



ANNUAL REPORT & ACCOUNTS

YEAR ENDED 31 MARCH 2021

REGISTERED COMPANY NUMBER: 3837084 (England and Wales)
REGISTERED CHARITY NUMBER: 1078496

WEST MERCIA WOMEN'S AID
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YEAR ENDED 31 MARCH 2021

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WEST MERCIA WOMEN'S AID
REFERENCE AND ADMINISTRATIVE INFORMATION
YEAR ENDED 31 MARCH 2021

Trustees	N Griffiths (Chair) V Barraclough C Chima-Okereke C Dover R Dugdale S Goring C Humphreys R Neilson L Pedrick J Jones H Smith A Dover
Key management personnel	S Coleman (Chief Executive Officer) T Ashton-Jones S Hanne H Richardson A McGuigan J Midgley C Ovel C Panniers L Peplow R Twydell
Registered office	Berrows Business Centre Bath Street Hereford HR1 2HE
Registered charity number	1078496
Auditors	Haines Watts Birmingham LLP 5-6 Greenfield Crescent Edgbaston Birmingham B15 3BE
Bankers	Unity Trust Bank plc Nine Brindley Place Birmingham B1 2HB

WEST MERCIA WOMEN'S AID

CHAIR'S SUMMARY

YEAR ENDED 31 MARCH 2021

It's hard to believe that more than a year has passed since I wrote my last summary, in the midst of a pandemic we very quickly had to adapt to. We all embraced new ways of working and ensured our vital services to women and children continued seamlessly.

And here we are, still working in those new-found ways which we have honed for the benefit of West Mercia Women's Aid and our service users. We continued - and still do - to be sufficiently flexible and professional, providing those essential services whilst developing a more agile and responsive organisation.

My enormous gratitude goes to the staff who braced themselves, adapted and continued with the battle that is domestic abuse. Domestic abuse is a scourge that is everywhere in our society and does not discriminate. There is no reprieve, no time when it retreats, and the pandemic has been bitter-sweet for our sector. It is no secret that for many reasons, Covid has escalated incidences of domestic abuse; but as a direct result has shone a light on domestic abuse like never before. Combined with the Domestic Abuse Act and with national campaigns that focus on violence against women and girls, this has provided opportunities to campaign and raise awareness, as well as to provide services – which is also an important part of the WMWA mission.

The Domestic Abuse Act requires local areas to undertake extensive and annual needs assessments and to ensure that services are then in place to meet those needs. This is most welcome, but also generates a demand from WMWA for data and case studies but with no additional resources to assist with these new requests. WMWA is committed to helping our local authority partners to respond to their new duties – indeed, we welcome the opportunity to inform such an important process. However, this is not without impact on already stretched capacity.

The Domestic Abuse Act has also placed in statute a definition of domestic abuse that is not gendered. As a specialist domestic abuse service, we already provide services to men who have been abused in their intimate partner relationships and are considered to be at high risk of harm. We don't see this as incompatible with our feminist view of domestic abuse as a gendered crime; on the contrary we recognise that men too – in different ways – are disadvantaged by a patriarchal society. We now run the WM Men's Domestic Abuse Helpline and are employing men for the first time on our staff team to ensure that we can provide choices for the men with whom we work, whilst enhancing our work with children and young people with positive masculine role models.

We are ever more active in supporting the partners of men who are engaged in perpetrator programmes. Whilst the sustained and positive impact of such programmes is still being evaluated, it is without a doubt an extremely positive experience for WMWA staff to be supporting women in the knowledge that their abusive partner is simultaneously being held to account. We are looking forward to doing more of this work.

Nikki Griffiths
Chair of Trustees

WEST MERCIA WOMEN'S AID
REPORT OF THE TRUSTEES
YEAR ENDED 31 MARCH 2021

The trustees, who are also directors of the charity for the purposes of the Companies Act, present their annual report and the financial statements for the year ended 31 March 2021. In preparing the annual report and financial statements of the charity the trustees have adopted the requirements of the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effected 1 January 2019. The financial statements also comply with the Charities Act 2011 and the Companies Act 2006.

Structure, governance and management

The charity is constituted as a company limited by guarantee, and is therefore governed by the articles of association.

The trustees/directors shown below have held office during the period and up to the date of signing this report.

N Griffiths (Chair)	
V Barraclough	
C Chima-Okereke	
C Dover	
R Dugdale	
S Gorbing	
C Humphreys	
R Neilson	
L Pedrick	
J Jones	- appointed 1 December 2020
H Smith	- appointed 1 December 2020
A Dover	- appointed 9 March 2021

Trustees are appointed in accordance with West Mercia Women's Aid (WMWA) 'Trustees and Board Handbook', which includes procedure for elections and co-options. Responses to advertisements for trustees and/or individual expressions of interest are forwarded to the Clerk to the Board, who sends the applicant information about the organisation together with an application form. Application forms are sent to the Clerk to the Trustees who forwards these to the Chair of the Board or their nominee who in turn arranges an interview with the applicant. The applicant also attends the next board meeting as an observer. Following interview, the Chair makes a recommendation to the trustees at the next board meeting.

Induction for new trustees takes place over the first 12 months following their appointment. There is a full induction and training programme for new trustees.

The board of trustees governs the charity and normally has around 10 members. The board meets quarterly and is quorate with 3 members. Committee meetings also take place quarterly, covering employment, governance & risk, finance and health and safety. Committees are working groups and relevant staff are invited to attend. Day to day responsibility for running the charity is executed by a team of paid staff, led by the Chief Executive. The Chief Executive has delegated authority, approved by the trustees and detailed in the 'Financial Controls, Risk Assessment and Business Planning' policy, for operational matters including finance, employment and service delivery activities.

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Structure, governance and management (continued)

WMWA is an autonomous member of the Women's Aid Federation of England (WAFE), the national domestic abuse charity that supports the England-wide network of over 500 local projects. WAFE has a campaigning role, providing an 'expert view' to government on laws, policy and practice affecting abused women and children. It provides vital briefings, information, training and resources to its members, but has no impact on governance or operating policies, including those of WMWA. The Board of Trustees has adopted the Good Governance Code and is working toward meeting all standards. WMWA evaluates its board performance every three years by conducting a Board Performance Survey and holding a trustee only session after every board meeting for trustees to discuss its performance and effectiveness.

WMWA maintains a Risk Register which is reviewed every 6 months, and regularly conducts a 'deep dive' review of identified risks as part of its focus on Governance and Risk. Risks are scored against likelihood and impact.

In relation to financial management, WMWA trustees believe that maintaining reserves at a sufficient level to ensure business continuation and delivery of current services, combined with an annual review of the potential sources of funding and the controls over the key financial systems will provide sufficient reserves in the event of adverse conditions.

Staff & Trustee Remuneration

Remuneration is the compensation an individual receives in exchange for work or services performed. Typically, this consists of monetary rewards in the form of a wage or salary.

WMWA trustees are volunteers and do not receive any remuneration or receive any other benefits from employment with the charity or a related entity. Expenses incurred in fulfilling their duties are not deemed remuneration and are fully reimbursed by the charity.

WMWA trustees acknowledge that the proper functioning of the charity requires a variety of staffed roles. It is the trustees' intention that all remuneration levels are set fairly across all roles and that pay thresholds for each post are set after researching posts with similar requirements within the public and third sector. The remuneration of staff will be reviewed annually by the Board of Trustees. All staff members, regardless of their position within the organisation, receive the same percentage of employer's pension contribution.

Objectives and Activities

WMWA adopted new articles of association which were approved on the 12th November 2019. The new articles of association brought the charity into line with the provisions of the Companies Act 2006, and expanded the charity's objects to reflect its current operational activity. The objects and principal activity are:

- (a) relieve the distress and increase the safety of women and children that have experienced or are exposed to domestic abuse by the provision of specialist support, advice, temporary accommodation, grants of money, items, facilities and any other services or activities that may relieve their circumstances;
- (b) relieve the distress and increase the safety of anyone who has experienced or is exposed to domestic abuse, on the basis that such activities ultimately benefit women and children by improved understanding and the reduction of domestic violence;
- (c) work in partnership with third sector, statutory and other relevant agencies to promote and facilitate effective responses to domestic abuse; and
- (d) inform and educate agencies, organisations and the general public through talks, training and publicity about the causes, effects and prevention of domestic abuse and about the services provided by the Charity and to undertake or contribute to research into such matters.

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Public Benefit

The Trustees confirm that they have had regard to the Charity Commission's guidance on public benefit, and that its significant activities described below, undertaken to further the organisation's charitable purpose, contribute to the public benefit.

WMWA aims to work strategically with other agencies in order to:

- Improve responses to domestic abuse
- Increase perpetrator accountability
- Take preventative action to reduce tolerance of the effects of domestic abuse

WMWA strives to provide comprehensive services to women and children affected by domestic abuse throughout the counties of Herefordshire, Worcestershire, Gloucestershire and Shropshire in order to meet their immediate needs and empower them towards a safer future.

WMWA aims to review and, when necessary, update and revise systems, structures and policies, in order to support the delivery of high quality and sustainable services, both preventative and responsive.

Achievements and Performance

Introduction by CEO

In the financial year 2020/21, WMWA was fully engaged in the delivery of the Strategic Plan under the extraordinary circumstances presented by the COVID-19 pandemic. The Achievements for the year are presented in line with the Plan's key objectives, reflecting the impact of the pandemic on the organisation – both in terms of the challenges, and the opportunities in response to these.

Throughout the year there was national concern for the potential increase in domestic abuse as a consequence of lockdown. WMWA carefully monitored the scale and nature of demand for our services— benchmarking against events such as school closures, the imposition and the lifting of restrictions. We spoke with women about their experiences. What we found did not surprise us, and it served to remind us about what living with domestic abuse actually means. We heard that:

- Being cooped up in a house with a partner can be infuriating and people can get unpleasant towards each other – but this is not domestic abuse. However, being trapped with a person who is already abusive can be unimaginably traumatic.
- When uncertainty is all around you, then – if you have been managing an abusive relationship for a while (potentially for years) – it is hard to imagine how you can safely leave. So you sit it out.
- Abusers will find ways to use any circumstances to increase their potential to control - lockdown was a 'gift' to them.
- It is still so easy to normalise abuse. Some women saw the documentaries and news bulletins about domestic abuse on television and thought – 'that's my life they're describing.....'
- Some women already knew only too well what 'lockdown' actually meant.

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The collective testimony of the women with whom we work will continue to shape our services as we strive to deliver our priorities for the victims of domestic abuse across the region. We have learnt much over the past year – about how flexibly we can work in the most difficult and ambiguous of circumstances when we support each other and focus relentlessly on the task in hand. We need to build on that new skill if we are to face the challenges which undoubtedly lie ahead.

When our group meetings became impossible in March 2020, women quickly shared contact details and continued to support each other on social media. We didn't ask them to do that – they just did. Of all of our achievements at WMWA in 2020/21 – and there are a fair few, in spite of the challenges – this is the one which really made me smile.

Sue Coleman
Chief Executive Officer

SECURING THE SUSTAINABILITY OF WEST MERCIA WOMEN'S AID

There was a concerted effort to take advantage of all opportunities available to increase the resources available to WMWA during this year. This was with a view not only to meet the challenges presented by COVID-19, but also to enhance services and add to our 'offer' in the longer term.

Whilst the criteria for each funding stream had its own specific requirements, we were able to focus not only on adding to staffing capacity and compensating for any COVID-related additional expenditure, but also to prioritise both immediate and future needs: this included -

- Communicating to the public about how to stay as safe as possible when trapped in an abusive relationship, and on how to help friends /family where there is a concern
- Communicating about how to access our services
- Ensuring that services were as accessible as possible using remote working and online technology – including the development of online resources
- Preparing for an increase in demand for accommodation services by adding to our accommodation portfolio
- Developing therapeutic services for those whose experience of domestic abuse during lockdown will have been particularly traumatising

This is reflected in the ways in which we progressed our strategic Plan priorities during 2020/21.

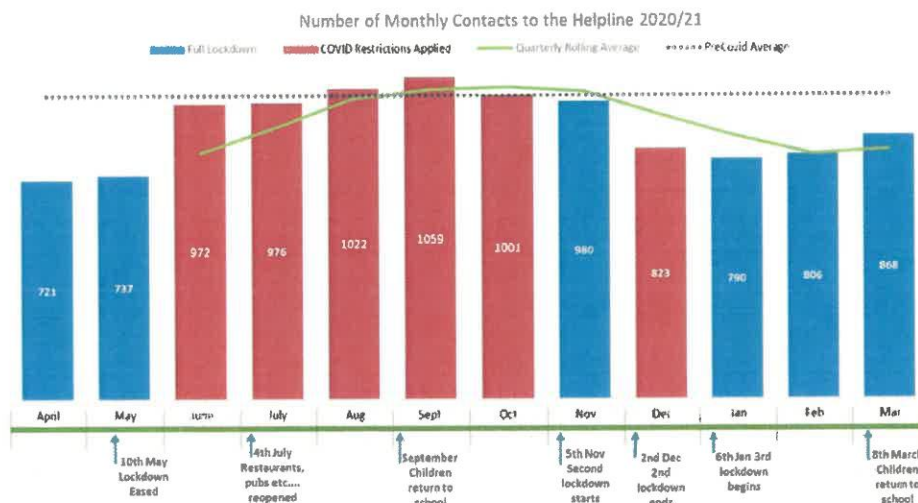
In 2020/21:

WMWA prioritised the availability and quality of our 24/7 Helpline, and added Live Chat to our website – for those who could not safely talk on the telephone. We were determined to ensure that all those who needed to contact a domestic abuse service during the pandemic were able to access support. WMWA responded to 10,755 contacts to its Helpline over the year. As the figure below shows, this is below the normal average and reflects the challenges for those experiencing domestic abuse in reaching out to services during lockdown.

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Achievements and Performance (continued)

In collaboration with the Rural Media Company we produced a short You Tube information videos about how to contact the Police in an emergency situation and when it is too risky to speak, and how to contact the WMWA Live Chat. These were then widely shared on social media.



WMWA transitioned quickly and smoothly to remote working in March 2020, when emergency measures were required to prevent the spread of the Coronavirus. Refuges remained open and all front-line staff continued to deliver services without interruption to essential provision.

Re-directing energy and financial resources enabled us to deliver effective services whilst working from home. We ensured that staff had the equipment that they needed and – as important – had the support that was so important when working in isolation from colleagues.

The creation of online and digital resources enabled us to deliver services more flexibly – both during the pandemic, and beyond.

WMWA successfully secured funding for developmental projects from a range of sources to reduce over-reliance on local public sector contracts to meet the costs of delivering services.

Funding from The National Lottery made it possible for WMWA to replace our website with one that is more accessible, interactive and informative for the whole community – including those who wish to support our work.

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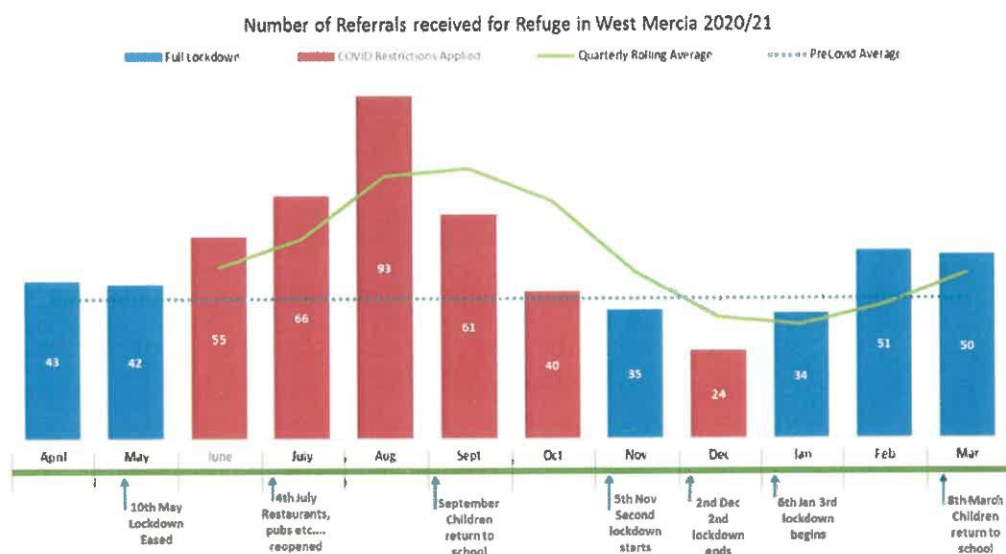
Achievements and Performance (continued)

SUSTAINING AND FURTHER DEVELOPING HIGH QUALITY DOMESTIC ABUSE SPECIALIST SERVICES

In 2020/21 we:

Worked to ensure a secure future for refuges, and sufficient services to meet local need for support for those that have experienced domestic abuse.

We continued to provide safe refuge accommodation for women and children fleeing domestic abuse, providing shelter for a total of 113 women and 95 children in our refuges and satellite accommodation. Not surprisingly, referrals peaked after the first lockdown. Those referring women that we were unable to admit were all offered assistance in locating safe space elsewhere, if this was needed.



Positive outcomes were recorded for 72% of women who used refuge during the period. Service users and practitioners agree that improvements have been achieved in the following outcome areas:

- Personal safety
- Health and well-being
- Stability and resilience
- Resourcefulness to parent

WMWA worked with Herefordshire Council and Connexus to extend the availability of refuge accommodation by setting up 7 additional units of safe and supported accommodation as satellite to refuge.

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Achievements and Performance (continued)

In Worcestershire, staff were seconded to work with district housing officers in Worcestershire to ensure that those placed in temporary accommodation who were fleeing domestic abuse were offered specialist support.

When COVID restrictions made it impossible to convene face-to-face group Recovery Pathway programmes, we found ways to deliver these online to smaller groups of women in Herefordshire and in Worcestershire (with partners Rooftop Housing Association). We were pleasantly surprised by how positive the participants were about this approach, and will continue to offer online groups even when social contact is no longer restricted, as part of a more flexible offer.

Further developed the capacity of WMWA to work effectively with those whose needs are multiple and complex.

WMWA maintained our strong working arrangements with the NHS across the region through the continued – but virtual – engagement with staff in hospitals across the region.

We have continued to work closely with colleagues providing services for those who need support with substance misuse, or whose mental health is poor.

Strengthened the focus on meeting the needs of diverse and vulnerable groups and communities

WMWA has continued to provide safe refuge accommodation for women with No Recourse to Public Funds – drawing on funding support from West Mercia Police and Crime Commissioner, and working closely with local authority children's services to ensure that the most vulnerable are able to remain safe. This has been particularly important for women fleeing during the pandemic, when those trapped in abusive relationships have felt even more imprisoned.

Provided expert support services for high risk victims

We provided support to 1184 people assessed at high risk of significant harm or homicide, through the work of the WMWA Independent Domestic Violence Advisor (IDVA) Service.

WMWA provided ongoing support to 180 women partners of perpetrators that have been identified for the DRIVE Perpetrator programme in Worcestershire. We also supported the setting up of the DRIVE programme in Herefordshire and agreed to support the partners of DRIVE clients in that county.

Based on feedback from Independent Domestic Abuse Advisors (IDVAs) and from partner agencies, we developed a role specifically to support those needing protective orders from the Court who are unable to access legal assistance. The numbers of women victims now obtaining 'DIY' Non-Molestation Orders is now rising steadily.

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Achievements and Performance (continued)

Maintained a continuous focus on addressing the impact of domestic abuse upon children and young people

WMWA secured funding from The National Lottery to commission an online resource based upon the CRUSH programme for young people. Three different scenarios were developed in partnership with the Rural Media Company who then filmed these and used interactive software to enable young people to view them independently and record their views on the issues raised by the actors.

Practitioners maintained contact with children and young people over the telephone and online, where appropriate, to ensure that they knew we were still there for them, even if social distancing prevented our work from continuing as normal. We developed online resources for other professionals to enable them to address some issues with children and young people, even when it was not physically possible for WMWA to work with the children directly.

Additional resources from the Ministry of Housing, Communities and Local Government, and from Worcestershire County Council, made it possible to appoint children's workers to work with the children and young people living with their mothers in refuge and safe satellite accommodation. They were able to assist with home-schooling and positive activities which was so essential during lockdown.

Promoted the view that domestic abuse is everyone's business, through effective partnership working

We seconded experienced WMWA practitioners to work in multi-professional teams focused on supporting whole families where there are concerns about the well-being of children – in the Family Safeguarding Team in Worcestershire Children First, and the ECHO (edge of care) team in Herefordshire.

At the request of the commissioner in Telford we developed an information pack for hairdressing establishments in the authority. This included guidance for hair technicians in listening and responding to clients who disclose domestic abuse, and appointment cards that discretely show the WMWA Helpline number, to be given to clients.

Supported the development of a strong and diverse cohort of 'trusted professionals' through the provision of training and consultancy to partner agencies.

WMWA worked with partners Shropshire Domestic Abuse Service (SDAS) to develop an interactive training resource for professionals, highlighting the implications of domestic abuse for women in the criminal justice system. This project was funded by Comic Relief and was informed by survivors themselves; their voice was central to the key messages.

This funding also enabled WMWA and SDAS to commission a film of their accounts by survivors of how domestic abuse impacted upon them in their place of work, and of the missed opportunities for employers in providing them with support. This film was then used in a training programme for employers organised by the Shropshire Chamber of Commerce – raising awareness and providing advice on how best to support their employees.

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Achievements and Performance (continued)

Developed, tested and shared the learning from outcome-focussed innovation in both preventing and tackling domestic abuse

The WMWA dashboard model was used to set up a demand tracker that recorded weekly shifts in demand for services from the point of school closures and national lockdown in March 2020. The dashboard included milestones in COVID-19 restrictions, and enabled us to see how demand was influenced by the progress of the pandemic and the changes in the measures taken to tackle its spread. The COVID dashboard was invaluable in ensuring that WMWA could respond swiftly to changes in demand for services during the pandemic, and informed reports to local commissioners to assist with the analysis of the impact of the pandemic on domestic abuse in the region.

Worked in partnership with other violence against women and girls (VAWG) providers and key stakeholder agencies that share WMWA objectives and values

The Soteria Project, working with Shropshire Domestic Abuse Service (SDAS) to support women in the criminal justice system that have experienced domestic abuse, concluded in December 2020. Soteria was funded by Comic Relief, and an external evaluation of the project used the Theory of Change model to demonstrate the difference that Soteria had made to women's lives. The evaluation report provides firm evidence of positive impact that should help in securing further resources with which to continue this work.

WMWA continued to support West Mercia Rape and Sexual Abuse Support Centre (WMRSASC) in the delivery of The Branch Project, which works with young people in schools to raise awareness of the dangers of Child Sexual Exploitation (CSE). WMWA practitioners have been trained by WMRSASC and work alongside their practitioners to deliver the sessions, and the knowledge gained from this work has enhanced our own support of children and young people affected by domestic abuse in their households.

PREVENTION - EDUCATING SOCIETY AND SPEAKING OUT AGAINST DOMESTIC ABUSE AND VIOLENCE AGAINST WOMEN AND GIRLS

Prioritised early intervention, and prevention with young people (as highlighted in the national VAWG strategy).

A total of 63 young people completed a programme of support with Gloucester STREET during 2020/21. This was out of a total of 108 young people who were actively engaged with the service during the year. There were fewer referrals to the team than expected, as schools were closed for much of the year. In addition, STREET were unable to work 'in person' with young people for much of the year and engagement was by telephone or tele-conference, which was far from ideal. Nevertheless, over 85% of the young people who completed a programme of support said that they felt safer, and that they felt confident in recognising domestic abuse and teen relationship abuse in their own relationships, and feel better equipped to make positive relationship choices.

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Achievements and Performance (continued)

Build the capacity in local communities to challenge domestic abuse and provide support and signposting to those experiencing domestic abuse

Six of our 'Ask Me' Ambassadors – most of whom are survivors of abuse – worked with the Rural Media Company to produce a video resource that explained how to become an ambassador, what it entails and how valuable a role it can be. Extracts are accessible through the WMWA website.

Used local and national media – including social media - to raise awareness of the prevalence and impact of domestic abuse, and of the availability of local services

The National Lottery enabled us to invest in our communications – so important during the pandemic as we needed to be clear that WMWA was still 'open for business' and supporting women and families. Our Communications Officer was appointed in 2020 and completed the work on the WMWA website – which is not only the 'showcase' for our services, but also a resource for those who want to find out more about domestic abuse and about other support services.

During the height of the pandemic our biggest concern was ensuring that our communities knew that we were still here and available to help them. We were able to use our social media platforms to engage with our followers, and it quickly became one of the easiest and most effective ways to share information on the changes/availability of our services. With other support services in the area and nationally we were able to work as an integrated network to support each other in sharing information and ultimately providing a log of information for all those that require our services. We had an unbelievable amount of success in May 2020 with the 'Make Yourself Heard' video. Produced by Rural Media, the intention of this video was to inform as many people as possible about what you can do if you are in need of police assistance but are unable to speak on the phone. It was our goal to ensure that those in West Mercia that were suffering domestic abuse were able to use this service, however our reach was far bigger. This video had 1075 retweets and 788 likes. It was viewed over 15 million times on Twitter and has spread throughout West Mercia and beyond.

WMWA's Community Fundraiser led on the work to ensure that social media was focused, targeted and effective – a good example is the post below. What is really prominent in posts such as this, is that our supporters/followers understand the benefit on sharing this information so that it reaches far beyond our direct audience. The Facebook post below published in January 2021, just as we entered another lockdown, had 159 reactions, 181 shares and reached over 18,000 people – being seen by around 6 times more people than our direct audience.

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Achievements and Performance (continued)



COVID REFLECTIONS FROM STAFF AT WEST MERCIA WOMEN'S AID

In October 2020 we asked front-line staff to share with us their reflection on the impact of the pandemic, as described by the women with whom they have had contact during the first few months of COVID. This is what they told us.

“The experience of fleeing an abusive relationship is never easy, but I don’t think it has ever been harder, mentally and practically. A global pandemic is enough to give most of us anxiety, but for those who are already struggling with trauma-induced anxiety, I can only begin to imagine the impact. I think the real impact of all of this may only reveal itself down the line.”

“The lockdown has resulted in a lot of victims realising they just can’t continue to go on in their current situation - not sure how the number of calls compare to this time last year but does seem to be particularly busy.”

“We have had a lot of calls where we are providing support around managing suicidal thoughts, self-harm and managing anxiety before we have even got on to discussing the domestic abuse. We think that people are more anxious about another impending lock down.”

“The lockdown and restrictions have made many women feel isolated despite not being in an abusive relationship anymore. They feel like they are sitting ducks and a few women have had their perpetrators get back in touch during lockdown as they know that they will be home and cannot go anywhere.”

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Achievements and Performance (continued)

"We now know that a lot of women never had any freedom to call anyone. They would also describe the lock down as being their normal daily life & that nothing had actually changed for them they live their lives as a prisoner & some had lived this way for many years. "

"We had calls because women had watched the news, saw adverts. Throughout the pandemic a lot of domestic abuse has been in the mainstream media, radio and social media. This has helped some women to confirm the abuse in their own minds as their partner has always made them feel that they were to blame. This actually brought relief to some. But then they would start to make a plan to leave safely with our help but they really did need it confirming in their mind beforehand."

"The level of poverty that women are left in when they leave refuge increased. Usually we can find a way for friend or family to house a few items or meet victim with some things but we have had a few women who have left with nothing and haven't had access to toothbrushes, food or toiletries for 24 hrs after entering temp accommodation because family and friends have been unable to reach out and foodbanks have been operating different hours and unable to offer home delivery."

Fundraising

Grants

In 2020/21 the fundraising activities against objectives delivered the following main outcomes:

- Ministry of Communities, Housing and Local Government COVID Relief Funding to support the provision of emergency safe accommodation.
- Shropshire County Council, Telford and Wrekin Borough Council, Worcestershire County Council, Worcestershire Community Foundation and Hereford Community Fund all provided funding to enable WMWA to deliver a Live Chat service through our website for those who could not make a telephone call for advice because they were in lockdown with their abuser.
- Worcestershire County Council: additional support for children in refuge.
- The National Lottery: Communication to victims about services, and development of online group programmes.
- Comic Relief Recovery Funding: to produce resources that facilitate online engagement with clients, and online training for professionals.
- Ministry of Justice Emergency Funding: additional staffing capacity, essential operational support for increased work with adults and children in both West Mercia and Gloucestershire, and resources to facilitate effective remote working.
- The Clothworkers Foundation: to assist with the furnishing of new safe house properties.
- Fastershire Fund: provided new headsets for those working on WMWA 24/7 Helpline.
- Nationwide Community Foundation: support to assist women with resettlement after living in refuge.

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Local Community

West Mercia Women's Aid continued to benefit from the generosity of individuals in particular, and businesses in the local community. Our Community Fundraiser had fewer fundraising activities to support, focussing instead on raising the profile of the work of the organisation. We follow the financial procedures for fundraising that are included in our finance policy to monitor fundraising income and ensure it is kept secure. We do not send unsolicited mail to individual members of the public and have received no complaints about fundraising activity on our behalf. We do not formally subscribe to any voluntary fundraising scheme or standards, although we are committed to the promotion of the highest possible standards and professional approach.

Financial Review

WMWA has delivered a net surplus of £125,460 (2020: deficit of £1,912). This breaks down to a net surplus of £74,063 (2020: £97,430) on unrestricted funds and a net surplus of £51,397 (2020: net deficit £99,342) on restricted funds.

Due to the Covid 19 pandemic, our organisation's financial position was significantly and positively impacted throughout the whole of FY2020-21 relative to both the previous financial year and budgeted £26k deficit.

WMWA has been able to acquire additional funding of approximately £500k essentially from the Government and the Police and Crime Commissioner. However, funding was also received from numerous other sources as we responded to the challenges posed by the pandemic.

The additional funding been used to support women and children's services, new projects and recruit new employees to help deliver more services during this very difficult period.

This financial year WMWA progressed to their second year of funding from Gloucestershire County Council for delivery of their Children and Young People (Street) Project whilst delivering the IDVA Service across West Mercia by the Police and Crime Commissioner, the Herefordshire Domestic Abuse Service and the Worcester Domestic Abuse Service contracts.

In addition to the extra funding and donations received, the stronger financial position has also been supported by substantial savings made on staff expenses due to remote working and improved budgetary controls across the business.

The additional unrestricted funds generated during 2020/21 are in part due to timing of receipt of the funds and the lead in time for mobilising much needed additional support and services. They will however enable WMWA to continue to deliver additional services during 2021/22.

Our organisation strives for and has delivered a much stronger financial position than in previous financial years with an increased level of reserves aligned to the growth of the organisation.

WEST MERCIA WOMEN'S AID
REPORT OF THE TRUSTEES
YEAR ENDED 31 MARCH 2021

Reserves Policy

A charity's free reserves are its general unrestricted funds (excluding any element represented by fixed assets) less any funds which have been designated for specific future projects by the Trustees. WMWA has set a target level for its free reserves to be between 3 and 6 months of annual expenditure. The amount held in free reserves at 31 March 2021 was £655,897 which would cover just over 3.7 months of expenditure.

The Trustees consider it appropriate to seek to maintain a level of reserves in line with this policy to help:

- meet the working capital requirements of the charity;
- act as contingency for any unforeseen day to day operational expenses outside of the agreed annual budget;
- match fund for any agreed contracts that are not running at full cost recovery;
- fund additional projects not funded through grants or contracts that meet West Mercia Women's Aid's charitable aims and objectives;
- provide short term continuation funding for contracts coming to an end where the assumption is that other funding is probable; and
- provide for the risk of unforeseen emergencies, eg to meet immediate staffing costs, possible redundancy, committed costs, and close of organisation, should major contracts not be renewed.

Investment Policy

WMWA receives funding throughout the year from a variety of sources and most of the funding is expendable within a twelve month period. Ease of access to liquid funds is necessary to maintain cash flow and therefore the Board of Trustees does not consider long term investments to be appropriate. Surplus funds are currently placed on deposit in accordance with the Charity Commission's Guidance on Investment.

Plans for Future Periods

In steering the organisation to deliver against the priorities in the new Strategic Plan, the Board is mindful of the impact of the COVID-19 pandemic on both the organisation, and on the community that it serves. The imperative for the organisation to continue to deliver services with minimal contact with clients has instigated new ways of working. We will continue to innovate and adapt in order to deliver much needed support to those experiencing domestic abuse and – in some cases – increased risk and vulnerability as a consequence of the impact of the pandemic on all aspects of people's lives

WEST MERCIA WOMEN'S AID
REPORT OF THE TRUSTEES
YEAR ENDED 31 MARCH 2021

Plans for Future Periods (continued)

During the forthcoming year the Board intends to:

- Maintain and improve existing specialist services, taking advantage of the opportunities that online technology affords to engage with those in need living across the whole region, including those in locations where access to transport and services is limited.
- Maintain and develop new close working relationships with key decision makers in the region.
- Expand work with statutory partners to improve the understanding of domestic abuse, through the use of remote, as well as face-to-face training and information-giving.
- Increase income generation to the organisation from sources of non-statutory funding to support the development of new projects and to underpin core work.
- Initiate and participate in multi-agency partnership work which informs and implements more effective responses to domestic abuse.
- Further promote awareness of WMWA as a centre of expertise on domestic abuse issues for other agencies.
- Initiate and/or support appropriate local and national campaigns that coincide with our ethos and values.
- Continue to deliver domestic abuse awareness training to multi-agency partnerships and to employers.
- Promote and enhance its work with children and young people – both for those impacted upon by domestic abuse, and those for whom a focus on 'healthy relationships' will have a preventative impact.
- Continue to invest in the skills and knowledge of our staff and volunteers, with a strong focus on equalities, and on the skills needed for engagement with service users whose needs are complex.
- Extend work on Board development and governance.
- Continue to review constitutional documents, policies and protocols, to ensure that these reflect best practice.

Going concern

During the 2020/21 financial year and the duration of the preparation of these financial statements, the organisation, alongside the rest of the UK, has been assessing the impact of the coronavirus and associated Covid-19 pandemic and considering the implications for the longer term.

Despite the impact of the pandemic, after making enquiries, the Trustees have a reasonable expectation that the charitable company has adequate resources to continue its operational activities for the foreseeable future, being a period of twelve months after the date on which the report and financial statements were signed. For this reason, it continues to adopt the going concern basis in the financial statements.

Tangible Fixed Assets

Details of the movements in the fixed assets are set out in the notes to the accounts.

WEST MERCIA WOMEN'S AID
REPORT OF THE TRUSTEES
YEAR ENDED 31 MARCH 2021

Directors and Trustees

All the directors of the company are also trustees of the charity, and there are no other trustees.

Trustees Responsibilities

The trustees (who are also directors of West Mercia Women's Aid for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity Commission's Statement Of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Disclosure of information to the auditors

In so far as the trustees are aware:

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

WEST MERCIA WOMEN'S AID
REPORT OF THE TRUSTEES
YEAR ENDED 31 MARCH 2021

Auditors

The auditors, Haines Watts Birmingham LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

This report was approved by the board of trustees on 31st August 2021 and signed on its behalf by:



Nikki Griffiths
Chair of Trustees



Carol Dover
Finance Director and Trustee

Opinion

We have audited the financial statements of West Mercia Women's Aid (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

However, not all future events or conditions can be predicted. The COVID-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the entity's activities, funders, suppliers and wider economy. The Trustees' view on the impact of COVID-19 is disclosed in the Report of the Trustees and in the Accounting Policies Note.

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

Other information

The Trustees are responsible for the other information. The other information comprises the information in the Report of the Trustees, but does not include the financial statements and our Report of the Auditors thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of the trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

We obtained an understanding of the legal and regulatory framework applicable to both the charitable company itself and the sector in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the trustees and other management. The most significant were identified as the Companies Act 2006, the Charities Act 2011 and the Charities SORP (FRS102).

We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- making enquires of management as to where they consider there to be a susceptibility to fraud and whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the design effectiveness of the controls in place to prevent and detect fraud;
- assessing the risk of management override including identifying and testing journal entries;
- challenging the assumptions and judgements made by trustees and management in their significant accounting estimates.

Whilst our audit did not identify any significant matters relating to the detection of irregularities including fraud, and despite the audit being planned and conducted in accordance with ISAs (UK), there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity would likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

WEST MERCIA WOMEN'S AID

REPORT OF THE INDEPENDENT AUDITORS (CONTINUED)

YEAR ENDED 31 MARCH 2021

Use of report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Kevin Hodgetts (Senior Statutory Auditor)
for and on behalf of Haines Watts Birmingham LLP
Chartered Accountants & Statutory Auditors
5 - 6 Greenfield Crescent
Edgbaston
Birmingham
B15 3BE

DATE 10 September 2021

WEST MERCIA WOMEN'S AID

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
INCOME FROM					
Donations and legacies	2	66,270	-	66,270	32,588
Charitable activities	3	2,029,253	145,872	2,175,125	1,851,902
Trading activities	4	-	-	-	3,398
Investments	5	356	-	356	1,428
TOTAL INCOME		2,095,879	145,872	2,241,751	1,889,316
EXPENDITURE ON					
Raising funds	6	226	-	226	1,302
Charitable activities - Refuge, support and advisory	7	2,021,589	94,475	2,116,064	1,889,926
TOTAL EXPENDITURE		2,021,815	94,475	2,116,290	1,891,228
NET INCOME/(EXPENDITURE)		74,064	51,397	125,461	(1,912)
Transfers between funds		-	-	-	-
NET MOVEMENT IN FUNDS		74,064	51,397	125,461	(1,912)
FUNDS BROUGHT FORWARD	20	668,945	12,948	681,893	683,805
FUNDS CARRIED FORWARD	20	743,009	64,345	807,354	681,893

Continuing operations

All income and expenditure has arisen from continuing activities.

The notes on pages 27 to 38 form part of these financial statements

WEST MERCIA WOMEN'S AID

BALANCE SHEET

YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
FIXED ASSETS					
Tangible fixed assets	15	87,112	-	87,112	54,021
CURRENT ASSETS					
Debtors	16	179,566	25,395	204,961	74,276
Bank and cash	17	569,619	38,950	608,569	756,949
		749,185	64,345	813,530	831,225
CURRENT LIABILITIES					
Creditors	18	(93,288)	-	(93,288)	(203,353)
NET CURRENT ASSETS		655,897	64,345	720,242	627,872
TOTAL ASSETS LESS CURRENT LIABILITIES		743,009	64,345	807,354	681,893
FUNDS					
Unrestricted funds	20	743,009	-	743,009	668,945
Restricted funds	20 & 21	-	64,345	64,345	12,948
		743,009	64,345	807,354	681,893

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to charitable small companies.

The financial statements were approved by the Board of Trustees on 31 August 2021 and were signed on its behalf by:



Nikki Griffiths
Chair of Trustees



Carol Dover
Finance Director and Trustee

The notes on pages 27 to 38 form part of these financial statements

WEST MERCIA WOMEN'S AID
STATEMENT OF CASH FLOWS
YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
CASH FLOW FROM OPERATING ACTIVITIES:			
Cash generated from operations	23	(94,350)	163,843
NET CASH GENERATED BY/(USED IN) OPERATING ACTIVITIES		(94,350)	163,843
CASH FLOW FROM INVESTING ACTIVITIES:			
Interest received		356	1,428
Purchase of tangible fixed assets		(54,386)	(20,621)
NET CASH USED IN INVESTING ACTIVITIES		(54,030)	(19,193)
CHANGE IN CASH AND CASH EQUIVALENTS IN THE REPORTING PERIOD		(148,380)	144,650
CASH AND CASH EQUIVALENTS AT THE BEGINNING OF THE REPORTING PERIOD		756,949	612,299
CASH AND CASH EQUIVALENTS AT THE END OF THE REPORTING PERIOD		608,569	756,949

The notes on pages 27 to 38 form part of these financial statements

1 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The trustees continue to adopt the going concern assumption as the basis of preparation of the charity's financial statements. In doing so, the trustees confirm they believe that no material uncertainties exist in the foreseeable future regarding the charity's ability to continue as a going concern. In forming this conclusion, the trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from the date of authorising these financial statements.

In response to the ongoing impact of the COVID-19 pandemic, the trustees have further considered their projections to take into account possible scenarios, alongside the measures that they can take to mitigate the impact. Based on these assessments, together with the current resources available, the trustees have concluded that they can continue to adopt the going concern basis in preparing the financial statements.

Income

All income is recognised when the charity has entitlement to the funds or is probable that the income will be received and the amount can be identified and measured reliably.

Income generated via legacies is recognised before receipt. The income is recognised once it has become probable and the value can be identified, this will usually be at point of confirmation that probate has been granted or when intention to distribute has been received.

Donated income is recognised upon receipt unless the charity has prior knowledge of the donation and is able to identify the amount reliably. West Mercia Women's Aid is supported by the involvement of several appreciated and passionate volunteers in addition to the board of trustees. Volunteer time is not recognised as donated income as per the Charities SORP (FRS 102).

Income received through contracts and grants is recognised from the point in which the charity has entitlement to the funds, contract/ grant conditions has been fully met or it is probable that the income will be received.

Interest receivable

The charity does not have any investments apart from bank deposit accounts. Interest is paid in relation to funds held in these accounts. Interest is recognised when received as up until this point it is not possible for the charity to identify and measure the income reliably. The interest received is highlighted though bank statement reconciliation.

1 ACCOUNTING POLICIES (CONTINUED)

Expenditure

Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- > Costs of raising funds
- > Expenditure on charitable activities

Expenditure is accounted for on an accruals basis. Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Allocation of support costs

Support costs are the cost of the functions that are essential to assist and support the work of the charity but do not directly undertake in the charitable activities. Support costs include salary cost for employees covering a range of back office costs including payroll, finance, human resources and governance. Non salary costs are also included again covering a range of expenditure for example rent, ICT, legal fees and audit cost.

The support costs have been allocated according to project location, where the function is shared across projects the costs have been allocated according to the number of direct hours per project.

Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the costs of the fixed assets, less their residual value, over their expected useful lives on the following basis:

Office equipment	25% straight line method
Furniture and fixtures	25% straight line method

Charity's policy to capitalise individual items over £500.

Pensions

The pension scheme offered to all employees is a defined contribution scheme with Royal London. The scheme is auto-enrolment compliant and West Mercia Women's Aid staged during 2015-16. The current contributions are 5% employee and 3% employer. The total employer's contribution of £32,795 and employee's contribution of £23,932 were paid in this financial year.

Taxation

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

Leasing commitments

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

1 ACCOUNTING POLICIES (CONTINUED)

Fund accounting

The charity's funds are split into 3 categories, unrestricted, designated and restricted.

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Debtors

Debtors include amounts owed to the charity for the provision of services, this includes amounts receivable relating to grants or contract funding. Debtors also include the amounts that the charity has paid in advance for goods or services they will receive past the year end date. All debtors are measured using their anticipated recoverable amounts.

Cash at bank and in hand

Cash at bank and in hand is primarily held to meet short term cash commitments as they fall due rather than for investment purposes. Currently the charity does not have any investment accounts.

Provisions and creditors

Provision for liabilities are made where the charity has a present obligation at the end of year date as a result of a past event that will probably result in the transfer of funds to a third party and the value due to settle the obligation can be measured or estimated reliably. The provision is recognised at the fairest settlement value.

Creditors include expenditure that has a legal or constructive obligation that commits the charity to make payment to a third party or it is probable that settlement will be required. This expenditure will relate to good or services provided in the past however the settlement has not taken place before the year end reporting date. Creditors also include any deferred income the charity has received for services not yet provided.

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2021

2 DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Herefordshire Project Donations	1,790	-	1,790	2,244
Worcestershire Project Donations	1,524	-	1,524	3,583
Regional Project Donations	62,956	-	62,956	26,761
	66,270	-	66,270	32,588

3 INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Refuge, support and advisory				
Herefordshire Projects	324,002	94,125	418,127	347,732
Gloucestershire Projects	104,585	-	104,585	-
IDVA Projects	577,112	18,852	595,964	-
Worcestershire Projects	506,226	-	506,226	1,171,340
Regional Projects	517,328	32,895	550,223	332,830
	2,029,253	145,872	2,175,125	1,851,902

4 OTHER TRADING ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Fundraising	-	-	-	3,398
	-	-	-	3,398

West Mercia Women's Aid do not have a trading subsidiary or a charity shop however do participate in fundraising events such as local stalls and the sale of domestic abuse related literature.

5 INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Unity Trust bank interest	356	-	356	1,428

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2021

6 EXPENDITURE ON RAISING FUNDS

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Fundraising expenditure	226	-	226	1,302

7 EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct costs £	Support costs £	Total 2021 £	Total 2020 £
Total project activities costs:	£	£	£	£
Refuge, support and advisory	1,688,132	427,932	2,116,064	1,889,926

8 DIRECT COSTS

	Total 2021 £	Total 2020 £
Project delivery:	£	£
Staff costs	1,261,541	1,003,382
Other costs	426,591	526,829
	1,688,132	1,530,211

9 SUPPORT COSTS

	Total 2021 £	Total 2020 £
Staff costs	147,108	143,639
Rent	55,131	51,082
ICT costs	95,413	82,819
HR and recruitment	1,834	8,240
Health & safety	1,000	2,178
Professional fees	5,001	5,179
Insurance	8,265	(3,532)
Telephone and mobile charges	33,638	27,161
Marketing costs	35,403	1,459
External training	-	3,045
Depreciation	21,293	20,603
Other support costs	9,792	8,382
Governance costs (note 10)	14,054	9,460
	427,932	359,715

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2021

10 GOVERNANCE COSTS

	Total 2021 £	Total 2020 £
Audit and accountancy fees	10,878	6,990
Legal fees	2,400	1,589
Bank charges	356	492
Governance costs	277	82
Trustee training	143	-
Trustee travel & parking expenses	-	307
	14,054	9,460

11 STAFF COSTS

	Total 2021 £	Total 2020 £
Gross wages	1,279,421	1,038,177
National insurance costs	102,292	82,787
Pension costs	30,313	26,057
	1,412,026	1,147,021

The number of employees who received total employee benefits (excluding employer pension costs of more than £60,000 is as follows:

	2021 No.	2020 No.
£60,001 - £70,000	1	-
	1	-

Pension

The pension scheme offered to all employees is a defined contribution scheme with Royal London. The scheme is auto-enrolment compliant and West Mercia Women's Aid staged during 2015-16. The current contribution rates are 5% employee and 3% employer. The total employer's contribution of £30,313 and employee's contribution of £42,658 was paid in this financial year.

Staff Numbers	2021	2020
Average monthly head count	63	51
FTE	49.12	42.19

WEST MERCIA WOMEN'S AID**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****YEAR ENDED 31 MARCH 2021****12 TRUSTEES' AND KEY MANAGEMENT REMUNERATION AND EXPENSES**

The trustees neither received nor waived any remuneration or any other benefits from employment during the year (2020: £Nil).

Trustee expenses	2021	2020
Travel expenses	£700	£307
Number of trustees	1	2
 Key Management Personnel	 2021	 2020
	£	£
Gross wages	293,489	311,632
National insurance costs	29,611	30,999
Pension costs	7,969	8,779
	331,069	351,410

The Charity's key management personnel comprise the management team listed on page 1.

13 NET INCOME/(EXPENDITURE)

	Total	Total
	2021	2020
Net income/(expenditure) is stated after charging/(crediting):	£	£
Depreciation - owned assets	21,295	20,602
Auditors remuneration	6,000	5,900
Auditors remuneration - non-audit work	4,878	1,090

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2021

14 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES - YEAR ENDED 31 MARCH 2020

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
INCOME FROM				
Donations and legacies	2	32,588	-	32,588
Charitable activities	3	1,605,235	246,667	1,851,902
Trading activities	4	3,398	-	3,398
Investments	5	1,428	-	1,428
Other activities		-	-	-
TOTAL INCOME		1,642,649	246,667	1,889,316
EXPENDITURE ON				
Raising funds	6	1,302	-	1,302
Charitable activities				
- Refuge, support and advisory	7	1,543,917	346,009	1,889,926
TOTAL EXPENDITURE		1,545,219	346,009	1,891,228
NET INCOME/(EXPENDITURE)		97,430	(99,342)	(1,912)
Transfers between funds		(19,260)	19,260	-
NET MOVEMENT IN FUNDS		78,170	(80,082)	(1,912)
FUNDS BROUGHT FORWARD	20	590,775	93,030	683,805
FUNDS CARRIED FORWARD	20	668,945	12,948	681,893

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2021

15 TANGIBLE FIXED ASSETS

	Office Equipment £	Furniture & Fittings £	Total £
COST			
At 1 April 2020	53,092	88,207	141,299
Additions	40,179	14,207	54,386
Disposals			-
At 31 March 2021	<u>93,271</u>	<u>102,414</u>	<u>195,685</u>
DEPRECIATION			
At 1 April 2020	46,716	40,562	87,278
Charge for the year	11,972	9,323	21,295
Disposals			-
At 31 March 2021	<u>58,688</u>	<u>49,885</u>	<u>108,573</u>
NET BOOK VALUE			
At 31 March 2021	<u>34,583</u>	<u>52,529</u>	<u>87,112</u>
At 31 March 2020	<u>6,376</u>	<u>47,645</u>	<u>54,021</u>

16 DEBTORS

	2021 £	2020 £
Grants and other income receivable	194,196	45,124
Rents receivable	6,674	6,674
Prepayments	4,091	22,478
	<u>204,961</u>	<u>74,276</u>

17 BANK AND CASH

	2021 £	2020 £
Current account	231,225	399,935
Deposit account	377,265	356,935
Cash in hand	79	79
	<u>608,569</u>	<u>756,949</u>

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2021

18 CREDITORS

	2021	2020
	£	£
Suppliers payable	8,337	133,790
Accruals	19,841	42,227
Deferred income	64,379	27,337
Taxation, social security and pensions	731	-
	93,288	203,354

Deferred income:

At 1 April	27,337	76,028
Provided during the year	60,170	27,337
Released during the year	(23,128)	(76,028)
At 31 March	64,379	27,337

Deferred income relates to grant received in advance of service delivery. Where performance related conditions have not been fulfilled as at the year end, amounts are deferred to future periods.

19 LEASING AGREEMENTS

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

	2021	2020
	£	£
Within one year	24,861	19,861
Between one and five years	3,673	20,201
	28,534	40,062

20 FUNDS

	2021	2020
	£	£
Unrestricted - general	243,009	268,945
Unrestricted - contingency fund	500,000	400,000
Total unrestricted funds	743,009	668,945
Restricted funds	64,345	12,948
	807,354	681,893

WEST MERCIA WOMEN'S AID

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

YEAR ENDED 31 MARCH 2021

21 RESTRICTED FUNDS

	Balance b/f £	Incoming resources £	Resources expended £	Transfers £	Balance c/f £
Soteria Comic Relief	8,561	25,395	(33,956)	-	-
Ask Me WAFE Grant	4,387	-	-	-	4,387
MHCLG	-	94,125	(60,519)	-	33,606
Bulmers	-	5,000	-	-	5,000
Cloth Makers	-	2,500	-	-	2,500
IDVA Drive Hereford	-	18,852	-	-	18,852
Total	12,948	145,872	(94,475)	-	64,345

Purpose of restricted funds

Soteria Comic Relief

Grant from Comic Relief to help women in the criminal justice system who have experienced domestic abuse.

Ask Me WAFE Grant

To train and support volunteer 'ambassadors' working in the community

Bulmers

Women's Aid Therapy and Coaching Hub (WATCH)

Cloth Makers

For the use of accommodation furnishings.

IDVA Drive Hereford

Provide support to victims associated with Drive cases.

MHCLG

Provision of a Domestic Abuse Support Service.

WEST MERCIA WOMEN'S AID**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)****YEAR ENDED 31 MARCH 2021****22 RELATED PARTY TRANSACTIONS**

There were no related party transactions other than those disclosed in Note 12.

23 RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net income/(expenditure) for the year	125,461	(1,912)
Depreciation	21,293	20,603
Interest income	(356)	(1,428)
(Increase)/decrease in debtors	(130,685)	-
(Decrease)/ increase in creditors	(110,063)	(48,693)
	(94,350)	(31,430)

24 COMPANY LIMITED BY GUARANTEE

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up during the time that he or she is a member or within one year afterwards for payment of debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expense of winding up the same and for the adjustment of the rights of contributors amongst themselves, such amount as may be required not exceeding, in the case of any member, the sum of £10.

25 CONTINGENT LIABILITIES

There were no contingent liabilities as at 31 March 2021, nor at 31 March 2020.

26 ULTIMATE CONTROLLING PARTY

The charitable company is under the control of its board of trustees.