

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I report on the accounts for the year ended 31 March 2021 set out on pages 20 to 32.

**Respective responsibilities of Trustees and examiner**

As the Charity's Trustees of the Company (and also its directors for the purposes of Company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your Charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- (1) accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

*T C Group*

**Mark Cummins FCCA FCIE**

For and on behalf of:

**T C Group**

The Courtyard  
Shoreham Road  
Upper Beeding  
Steyning  
West Sussex  
BN44 3TN

Date: *23 September 2021*

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)**

**FOR THE YEAR ENDED 31 MARCH 2021**

|                                                           | Note | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2021<br>Total<br>£ | 2020<br>Total<br>£ |
|-----------------------------------------------------------|------|----------------------------|--------------------------|--------------------|--------------------|
| <b>INCOME FROM:</b>                                       |      |                            |                          |                    |                    |
| Donations and grants                                      | 4    | 169,214                    | 381,016                  | 550,230            | 553,743            |
| Charitable activities                                     | 5    | 71,060                     | -                        | 71,060             | 64,226             |
| Investments                                               | 6    | 38                         | -                        | 38                 | 326                |
| <b>Total income</b>                                       |      | <b>240,312</b>             | <b>381,016</b>           | <b>621,328</b>     | <b>618,295</b>     |
| <b>EXPENDITURE ON:</b>                                    |      |                            |                          |                    |                    |
| <i>Raising funds:</i>                                     | 7    |                            |                          |                    |                    |
| Fundraising                                               |      | 43,753                     | -                        | 43,753             | 39,126             |
| <i>Charitable activities:</i>                             |      |                            |                          |                    |                    |
| Training courses                                          |      | 16,432                     | -                        | 16,432             | 27,303             |
| Operation of NAPAC                                        |      | 172,733                    | 384,445                  | 557,178            | 593,839            |
| <b>Total expenditure</b>                                  |      | <b>232,918</b>             | <b>384,445</b>           | <b>617,363</b>     | <b>660,268</b>     |
| <b>Net income for the year/ Net<br/>Movement in funds</b> |      | <b>7,394</b>               | <b>(3,429)</b>           | <b>3,965</b>       | <b>(41,974)</b>    |
| <b>RECONCILIATION OF FUNDS</b>                            |      |                            |                          |                    |                    |
| <b>Total funds brought forward</b>                        | 14   | <b>288,967</b>             | <b>7,174</b>             | <b>296,141</b>     | <b>338,115</b>     |
| <b>TOTAL FUNDS CARRIED<br/>FORWARD</b>                    | 14   | <b>296,361</b>             | <b>3,745</b>             | <b>300,106</b>     | <b>296,141</b>     |

The results of the year derive from continuing activities and there are no gains or losses other than those shown above.

The notes on pages 23 to 32 form part of these accounts.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**BALANCE SHEET**

**AS AT 31 MARCH 2021**

|                                          |             | 2021<br>£       | 2020<br>£      |
|------------------------------------------|-------------|-----------------|----------------|
|                                          | <b>Note</b> |                 |                |
| <b>CURRENT ASSETS</b>                    |             |                 |                |
| Debtors                                  | 10          | <b>247,924</b>  | 293,253        |
| Cash at bank and in hand                 | 11          | <b>118,836</b>  | <b>72,090</b>  |
| Total current assets                     |             | <b>366,760</b>  | 365,343        |
| <b>LIABILITIES</b>                       |             |                 |                |
| Creditors falling due within one year    | 12          | <b>(66,654)</b> | (69,202)       |
| <b>NET CURRENT ASSETS AND NET ASSETS</b> |             | <b>300,106</b>  | <b>296,141</b> |
| <b>FUNDS</b>                             |             |                 |                |
| Unrestricted funds                       | 14          | <b>296,361</b>  | 288,967        |
| Restricted funds                         | 14          | <b>3,745</b>    | <b>7,174</b>   |
| <b>TOTAL FUNDS</b>                       |             | <b>300,106</b>  | <b>296,141</b> |

The charitable Company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

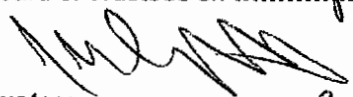
The members have not required the charitable Company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- ensuring that the charitable Company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable Company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable Company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities in accordance with FRS 102. The financial statements were approved by the Board of Trustees on 15th September 2021 and were signed on its behalf by:

Trustee:

  
John Griffiths

The notes on pages 23 to 32 form part of these accounts.

Company number: 07311390.

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

|                                                               |       | 2021          |                | 2020           |                  |
|---------------------------------------------------------------|-------|---------------|----------------|----------------|------------------|
|                                                               | Notes | £             | £              | £              | £                |
| <b>Cash flows from operating activities:</b>                  |       |               |                |                |                  |
| Net income/(expenditure) for the year                         |       | 3,965         |                | (41,974)       |                  |
| (Increase)/decrease in debtors                                | 10    | 45,329        |                | (105,972)      |                  |
| Increase/(decrease) in creditors                              | 12    | (2,548)       |                | 30,506         |                  |
| Investment income                                             |       | (38)          |                | (326)          |                  |
| <b>Net cash provided by/(used in) operating activities</b>    |       |               | <b>46,708</b>  |                | <b>(117,766)</b> |
| <b>Cashflows from investing activities</b>                    |       |               |                |                |                  |
| Interest income                                               |       | 38            |                | 326            |                  |
| <b>Cash provided by/(used in) investing activities</b>        |       |               | <b>38</b>      |                | <b>326</b>       |
| <b>Increase/(decrease) in cash</b>                            |       |               | <b>46,746</b>  |                | <b>(117,440)</b> |
| <b>Cash and cash equivalents at the beginning of the year</b> |       |               | <b>72,090</b>  |                | <b>189,530</b>   |
| <b>Cash and cash equivalents at the end of the year</b>       | 11    |               | <b>118,836</b> |                | <b>72,090</b>    |
|                                                               |       |               |                |                |                  |
|                                                               |       | 1 April 2020  | Cashflow       | 31 March 2021  |                  |
|                                                               |       | £             | £              | £              |                  |
| <b>Cash at bank and in hand</b>                               |       | <b>72,090</b> | <b>46,746</b>  | <b>118,836</b> |                  |

**1. STATUTORY INFORMATION**

The National Association for People Abused in Childhood is a Company Limited by Guarantee, incorporated in the England and Wales and has no share capital. The Charity is under the control of the Trustees. Its registered office is 7-14 Great Dover Street, Borough, London, England, SE1 4YR.

**2. ACCOUNTING POLICIES**

**2.1 Accounting convention**

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The National Association for People Abused in Childhood meets the definition of a public benefit entity under FRS 102. In view of the Charity's positive cash and reserves positions, the Charity has no material uncertainties in relation to its ability to continue operating including an impact of Covid-19 and as such the accounts have been prepared on a going concern basis. This conclusion takes into account any known financial effect of Covid-19. Assets and liabilities are initially recognised at their historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. The Charity's presentation currency is the Pound Sterling.

The National Association for People Abused in Childhood is not part of a group. These financial statements therefore reflect the activity of the Charity as an individual entity.

**2.2 Judgements and key sources of estimation uncertainty**

In the application of the company's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The Trustees do not consider that there are any critical judgments made in applying the Charity's accounting policies or that there are any critical accounting estimates or assumptions which may have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next financial year.

**2.3 Income**

All incoming resources are included in the Statement of Financial Activities when entitlement has passed to the Charity, it is probable that the economic benefits associated with the transaction will flow to the Charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- Donations and grant income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**2. ACCOUNTING POLICIES - Continued**

**2.3 Income - continued**

- Legacy income is recognised when receipt is probable and entitlement is established.
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably. In which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- Income from contract for the supply of services is recognised with the delivery of the contracted service.
- This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.
- Interest on funds held on deposit is included when receivable and the amount can be measured reliably. This is typically upon notification of the interest being paid by the bank.

All income is measured net of any discounts and as the Charity's activities are exempt from VAT the application of VAT and other sales taxes is not required.

**2.4 Expenditure**

Where incoming resources have related expenditure or a legal or constructive obligation arises, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the Statement of Financial Activities to which it relates.

Expenditure on charitable activities includes all costs incurred by the Charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs relating to the governance of the Charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Employee termination costs are recognised in the period in which formal agreement of such payments are reached by the Trustees.

**2.5 Support and governance costs**

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. The bases on which support costs have been allocated are set out in note 8.

Governance costs include the costs of preparation and examination of statutory accounts, the costs of the Annual General Meeting and trustees' meetings and costs of any legal advice to trustees on governance or constitutional matters.

**2.6 Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Basic financial instruments are recognised at amortised cost.

**2.7 Debtors**

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.



**2. ACCOUNTING POLICIES - Continued**

**2.8 Cash at bank and In hand**

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

**2.9 Creditors**

Creditors are recognised when there is a present obligation arising from a past event, the settlement of which will likely result in resources embodying economic benefits being transferred from the Charity. Accruals are recognised at their settlement amount once a reliable measurement can be obtained.

**2.10 Fund accounting**

General unrestricted funds are available for use in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds are unrestricted funds which have been ring fenced by the board of trustee for specific purposes. The funds can be un-designated at any time. There are no such funds this year or in the comparative period.

Restricted funds can only be used for particular restricted purposes within the objects of the Charity. Restrictions arise when specified by the donor or through the terms of an appeal, and fall into two sub-classes: restricted income funds or endowment funds. Further explanation of the nature and purpose of each restricted fund is included in the notes to the financial statements.

**2.11 Pensions**

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activity in the period to which they relate as unrestricted expenditure. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund. At the balance sheet date £3,573 was due to the pension scheme (2020: £2,809).

**2.12 Leasing Commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activity on a straight-line basis over the period of the lease.

**3. TAXATION**

The Company is registered as a Charity and all of its income falls within the exemptions under Part 11 of the Corporation Tax Act 2010.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**4. INCOME FROM LEGACIES, DONATIONS AND GRANTS**

|                       | Unrestricted<br>funds | Restricted<br>funds | 2021<br>Total<br>£ | Unrestricted<br>funds | Restricted<br>Funds | 2020<br>Total<br>£ |
|-----------------------|-----------------------|---------------------|--------------------|-----------------------|---------------------|--------------------|
| <b>Legacies</b>       | <b>7,247</b>          | <b>-</b>            | <b>7,247</b>       | <b>21,000</b>         | <b>-</b>            | <b>21,000</b>      |
| <b>Donations</b>      |                       |                     |                    |                       |                     |                    |
| Trusts                | -                     | -                   | -                  | -                     | -                   | -                  |
| Partnerships          | 15,000                | -                   | 15,000             | 20,000                | -                   | 20,000             |
| Consultancy           | 4,200                 | -                   | 4,200              | 1,075                 | -                   | 1,075              |
| Adhoc                 | 10,389                | -                   | 10,389             | 80,314                | -                   | 80,314             |
| Double O              | -                     | -                   | -                  | 12,000                | -                   | 12,000             |
| Justgiving            | 11,577                | -                   | 11,577             | 12,562                | -                   | 12,562             |
| Paypal                | 2,940                 | -                   | 2,940              | 6,137                 | -                   | 6,137              |
| General               | 5,674                 | -                   | 5,674              | 25,400                | -                   | 25,400             |
| Clothworkers          | 24,019                | -                   | 24,019             | -                     | -                   | -                  |
| Manchester City funds | 30,000                | -                   | 30,000             | -                     | -                   | -                  |
| Ministry of Finance   | 25,375                | -                   | 25,375             | -                     | -                   | -                  |
| Philip King Trust     | -                     | -                   | -                  | -                     | 19,472              | 19,472             |
| Fundraising Manager   | 32,793                | -                   | 32,793             | 9,420                 | -                   | 9,420              |
| Other                 | -                     | -                   | -                  | 1,336                 | -                   | 1,336              |
| <b>Grants</b>         |                       |                     |                    |                       |                     |                    |
| Home Office           | -                     | 381,016             | 381,016            | -                     | 344,757             | 344,757            |
|                       | <b>169,214</b>        | <b>381,016</b>      | <b>550,230</b>     | <b>189,244</b>        | <b>364,499</b>      | <b>553,743</b>     |

**5. CHARITABLE ACTIVITIES**

|                  | 2021<br>£     | 2020<br>£     |
|------------------|---------------|---------------|
| Training courses | <u>71,060</u> | <u>64,226</u> |

**6. INVESTMENT INCOME**

|                          | 2021<br>£ | 2020<br>£  |
|--------------------------|-----------|------------|
| Bank interest receivable | <u>38</u> | <u>326</u> |

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7. EXPENDITURE ON RAISING FUNDS AND CHARITABLE ACTIVITIES

|                                        | Wages<br>Costs<br>£ | Other<br>costs<br>£ | 2021<br>Total<br>£ | 2020<br>Total<br>£ |
|----------------------------------------|---------------------|---------------------|--------------------|--------------------|
| <b>Cost of raising funds:</b>          |                     |                     |                    |                    |
| Fundraising                            | 41,594              | 2,159               | 43,753             | 39,126             |
| <b>Total cost of raising funds</b>     | <b>41,594</b>       | <b>2,159</b>        | <b>43,753</b>      | <b>39,126</b>      |
| <b>Charitable activity expenditure</b> |                     |                     |                    |                    |
| Training courses                       | -                   | 16,432              | 16,432             | 27,303             |
| Operation of NAPAC                     | 381,851             | 175,327             | 557,178            | 593,839            |
| <b>Total charitable expenditure</b>    | <b>381,851</b>      | <b>191,759</b>      | <b>573,610</b>     | <b>621,142</b>     |
| <b>Total expenditure</b>               | <b>423,445</b>      | <b>193,918</b>      | <b>617,363</b>     | <b>660,268</b>     |

|                                                                 | 2021<br>£     | 2020<br>£     |
|-----------------------------------------------------------------|---------------|---------------|
| <b>Included in the above is the following governance costs:</b> |               |               |
| <b>Governance costs:</b>                                        |               |               |
| Current independent examiner remuneration for examination       | 3,600         | 3,600         |
| Current independent examiner remuneration for other services    | 18,894        | 15,654        |
| Trustees' expenses                                              | 121           | 9,668         |
| <b>Total governance costs</b>                                   | <b>22,615</b> | <b>28,922</b> |

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**8. STAFF COSTS**

|                              | 2021<br>£      | 2020<br>£      |
|------------------------------|----------------|----------------|
| Wages and salaries           | 377,492        | 403,734        |
| Employers national insurance | 28,698         | 33,243         |
| Pension costs                | 17,255         | 19,257         |
|                              | <u>423,445</u> | <u>456,234</u> |
| Other staff costs            | 14,177         | 11,095         |
|                              | <u>437,622</u> | <u>467,329</u> |

There are no employees with emoluments above £60,000 (2020: none).

The average headcount of employees during the year was 17 (2020: 14). The average number of full-time equivalent employees during the year is analysed as follows:

| Employee headcount | 2021<br>Number | 2020<br>Number |
|--------------------|----------------|----------------|
| Management         | 3              | 3              |
| Administration     | 14             | 11             |
|                    | <u>17</u>      | <u>14</u>      |

**9. TRUSTEE EXPENSES AND KEY MANAGEMENT PERSONNEL**

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

The total amount of expenses reimbursed to one trustee was £Nil (2020: one trustee was reimbursed £25).

In the financial year 2020, the employment costs, in Note 8 above, included settlements to a former employee, the terms of which are confidential. This year there were no such costs.

The total amount of employee benefits received by the executive team for their services to the charity was £104,266 (2020: £132,589). The executive team comprises the Chief Executive and the Chief Operating Officer.

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**10. DEBTORS**

|                                | <b>Total<br/>2021<br/>£</b> | <b>Total<br/>2020<br/>£</b> |
|--------------------------------|-----------------------------|-----------------------------|
| Trade debtors                  | <b>40,875</b>               | <b>98,892</b>               |
| Prepayments and accrued income | <b>207,049</b>              | <b>194,361</b>              |
|                                | <b><u>247,924</u></b>       | <b><u>293,253</u></b>       |

**11. CASH AT BANK AND IN HAND**

|              | <b>Total<br/>2021<br/>£</b> | <b>Total<br/>2020<br/>£</b> |
|--------------|-----------------------------|-----------------------------|
| Cash at bank | <b>118,304</b>              | <b>71,768</b>               |
| Cash in hand | <b>532</b>                  | <b>322</b>                  |
|              | <b><u>118,836</u></b>       | <b><u>72,090</u></b>        |

**12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                 | <b>Total<br/>2021<br/>£</b> | <b>Total<br/>2020<br/>£</b> |
|---------------------------------|-----------------------------|-----------------------------|
| Trade creditors                 | <b>5,248</b>                | <b>4,230</b>                |
| Accruals and deferred income    | <b>50,809</b>               | <b>54,280</b>               |
| Social security and other taxes | <b>7,024</b>                | <b>7,882</b>                |
| Other creditors                 | <b>3,573</b>                | <b>2,810</b>                |
|                                 | <b><u>66,654</u></b>        | <b><u>69,202</u></b>        |

**THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**13. ANALYSIS OF FUNDS**

|                          | Balance<br>at 1 April<br>2020<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>31 March<br>2021<br>£ |
|--------------------------|------------------------------------|----------------------------|----------------------------|----------------|-------------------------------------|
| <b>General funds</b>     | <u>288,967</u>                     | <u>240,312</u>             | <u>(232,918)</u>           | <u>-</u>       | <u>296,361</u>                      |
| <b>Restricted funds:</b> |                                    |                            |                            |                |                                     |
| Atlantic Trading         | 1,889                              | -                          | (1,889)                    | -              | -                                   |
| Home Office              | -                                  | 381,016                    | (381,016)                  | -              | -                                   |
| Philip King Trust        | <u>5,285</u>                       | <u>-</u>                   | <u>(1,540)</u>             | <u>-</u>       | <u>3,745</u>                        |
|                          | <u>7,174</u>                       | <u>381,016</u>             | <u>(384,445)</u>           | <u>-</u>       | <u>3,745</u>                        |

**Home Office**

The charity was successful in receiving a grant from the Home Office, under the latter's 'Support for Victims and Survivors of Child Sexual Abuse' (SVSCSA) fund for the financial year 1 April 2020 to 31 March 2021. This SVSCSA Fund was part of a wider allocation of £2,400,000 made available over a two-year period by the Home Office for voluntary sector organisations supporting victims and survivors of child sexual abuse, in recognition of the increasing demand such organisations are experiencing.

Of this £2,400,000, following a competitive tendering process, NAPAC was awarded £378,061 in the first year of this funding period. In addition to this, there was additional funding received for email support.

This grant ran through the 2020 – 2021 year, and expenditure has been in full accordance with the terms and conditions of the grant awarded to NAPAC.

**Atlantic Trading**

The charity carried forward the funding originally received from the Atlantic Trading Charitable Trust in the 2015-2016 financial period. The remainder of this funding was used to pay some of the costs of an external policy consultant in this 2020-2021 financial period.

**Philip King Trust**

The charity was awarded £19,742 from The Philip King Trust in November 2019. The purpose of this grant was to fund support groups.

14. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| 31 March 2021                  | Unrestricted<br>Fund<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ |
|--------------------------------|---------------------------|--------------------------|--------------------|
| Current assets                 | 363,015                   | 3,745                    | 374,760            |
| Creditors: due within one year | (66,654)                  | -                        | (66,654)           |
|                                | <u>296,361</u>            | <u>3,745</u>             | <u>300,106</u>     |
| 31 March 2020                  | Unrestricted<br>Fund<br>£ | Restricted<br>Funds<br>£ | Total<br>2020<br>£ |
| Current assets                 | 358,169                   | 7,174                    | 365,343            |
| Creditors: due within one year | (69,202)                  | -                        | (69,202)           |
|                                | <u>288,967</u>            | <u>7,174</u>             | <u>296,141</u>     |

15. LEASE COMMITMENTS

At 31 March 2021 the Charity had total commitments under non-cancellable operating leases payable as follows:

|                 | Land & Buildings |              |
|-----------------|------------------|--------------|
|                 | 2021<br>£        | 2020<br>£    |
| Within one year | <u>-</u>         | <u>9,910</u> |

Included within expenditure on charitable activities are charges relating to the Charity's rental leases of £67,697 (2020: £53,094).

THE NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

16. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES  
(Including Income and Expenditure Account)  
YEAR ENDED 31 MARCH 2020

|                                                      | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 31 Mar<br>2020<br>Total<br>£ |
|------------------------------------------------------|----------------------------|--------------------------|------------------------------|
| <b>INCOME FROM:</b>                                  |                            |                          |                              |
| Donations and grants                                 | 189,244                    | 364,499                  | 553,743                      |
| Charitable activities                                | 64,226                     | -                        | 64,226                       |
| Investments                                          | 326                        | -                        | 326                          |
| <b>Total income</b>                                  | <b>253,796</b>             | <b>364,499</b>           | <b>618,295</b>               |
| <b>EXPENDITURE ON:</b>                               |                            |                          |                              |
| <i>Raising funds:</i>                                |                            |                          |                              |
| Fundraising                                          | 39,126                     | -                        | 39,126                       |
| <i>Charitable activities:</i>                        |                            |                          |                              |
| Training courses                                     | 27,303                     | -                        | 27,303                       |
| Operation of NAPAC                                   | 231,110                    | 362,729                  | 593,839                      |
| <b>Total expenditure</b>                             | <b>297,539</b>             | <b>362,729</b>           | <b>660,268</b>               |
| <b>Net income for the year/Net movement in funds</b> | <b>(43,744)</b>            | <b>1,770</b>             | <b>(41,974)</b>              |
| <b>RECONCILIATION OF FUNDS</b>                       |                            |                          |                              |
| <b>Total funds brought forward</b>                   | <b>332,711</b>             | <b>5,404</b>             | <b>338,115</b>               |
| <b>TOTAL FUNDS CARRIED FORWARD</b>                   | <b>288,967</b>             | <b>7,174</b>             | <b>296,141</b>               |



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