HARBOUR SUPPORT SERVICES

England & Wales · Charity number 1086897

Details

Other names	NORTH TEES WOMEN'S AID
Status	Registered
Legal form	Charitable company
Company number	04141850
Registered	2001-06-04
Register	View on the Charity Commission register

Contact

Address	8 Sydenham Road Hartlepool TS25 1QB
Phone	07970036658
Email	lesleygibson@myharbour.org.uk
Website	www.myharbour.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE SPECIFICALLY RESTRICTED TO RELIEVE THE NEEDS OF FAMILIES AND INDIVIDUALS AFFECTED BY DOMESTIC ABUSE.

Activities: Harbour is working towards safer communities through holistic services addressing all aspects of Domestic Abuse and other related support services.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** The Prevention Or Relief Of Poverty, Accommodation/housing, Other Charitable Purposes
- **Who:** Children/young People, Other Defined Groups, The General Public/mankind

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Geography

- Darlington
- Durham
- Hartlepool
- Middlesbrough
- North Tyneside
- Stockton-on-tees

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£7,614,233	£8,260,031	£1,466,837	298
2024-03-31	£6,952,648	£6,934,002	£2,112,635	313
2023-03-31	£6,580,420	£5,789,947	£2,093,989	300
2022-03-31	£4,580,542	£4,363,915	£1,303,516	211
2021-03-31	£4,673,560	£4,487,606	£1,086,889	187

Trustees

Name	Role	Appointed
CAROLINE SKERRY		2024-11-11
Carol Menabawey		2023-10-23
Debra McKittrick		2024-05-07
Francesca Cosstick		2021-01-08
Louise Hurst		2011-12-07
VICTORIA DUNCAN		
WENDY MORRIS		

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HARBOUR SUPPORT SERVICES

England & Wales - Charity number 1086897

Accounts

Registered number: 04141850
Charity number: 1086897

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

harbour
working for safer communities

women's aid
national quality standard 2024–2027

Registered with FUNDRAISING REGULATOR

FUNDED BY COMIC RELIEF

North East Better Health at Work Award Gold Award

INVESTORS IN PEOPLE® We invest in people Silver

RESPECT ACCREDITED

WHITE RIBBON ACCREDITED
WORKING TOGETHER TO END MALE VIOLENCE AGAINST WOMEN

HARBOUR SUPPORT SERVICES
(A company limited by guarantee)

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HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

Trustees	Marilyn Davies (resigned 1 April 2024) Francesca Cosstick, Vice Chair Christine Mulgrew Louise Hurst Wendy Morris Victoria Duncan, Chair Carol Menabawey Debra McKittrick (appointed 7 May 2024) Sallie Kirby (appointed 27 February 2025) Caroline Skerry (appointed 11 November 2024)
Company registered number	04141850
Charity registered number	1086897
Registered office	8 Sydenham Road Hartlepool TS25 1QB
Chief executive officer	Lesley Gibson
Independent auditors	Waltons Business Advisers Limited Chartered Accountants & Statutory Auditors Maritime House Harbour Walk The Marina Hartlepool TS24 0UX
Bankers	Lloyds Bank PLC 128-132 York Road Hartlepool TS26 9DD
Solicitors	Ward Hadaway LLP 102 Quayside Newcastle Upon Tyne NE1 3DX

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the audited financial statements of the charity for the year 1 April 2024 to 31 March 2025. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Background to our Work

The UK government’s definition of domestic abuse is “any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.”

The trauma of experiencing violence and abuse damages physical and emotional health and can have long-lasting negative impacts across a wide range of health, social and economic outcomes. It increases individuals’ risks of a broad range of health damaging behaviours and reduces their life prospects in terms of education, employment, and social and emotional wellbeing. The burden of abuse falls heaviest on victims and their families, but also affects those who witness abuse, live with abuse, and fear abuse.

Domestic abuse occurs across our society, regardless of age, gender, race, sexuality, wealth, and geography of the victim or abusers, however evidence shows that women disproportionately experience domestic abuse. This is an internationally recognised phenomenon rooted in gender inequality and historic gender-based roles.

Our Experience and Track Record

Harbour is a specialist domestic abuse charity which has worked for over 50 years to improve the lives of individuals and families affected by domestic abuse. In the financial year 2024/25, Harbour supported over 12,000 clients in its domestic abuse services across the Northeast making us one of the largest specialist providers in the country.

During 2024/25 Harbour was contracted to provide domestic abuse services across nine local authority areas: North Tyneside, Northumberland, County Durham, Darlington, Hartlepool, Stockton, Redcar & Cleveland, Newcastle and Middlesbrough. These contracts were secured through a rigorous tendering process and our services are subjected to regular reviews by commissioners to confirm that we maintain consistently high standards. The breadth of our operations means services are continuously improving as we reflect on and respond to learning from all service and geographical areas.

We remain committed to the same principles held by those who formed the organisation in 1974, namely that everyone has the right to live free from violence and abuse, but we have also learnt how to run an effective business and become true specialists in our field. We have not taken a dogmatic approach to our work; we have expanded our services to work with those who perpetrate abuse and now offer a truly family focussed response to those affected by domestic abuse

The values which define us are rooted in our ability to work without judgement and with empathy and compassion whilst enabling clients to help themselves, as it is through their own empowerment that they will secure a life free from violence and abuse.

Harbour has a good record of steady growth and business development; over the past six years turnover has risen by 93%. Our growth has been steady and planned, mostly secured through winning contracts with local authorities to deliver local services and we have further strengthened our infrastructure over time to support and sustain our growth.

Our Current Services

Refuges
Harbour offers sixty-three units of refuge accommodation to women and any children who are leaving an abusive relationship, across our seven refuge projects in Northumberland, North Tyneside, two in County Durham, Stockton, Hartlepool and Redcar & Cleveland. The refuges offer open access, 24-hour cover and a range of support and guidance services for women and children.

We also have over 57 dispersed properties where clients live semi-independently but with a more intensive support package than a community-based client. Those leaving the refuge or dispersed properties are provided with ongoing support as they establish a new home and re-integrate themselves into the community.

We also have 6 units of accommodation within Gibson House, our multiple and enduring needs refuge. This accommodation is offered to those who have additional needs and for whom access to other safe accommodation options may be limited.

Community Based Services
The Outreach Service provides community-based support and guidance to women and men who are living with or have experienced domestic abuse. Our focus is on increasing the safety and welfare of clients and any children and empowering them to start make positive changes in their lives. Following a needs and risk assessment, support plans are devised with the client which might cover issues such as: safety, legal, health, parenting, self-esteem/confidence, employment/education, etc. The service is delivered one to one and through groupwork. We currently deliver outreach services in Northumberland, North Tyneside, County Durham, Darlington, Hartlepool, Stockton, and Redcar & Cleveland.

Harbour delivers the IDVA (Independent Domestic Violence Advisor) service to high-risk victims of domestic abuse across Stockton, Hartlepool, Redcar & Cleveland, Darlington, County Durham, Northumberland, and North Tyneside. We support clients at the specialist domestic violence courts in Teesside, County Durham and Northumberland, working closely with colleagues in the Police and other criminal justice agencies. This team works collaboratively with other specialist organisations to help victims to reduce the potential for harm, including those at risk from so called honour-based abuse, forced marriage and female genital mutilation.

We also have specialist IDVA roles including hospital based IDVAs, mental health IDVAs, GP IDVA and Court based IDVAs in Durham/Darlington and Cleveland and Young Person’s IDVAs in North Tyneside, Durham/Darlington, and Cleveland.

Children & Young People’s Service
The Children & Young People’s team works therapeutically with children/young people aged between 0 and 18 years who are living with or have lived with domestic abuse. Services include 1 to 1 and group programmes which cover: emotional intelligence, worries and concerns, self-esteem, blame, anger management, etc.

We have specialist teams working with adolescents who are experiencing abuse within interpersonal relationships and deliver specialist work with young people demonstrating abusive behaviours towards parents/carers to reduce the risks and guide the young people to change their behaviours.

Preventions service
Harbour’s preventions service works with men and women who are abusive and controlling towards their partners or family members, offering a range of interventions from awareness raising sessions through to full behaviour change programmes. The long-term programme carries the ‘Respect’ accreditation which indicates

that it operates to the highest professional standards and puts victim safety at the heart of its operation. The team offers services in Stockton, Hartlepool, Durham, Darlington, Middlesbrough, Redcar & Cleveland, North Tyneside, Newcastle and Northumberland. Interventions with abusers are offered alongside Harbour's Victim Safety support, to ensure the views of the victim are reflected in the assessment process and when we measure the impact of the service.

Harbour is also commissioned by Respect to offer their Make a Change programme in County Durham & Newcastle, which provides an early intervention offer to those using harmful behaviours in their relationships.

Counselling
Harbour provides specialist counselling services in Stockton, Hartlepool, Durham, Darlington, Redcar & Cleveland and North Tyneside to women and men affected by domestic abuse. Harbour is a member of the British Association of Counselling and Psychotherapy and as such operates within the BACP Ethical Framework.

Partnership Work
Working closely with partner agencies, we continue to offer a multi-agency response to our clients and their families. In each of the areas in which we work we have developed strong links at practitioner and strategic levels to ensure we can offer the best service to clients.

Harbour has staff co-located within multi agency teams to provide specialist domestic abuse advice including Durham Constabulary, and several social care and early intervention teams, including multi agency safeguarding hubs.

Training
Harbour delivers training to staff from a range of organisations about domestic abuse and its impact on families, including as part of the Local Safeguarding Children's Board training programmes. These services can be tailored to meet the organisation's needs and cover issues such as safety planning and working with perpetrators. During 2025 we also developed a new role that works closely with local authorities as part of their workforce development, to deliver training in line with legislation and ensure domestic abuse and local services remain at the forefront of local authority delivery.

Our Staff
The quality and effectiveness of our services is significantly influenced by the attitude and competence of the staff we employ, hence our commitment to recruiting the best candidates then inducting, training, supervising, and supporting them effectively. We employ over 200 staff who are committed and passionate about the work we undertake and provide them with ongoing personal and professional development throughout their employment. This enables us to provide a quality service which delivers outcomes for clients. Harbour has been an Investor in People organisation since 2006, and a review in 2022 confirmed our 'Silver' accreditation. We also hold the Gold Better Health at Work Award for our commitment to promote health and wellbeing at home and work.

Our Approach to Support
Our approach to support puts the client and their needs and wishes at the forefront. Many of those referred to Harbour for support have experienced significant trauma from domestic abuse and our work with them needs to be 'trauma-informed' or we will fail to engage with them and provide effective support. We seek to understand and acknowledge the strengths within families to build upon these and in turn identify and evaluate the difficulties and risks they are facing and seek to minimise these. Our role is not to direct the actions of our clients but to provide them with understanding and awareness of their situation and the options available to them. Safeguarding is always a priority, to ensure that vulnerable adults and any children living with domestic abuse are protected from further harm.

We collaborate in effective partnerships with multiple organisations as the issues facing our clients cannot be met by the efforts of one organisation but rather the combined and co-ordinated efforts of many organisations

with the shared purpose of enabling individuals and families to thrive free from abuse.

Review of the Year
Demand for our services has continued to increase in 2024/25 across all areas and all services.

Our achievements in 2024/25:

- Retained contracts in Newcastle and Durham to deliver Preventions work alongside Respect.
- Developed the multiple and enduring needs accommodation based service in Hartlepool to a model that is able to be replicated in other areas.
- Continue to be innovative in relation to creating new opportunities. This includes a dedicated workforce development role working closely with the local authority to provide training and development opportunities, further expansion of the training team to allow for new opportunities.
- Accommodated further increases in referrals through the year, working with more clients than in any previous year.
- Expanded our Housing team in line with our increase in safe accommodation offer.

As a result of our work we have enabled victims to increase their safety, reduce the risks they are facing and in turn improve the quality of their lives. We have enabled children and young people to recover from their experiences of domestic abuse, see that they are not to blame and helped them to aspire for their future. We have also given those being abusive the tools and support they need to make changes in their lives which will have a positive impact upon them, their families, and the wider community.

OUR AIMS & ASPIRATIONS

Objects
The Charity's objects are specifically restricted to relieve the needs of families and individuals affected by domestic abuse.

Our Vision
Working towards a society free from violence and abuse.

Our Values

We have committed to upholding the following values in all that we do:

- Respectful
- Empowering
- Safe
- Passionate
- Equal
- Client-focused
- Trustworthy

Our Aims

Our aims are:

1. Enable families & individuals to improve their lives by providing advice, support, and information to victims of domestic abuse.
2. Enable adults experiencing domestic abuse to improve their lives by providing safe, quality accommodation and support for them and any children.
3. Enable children & young people experiencing domestic abuse to increase their safety and lead healthy, productive lives.
4. Challenge and change the behaviours of those who perpetrate domestic abuse to improve the safety of victims and children.
5. Develop and innovate new services which improve the lives of families and individuals experiencing domestic abuse.
6. Review and continuously improve services in line with the needs of all stakeholders.
7. Deliver quality services by working effectively and efficiently.
8. Engage with the communities we serve.

Our longer-term aims are:

1. To sustain our position as the primary provider for domestic abuse services in the North of England.
2. To seek opportunities to develop and extend services to enable business growth.

Our Public Benefit

Since 1974 Harbour has worked to achieve positive outcomes for vulnerable families through services addressing domestic abuse. Positive outcomes of this work include improved safety for victims and their families, improved mental and physical health, increased self-esteem and confidence, opportunities to access training, education and employment, achievement of children and young people at school, reduced offending behaviours amongst perpetrators and young people.

In 2024/25 services were offered across County Durham, Hartlepool, Stockton, North Tyneside, Northumberland, Redcar & Cleveland, Middlesbrough, Newcastle and Darlington. Refuge services are offered to all women and any children, outreach services are available for men, women and children, counselling services can be accessed by men and women aged over 17, the preventions service is open to men and women aged 18+.

Referral criteria are well publicised and ensure services are targeted at those with greatest need, to safeguard vulnerable children, young people, and adults at risk of harm. Harbour can be contacted by those needing support 24 hours a day/7 days a week through the telephone and through private messaging on its social media channels and Live Chat on the website.

The Trustees and Directors consider that they have complied with their duty in Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission.

Our approach to Fundraising

Harbour is registered with the Fundraising Regulator and upholds its fundraising principles and code of practice, which includes how we would deal with vulnerable people in our fundraising activities. Registration with the regulator commits Harbour to following the highest standards in all its fundraising activities, to act with respect and integrity in its dealings with supporters, to welcome feedback and act when required and to maintain confidentiality and comply with the GDPR regulations. The organisation is transparent about how it uses donations and gives feedback to supporters on the impact of their donation.

Harbour also has a complaints procedure for its fundraising activities and has not received any fundraising complaints during the year.

Our Future Plans

Harbour's priorities for the coming year and beyond are to:

- Ensure those with lived experience continue to influence the development of our services.
- Maintain current contracts through tendering processes.
- Secure new funding to enhance present service levels.
- Seek opportunities to develop and deliver innovative services to meet the needs of individuals and families and reduce the impact and incidence of domestic abuse.
- Continue to develop services which are family focused and trauma informed.
- Work in a co-ordinated way with other organisations to meet the needs of families.
- Promote Harbour as a leading provider of domestic abuse services across the region.
- Enhance Harbour's involvement within multi agency networks across the region.
- Continue to invest in staff training and development and staff wellbeing to ensure Harbour provides high quality services.
- Develop the housing offer across Harbour support services
- Ensure domestic abuse remains a regional and national priority.

Objectives and activities

Achievements and performance

FINANCIAL REPORTS

- **Principal funding**

Project	Funding sources	Income	Expenditure
Refuge Accommodation	Darlington Borough Council Stockton Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Northumberland County Council Redcar and Cleveland Borough Council Rent	£2,014,999	£2,169,319
Adult Services	Darlington Borough Council Stockton Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Northumberland County Council Redcar and Cleveland Borough Council Cleveland PCC	£3,900,381	£4,181,027

Children & Young People	Stockton Borough Council Durham County Council Hartlepool Borough Council North Tyneside Council Northumberland County Council Redcar and Cleveland Borough Council	£735,032	£744,168
Preventions	Durham County Council Stockton Borough Council Northumberland County Council Redcar and Cleveland Borough Council Hartlepool Borough Council Home Office	£798,671	£728,417
Community Houses	Rent Darlington Borough Council Stockton Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Northumberland County Council Redcar and Cleveland County Council	£118,639	£392,055

Overall the charity had a net deficit in the year of £645,798. This was planned for by spending some of the funds which were brought forward from 2024. This is made up of a deficit on unrestricted funds of £174,753 and a deficit on restricted funds of £471,045.

The charity has restricted reserves of £1,088,478 and unrestricted reserves of £378,359.

The charity is holding the majority of its reserves in deposit accounts.

Investment policy and performance

The Trustees and Directors are permitted by the Articles of Association to invest any surplus funds of the charity not immediately required for the furtherance of its objects. The agreed policy is to place such funds on deposit in a high interest-bearing bank account which will still allow access to the funds if necessary. The rate of interest received is considered adequate.

Reserves policy

Harbour works within its agreed Reserves Policy which takes account of the organisation’s future needs, opportunities, contingencies, and risks.

The minimum level of reserves required is based upon the following:

- Four months' running costs (support salaries, utilities, rent, administration etc) this comes to £320k.
- Redundancy / maternity cover requirements of £50k
- Cover for retrospective funding payments to cover the gap between incurring costs of undertaking work and receiving the grant of £50k.

In total this comes to £420k.

At the year-end Harbour had unrestricted reserves of £378,359 and free reserves of £345,730, which is lower

than the target reserves. The Trustees have designated £157,500 leaving undesignated free reserves of £188,230.

Harbour uses any income that is not restricted by its source towards the reserves target.

Structure, governance and management

- **Constitution**

The company is a charitable company limited by guarantee and was set up by a Memorandum of Association on 16 January 2001. In 2007, the company changed its name from North Tees Women's Aid to Harbour Support Services. A revised Articles of Association was adopted by Special Resolution on 20 March 2013.

- **Methods of appointment or election of Trustees**

The Board of Management comprises up to 12 trustees who are appointed following a rigorous selection procedure.

- **Organisational structure and decision-making policies**

Harbour is administered by a board of unpaid Trustees serving alongside the paid Chief Executive and senior leadership team. The Chief Executive oversees the operations on a day-to-day basis under delegated authority and reports to the Board, which approves major decisions and has overall responsibility for all Harbour activities.

- **Policies adopted for the induction and training of Trustees**

Harbour has policies, a code of conduct and Handbook for Trustees to ensure they are informed about all aspects of the organisation and what is expected of their role. Trustees can access training via a range of internal and external training opportunities to ensure they have the skills and knowledge to perform their duties.

Wider network
Harbour is a full member of the Women's Aid Federation of England, the British Association of Counselling and Psychotherapy and Respect.

- **Pay policy for key management personnel**

Harbour's pay policy offers fair pay to attract and keep appropriately qualified, experienced staff to lead, manage, support, and deliver the charity's aims.

The Trustees and Directors are responsible for setting the remuneration level for the charity's Chief Executive. This post then has delegated responsibility to set and review salaries for other staff.

When setting and reviewing the Chief Executive's remuneration the Trustees and Directors consider:
a. the purposes, aims and values of the charity, and its beneficiaries' needs,
b. how this affects pay policy for all employees, and for the senior staff in particular,
c. how pay is linked to the skills, experiences, and competencies that the charity needs from its Chief Executive,
d. the charity's current business plan,
e. the charity's ability to pay,
f. how increasing pay, particularly at senior levels, would be perceived by employees, donors, and beneficiaries,
g. whether it's affordable, including in the longer term (based on a risk assessment of future income and

Structure, governance and management (continued)

expenditure),
h. information on pay policies and practices in other organisations that could help guide a decision on whether a level of pay is fair,
i. the wider 'employment offer' they can make, where pay is one part of a package that includes personal development, personal fulfilment, and association with the charity's cause.

- **Financial risk management**

The Trustees are aware of the key risks facing the business and ensure measures are in place to mitigate these.

To mitigate the risk of losing income through the loss of a contract or end of a grant, Harbour maintains the delivery of quality services, prepares quality tender submissions and pro-actively seeks funds from grant givers.

To mitigate the potential of fraud leading to financial loss, the organisation has financial control systems which are monitored by the Chief Executive. Regular reports are made to the Board on the working of these systems in relation to any major risks identified in connection with the company's activities and their mitigation. The control systems include financial management policies, covering effective financial management, business planning, budget monitoring, delegated authorities, audited accounts, and risk management. These policies are reviewed on an annual basis.

To mitigate the risks presented by staff working with vulnerable adults and children, Harbour operates safe recruitment practices including conducting Disclosure Bureau System checks for all staff, volunteers and trustees and verifying references. In addition, a robust staff supervision system is in place and an annual appraisal process.

In relation to health and safety, Harbour conducts regular risk assessment of work activities, (including lone working), buildings and fire safety. These are documented in Health & Safety policies which are reviewed at least every two years.

Harbour also has a Business Continuity Policy which was thoroughly tested through the Covid pandemic and has proved effective in maintaining operations and enabling staff to work safely.

A comprehensive Risk Register is available should further detail be required.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees and Directors are responsible for preparing the Annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Disclosure of information to auditors

Each of the persons who are Directors at the time when this Annual report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, Waltons Business Advisers, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Victoria Duncan
(Chair of Trustees)
Date: 7 August 2025



INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES

UNQUALIFIED OPINION

We have audited the financial statements of Harbour Support Services (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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.

CONCLUSION RELATING TO GOING CONCERN

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

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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 gained an understanding of the legal and regulatory framework applicable to the company and the area in which it operates, and considered the risk of acts by the Charity that were contrary to applicable laws and regulations, including fraud. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We identified the greatest potential for fraud in the following areas: existence and timing of recognition of income and management override of controls (especially in the posting of journals). We discussed these risks with management and designed audit procedures as follows:

- to test the timing and existence of revenue,
- to review journals posted to key control accounts or posted around the year end, to look for potential "window dressing" as well as looking at a sample throughout the year.

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 auditors' report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

USE OF OUR REPORT

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Waltons Business Advisers Limited

Waltons Business Advisers Limited

Chartered Accountants &
Statutory Auditors

Maritime House
Harbour Walk
The Marina
Hartlepool
TS24 0UX

11 August 2025

Waltons Business Advisers Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
INCOME FROM:					
Charitable activities	4	**7,555,248**	**12,474**	**7,567,722**	*6,886,110*
Other trading activities	3	**3,863**	**34,133**	**37,996**	*63,674*
Investments		**-**	**8,515**	**8,515**	*2,864*
TOTAL INCOME		**7,559,111**	**55,122**	**7,614,233**	*6,952,648*
EXPENDITURE ON:					
Raising funds	5	**30,136**	**14,909**	**45,045**	*27,988*
Charitable activities	6	**8,022,042**	**192,944**	**8,214,986**	*6,906,014*
TOTAL EXPENDITURE		**8,052,178**	**207,853**	**8,260,031**	*6,934,002*
NET INCOME/(EXPENDITURE)		**(493,067)**	**(152,731)**	**(645,798)**	*18,646*
Transfers between funds	17	**22,022**	**(22,022)**	**-**	*-*
NET MOVEMENT IN FUNDS		**(471,045)**	**(174,753)**	**(645,798)**	*18,646*
RECONCILIATION OF FUNDS:					
Total funds brought forward		**1,559,523**	**553,112**	**2,112,635**	*2,093,989*
Net movement in funds		**(471,045)**	**(174,753)**	**(645,798)**	*18,646*
TOTAL FUNDS CARRIED FORWARD		**1,088,478**	**378,359**	**1,466,837**	*2,112,635*

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 20 to 37 form part of these financial statements.

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)
REGISTERED NUMBER: 04141850

BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		*2024 £*
FIXED ASSETS					
Tangible assets	12		**1,949,679**		*167,988*
Investments	13		**404,005**		*402,163*
			2,353,684		*570,151*
CURRENT ASSETS					
Debtors	14	**385,055**		*689,412*	
Cash at bank and in hand		**1,088,783**		*1,364,972*	
		1,473,838		*2,054,384*	
CURRENT LIABILITIES					
Creditors: amounts falling due within one year	15	**(278,717)**		*(334,632)*	
NET CURRENT ASSETS			**1,195,121**		*1,719,752*
Creditors: amounts falling due after more than one year	16		**(2,081,968)**		*(177,268)*
TOTAL NET ASSETS			**1,466,837**		*2,112,635*
CHARITY FUNDS					
Restricted funds	17		**1,088,478**		*1,559,523*
Unrestricted funds	17		**378,359**		*553,112*
TOTAL FUNDS			**1,466,837**		*2,112,635*

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Victoria Duncan
(Chair of Trustees)
Date: 7 August 2025

The notes on pages 20 to 37 form part of these financial statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	*2024* *£*
CASH FLOWS FROM OPERATING ACTIVITIES		
Net cash used in operating activities	**(318,926)**	*121,730*
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible fixed assets	**(1,838,500)**	*(168,228)*
Interest from investments	**8,515**	*2,864*
NET CASH USED IN INVESTING ACTIVITIES	**(1,829,985)**	*(165,364)*
CASH FLOWS FROM FINANCING ACTIVITIES		
Cash inflows from new borrowing	**1,904,700**	*177,268*
Loan interest paid	**(30,136)**	-
NET CASH PROVIDED BY FINANCING ACTIVITIES	**1,874,564**	*177,268*
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR	**(274,347)**	*133,634*
Cash and cash equivalents at the beginning of the year	**1,767,135**	*1,633,501*
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	**1,492,788**	*1,767,135*

The notes on pages 20 to 37 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. GENERAL INFORMATION

The charity is a private company limited by guarantee, incorporated in England and Wales. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Harbour provides holistic and other support services to address all aspects of domestic abuse.

The principal and registered office address is:

8 Sydenham Road
Hartlepool
TS25 1QB

2. ACCOUNTING POLICIES

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Harbour Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The Trustees, having made due and careful enquiry and preparing forecasts, are of the opinion that the charity has adequate working capital to execute its operations over the next 12 months. The Trustees therefore, have made an informed judgement, at the time of approving the financial statements, that there is reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. As a result the Trustees have continued to adopt the going concern basis of accounting in preparing the annual financial statements.

2.3 Fund accounting

General funds are unrestricted funds which 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 costs 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.

2. ACCOUNTING POLICIES (CONTINUED)

2.4 Income

Voluntary income is included in the statement of financial activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income received in advance of due performance under contract is accounted for as deferred income until earned.

Grant income is included when the related conditions for legal entitlement to the grant have been met.

All other income is accounted for on an accruals basis.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Costs of raising funds are costs incurred in attracting voluntary income.

2.6 Tangible fixed assets and depreciation

All assets costing more than £1,000 and with a useful life of more than one year are capitalised. Assets with a cost of less than £1,000 and which are considered to have a useful life of less than one year are treated as consumable goods and written off to expenditure when purchased.

Furniture within refuges is not capitalised on inception of the contract and any ongoing costs are treated as refurbishment going through the statement of financial activity.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed assets may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses.

2. ACCOUNTING POLICIES (CONTINUED)

2.6 Tangible fixed assets and depreciation (continued)

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

Depreciation is provided on the following bases:

Freehold property	- the residual value is considered to be the same as the cost therefore no depreciation has been charged.
Long-term leasehold property	- over 10/15 years
Motor vehicles	- over 3 years
Fixtures and fittings	- over 3/5 years
Refurbishment costs	- over 3/5 years

2.7 Operating lease

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

2.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

2.9 Pensions

The charity contributes to a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.10 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.11 Cash and cash equivalents

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

2.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

3. ACTIVITIES FOR GENERATING FUNDS

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Fundraising income	**3,863**	**18,893**	**22,756**	*59,474*
Student placements	**-**	**15,240**	**15,240**	*4,200*
	3,863	**34,133**	**37,996**	*63,674*
Total 2024	*4,523*	*59,151*	*63,674*	

4. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Children & young people	**735,032**	**-**	**735,032**	*590,162*
Preventions	**798,671**	**-**	**798,671**	*657,631*
Refuge accommodation	**2,014,999**	**-**	**2,014,999**	*1,679,913*
Adult services	**3,887,907**	**12,474**	**3,900,381**	*3,958,404*
Community houses	**118,639**	**-**	**118,639**	*-*
	7,555,248	**12,474**	**7,567,722**	*6,886,110*
Total 2024	*6,838,627*	*47,483*	*6,886,110*	

5. RAISING FUNDS

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Loan interest	**30,136**	**-**	**30,136**	*-*
Travel	**-**	**2,203**	**2,203**	*2,061*
Communications	**-**	**3,058**	**3,058**	*4,648*
Other costs	**-**	**4,323**	**4,323**	*3,041*
Outsourced services	**-**	**5,325**	**5,325**	*17,738*
Staff costs	**-**	**-**	**-**	*500*
	30,136	**14,909**	**45,045**	*27,988*
Total 2024	*-*	*27,988*	*27,988*	

6. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total 2025 £	*Total 2024 £*
Children & young people	**734,521**	**9,647**	**744,168**	*616,099*
Preventions	**718,773**	**9,644**	**728,417**	*676,761*
Refuge accommodation	**2,121,085**	**48,234**	**2,169,319**	*1,804,632*
Adult services	**4,103,839**	**77,188**	**4,181,027**	*3,808,522*
Community houses	**343,824**	**48,231**	**392,055**	-
	8,022,042	**192,944**	**8,214,986**	*6,906,014*
Total 2024	*6,712,884*	*193,130*	*6,906,014*	

7. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	*Total funds 2024 £*
Children & young people	**691,657**	**52,511**	**744,168**	*616,099*
Preventions	**675,909**	**52,508**	**728,417**	*676,761*
Refuge accommodation	**1,906,761**	**262,558**	**2,169,319**	*1,804,632*
Adult services	**3,760,935**	**420,092**	**4,181,027**	*3,808,522*
Community houses	**129,500**	**262,555**	**392,055**	-
	7,164,762	**1,050,224**	**8,214,986**	*6,906,014*
Total 2024	*6,047,655*	*858,359*	*6,906,014*	

Support costs have been allocated to charitable activities based on staff numbers and staff time attributable to the activities. The method for allocation is 25% refuge accommodation, 5% children and young people, 40% adult services, 5% preventions and 25% community houses.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

ANALYSIS OF DIRECT COSTS

	Children & young people	Preventions	Refuge accomodation	Adult Services	Community houses	Total funds	Total funds
	2025	2025	2025	2025	2025	2025	*2024*
	£	£	£	£	£	£	£
Staff costs	**642,201**	**644,208**	**599,277**	**3,599,799**	**6,454**	**5,491,939**	4,623,649
Depreciation	**-**	**-**	**18,272**	**-**	**34,862**	**53,134**	4,429
Printing, postage & stationery	**24**	**5**	**20,241**	**1,451**	**-**	**21,721**	22,329
Property costs	**5,322**	**8,146**	**1,050,746**	**8,093**	**28,910**	**1,101,217**	965,446
Training	**607**	**55**	**324**	**964**	**-**	**1,950**	776
Travel	**14,995**	**6,282**	**5,153**	**46,428**	**-**	**72,858**	67,664
Communuications	**11,298**	**11,485**	**36,460**	**44,539**	**3,385**	**107,167**	74,754
Other costs	**17,210**	**5,728**	**143,689**	**57,173**	**12,854**	**236,654**	175,750
Rent arrears	**-**	**-**	**22,326**	**2,488**	**492**	**25,306**	103,773
Laundry equipment	**-**	**-**	**10,273**	**-**	**-**	**10,273**	9,085
Other professional services	**-**	**-**	**-**	**-**	**42,543**	**42,543**	-
	691,657	**675,909**	**1,906,761**	**3,760,935**	**129,500**	**7,164,762**	6,047,655
Total 2024	573,195	590,937	1,589,933	3,293,590	-	6,047,655	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

ANALYSIS OF SUPPORT COSTS

	Children & young people	Preventions	Refuge accomodation	Adult Services	Community houses	Total funds	Total funds
	2025	2025	2025	2025	2025	2025	*2024*
	£	£	£	£	£	£	£
Staff costs	**21,816**	**21,816**	**109,081**	**174,527**	**109,081**	**436,321**	315,562
Depreciation	**184**	**184**	**919**	**1,471**	**919**	**3,677**	3,256
Printing, postage & stationery	**198**	**198**	**988**	**1,581**	**988**	**3,953**	5,736
Property costs	**4,220**	**4,220**	**21,102**	**33,762**	**21,102**	**84,406**	71,802
Training	**1,357**	**1,357**	**6,785**	**10,855**	**6,785**	**27,139**	36,876
Travel	**159**	**159**	**792**	**1,267**	**792**	**3,169**	16,567
Communuications	**12,694**	**12,694**	**63,473**	**101,561**	**63,473**	**253,895**	147,366
Other costs	**7,681**	**7,678**	**38,404**	**61,448**	**38,401**	**153,612**	117,161
Outsourced costs	**779**	**779**	**3,896**	**6,233**	**3,896**	**15,583**	73,573
Business development costs	**287**	**287**	**1,437**	**2,298**	**1,437**	**5,746**	177
Other professional services	**2,122**	**2,122**	**10,610**	**16,975**	**10,610**	**42,439**	49,847
Governance costs	**1,014**	**1,014**	**5,071**	**8,114**	**5,071**	**20,284**	20,436
	52,511	**52,508**	**262,558**	**420,092**	**262,555**	**1,050,224**	858,359
Total 2024	42,904	85,824	214,699	514,932	-	858,359	

8. GOVERNANCE COSTS

	Unrestricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Auditors' remuneration	**19,020**	**19,020**	*19,164*
Indemnity insurance	**1,264**	**1,264**	*1,272*
Total 2025	**20,284**	**20,284**	*20,436*
Total 2024	*20,436*	*20,436*	

9. AUDITORS' REMUNERATION

The auditors' remuneration amounts to an auditor fee of £12,000 *(2024 - £9,575)*, and accountancy services of £3,850 (*2024 - £3,935*).

10. STAFF COSTS

	2025 £	*2024 £*
Wages and salaries	**5,385,621**	*4,501,205*
Social security costs	**435,016**	*349,290*
Contribution to defined contribution pension schemes	**107,623**	*89,216*
	5,928,260	*4,939,711*

The average number of persons employed by the charity during the year was as follows:

	2025 No.	*2024 No.*
Children & young people	**30**	*27*
Preventions	**41**	*31*
Support (including fundraising)	**17**	*10*
Refuge accommodation	**28**	*19*
Adult services	**182**	*185*
	298	*272*

10. STAFF COSTS (CONTINUED)

The average headcount expressed as full-time equivalents was:

	2025 No.	*2024* *No.*
Children and Young People	**22**	*17*
Preventions	**28**	*21*
Support (including fundraising)	**10**	*6*
Refuge accomodation	**17**	*10*
Adult services	**119**	*117*
	196	*171*

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

	2025 No.	*2024* *No.*
In the band £80,001 - £90,000	**1**	*1*

11. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits *(2024 - £NIL)*.

During the year ended 31 March 2025, no Trustee expenses have been incurred *(2024 - £NIL)*.

12. TANGIBLE FIXED ASSETS

	Freehold property £	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Other fixed assets £	Total £
Cost						
At 1 April 2024	**113,409**	**174,012**	**12,097**	**181,179**	**121,672**	**602,369**
Additions	**1,602,404**	**-**	**-**	**-**	**236,096**	**1,838,500**
At 31 March 2025	**1,715,813**	**174,012**	**12,097**	**181,179**	**357,768**	**2,440,869**
Depreciation						
At 1 April 2024	**-**	**171,398**	**12,097**	**179,748**	**71,138**	**434,381**
Charge for the year	**-**	**2,246**	**-**	**1,431**	**53,132**	**56,809**
At 31 March 2025	**-**	**173,644**	**12,097**	**181,179**	**124,270**	**491,190**
Net book value						
At 31 March 2025	**1,715,813**	**368**	**-**	**-**	**233,498**	**1,949,679**
At 31 March 2024	*113,409*	*2,614*	*-*	*1,431*	*50,534*	*167,988*

13. FIXED ASSET INVESTMENTS

	Unlisted investments £
Cost	
At 1 April 2024	**402,163**
Additions	**406,788**
Disposals	**(404,946)**
At 31 March 2025	**404,005**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

14. DEBTORS

	2025 £	2024 £
Due within one year		
Trade debtors	**126,055**	*92,115*
Other debtors	**4,345**	*3,779*
Prepayments	**33,235**	*86,775*
Accrued income	**221,420**	*506,743*
	385,055	*689,412*

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	**127,245**	*120,335*
Other taxation and social security	**-**	*77,085*
Other creditors	**-**	*19,108*
Accruals	**151,472**	*118,104*
	278,717	*334,632*

	2025 £	2024 £
Deferred income at 1 April 2024	**-**	*31,299*
Resources deferred during the year	**-**	*-*
Amounts released from previous periods	**-**	*(31,299)*
	-	*-*

16. CREDITORS: Amounts falling due after more than one year

	2025 £	2024 £
Other loans	**2,081,968**	*177,268*

The loans are secured over the freehold property.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

17. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Designated funds	**372,793**	**-**	**-**	**(215,293)**	**157,500**
General funds					
General funds	**180,319**	**55,122**	**(207,853)**	**193,271**	**220,859**
Total Unrestricted funds	**553,112**	**55,122**	**(207,853)**	**(22,022)**	**378,359**
Restricted funds					
Refuge accomodation	**169,126**	**2,014,999**	**(1,906,761)**	**(61,243)**	**216,121**
Adult services	**906,909**	**3,776,072**	**(4,452,800)**	**126,725**	**356,906**
Recovery funding	**-**	**115,698**	**(165,415)**	**49,717**	**-**
Children & young people	**205,221**	**735,032**	**(691,657)**	**(70,148)**	**178,448**
Preventions services	**278,267**	**798,671**	**(675,909)**	**(64,026)**	**337,003**
Community houses	**-**	**118,639**	**(159,636)**	**40,997**	**-**
	1,559,523	**7,559,111**	**(8,052,178)**	**22,022**	**1,088,478**
Total of funds	**2,112,635**	**7,614,233**	**(8,260,031)**	**-**	**1,466,837**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

17. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2024* £
Unrestricted funds					
Designated funds	*358,793*	*-*	*(25,000)*	*39,000*	*372,793*
General funds	*378,650*	*109,498*	*(196,118)*	*(111,711)*	*180,319*
Total Unrestricted funds	*737,443*	*109,498*	*(221,118)*	*(72,711)*	*553,112*
Restricted funds					
Refuge accomodation	*125,879*	*1,670,591*	*(1,594,214)*	*(33,130)*	*169,126*
Adult services	*809,479*	*3,802,918*	*(3,824,560)*	*119,072*	*906,909*
Recovery funding	*-*	*121,848*	*(134,344)*	*12,496*	*-*
Children & young people	*136,784*	*590,162*	*(568,829)*	*47,104*	*205,221*
Preventions services	*284,404*	*657,631*	*(590,937)*	*(72,831)*	*278,267*
	1,356,546	*6,843,150*	*(6,712,884)*	*72,711*	*1,559,523*
Total of funds	*2,093,989*	*6,952,648*	*(6,934,002)*	*-*	*2,112,635*

17. STATEMENT OF FUNDS (CONTINUED)

Designated funds

The Trustees reviewed the general funds held and have designated the following amounts:

- £42,500 to cover any potential liabilities arising on the loss of a contract.
- £40,000 to develop the dispersed properties. There was planned expenditure on this in the current year.
- £75,000 held for the development of a preventions strategy.

Restricted funds

The refuge accommodation balance represents unspent income which was received towards the costs of repairs and renewals.

The adult services represents monies received to provide support services for victims of domestic abuse from various sources including local authority contracts. There are balances carried forward at the year end.There were transfer in from general funds during the year to cover business support costs and some project deficits.

The recovery funding is for the ongoing work within the recovery project.

The children & young people's balance represents monies received from various sources to support children.

The preventions services balance represents funding received to work with the perpetrators of domestic abuse. There is a balance to carry forward at the year end.

The community house fund shows income recieved as a result of running the community houses. In the current year reserves have been used to help set up this service.

All central costs are allocated to the general fund, with other funds contributing to central costs through a transfer. Any shortfalls on projects have been covered by a transfer from general funds. The balance on the general fund is classified as unrestricted in line with our reserves policy.

Unrestricted funds have been used this year in order to cover salary shortfalls on projects as wage increases were not matched by increases on contract income.

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	**1,917,050**	**32,629**	**1,949,679**
Fixed asset investments	**-**	**404,005**	**404,005**
Current assets	**1,504,201**	**(30,363)**	**1,473,838**
Creditors due within one year	**(250,805)**	**(27,912)**	**(278,717)**
Creditors due in more than one year	**(2,081,968)**	**-**	**(2,081,968)**
Total	**1,088,478**	**378,359**	**1,466,837**

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2024 £	*Unrestricted funds 2024 £*	*Total funds 2024 £*
Tangible fixed assets	*106,149*	*61,839*	*167,988*
Fixed asset investments	*-*	*402,163*	*402,163*
Current assets	*1,942,323*	*112,061*	*2,054,384*
Creditors due within one year	*(311,681)*	*(22,951)*	*(334,632)*
Creditors due in more than one year	*(177,268)*	*-*	*(177,268)*
Total	*1,559,523*	*553,112*	*2,112,635*

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

	2025 £	*2024 £*
Net income/expenditure for the year (as per Statement of Financial Activities)	**(645,798)**	*18,646*
Adjustments for:		
Depreciation charges	**56,809**	*7,819*
Interest from investments	**(8,515)**	*(2,864)*
Decrease/(increase) in debtors	**304,357**	*188,180*
Decrease in creditors	**(55,915)**	*(90,051)*
Loan interest paid	**30,136**	*-*
Net cash provided by/(used in) operating activities	**(318,926)**	*121,730*

20. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2025 £	*2024 £*
Cash in hand	**1,078,783**	*1,364,972*
Notice deposits (less than 3 months)	**414,005**	*402,163*
Total cash and cash equivalents	**1,492,788**	*1,767,135*

21. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	**1,364,972**	**(276,189)**	**1,088,783**
Cash equivalents	**402,163**	**1,842**	**404,005**
Debt due after 1 year	**(177,268)**	**(1,904,700)**	**(2,081,968)**
	1,589,867	**(2,179,047)**	**(589,180)**

22. CONTINGENT LIABILITIES

The charitable company received a grant from the Community Fund in 1998 and 1999 to purchase and equip a two-storey building, which totalled £173,118. It may become repayable if there is a breach of the terms and conditions of the grants. The liability exists for the unexpired period of the lease of the property.

23. PENSION COMMITMENTS

The charity contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £107,623 (2024 - £89,216). Contributions totalling £nil (2024: £16,817) were payable to the fund at the balance sheet date and are included in creditors. Pension costs have been allocated to activities and restricted based on the time each staff has spent on each activity.

24. OPERATING LEASE COMMITMENTS

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

	2025	*2024*
	£	*£*
Not later than 1 year	**18,741**	*23,676*
Later than 1 year and not later than 5 years	**48,080**	*56,450*
	66,821	*80,126*

The following lease payments have been recognised as an expense in the statement of financial activities:

	2025	*2024*
	£	*£*
Operating lease rentals	**42,828**	*26,965*

25. RELATED PARTY TRANSACTIONS

During the year there have been no related party transactions requiring disclosure.

HARBOUR SUPPORT SERVICES

England & Wales - Charity number 1086897

Accounts

Registered number: 04141850
Charity number: 1086897

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

harbour
working for safer communities

women's aid
national quality standard 2024–2027

Registered with FUNDRAISING REGULATOR

FUNDED BY COMIC RELIEF

North East Better Health at Work Award Gold Award

INVESTORS IN PEOPLE® We invest in people Silver

RESPECT ACCREDITED

WHITE RIBBON ACCREDITED
WORKING TOGETHER TO END MALE VIOLENCE AGAINST WOMEN

HARBOUR SUPPORT SERVICES
(A company limited by guarantee)

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HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2024

Trustees	Marilyn Davies (resigned 1 April 2024) Francesca Cosstick, Vice Chair Stefan Klidzia (resigned 30 September 2023) Christine Mulgrew Louise Hurst Wendy Morris Victoria Duncan, Chair Carol Menabawey (appointed 23 October 2023) Debra McKittrick (appointed 7 May 2024)
Company registered number	04141850
Charity registered number	1086897
Registered office	8 Sydenham Road Hartlepool TS25 1QB
Chief executive officer	Lesley Gibson
Independent auditors	Waltons Business Advisers Limited Chartered Accountants Maritime House Harbour Walk The Marina Hartlepool TS24 OUX
Bankers	Lloyds Bank PLC 128-132 York Road Hartlepool TS26 9DD
Solicitors	Ward Hadaway LLP 102 Quayside Newcastle Upon Tyne NE1 3DX

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the audited financial statements of the charity for the year 1 April 2023 to 31 March 2024. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Background to our Work

The UK government's definition of domestic abuse is "any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional."

The trauma of experiencing violence and abuse damages physical and emotional health and can have long-lasting negative impacts across a wide range of health, social and economic outcomes. It increases individuals' risks of a broad range of health damaging behaviours and reduces their life prospects in terms of education, employment, and social and emotional wellbeing. The burden of abuse falls heaviest on victims and their families, but also affects those who witness abuse, live with abuse, and fear abuse.

Domestic abuse occurs across our society, regardless of age, gender, race, sexuality, wealth, and geography of the victim or abusers, however evidence shows that women disproportionately experience domestic abuse. This is an internationally recognised phenomenon rooted in gender inequality and historic gender-based roles.

Our Experience and Track Record

Harbour is a specialist domestic abuse charity which has worked for 50 years to improve the lives of individuals and families affected by domestic abuse. In the financial year 2023/24, Harbour supported over 10,270 clients in its domestic abuse services across the Northeast making us one of the largest specialist providers in the country.

During 2023/24 Harbour was contracted to provide domestic abuse services across eight local authority areas: North Tyneside, Northumberland, County Durham, Darlington, Hartlepool, Stockton, Redcar & Cleveland, Newcastle and Middlesbrough. These contracts were secured through a rigorous tendering process and our services are subjected to regular reviews by commissioners to confirm that we maintain consistently high standards. The breadth of our operations means services are continuously improving as we reflect on and respond to learning from all service and geographical areas.

We remain committed to the same principles held by those who formed the organisation in 1974, namely that everyone has the right to live free from violence and abuse, but we have also learnt how to run an effective business and become true specialists in our field. We have not taken a dogmatic approach to our work; we have expanded our services to work with those who perpetrate abuse and now offer a truly family focussed response to those affected by domestic abuse.

The values which define us are rooted in our ability to work without judgement and with empathy and compassion whilst enabling clients to help themselves, as it is through their own empowerment that they will secure a life free from violence and abuse.

Harbour has a good record of steady growth and business development; over the past six years income has

risen by 83%. Our growth has been steady and planned, mostly secured through winning contracts with local authorities to deliver local services and we have further strengthened our infrastructure over time to support and sustain our growth.

Our Current Services

Refuges
Harbour offers sixty-three units of refuge accommodation to women and any children who are leaving an abusive relationship, across our seven refuge projects in Northumberland, North Tyneside, two in County Durham, Stockton, Hartlepool and Redcar & Cleveland. The refuges offer open access, 24-hour cover and a range of support and guidance services for women and children.

We also have over 31 dispersed properties where clients live semi-independently but with a more intensive support package than a community-based client. Those leaving the refuge or dispersed properties are provided with ongoing support as they establish a new home and re-integrate themselves into the community.

Community Based Services
The Outreach Service provides community-based support and guidance to women and men who are living with or have experienced domestic abuse. Our focus is on increasing the safety and welfare of clients and any children and empowering them to start to make positive changes in their lives. Following a needs and risk assessment, support plans are devised with the client which might cover issues such as: safety, legal, health, parenting, self-esteem/confidence, employment/education, etc. The service is delivered one to one and through groupwork. We currently deliver outreach services in Northumberland, North Tyneside, County Durham, Darlington, Hartlepool, Stockton, and Redcar & Cleveland.

Harbour delivers the IDVA (Independent Domestic Violence Advisor) service to high-risk victims of domestic abuse across Stockton, Hartlepool, Redcar & Cleveland, Darlington, County Durham, Northumberland, and North Tyneside. We support clients at the specialist domestic violence courts in Teesside, County Durham and Northumberland, working closely with colleagues in the Police and other criminal justice agencies. The team works collaboratively with other specialist organisations to help victims to reduce the potential for harm, including those at risk from so called honour-based abuse, forced marriage and female genital mutilation.

We also have specialist IDVA roles including hospital based IDVAs, mental health IDVAs, GP IDVA and Court based IDVAs in Durham/Darlington and Cleveland and Young Person's IDVAs in North Tyneside, Durham/Darlington, and Cleveland.

Children & Young People's Service
The Children & Young People's team works therapeutically with children/young people aged between 0 and 18 years who are living with or have lived with domestic abuse. Services include 1 to 1 and group programmes which cover: emotional intelligence, worries and concerns, self-esteem, blame, anger management, etc.

Comic Relief funded an Early Year's project for 3 years across our refuges to support pregnant mums and those with children under 4 to mitigate the harms caused by domestic abuse. This funding has now ended and we are looking at alternative funding streams to allow us to continue this valuable work.

We have specialist teams working with adolescents who are experiencing abuse within interpersonal relationships and deliver specialist work with young people demonstrating abusive behaviours towards parents/carers to reduce the risks and guide the young people to change their behaviours.

Preventions service
Harbour's preventions service works with men and women who are abusive and controlling towards their partners or family members, offering a range of interventions from awareness raising sessions through to full behaviour change programmes. The long-term programme carries the 'Respect' accreditation which indicates that it operates to the highest professional standards and puts victim safety at the heart of its operation. The

team offers services in Stockton, Hartlepool, Durham, Darlington, Middlesbrough, Redcar & Cleveland, North Tyneside, Newcastle and Northumberland. Interventions with abusers are offered alongside Harbour's Victim Safety support, to ensure the views of the victim are reflected in the assessment process and when we measure the impact of the service.

Harbour is also commissioned by Respect to offer their Make a Change programme in County Durham, which provides an early intervention offer to those using harmful behaviours in their relationships.

Counselling
Harbour provides specialist counselling services in Stockton, Hartlepool, Durham, Darlington, Redcar & Cleveland and North Tyneside to women and men affected by domestic abuse. Harbour is a member of the British Association of Counselling and Psychotherapy and as such operates within the BACP Ethical Framework.

Partnership Work
Working closely with partner agencies, we continue to offer a multi-agency response to our clients and their families. In each of the areas in which we work we have developed strong links at practitioner and strategic levels to ensure we can offer the best service to clients.

Harbour has staff co-located within multi agency teams to provide specialist domestic abuse advice including Durham Constabulary, and several social care and early intervention teams, including multi agency safeguarding hubs.

Training
Harbour delivers training to staff from a range of organisations about domestic abuse and its impact on families, including as part of the Local Safeguarding Children's Board training programmes. These services can be tailored to meet the organisation's needs and cover issues such as safety planning and working with perpetrators. During 2024 we also developed a new role that works closely with local authorities as part of their workforce development, to deliver training in line with legislation and ensure domestic abuse and local services remain at the forefront of local authority delivery.

Our Staff
The quality and effectiveness of our services is significantly influenced by the attitude and competence of the staff we employ, hence our commitment to recruiting the best candidates then inducting, training, supervising, and supporting them effectively. We employ over 200 staff who are committed and passionate about the work we undertake and provide them with ongoing personal and professional development throughout their employment. This enables us to provide a quality service which delivers outcomes for clients. Harbour has been an Investor in People organisation since 2006, and a review in 2022 confirmed our 'Silver' accreditation. We also hold the Gold Better Health at Work Award for our commitment to promote health and wellbeing at home and work.

Our Approach to Support
Our approach to support puts the client and their needs and wishes at the forefront. Many of those referred to Harbour for support have experienced significant trauma from domestic abuse and our work with them needs to be 'trauma-informed' or we will fail to engage with them and provide effective support. We seek to understand and acknowledge the strengths within families to build upon these and in turn identify and evaluate the difficulties and risks they are facing and seek to minimise these. Our role is not to direct the actions of our clients but to provide them with understanding and awareness of their situation and the options available to them. Safeguarding is always a priority, to ensure that vulnerable adults and any children living with domestic abuse are protected from further harm.

We collaborate in effective partnerships with multiple organisations as the issues facing our clients cannot be met by the efforts of one organisation but rather the combined and co-ordinated efforts of many organisations with the shared purpose of enabling individuals and families to thrive free from abuse.

Review of the Year
Demand for our services has continued to increase in 2023/24 across all areas and all services.

Our achievements in 2023/24:

- Appointed to deliver preventions work in Newcastle, working alongside Respect and OPCC, following a full procurement exercise.
- Launched new accommodation based service in Hartlepool, working with clients with multiple unmet needs.
- Received further Respect accreditation status for our Make a Change services.
- Continue to be innovative in relation to creating new opportunities. This includes a dedicated workforce development role working closely with the local authority to provide training and development opportunities.
- Awarded the Women's Aid Standards after going through a rigorous assessment process.
- Accommodated further increases in referrals through the year, working with more clients than in any previous year.
- Received the Investors in People award for UK Employer of the Year for Silver at an awards ceremony.
- We are proud to have secured a significant social investment loan from Social and Sustainable Capital (SASC) to expand our range of safe accommodation for those escaping abuse.

As a result of our work we have enabled victims to increase their safety, reduce the risks they are facing and in turn improve the quality of their lives. We have enabled children and young people to recover from their experiences of domestic abuse, see that they are not to blame and helped them to aspire for their future. We have also given those being abusive the tools and support they need to make changes in their lives which will have a positive impact upon them, their families, and the wider community.

OUR AIMS & ASPIRATIONS

Objects
The Charity's objects are specifically restricted to relieve the needs of families and individuals affected by domestic abuse.

Our Vision
Working towards a society free from violence and abuse.

Our Values

We have committed to upholding the following values in all that we do:

- Respectful
- Empowering
- Safe
- Passionate
- Equal
- Client-focused
- Trustworthy

Our Aims

Our aims are:

1. Enable families & individuals to improve their lives by providing advice, support, and information to victims of domestic abuse.
2. Enable adults experiencing domestic abuse to improve their lives by providing safe, quality accommodation and support for them and any children.
3. Enable children & young people experiencing domestic abuse to increase their safety and lead healthy, productive lives.
4. Challenge and change the behaviours of those who perpetrate domestic abuse to improve the safety of victims and children.
5. Develop and innovate new services which improve the lives of families and individuals experiencing domestic abuse.
6. Review and continuously improve services in line with the needs of all stakeholders.
7. Deliver quality services by working effectively and efficiently.
8. Engage with the communities we serve.

Our longer-term aims are:

1. To sustain our position as the primary provider for domestic abuse services in the North of England.
2. To seek opportunities to develop and extend services to enable business growth.

Our Public Benefit

Since 1974 Harbour has worked to achieve positive outcomes for vulnerable families through services addressing domestic abuse. Positive outcomes of this work include improved safety for victims and their families, improved mental and physical health, increased self-esteem and confidence, opportunities to access training, education and employment, achievement of children and young people at school, reduced offending behaviours amongst perpetrators and young people.

In 2023/24 services were offered across County Durham, Hartlepool, Stockton, North Tyneside, Northumberland, Redcar & Cleveland, Middlesbrough, Newcastle and Darlington. Refuge services are offered to all women and any children, outreach services are available for men, women and children, counselling services can be accessed by men and women aged over 17, the preventions service is open to men and women aged 18+.

Referral criteria are well publicised and ensure services are targeted at those with greatest need, to safeguard vulnerable children, young people, and adults at risk of harm. Harbour can be contacted by those needing support 24 hours a day, 7 days a week through the telephone and through private messaging on its social media channels and Live Chat on the website.

The Trustees and Directors consider that they have complied with their duty in Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission.

Our approach to Fundraising

Harbour is registered with the Fundraising Regulator and upholds its fundraising principles and code of practice, which includes how we would deal with vulnerable people in our fundraising activities. Registration with the regulator commits Harbour to following the highest standards in all its fundraising activities, to act with respect and integrity in its dealings with supporters, to welcome feedback and act when required and to maintain confidentiality and comply with the GDPR regulations. The organisation is transparent about how it uses donations and gives feedback to supporters on the impact of their donation.

Harbour also has a complaints procedure for its fundraising activities and has not received any fundraising complaints during the year.

Our Future Plans

Harbour's priorities for the coming year and beyond are to:

- Ensure those with lived experience continue to influence the development of our services.
- Maintain current contracts through tendering processes.
- Secure new funding to enhance present service levels.
- Seek opportunities to develop and deliver innovative services to meet the needs of individuals and families and reduce the impact and incidence of domestic abuse.
- Continue to develop services which are family focused and trauma informed.
- Work in a co-ordinated way with other organisations to meet the needs of families.
- Promote Harbour as a leading provider of domestic abuse services across the region.
- Enhance Harbour's involvement within multi agency networks across the region.
- Continue to invest in staff training and development and staff wellbeing to ensure Harbour provides high quality services.
- Develop the housing offer across Harbour support services
- Ensure domestic abuse remains a regional and national priority.

Objectives and activities

Achievements and performance

FINANCIAL REPORTS

- **Principal funding**

Project	Funding sources	Income	Expenditure
Refuge Accommodation	Darlington Borough Council Stockton Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Northumberland County Council Redcar and Cleveland Borough Council Rent	£1,679,913	£1,804,632
Adult Services	Darlington Borough Council Stockton Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Northumberland County Council Redcar and Cleveland Borough Council Cleveland PCC	£3,958,404	£3,808,522

Children & Young People	Stockton Borough Council Durham County Council Hartlepool Borough Council North Tyneside Council Northumberland County Council Redcar and Cleveland Borough Council Children in Need	£590,162	£616,099
Preventions	Durham County Council Stockton Borough Council Northumberland County Council Redcar and Cleveland Borough Council Hartlepool Borough Council Home Office	£657,631	£676,761

Overall the charity had a net surplus in the year of £18,646. This is made up of a deficit on unrestricted funds of £184,331, after transfers into projects and a surplus, after transfers, on restricted funds of £202,977.

The charity has restricted reserves of £1,559,523 and unrestricted reserves have decreased to £553,112.

The charity is holding the majority of its reserves in deposit accounts.

Investment policy and performance

The Trustees and Directors are permitted by the Articles of Association to invest any surplus funds of the charity not immediately required for the furtherance of its objects. The agreed policy is to place such funds on deposit in a high interest-bearing bank account which will still allow access to the funds if necessary. The rate of interest received is considered adequate.

Reserves policy

Harbour works within its agreed Reserves Policy which takes account of the organisation’s future needs, opportunities, contingencies, and risks.

The minimum level of reserves required is based upon the following:

- Four months' running costs (support salaries, utilities, rent, administration etc) this comes to £286k.
- Redundancy / maternity cover requirements of £50k
- Cover for retrospective funding payments to cover the gap between incurring costs of undertaking work and receiving the grant of £50k.

In total this comes to £386k.

At the year-end Harbour had unrestricted reserves of £553,112 of which free reserves are £491,273, which is greater than the target reserves. The Trustees have designated £372,793 leaving undesignated reserves of £118,480.

Harbour uses any income that is not restricted by its source towards the reserves target.

Structure, governance and management

• Constitution

The company is a charitable company limited by guarantee and was set up by a Memorandum of Association on 16 January 2001. In 2007, the company changed its name from North Tees Women's Aid to Harbour Support Services. A revised Articles of Association was adopted by Special Resolution on 20 March 2013.

• Methods of appointment or election of Trustees

The Board of Management comprises up to 12 trustees who are appointed following a rigorous selection procedure.

• Organisational structure and decision-making policies

Harbour is administered by a board of unpaid Trustees serving alongside the paid Chief Executive and senior leadership team. The Chief Executive oversees the operations on a day-to-day basis under delegated authority and reports to the Board, which approves major decisions and has overall responsibility for all Harbour activities.

• Policies adopted for the induction and training of Trustees

Harbour has policies, a code of conduct and Handbook for Trustees to ensure they are informed about all aspects of the organisation and what is expected of their role. Trustees can access training via a range of internal and external training opportunities to ensure they have the skills and knowledge to perform their duties.

Wider network
Harbour is a full member of the Women's Aid Federation of England, the British Association of Counselling and Psychotherapy and Respect.

• Pay policy for key management personnel

Harbour's pay policy offers fair pay to attract and keep appropriately qualified, experienced staff to lead, manage, support, and deliver the charity's aims.

The Trustees and Directors are responsible for setting the remuneration level for the charity's Chief Executive. This post then has delegated responsibility to set and review salaries for other staff.

When setting and reviewing the Chief Executive's remuneration the Trustees and Directors consider:

a. the purposes, aims and values of the charity, and its beneficiaries' needs,
b. how this affects pay policy for all employees, and for the senior staff in particular,
c. how pay is linked to the skills, experiences, and competencies that the charity needs from its Chief Executive,
d. the charity's current business plan,
e. the charity's ability to pay,
f. how increasing pay, particularly at senior levels, would be perceived by employees, donors, and beneficiaries,
g. whether it's affordable, including in the longer term (based on a risk assessment of future income and expenditure),
h. information on pay policies and practices in other organisations that could help guide a decision on whether a level of pay is fair,
i. the wider 'employment offer' they can make, where pay is one part of a package that includes personal

Structure, governance and management (continued)

development, personal fulfilment, and association with the charity's cause.

- **Financial risk management**

The Trustees are aware of the key risks facing the business and ensure measures are in place to mitigate these.

To mitigate the risk of losing income through the loss of a contract or end of a grant, Harbour maintains the delivery of quality services, prepares quality tender submissions and pro-actively seeks funds from grant givers.

To mitigate the potential of fraud leading to financial loss, the organisation has financial control systems which are monitored by the Chief Executive. Regular reports are made to the Board on the working of these systems in relation to any major risks identified in connection with the company's activities and their mitigation. The control systems include financial management policies, covering effective financial management, business planning, budget monitoring, delegated authorities, audited accounts, and risk management. These policies are reviewed on an annual basis.

To mitigate the risks presented by staff working with vulnerable adults and children, Harbour operates safe recruitment practices including conducting Disclosure Bureau System checks for all staff, volunteers and trustees and verifying references. In addition, a robust staff supervision system is in place and an annual appraisal process.

In relation to health and safety, Harbour conducts regular risk assessment of work activities, (including lone working), buildings and fire safety. These are documented in Health & Safety policies which are reviewed at least every two years.

Harbour also has a Business Continuity Policy which was thoroughly tested through the Covid pandemic and has proved effective in maintaining operations and enabling staff to work safely.

A comprehensive Risk Register is available should further detail be required.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees and Directors are responsible for preparing the Annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Disclosure of information to auditors

Each of the persons who are Directors at the time when this Annual report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Auditors

The auditors, Waltons Business Advisers, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Victoria Duncan
(Chair of Trustees)
Date: 26 June 2024

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES

UNQUALIFIED OPINION

We have audited the financial statements of Harbour Support Services (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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.

CONCLUSION RELATING TO GOING CONCERN

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

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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 gained an understanding of the legal and regulatory framework applicable to the company and the area in which it operates, and considered the risk of acts by the Charity that were contrary to applicable laws and regulations, including fraud. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We identified the greatest potential for fraud in the following areas: existence and timing of recognition of income and management override of controls (especially in the posting of journals). We discussed these risks with management and designed audit procedures as follows:

- to test the timing and existence of revenue,
- to review journals posted to key control accounts or posted around the year end, to look for potential "window dressing" as well as looking at a sample throughout the year.

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 auditors' report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

USE OF OUR REPORT

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Waltons Business Advisers Limited

Chartered Accountants
Statutory Auditors

Maritime House
Harbour Walk
The Marina
Hartlepool
TS24 OUX

29 July 2024

Waltons Business Advisers Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
INCOME FROM:					
Charitable activities	4	**6,838,627**	**47,483**	**6,886,110**	*6,526,400*
Other trading activities	3	**4,523**	**59,151**	**63,674**	*52,680*
Investments		**-**	**2,864**	**2,864**	*1,340*
TOTAL INCOME		**6,843,150**	**109,498**	**6,952,648**	*6,580,420*
EXPENDITURE ON:					
Raising funds	5	**-**	**27,988**	**27,988**	*25,163*
Charitable activities	6	**6,712,884**	**193,130**	**6,906,014**	*5,764,784*
TOTAL EXPENDITURE		**6,712,884**	**221,118**	**6,934,002**	*5,789,947*
NET INCOME/(EXPENDITURE)		**130,266**	**(111,620)**	**18,646**	*790,473*
Transfers between funds	17	**72,711**	**(72,711)**	**-**	*-*
NET MOVEMENT IN FUNDS		**202,977**	**(184,331)**	**18,646**	*790,473*
RECONCILIATION OF FUNDS:					
Total funds brought forward		**1,356,546**	**737,443**	**2,093,989**	*1,303,516*
Net movement in funds		**202,977**	**(184,331)**	**18,646**	*790,473*
TOTAL FUNDS CARRIED FORWARD		**1,559,523**	**553,112**	**2,112,635**	*2,093,989*

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 20 to 38 form part of these financial statements.

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)
REGISTERED NUMBER: 04141850

BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		*2023 £*
FIXED ASSETS					
Tangible assets	12		**167,988**		*7,579*
Investments	13		**402,163**		*401,066*
			570,151		*408,645*
CURRENT ASSETS					
Debtors	14	**689,412**		*877,592*	
Cash at bank and in hand		**1,364,972**		*1,232,435*	
		2,054,384		*2,110,027*	
Creditors: amounts falling due within one year	15	**(334,632)**		*(424,683)*	
NET CURRENT ASSETS			**1,719,752**		*1,685,344*
Creditors: amounts falling due after more than one year	16		**(177,268)**		-
TOTAL NET ASSETS			**2,112,635**		*2,093,989*
CHARITY FUNDS					
Restricted funds	17		**1,559,523**		*1,356,546*
Unrestricted funds	17		**553,112**		*737,443*
TOTAL FUNDS			**2,112,635**		*2,093,989*

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Victoria Duncan
(Chair of Trustees)
Date: 26 June 2024

The notes on pages 20 to 38 form part of these financial statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	*2023* *£*
CASH FLOWS FROM OPERATING ACTIVITIES		
Net cash used in operating activities	**121,730**	*802,195*
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible fixed assets	**(168,228)**	*-*
Interest from investments	**2,864**	*1,340*
Payments made on hire purchase liabilities	**-**	*(251)*
NET CASH (USED IN)/PROVIDED BY INVESTING ACTIVITIES	**(165,364)**	*1,089*
Cash inflows from new borrowing	**177,268**	*-*
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR	**133,634**	*803,284*
Cash and cash equivalents at the beginning of the year	**1,633,501**	*830,217*
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	**1,767,135**	*1,633,501*

The notes on pages 20 to 38 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. GENERAL INFORMATION

The charity is a private company limited by guarantee, incorporated in England and Wales. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Harbour provides holistic and other support services to address all aspects of domestic abuse.

The principal and registered office address is:

8 Sydenham Road
Hartlepool
TS25 1QB

2. ACCOUNTING POLICIES

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Harbour Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The Trustees, having made due and careful enquiry and preparing forecasts, are of the opinion that the charity has adequate working capital to execute its operations over the next 12 months. The Trustees therefore, have made an informed judgement, at the time of approving the financial statements, that there is reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. As a result the Trustees have continued to adopt the going concern basis of accounting in preparing the annual financial statements.

2.3 Fund accounting

General funds are unrestricted funds which 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 costs 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.

2. ACCOUNTING POLICIES (CONTINUED)

2.4 Income

Voluntary income is included in the statement of financial activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income received in advance of due performance under contract is accounted for as deferred income until earned.

Grant income is included when the related conditions for legal entitlement to the grant have been met.

All other income is accounted for on an accruals basis.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Costs of raising funds are costs incurred in attracting voluntary income.

2.6 Tangible fixed assets and depreciation

All assets costing more than £1,000 and with a useful life of more than one year are capitalised. Assets with a cost of less than £1,000 and which are considered to have a useful life of less than one year are treated as consumable goods and written off to expenditure when purchased.
Furniture within refuges is not capitalised on inception of the contract and any ongoing costs are treated as refurbishment going through the statement of financial activity.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed assets may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses.

2. ACCOUNTING POLICIES (CONTINUED)

2.6 Tangible fixed assets and depreciation (continued)

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

Depreciation is provided on the following bases:

Freehold property	- over 50 years
Long-term leasehold property	- over 10/15 years
Motor vehicles	- over 3 years
Fixtures and fittings	- over 3/5 years
Household goods	- over 3/5 years

2.7 Operating lease

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

2.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

2.9 Pensions

The charity contributes to a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.10 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.11 Cash and cash equivalents

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

2.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

3. ACTIVITIES FOR GENERATING FUNDS

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Fundraising income	**4,523**	**54,951**	**59,474**	*760*
Student placements	**-**	**4,200**	**4,200**	*51,920*
	4,523	**59,151**	**63,674**	*52,680*
Total 2023	*-*	*52,680*	*52,680*	

4. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Children & young people	**590,162**	**-**	**590,162**	*492,739*
Preventions	**657,631**	**-**	**657,631**	*593,265*
Refuge accommodation	**1,679,913**	**-**	**1,679,913**	*1,365,058*
Adult services	**3,910,921**	**47,483**	**3,958,404**	*4,075,338*
	6,838,627	**47,483**	**6,886,110**	*6,526,400*
Total 2023	*6,492,760*	*33,640*	*6,526,400*	

5. RAISING FUNDS

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Travel	**2,061**	**2,061**	*458*
Communications	**4,648**	**4,648**	*5,080*
Other costs	**3,041**	**3,041**	*1,015*
Outsourced services	**17,738**	**17,738**	*15,711*
Staff costs	**500**	**500**	*2,899*
	27,988	**27,988**	*25,163*
Total 2023	*25,163*	*25,163*	

6. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total 2024 £	*Total 2023 £*
Children & young people	**607,733**	**8,366**	**616,099**	*453,099*
Preventions	**660,012**	**16,749**	**676,761**	*570,011*
Refuge accommodation	**1,737,170**	**67,462**	**1,804,632**	*1,422,128*
Adult services	**3,707,969**	**100,553**	**3,808,522**	*3,319,546*
	6,712,884	**193,130**	**6,906,014**	*5,764,784*
Total 2023	*5,664,454*	*100,330*	*5,764,784*	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

7. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	*Total funds 2023 £*
Children & young people	**573,195**	**42,904**	**616,099**	*453,099*
Preventions	**590,937**	**85,824**	**676,761**	*570,011*
Refuge accommodation	**1,589,933**	**214,699**	**1,804,632**	*1,422,128*
Adult services	**3,293,590**	**514,932**	**3,808,522**	*3,319,546*
	6,047,655	**858,359**	**6,906,014**	*5,764,784*
Total 2023	*5,082,307*	*682,477*	*5,764,784*	

7. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF DIRECT COSTS

	Children & young people 2024 £	Preventions 2024 £	Refuge accommodation 2024 £	Adult services 2024 £	Total funds 2024 £	*Total funds 2023 £*
Staff costs	**515,877**	**564,216**	**389,048**	**3,154,508**	**4,623,649**	*3,841,881*
Depreciation	**-**	**-**	**4,429**	**-**	**4,429**	*316*
Printing, postage & stationery	**-**	**147**	**20,490**	**1,692**	**22,329**	*12,033*
Property costs	**10,242**	**7,430**	**939,836**	**7,938**	**965,446**	*807,374*
Training	**750**	**-**	**-**	**26**	**776**	*-*
Travel	**12,160**	**6,343**	**4,440**	**44,721**	**67,664**	*60,805*
Communications	**5,592**	**6,546**	**21,240**	**41,376**	**74,754**	*94,445*
Other costs	**28,574**	**6,255**	**102,780**	**38,141**	**175,750**	*159,931*
Outsourced services	**-**	**-**	**-**	**-**	**-**	*2,337*
Rent arrears	**-**	**-**	**98,585**	**5,188**	**103,773**	*87,916*
Laundry equipment	**-**	**-**	**9,085**	**-**	**9,085**	*11,069*
Other professional services	**-**	**-**	**-**	**-**	**-**	*4,200*
	573,195	**590,937**	**1,589,933**	**3,293,590**	**6,047,655**	*5,082,307*
Total 2023	*418,965*	*501,741*	*1,251,460*	*2,910,141*	*5,082,307*	

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

7. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF SUPPORT COSTS

	Children & young people 2024 £	Preventions 2024 £	Refuge accommodation 2024 £	Adult services 2024 £	Total funds 2024 £	*Total funds 2023 £*
Staff costs	**15,777**	**31,557**	**78,891**	**189,337**	**315,562**	*221,612*
Depreciation	**163**	**326**	**814**	**1,953**	**3,256**	*4,565*
Printing, postage & stationery	**286**	**574**	**1,434**	**3,442**	**5,736**	*4,686*
Property costs	**3,589**	**7,180**	**17,951**	**43,082**	**71,802**	*62,433*
Training	**1,843**	**3,688**	**9,219**	**22,126**	**36,876**	*33,973*
Travel	**827**	**1,657**	**4,142**	**9,941**	**16,567**	*12,822*
Communications	**7,368**	**14,737**	**36,841**	**88,420**	**147,366**	*118,821*
Other costs	**5,850**	**11,702**	**29,398**	**70,211**	**117,161**	*125,934*
Outsourced services	**3,678**	**7,357**	**18,394**	**44,144**	**73,573**	*69,829*
Business development costs	**9**	**18**	**44**	**106**	**177**	*11,254*
Other professional services	**2,492**	**4,985**	**12,462**	**29,908**	**49,847**	*5,401*
Governance costs	**1,022**	**2,043**	**5,109**	**12,262**	**20,436**	*11,147*
	42,904	**85,824**	**214,699**	**514,932**	**858,359**	*682,477*
Total 2023	*34,134*	*68,270*	*170,668*	*409,405*	*682,477*	

Support costs have been allocated to charitable activities based on staff numbers and staff time attributable to the activities. The method for allocation is 25% refuge accommodation, 5% children and young people, 60% adult services and 10% preventions.

8. GOVERNANCE COSTS

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Auditors' remuneration	**19,164**	**19,164**	*10,000*
Indemnity insurance	**1,272**	**1,272**	*1,272*
Total 2024	**20,436**	**20,436**	*11,272*
Total 2023	*10,097*	*10,097*	

9. AUDITORS' REMUNERATION

The auditors' remuneration amounts to an auditor fee of £9,575 *(2023 - £8,825)*, and accountancy services of £3,935 (*2023 - £1,175*).

10. STAFF COSTS

	2024 £	*2023 £*
Wages and salaries	**4,501,205**	*3,691,515*
Social security costs	**349,290**	*297,810*
Contribution to defined contribution pension schemes	**89,216**	*77,067*
	4,939,711	*4,066,392*

The average number of persons employed by the charity during the year was as follows:

	2024 No.	*2023 No.*
Children & young people	**33**	*31*
Preventions	**34**	*35*
Support (including fundraising)	**25**	*16*
Refuge accommodation	**27**	*24*
Adult services	**194**	*194*
	313	*300*

10. STAFF COSTS (CONTINUED)

The average headcount expressed as full-time equivalents was:

	2024 No.	*2023* *No.*
Children and Young People	**17**	*14*
Preventions	**21**	*16*
Support (including fundraising)	**6**	*6*
Refuge accomodation	**10**	*11*
Adult services	**117**	*103*
	171	*150*

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

	2024 No.	*2023* *No.*
In the band £80,001 - £90,000	**1**	-

11. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits *(2023 - £NIL)*.

During the year ended 31 March 2024, no Trustee expenses have been incurred *(2023 - £NIL)*.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

12. TANGIBLE FIXED ASSETS

	Freehold property £	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Other fixed assets £	Total £
Cost						
At 1 April 2023	**-**	**174,012**	**12,097**	**181,179**	**66,853**	**434,141**
Additions	**113,409**	**-**	**-**	**-**	**54,819**	**168,228**
At 31 March 2024	**113,409**	**174,012**	**12,097**	**181,179**	**121,672**	**602,369**
Depreciation						
At 1 April 2023	**-**	**169,152**	**12,097**	**178,460**	**66,853**	**426,562**
Charge for the year	**-**	**2,246**	**-**	**1,288**	**4,285**	**7,819**
At 31 March 2024	**-**	**171,398**	**12,097**	**179,748**	**71,138**	**434,381**
Net book value						
At 31 March 2024	**113,409**	**2,614**	**-**	**1,431**	**50,534**	**167,988**
At 31 March 2023	*-*	*4,860*	*-*	*2,719*	*-*	*7,579*

13. FIXED ASSET INVESTMENTS

	Unlisted investments £
Cost or valuation	
At 1 April 2023	**401,066**
Additions	**1,097**
AT 31 MARCH 2024	**402,163**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

14. DEBTORS

	2024 £	2023 £
Due within one year		
Trade debtors	**92,115**	*84,787*
Other debtors	**3,779**	*727*
Prepayments	**86,775**	*52,260*
Accrued income	**506,743**	*739,818*
	689,412	*877,592*

15. CREDITORS: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	**120,335**	*129,527*
Other taxation and social security	**77,085**	*63,222*
Other creditors	**19,108**	*2,591*
Accruals and deferred income	**118,104**	*229,343*
	334,632	*424,683*

	2024 £	2023 £
Deferred income at 1 April 2023	**31,299**	-
Resources deferred during the year	**-**	*31,299*
Amounts released from previous periods	**(31,299)**	-
	-	*31,299*

Deferred income consists of grant and contract income where a time condition is included in the initial offer and it is specified as being for use after the year end.

16. CREDITORS: Amounts falling due after more than one year

	2024	*2023*
	£	*£*
Other loans	**177,268**	-

The loans are secured over the freehold property.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

17. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Designated funds	**358,793**	**-**	**(25,000)**	**39,000**	**372,793**
General funds					
General Funds	**378,650**	**109,498**	**(196,118)**	**(111,711)**	**180,319**
Total Unrestricted funds	**737,443**	**109,498**	**(221,118)**	**(72,711)**	**553,112**
Restricted funds					
Refuge accomodation	**125,879**	**1,670,591**	**(1,594,214)**	**(33,130)**	**169,126**
Adult services	**809,479**	**3,802,918**	**(3,824,560)**	**119,072**	**906,909**
Recovery funding	**-**	**121,848**	**(134,344)**	**12,496**	**-**
Children & young people	**136,784**	**590,162**	**(568,829)**	**47,104**	**205,221**
Preventions services	**284,404**	**657,631**	**(590,937)**	**(72,831)**	**278,267**
	1,356,546	**6,843,150**	**(6,712,884)**	**72,711**	**1,559,523**
Total of funds	**2,093,989**	**6,952,648**	**(6,934,002)**	**-**	**2,112,635**

17. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2022 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2023* £
Unrestricted funds					
Designated funds	*327,537*	*-*	*(14,941)*	*46,197*	*358,793*
General Funds	*356,204*	*87,660*	*(110,552)*	*45,338*	*378,650*
Total Unrestricted funds	*683,741*	*87,660*	*(125,493)*	*91,535*	*737,443*
Restricted funds					
Refuge accomodation	*66,881*	*1,345,846*	*(1,245,766)*	*(41,082)*	*125,879*
Adult services	*249,436*	*3,985,242*	*(3,403,404)*	*(21,795)*	*809,479*
Recovery funding	*16,263*	*75,668*	*(91,931)*	*-*	*-*
Grants for clients	*2,491*	*-*	*(2,491)*	*-*	*-*
Children & young people	*80,184*	*492,739*	*(419,117)*	*(17,022)*	*136,784*
Preventions services	*204,520*	*593,265*	*(501,745)*	*(11,636)*	*284,404*
	619,775	*6,492,760*	*(5,664,454)*	*(91,535)*	*1,356,546*
Total of funds	*1,303,516*	*6,580,420*	*(5,789,947)*	*-*	*2,093,989*

17. STATEMENT OF FUNDS (CONTINUED)

Designated funds

The Trustees reviewed the general funds held and have designated the following amounts:

- £42,500 to cover any potential liabilities arising on the loss of a contract.
- £50,000 to enable the charity to support projects in deficit as a result of funding shortages.
- £75,293 as a development fund. The money carried forward will be used to support growth and core infrastructure.
- £105,000 to develop the dispersed properties. There was expenditure on this as planned in the current year and a further £80,000 has been designated for the planned growth in this area next year
- £50,000 held for refurbishment and maintenance of refuge properties.
- £50,000 held for the development of a preventions strategy.

Restricted funds

The refuge accommodation balance represents unspent income which was received towards the costs of repairs and renewals.

The adult services represents monies received to provide support services for victims of domestic abuse from various sources including local authority contracts. There are balances carried forward at the year end.There was a transfer in during the year to cover business support costs from the general fund, other individual projects were able to pass a surplus up to the general fund.

The Recovery funding is for the ongoing work within the recovery project.

The children & young people's balance represents monies received from various sources to support children.

The preventions services balance represents funding received to work with the perpetrators of domestic abuse. There is a balance to carry forward at the year end.

All central costs are allocated to the general fund, with other funds contributing to central costs through a transfer. Any shortfalls on projects have been covered by a transfer from general funds. The balance on the general fund is classified as unrestricted in line with our reserves policy.

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT PERIOD

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	**106,149**	**61,839**	**167,988**
Fixed asset investments	**-**	**402,163**	**402,163**
Current assets	**1,942,323**	**112,061**	**2,054,384**
Creditors due within one year	**(311,681)**	**(22,951)**	**(334,632)**
Creditors due in more than one year	**(177,268)**	**-**	**(177,268)**
Total	**1,559,523**	**553,112**	**2,112,635**

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2023 £	*Unrestricted funds 2023 £*	*Total funds 2023 £*
Tangible fixed assets	*-*	*7,579*	*7,579*
Fixed asset investments	*-*	*401,066*	*401,066*
Current assets	*1,477,593*	*632,434*	*2,110,027*
Creditors due within one year	*(121,047)*	*(303,636)*	*(424,683)*
Total	*1,356,546*	*737,443*	*2,093,989*

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

	2024 £	*2023* *£*
Net income for the period (as per Statement of Financial Activities)	**18,646**	*790,473*
Adjustments for:		
Depreciation charges	**7,819**	*4,881*
Interests from investments	**(2,864)**	*(1,340)*
Decrease/(increase) in debtors	**188,180**	*(226,491)*
Increase/(decrease) in creditors	**(90,051)**	*234,672*
Net cash provided by operating activities	**121,730**	*802,195*

20. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2024 £	*2023* *£*
Cash in hand	**1,364,972**	*1,232,435*
Notice deposits (less than 3 months)	**402,163**	*401,066*
Total cash and cash equivalents	**1,767,135**	*1,633,501*

21. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	**1,232,435**	**132,537**	**1,364,972**
Cash equivalents	**401,066**	**-**	**401,066**
Debt due after 1 year	**-**	**(177,268)**	**(177,268)**
	1,633,501	**(44,731)**	**1,588,770**

22. CONTINGENT LIABILITIES

The charitable company received a grant from the Community Fund in 1998 and 1999 to purchase and equip a two-storey building, which totalled £173,118. It may become repayable if there is a breach of the terms and conditions of the grants. The liability exists for the unexpired period of the lease of the property.

23. PENSION COMMITMENTS

The charity contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £89,226 (2023 - £71,980). Contributions totalling £16,817 (2023: £nil) were payable to the fund at the balance sheet date and are included in creditors. Pension costs have been allocated to activities and restricted based on the time each staff has spent on each activity.

24. OPERATING LEASE COMMITMENTS

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

	2024 £	*2023* *£*
Not later than 1 year	**23,676**	*10,239*
Later than 1 year and not later than 5 years	**56,450**	*22,778*
	80,126	*33,017*

The following lease payments have been recognised as an expense in the statement of financial activities:

	2024 £	*2023* *£*
Operating lease rentals	**26,965**	*37,397*

25. RELATED PARTY TRANSACTIONS

During the year there have been no related party transactions requiring disclosure.

HARBOUR SUPPORT SERVICES

England & Wales - Charity number 1086897

Accounts

Registered number: 04141850
Charity number: 1086897

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

harbour
working for safer communities

Registered with FUNDRAISING REGULATOR

FUNDED BY COMIC RELIEF

North East Better Health at Work Award Gold Award

INVESTORS IN PEOPLE® We invest in people Silver

RESPECT ACCREDITED

WHITE RIBBON ACCREDITED

WORKING TOGETHER TO END MALE VIOLENCE AGAINST WOMEN

HARBOUR SUPPORT SERVICES
(A company limited by guarantee)

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HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2022

Trustees

Marilyn Davies, Chair
Victoria Duncan, Secretary
Louise Hurst
Stefan Klidzia
Wendy Morris
Christine Mulgrew
Francesca Cosstick

Company registered number

04141850

Charity registered number

1086897

Registered office

8 Sydenham Road, Hartlepool, TS25 1QB

Chief executive

Lesley Gibson

Independent auditors

Waltons Business Advisers Limited, Maritime House, Harbour Walk, The Marina, Hartlepool, TS24 0UX

Bankers

Lloyds Bank PLC, 128-132 York Road, Hartlepool, TS26 9DD

Solicitors

Ward Hadaway LLP, 102 Quayside, Newcastle Upon Tyne, NE1 3DX

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report together with the audited financial statements of the charity for the year 1 April 2021 to 31 March 2022. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Background to our Work

In the year ending March 2020, the Crime Survey for England & Wales estimated 1.6 million women aged 16 to 74 experienced domestic abuse, around 7% of the female population. Abuse often starts early in life as the 2019 Crime Survey estimated that 25% of the female population had experienced some form of abuse before the age of 16 and the most prevalent was witnessing domestic abuse. The number of police recorded domestic abuse-related crimes in England & Wales rose 6% in the year ending March 2021 and demand on the National Domestic Abuse Helpline rose by 22% in the same period .

The new Domestic Abuse Act 2021 has now introduced:

- A legal definition of domestic abuse which recognises children as victims.
- A Domestic Abuse Commissioner to advocate for survivors and domestic abuse services.
- A legal duty on councils to fund support for survivors in ‘safe accommodation’
- New protections in the family and civil courts for survivors
- New criminal offences – including post-separation coercive control, non-fatal strangulation, threats to disclose private sexual images.

The statutory definition of domestic abuse states:

The behaviour of a person “A” towards another person “B” is domestic abuse if:

A and B are each aged 16 or over and are personally connected to each other, and the behaviour is abusive.

Behaviour is “abusive” if it consists of any of the following:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional, or other abuse

and it does not matter whether the behaviour consists of a single incident or a course of conduct.

Two people are ‘personally connected’ to each other if any of the following applies:

- they are, or have been, married to each other.
- they are, or have been, civil partners of each other.
- they have agreed to marry one another
- they have entered into a civil partnership agreement
- they are, or have been, in an intimate personal relationship with each other
- they each have, or there has been a time when they each have had, a parental relationship in relation to

the same child
- they are relatives.

The trauma of experiencing violence and abuse damages physical and emotional health and can have long-lasting negative impacts across a wide range of health, social and economic outcomes. It increases individuals' risks of a broad range of health damaging behaviours and reduces their life prospects in terms of education, employment, and social and emotional wellbeing. The burden of abuse falls heaviest on victims and their families, but also affects those who witness abuse, live with abuse and fear abuse.

Domestic abuse occurs across our society, regardless of age, gender, race, sexuality, wealth, and geography of the victim or perpetrator, however evidence shows that women disproportionately experience domestic abuse. This is an internationally recognised phenomenon rooted in gender inequality and historic gender-based roles.

Our Experience and Track Record

Harbour is a specialist domestic abuse charity which has worked for 48 years to improve the lives of individuals and families affected by domestic abuse. In the financial year 2021/22, Harbour supported over 7500 clients in its domestic abuse services across the Northeast making us one of the largest specialist providers in the country.

During 2021/22 Harbour was contracted to provide domestic abuse services across six local authority areas: North Tyneside, County Durham, Darlington, Hartlepool, Stockton, and Middlesbrough, serving a population of over 1 million people. These contracts were secured through a rigorous tendering process and our services are subjected to regular reviews by commissioners to confirm that we maintain consistently high standards. The breadth of our operations means services are continuously improving as we reflect on and respond to learning from all service and geographical areas.

We remain committed to the same principles held by those who formed the organisation in 1974, namely that everyone has the right to live free from violence and abuse, but we have also learnt how to run an effective business and become true specialists in our field. We have not taken a dogmatic approach to our work; we have expanded our services to work with those who perpetrate abuse and now offer a truly family focussed response to those affected by domestic abuse.

The values which define us are rooted in our ability to work without judgement and with empathy and compassion whilst enabling clients to help themselves, as it is through their own empowerment that they will secure a life free from violence and abuse.

Harbour has a good record of steady growth and business development; over the past five years income has risen by 23%. Our growth has been steady and planned, mostly secured through winning contracts with local authorities to deliver local services and we have further strengthened our infrastructure over time to support and sustain our growth.

Our Current Services

Refuges

Due to new contracts secured, Harbour now offers sixty-three units of refuge accommodation to women and any children who are leaving an abusive relationship, across our seven refuge projects in Northumberland, North Tyneside, two in County Durham, Stockton, Hartlepool and Redcar & Cleveland. The refuges offer open access, 24-hour cover and a range of support and guidance services for women and children.

We also have over 20 dispersed properties where clients live semi-independently but with a more intensive support package than a community-based client. Those leaving the refuge or dispersed properties are provided with ongoing support as they establish a new home and re-integrate themselves into the community.

Community Based Services

The Outreach Service provides support and guidance to women and men who are living with or have experienced domestic abuse. Our focus is on increasing the safety and welfare of clients and any children and empowering them to start to make positive changes in their lives. Following a needs and risk assessment, support plans are devised with the client which might cover issues such as: safety, legal, health, parenting, self-esteem/confidence, employment/education, etc. The service is delivered one to one and through groupwork. We currently deliver outreach services in North Tyneside, County Durham, Darlington, Hartlepool, Stockton and Middlesbrough.

Harbour delivers the IDVA (Independent Domestic Violence Advisor) service to high-risk victims of domestic abuse across Stockton, Hartlepool, Redcar & Cleveland, Darlington, County Durham, Northumberland and North Tyneside. We support clients at the specialist domestic violence courts in Teesside, County Durham and Northumberland, working closely with colleagues in the Police and other criminal justice agencies. This teams works collaboratively with other specialist organisations to help victims to reduce the potential for harm, including those at risk from so called honour-based abuse, forced marriage and female genital mutilation.

We have also secured new funding for specialist IDVA roles including hospital based IDVAs, mental health IDVAs and Court based IDVAs in Durham/Darlington and Cleveland and Young Person's IDVAs in North Tyneside, Durham/Darlington, and Cleveland.

Children & Young People's Service

The Children & Young People's team works therapeutically with children/young people aged between 0 and 18 years who are living with or have lived with domestic abuse. Services include 1 to 1 and group programmes which cover: emotional intelligence, worries and concerns, self-esteem, blame, anger management, etc.

Comic Relief funds an Early Year's project across our refuges to support pregnant mums and those with children under 4 to mitigate the harms caused by domestic abuse.

We also deliver specialist work with young people demonstrating abusive behaviours towards parents/carers to reduce the risks and guide the young people to change their behaviours.

Preventions Service

Harbour's preventions service works with men and women who are abusive and controlling towards their partners or family members, offering a range of interventions from awareness raising sessions through to full behaviour change programmes. The long-term programme carries the 'Respect' accreditation which indicates that it operates to the highest professional standards and puts victim safety at the heart of its operation. The team offers services in Stockton, Hartlepool, Durham, Darlington, Middlesbrough, North Tyneside, and Northumberland. Interventions with abusers are offered alongside Harbour's Victim Safety support, to ensure the views of the victim are reflected in the assessment process and when we measure the impact of the service.

Harbour is also commissioned by Respect to offer their Make a Change programme in County Durham, which provides an early intervention offer to those using harmful behaviours in their relationships.

Counselling

Harbour provides counselling services in Stockton, Durham, Darlington, Redcar & Cleveland and North Tyneside to women and men affected by domestic abuse. Harbour is a member of the British Association of Counselling and Psychotherapy and as such operates within the BACP Ethical Framework.

Partnership Work

Working closely with partner agencies, we continue to offer a multi-agency response to our clients and their families. In each of the areas in which we work we have developed strong links at practitioner and strategic levels to ensure we can offer the best service to clients.

Harbour has staff co-located within multi agency teams to provide specialist domestic abuse advice including Durham Constabulary, and several social care and early intervention teams, including multi agency safeguarding hubs.

Training

Harbour delivers training to staff from a range of organisations about domestic abuse and its impact on families, including as part of the Local Safeguarding Children's Board training programmes. These services can be tailored to meet the organisation's needs and cover issues such as safety planning and working with perpetrators.

Our Staff

The quality and effectiveness of our services is significantly influenced by the attitude and competence of the staff we employ, hence our commitment to recruiting the best candidates then inducting, training, supervising and supporting them effectively. We employ over 200 staff who are committed and passionate about the work we undertake and provide them with ongoing personal and professional development throughout their employment. This enables us to provide a quality service which delivers outcomes for clients. Harbour has been an Investor in People organisation since 2006, and a review in 2022 confirmed our 'Silver' accreditation. We also hold the Gold Better Health at Work Award for our commitment to promote health and wellbeing at home and work.

Our Approach to Support

Our approach to support puts the client and their needs and wishes at the forefront. Many of those referred to Harbour for support have experienced significant trauma from domestic abuse and our work with them needs to be 'trauma-informed' or we will fail to engage with them and provide effective support. We seek to understand and acknowledge the strengths within families to build upon these and in turn identify and evaluate the difficulties and risks they are facing and seek to minimise these. Our role is not to direct the actions of our clients but to provide them with understanding and awareness of their situation and the options available to them. Safeguarding is always a priority, to ensure that vulnerable adults and any children living with domestic abuse are protected from further harm.

We collaborate in effective partnerships with multiple organisations as the issues facing our clients cannot be met by the efforts of one organisation but rather the combined and co-ordinated efforts of many organisations with the shared purpose of enabling individuals and families to thrive free from abuse.

Review of the Year

2021/22 has continued to be impacted by the unprecedented circumstances of Covid-19, and demand for our services continues to rise, along with the complexity of the cases referred.

In response to learning during the pandemic we have embraced a hybrid service offer, with options to interact with the service digitally and remotely as well as face to face.

Our achievements in 2021/22:

- Secured additional funding to introduce specialist IDVA roles.
- Accommodated further increases in referrals through the year, working with more clients than in any previous year.
- Reappointed to deliver domestic abuse services in North Tyneside, following a full procurement exercise.
- Awarded contract to deliver domestic abuse services in Northumberland, following a full procurement exercise
- Awarded contract as domestic abuse partner within innovative new integrated domestic abuse/substance misuse contract in Redcar & Cleveland.

During the year, Harbour responded to over 22,000 referrals into its service and provided support to over 7,500 adults and children across Durham, Darlington, Tees Valley and North Tyneside.

As a result of our work with these clients we have enabled victims to increase their safety, reduce the risks they are facing and in turn improve the quality of their lives. We have enabled children and young people to recover from their experiences of domestic abuse, see that they are not to blame and helped them to aspire for their future. We have also given those being abusive the tools and support they need to make changes in their lives which will have a positive impact upon them, their families, and the wider community.

OUR AIMS & ASPIRATIONS

Objects

The Charity's objects are specifically restricted to relieve the needs of families and individuals affected by domestic abuse.

Our Vision

Working towards a society free from violence and abuse

Our Values

We have committed to upholding the following values in all that we do:

- Respectful
- Empowering
- Safe
- Passionate
- Equal
- Client focused
- Trustworthy

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Our Aims

Our aims are:

- Enable families & individuals to improve their lives by providing advice, support, and information to victims of domestic abuse.
- Enable women experiencing domestic abuse to improve their lives by providing safe, quality accommodation and support for them and any children.
- Enable children & young people experiencing domestic abuse to increase their safety and lead healthy, productive lives.
- Challenge and change the behaviours of those who perpetrate domestic abuse to improve the safety of victims and children.
- Enable victims of sexual abuse and rape to deal with their experiences through therapeutic counselling.
- Develop and innovate new services which improve the lives of families and individuals experiencing domestic abuse.
- Review and continuously improve services in line with the needs of all stakeholders.
- Deliver quality services by working effectively and efficiently.
- Engage with the communities we serve.

Our longer-term aims are:

- To sustain our position as the primary provider for domestic abuse services in the North of England.
- To seek opportunities to develop and extend services to enable business growth.

Our Public Benefit

Since 1974 Harbour has worked to achieve positive outcomes for vulnerable families through services addressing domestic abuse. Positive outcomes of this work include improved safety for victims and their families, improved mental and physical health, increased self-esteem and confidence, opportunities to access training, education and employment, achievement of children and young people at school, reduced offending behaviours amongst perpetrators and young people.

In 2021/22 services were offered across County Durham, Hartlepool, Stockton, North Tyneside, Middlesbrough and Darlington. Refuge services are offered to all women and any children, outreach services are available for men, women and children, counselling services can be accessed by men and women aged over 17, the preventions service is open to men and women aged 18+.

Referral criteria are well publicised and ensure services are targeted at those with greatest need, to safeguard vulnerable children, young people and adults at risk of harm. Harbour can be contacted by those needing support 24 hours a day/7 days a week through the telephone and through private messaging on its social media channels and Live Chat on the website.

The Trustees and Directors consider that they have complied with their duty in Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission.

Our Approach to Fundraising

Harbour is registered with the Fundraising Regulator and upholds its fundraising principles and code of practice, which includes how we would deal with vulnerable people in our fundraising activities. Registration with the regulator commits Harbour to following the highest standards in all its fundraising activities, to act with respect and integrity in its dealings with supporters, to welcome feedback and act when required and to maintain confidentiality and comply with the GDPR regulations. The organisation is transparent about how it uses donations and gives feedback to supporters on the impact of their donation.

Harbour also has a complaints procedure for its fundraising activities and has not received any fundraising complaints during the year.

Our Future Plans

Harbour's priorities for the coming year and beyond are:

- Ensure those with lived experience continue to influence the development of our services
- Maintain current contracts through tendering processes
- Secure new funding to enhance present service levels
- Seek opportunities to develop and deliver innovative services to meet the needs of individuals and families and reduce the impact and incidence of domestic abuse.
- Continue to develop services which are family focused and trauma informed
- Work in a co-ordinated way with other organisations to meet the needs of families
- Promote Harbour as a leading provider of domestic abuse services across the region.
- Enhance Harbour's involvement within multi agency networks across the region
- Continue to invest in staff training and development and staff wellbeing to ensure Harbour provides high quality services.
- Ensure domestic abuse remains a regional and national priority.

FINANCIAL REPORTS

Principal funding

Project	Funding sources	Income	Expenditure
Refuge Accommodation	Darlington Borough Council Stockton Borough Council Middlesbrough Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Rent	£977,781	£1,008,554
Adult Services	Darlington Borough Council Stockton Borough Council Middlesbrough Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Cleveland PCC	£2,589,643	£2,509,448
Children & Young People	Stockton Borough Council Durham County Council Hartlepool Borough Council North Tyneside Council Children in Need Comic Relief	£347,366	£304,180
Preventions	Durham County Council Stockton Borough Council Middlesbrough Borough Council Hartlepool Borough Council Home Office	£603,301	£514,302

Overall the charity had a net surplus in the year of £216,627. This is made up of a deficit on restricted funds of £31,332, after transfers towards core costs, with funds still carried forward on projects to spend in 2022/2023 and a surplus, after transfers, on unrestricted funds of £247,959

The charity has restricted reserves of £619,775 and unrestricted reserves have increased to £683,741.

The charity is holding the majority of its reserves in deposit accounts.

Investment policy and performance

The Trustees and Directors are permitted by the Articles of Association to invest any surplus funds of the charity not immediately required for the furtherance of its objects. The agreed policy is to place such funds on deposit in a high interest-bearing bank account which will still allow access to the funds if necessary. The rate of interest received is considered to be adequate.

Reserves policy

Harbour works within its agreed Reserves Policy which takes account of the organisation's future needs, opportunities, contingencies and risks.

The minimum level of reserves required is based upon the following:

- Four months' running costs (salaries, utilities, rent, administration etc).
- Redundancy / maternity cover requirements.
- Cover for retrospective funding payments to cover the gap between incurring costs of undertaking work and receiving the grant.

The Trustees report the level of reserves at the last day of each financial year for each annual account. At the year-end Harbour had total reserves of £1,303,516, of which £619,775 is restricted. Free reserves are £343,744 after designated funds of £327,537. This is in line with the target. Details of designated funds can be seen in note 18.

Harbour uses any income that is not restricted by its source towards the reserves target.

Constitution

The company is a charitable company limited by guarantee and was set up by a Memorandum of Association on 16 January 2001. In 2007, the company changed its name from North Tees Women's Aid to Harbour Support Services. A revised Articles of Association was adopted by Special Resolution on 20 March 2013.

Method of appointment or election of Trustees

The Board of Management comprises up to 12 trustees who are appointed following a rigorous selection procedure.

Policies adopted for the induction and training of Trustees

Harbour has policies, a code of conduct and Handbook for Trustees to ensure they are informed about all aspects of the organisation and what is expected of their role. Trustees can access training via a range of internal and external training opportunities to ensure they have the skills and knowledge to perform their duties.

Wider network

Harbour is a full member of the Women's Aid Federation of England, the British Association for Counselling and Psychotherapy and Respect.

Organisational structure and decision making

Harbour is administered by a board of unpaid Trustees serving alongside the paid Chief Executive and senior leadership team. The Chief Executive oversees the operations on a day-to-day basis under delegated authority and reports to the Board, which approves major decisions and has overall responsibility for all Harbour activities.

Remuneration policy

Harbour's pay policy offers fair pay to attract and keep appropriately qualified, experienced staff to lead, manage, support and deliver the charity's aims.

The Trustees are responsible for setting the remuneration level for the charity's Chief Executive. This post then has delegated responsibility to set and review salaries for other staff.

When setting and reviewing the Chief Executive's remuneration the Trustees consider:

- the purposes, aims and values of the charity, and its beneficiaries' needs,
- how this affects pay policy for all employees, and for the senior staff in particular,
- how pay is linked to the skills, experiences and competencies that the charity needs from its Chief Executive,
- the charity's current business plan,
- the charity's ability to pay,
- how increasing pay, particularly at senior levels, would be perceived by employees, donors and beneficiaries,
- whether it's affordable, including in the longer term (based on a risk assessment of future income and expenditure),
- information on pay policies and practices in other organisations that could help guide a decision on whether a level of pay is fair,
- the wider 'employment offer' they can make, where pay is one part of a package that includes personal development, personal fulfilment and association with the charity's cause.

Risk management

The Trustees are aware of the key risks facing the business and ensure measures are in place to mitigate these.

To mitigate the risk of losing income through the loss of a contract or end of a grant, Harbour maintains the delivery of quality services, prepares quality tender submissions and pro-actively seeks funds from grant givers.

To mitigate the potential of fraud leading to financial loss, the organisation has financial control systems which are monitored by the Chief Executive. Regular reports are made to the Board on the working of these systems in relation to any major risks identified in connection with the company's activities and their mitigation. The control systems include financial management policies, covering effective financial management, business planning, budget monitoring, delegated authorities, audited accounts, and risk management. These policies are reviewed on an annual basis.

To mitigate the risks presented by staff working with vulnerable adults and children, Harbour operates safe recruitment practices including conducting Disclosure Bureau System checks for all staff, volunteers and trustees and verifying references. In addition, a robust staff supervision system is in place and an annual appraisal process.

In relation to health and safety, Harbour conducts regular risk assessment of work activities, (including lone working), buildings and fire safety. These are documented in Health & Safety policies which are reviewed at least every two years.

Harbour also has a Business Continuity Policy which was thoroughly tested through the Covid-19 pandemic and has proved effective in maintaining operations and enabling staff to work safely.

A comprehensive Risk Register is available should further detail be required.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Trustees' responsibilities

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

Company law requires that the Trustees prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Company Directors and Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 operation.

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.

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this annual report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustees have taken all the steps that ought to have been taken as Trustees in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

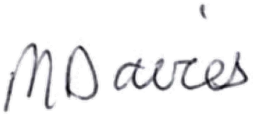
Auditors

As a result of a change in auditors' name, from 1 March 2022 Waltons Clark Whitehill Limited became Waltons Business Advisers Limited.

The auditors, Waltons Business Advisers Limited, will be proposed for reappointment in accordance with section 485 of the Companies Act 2006.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Marilyn Davies
Chair
Date: 13 December 2022

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES

UNQUALIFED OPINION

We have audited the financial statements of Harbour Support Services (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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 gained an understanding of the legal and regulatory framework applicable to the company and the area in which it operates, and considered the risk of acts by the Charity that were contrary to applicable laws and regulations, including fraud. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We identified the greatest potential for fraud in the following areas: existence and timing of recognition of income and management override of controls (especially in the posting of journals). We discussed these risks with management and designed audit procedures as follows:

- to test the timing and existence of revenue,
- to review journals posted to key control accounts or posted around the year end, to look for potential "window dressing" as well as looking at a sample throughout the year.

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 auditors' report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

USE OF OUR REPORT

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Waltons Business Advisers Limited

Waltons Business Advisers Limited
Chartered Accountants
Statutory Auditors
Maritime House
Harbour Walk
The Marina
Hartlepool
TS24 0UX

Date: 13 December 2022

Waltons Business Advisers Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
INCOME FROM:					
Grant income	3	**-**	**6,504**	**6,504**	*57,774*
Charitable activities	5	**4,505,091**	**13,000**	**4,518,091**	*4,594,642*
Other trading activities	4	**-**	**54,445**	**54,445**	*18,264*
Bank interest received		**-**	**1,502**	**1,502**	*2,880*
TOTAL INCOME		**4,505,091**	**75,451**	**4,580,542**	*4,673,560*
EXPENDITURE ON:					
Raising funds	6	**-**	**27,431**	**27,431**	*35,096*
Charitable activities	7	**4,103,539**	**232,945**	**4,336,484**	*4,452,510*
TOTAL EXPENDITURE		**4,103,539**	**260,376**	**4,363,915**	*4,487,606*
NET INCOME/(EXPENDITURE)		**401,552**	**(184,925)**	**216,627**	*185,954*
Transfers between funds	18	**(432,884)**	**432,884**	**-**	*-*
NET MOVEMENT IN FUNDS		**(31,332)**	**247,959**	**216,627**	*185,954*
RECONCILIATION OF FUNDS:					
Total funds brought forward		**651,107**	**435,782**	**1,086,889**	*900,935*
Net movement in funds		**(31,332)**	**247,959**	**216,627**	*185,954*
TOTAL FUNDS CARRIED FORWARD		**619,775**	**683,741**	**1,303,516**	*1,086,889*

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 22 to 39 form part of these financial statements.

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)
REGISTERED NUMBER: 04141850

BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021 £*
FIXED ASSETS					
Tangible assets	13		**12,460**		*25,299*
Investments	14		**401,066**		*401,066*
			413,526		*426,365*
CURRENT ASSETS					
Debtors	15	**651,101**		*334,281*	
Cash at bank and in hand		**429,151**		*547,167*	
		1,080,252		*881,448*	
Creditors: amounts falling due within one year	16	**(190,262)**		*(220,673)*	
NET CURRENT ASSETS			**889,990**		*660,775*
Creditors: amounts falling due after more than one year	17		**-**		*(251)*
TOTAL NET ASSETS			**1,303,516**		*1,086,889*
CHARITY FUNDS					
Restricted funds	18		**619,775**		*651,107*
Unrestricted funds	18		**683,741**		*435,782*
TOTAL FUNDS			**1,303,516**		*1,086,889*

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

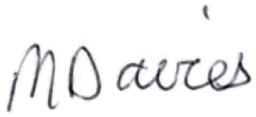
The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Marilyn Davies
Chair
Date: 13 December 2022

The notes on pages 22 to 39 form part of these financial statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	*2021 £*
Cash flows from operating activities			
Net cash used in operating activities	20	**(117,119)**	*373,991*
Cash flows from investing & financing activities			
Interest from investments		**1,502**	*2,880*
Payments made on hire purchase liabilities		**(2,399)**	*(2,399)*
Net cash used in investing activities		**(897)**	*481*
Change in cash and cash equivalents in the year		**(118,016)**	*374,472*
Cash and cash equivalents at the beginning of the year		**948,233**	*573,761*
Cash and cash equivalents at the end of the year	21	**830,217**	*948,233*

The notes on pages 22 to 39 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. GENERAL INFORMATION

The charity is a company limited by guarantee, incorporated in England and Wales. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Harbour provides holistic and other support services to address all aspects of domestic abuse.

The principal and registered office address is:

8 Sydenham Road
Hartlepool
TS25 1QB

2. ACCOUNTING POLICIES

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Harbour Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The Trustees, having made due and careful enquiry and preparing forecasts, are of the opinion that the charity has adequate working capital to execute its operations over the next 12 months. The Trustees therefore, have made an informed judgement, at the time of approving the financial statements, that there is reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. As a result the Trustees have continued to adopt the going concern basis of accounting in preparing the annual financial statements.

2.3 Fund accounting

General funds are unrestricted funds which 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 costs 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.

2. ACCOUNTING POLICIES (CONTINUED)

2.4 Income

Voluntary income is included in the statement of financial activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income received in advance of due performance under contract is accounted for as deferred income until earned.

Grant income is included when the related conditions for legal entitlement to the grant have been met.

All other income is accounted for on an accruals basis.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Costs of raising funds are costs incurred in attracting voluntary income.

2.6 Tangible fixed assets and depreciation

All assets costing more than £1,000 and with a useful life of more than one year are capitalised. Assets with a cost of less than £1,000 and which are considered to have a useful life of less than one year are treated as consumable goods and written off to expenditure when purchased.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses.

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

Depreciation is provided on the following bases:

Long term leasehold property	- over 10/15 years
Motor vehicles	- over 3 years
Fixtures and fittings	- over 3/5 years
Household goods	- over the life of the contracts

2. ACCOUNTING POLICIES (CONTINUED)

2.7 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

2.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

2.9 Pensions

The charity contributes to a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.10 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.11 Cash and cash equivalents

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

2.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.13 Finance leases and hire purchase

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired by finance lease are depreciated over the shorter of the lease term and their useful lives. Assets acquired by hire purchase are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the charity. Obligations under such agreements are included in creditors, net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the statement of financial activities so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

3. GRANT INCOME

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Coronavirus Job Retention Scheme	**6,504**	**6,504**	*57,774*
Total 2021	*57,774*	*57,774*	

4. ACTIVITIES FOR GENERATING FUNDS

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Fundraising income	**5,835**	**5,835**	*833*
Student placements	**48,610**	**48,610**	*17,431*
	54,445	**54,445**	*18,264*
Total 2021	*18,264*	*18,264*	

5. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Children & young people	**347,366**	**-**	**347,366**	*293,353*
Preventions	**603,301**	**-**	**603,301**	*303,688*
Refuge accommodation	**964,781**	**13,000**	**977,781**	*993,410*
Adult services	**2,589,643**	**-**	**2,589,643**	*3,004,191*
	4,505,091	**13,000**	**4,518,091**	*4,594,642*
Total 2021	*4,500,150*	*94,492*	*4,594,642*	

6. RAISING FUNDS

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Travel	**421**	**421**	*2,207*
Communications	**4,432**	**4,432**	*13,587*
Other costs	**2,020**	**2,020**	*2,449*
Outsourced services	**20,558**	**20,558**	*16,853*
	27,431	**27,431**	*35,096*
Total 2021	*35,096*	*35,096*	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

7. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Summary by fund type

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total 2022 £	*Total 2021 £*
Childrens	**299,145**	**5,035**	**304,180**	*280,668*
Preventions	**504,230**	**10,072**	**514,302**	*306,362*
Refuge accommodation	**851,151**	**157,403**	**1,008,554**	*1,067,379*
Adult services	**2,449,013**	**60,435**	**2,509,448**	*2,798,101*
	4,103,539	**232,945**	**4,336,484**	*4,452,510*
Total 2021	*3,745,724*	*706,786*	*4,452,510*	

8. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	*Total funds 2021 £*
Childrens	**273,575**	**30,605**	**304,180**	*280,668*
Preventions	**453,090**	**61,212**	**514,302**	*306,362*
Refuge accommodation	**855,530**	**153,024**	**1,008,554**	*1,067,379*
Adult services	**2,142,187**	**367,261**	**2,509,448**	*2,798,101*
	3,724,382	**612,102**	**4,336,484**	*4,452,510*
Total 2021	*3,774,198*	*678,312*	*4,452,510*	

8. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF DIRECT COSTS

	Children and young people 2022 £	Preventions 2022 £	Refuge accommodation 2022 £	Adult services 2022 £	Total funds 2022 £	*Total funds 2021 £*
Staff costs	**245,557**	**433,218**	**163,899**	**2,038,240**	**2,880,914**	*2,907,013*
Depreciation	**-**	**-**	**2,013**	**840**	**2,853**	*5,764*
Printing, postage & stationery	**6**	**212**	**1,635**	**4,611**	**6,464**	*7,907*
Property costs	**4,812**	**6,901**	**628,806**	**9,122**	**649,641**	*612,319*
Training	**684**	**511**	**-**	**99**	**1,294**	*-*
Travel	**4,977**	**1,555**	**3,137**	**22,342**	**32,011**	*23,473*
Communications	**1,913**	**3,072**	**4,213**	**40,536**	**49,734**	*65,390*
Other costs	**15,626**	**7,621**	**26,115**	**26,397**	**75,759**	*63,290*
Rent arrears	**-**	**-**	**14,899**	**-**	**14,899**	*46,484*
Laundry equipment	**-**	**-**	**10,813**	**-**	**10,813**	*11,899*
Legal & professional	**-**	**-**	**-**	**-**	**-**	*30,659*
	273,575	**453,090**	**855,530**	**2,142,187**	**3,724,382**	*3,774,198*
Total 2021	*245,162*	*235,347*	*921,661*	*2,372,028*	*3,774,198*	

8. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF SUPPORT COSTS

	Children and young people 2022 £	Preventions 2022 £	Refuge accommodation 2022 £	Adult services 2022 £	Total funds 2022 £	*Total funds 2021 £*
Staff costs	**13,212**	**26,426**	**66,063**	**158,552**	**264,253**	*348,928*
Depreciation	**499**	**999**	**2,496**	**5,992**	**9,986**	*13,297*
Printing, postage & stationery	**96**	**193**	**483**	**1,159**	**1,931**	*3,928*
Property costs	**3,274**	**6,548**	**16,369**	**39,285**	**65,476**	*54,230*
Training	**1,122**	**2,244**	**5,609**	**13,463**	**22,438**	*14,987*
Travel	**254**	**508**	**1,269**	**3,047**	**5,078**	*2,447*
Communications	**4,167**	**8,334**	**20,835**	**50,004**	**83,340**	*97,113*
Other costs	**4,249**	**8,499**	**21,247**	**50,993**	**84,988**	*78,817*
Outsourced services	**2,811**	**5,622**	**14,056**	**33,734**	**56,223**	*50,088*
Business development costs	**469**	**938**	**2,344**	**5,625**	**9,376**	*6,676*
Governance costs	**452**	**901**	**2,253**	**5,407**	**9,013**	*7,801*
	30,605	**61,212**	**153,024**	**367,261**	**612,102**	*678,312*
Total 2021	*35,506*	*71,015*	*145,718*	*426,073*	*678,312*	

Support costs have been allocated to charitable activities based on staff numbers and staff time attributable to the activities. The method for allocation is 25% refuge accommodation, 5% children and young people, 60% adult services and 10% preventions.

9. GOVERNANCE COSTS

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Auditors' remuneration	**7,740**	**7,740**	*7,440*
Indemnity insurance	**1,272**	**1,272**	*361*
	9,012	**9,012**	*7,801*
Total 2021	*7,801*	*7,801*	

10. AUDITORS' REMUNERATION

The auditors' remuneration amounts to an auditor fee of £6,450 *(2021 - £6,200)*, and accountancy services of £1,090 (*2021 - £2,467*).

11. STAFF COSTS

	2022 £	*2021 £*
Wages and salaries	**2,887,625**	*3,001,529*
Social security costs	**203,222**	*200,798*
Contribution to defined contribution pension schemes	**54,320**	*53,614*
	3,145,167	*3,255,941*

The average number of persons employed by the charity during the year was as follows:

	2022 No.	*2021 No.*
Children & young people	**16**	*13*
Preventions	**30**	*15*
Support (including fundraising)	**17**	*21*
Refuge accommodation	**11**	*13*
Adult services	**137**	*125*
	211	*187*

11. STAFF COSTS (CONTINUED)

No employee received remuneration amounting to more than £60,000 in either year.

The total remuneration paid to key management personnel, including pension contributions was £55,381 (*2021: £54,045*).

12. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits *(2021 - £NIL)*.

During the year ended 31 March 2022, no Trustee expenses have been incurred *(2021 - £NIL)*.

13. TANGIBLE FIXED ASSETS

	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Household goods £	Total £
Cost					
At 1 April 2021	**174,012**	**12,097**	**181,179**	**66,853**	**434,141**
At 31 March 2022	**174,012**	**12,097**	**181,179**	**66,853**	**434,141**
Depreciation					
At 1 April 2021	**164,660**	**11,424**	**165,905**	**66,853**	**408,842**
Charge for the year	**2,246**	**673**	**9,920**	**-**	**12,839**
At 31 March 2022	**166,906**	**12,097**	**175,825**	**66,853**	**421,681**
Net book value					
At 31 March 2022	**7,106**	**-**	**5,354**	**-**	**12,460**
At 31 March 2021	*9,352*	*673*	*15,274*	*-*	*25,299*

The net book value of assets held on hire purchase in 2022 is £nil (*2021: £673*).

14. FIXED ASSET INVESTMENTS

	Unlisted investments £
Cost	
At 1 April 2021	**401,066**
At 31 March 2022	**401,066**

Investments are held as cash and cash equivalents.

15. DEBTORS

	2022 £	*2021 £*
Trade debtors	**47,141**	*61,021*
Other debtors	**727**	*1,127*
Prepayments	**26,740**	*42,238*
Accrued income	**576,493**	*229,895*
	651,101	*334,281*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

16. CREDITORS: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	**79,080**	*60,078*
Other taxation and social security	**41,409**	*47,004*
Obligations under finance lease and hire purchase contracts	**251**	*2,399*
Other creditors	**6,502**	*4,384*
Accruals	**63,020**	*61,725*
Deferred income	**-**	*45,083*
	190,262	*220,673*

	2022 £	2021 £
Deferred income at 1 April 2021	**45,083**	-
Resources deferred during the year	**-**	*45,083*
Amounts released from previous periods	**(45,083)**	-
	-	*45,083*

Deferred income consists of grant and contract income where a time condition is included in the initial offer and it is specified as being for use after the year end.

Obligations under finance lease and hire purchase contracts are secured upon the assets to which they relate.

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

	2022 £	2021 £
Net obligations under finance lease and hire purchase contracts	**-**	*251*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

18. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds	**352,537**	**-**	**(25,000)**	**-**	**327,537**
General funds	**83,245**	**75,451**	**(235,376)**	**432,884**	**356,204**
Total Unrestricted funds	**435,782**	**75,451**	**(260,376)**	**432,884**	**683,741**
Restricted funds					
Refuge accomodation	**107,760**	**964,781**	**(851,151)**	**(154,509)**	**66,881**
Adult services	**210,076**	**2,583,205**	**(2,326,242)**	**(217,603)**	**249,436**
Big Lottery/Recovery funding	**145,755**	**6,263**	**(102,952)**	**(32,803)**	**16,263**
Grants for clients	**2,491**	**-**	**-**	**-**	**2,491**
Children & young people	**86,200**	**347,366**	**(299,145)**	**(54,237)**	**80,184**
Preventions services	**79,181**	**603,301**	**(504,230)**	**26,268**	**204,520**
Other domestic violence funding	**19,644**	**175**	**(19,819)**	**-**	**-**
	651,107	**4,505,091**	**(4,103,539)**	**(432,884)**	**619,775**
Total of funds	**1,086,889**	**4,580,542**	**(4,363,915)**	**-**	**1,303,516**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

18. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2021* £
Unrestricted funds					
Designated funds	*377,537*	*-*	*(25,000)*	*-*	*352,537*
General funds	*125,107*	*173,410*	*(716,882)*	*501,610*	*83,245*
Total Unrestricted funds	*502,644*	*173,410*	*(741,882)*	*501,610*	*435,782*
Restricted funds					
Refuge accomodation	*78,483*	*987,410*	*(890,202)*	*(67,931)*	*107,760*
Adult services	*94,809*	*2,737,310*	*(2,267,083)*	*(354,960)*	*210,076*
Big Lottery/Recovery funding	*118,500*	*158,000*	*(105,745)*	*(25,000)*	*145,755*
Grants for clients	*2,491*	*-*	*-*	*-*	*2,491*
Children & young people	*21,470*	*291,913*	*(245,162)*	*17,979*	*86,200*
Preventions services	*82,538*	*303,688*	*(235,347)*	*(71,698)*	*79,181*
Other domestic violence funding	*-*	*21,829*	*(2,185)*	*-*	*19,644*
	398,291	*4,500,150*	*(3,745,724)*	*(501,610)*	*651,107*
Total of funds	*900,935*	*4,673,560*	*(4,487,606)*	*-*	*1,086,889*

Designated funds

The Trustees reviewed the general funds held and have designated the following amounts:

1. £172,500 to cover any potential liabilities arising on the loss of a contract.
   £25k of this was used in the current year towards the loss of the Middlesbrough contract.
2. £50,000 to enable the charity to support projects in deficit as a result of funding shortages.
3. £5,037 as the fixed assets to be surrendered to the new incumbent on loss of a contract.
4. £50,000 as a development fund.
5. £25,000 to provide a playworker for play support sessions in refuges was spent during the year.
6. £50,000 to develop the dispersed properties.

Restricted funds

The refuge accommodation balance represents unspent income which was received towards the costs of repairs and renewals.

The adult services represents monies received to provide support services for victims of domestic abuse and sexual violence from various sources including local authority grants and supporting people contracts. A transfer has been made from this fund to cover core services which are partially funded from these monies.

The Big Lottery funding is for the ongoing work within the recovery project and there is a balance to carry forward into the next year.

The grants for clients balance represents funds raised for the use of individual clients.

The children & young people's balance represents monies received from various sources to support children.

The preventions services balance represents funding received to work with the perpetrators of domestic abuse. There is a balance to carry forward representing funding from the Home Office along with the Middlesbrough and Durham preventions programmes.

Other domestic violence funding is money received from North Tyneside to assist with the additional costs arising from Covid and was fully spent in the year.

All central costs are allocated to the general fund, with other funds contributing to central costs through a transfer. The balance on the general fund is classified as unrestricted in line with our reserves policy.

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	**-**	**12,460**	**12,460**
Fixed asset investments	**-**	**401,066**	**401,066**
Current assets	**707,136**	**373,116**	**1,080,252**
Creditors due within one year	**(87,361)**	**(102,901)**	**(190,262)**
Total	**619,775**	**683,741**	**1,303,516**

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2021 £	*Unrestricted funds 2021 £*	*Total funds 2021 £*
Tangible fixed assets	*-*	*25,299*	*25,299*
Fixed asset investments	*-*	*401,066*	*401,066*
Current assets	*696,190*	*185,258*	*881,448*
Creditors due within one year	*(45,083)*	*(175,590)*	*(220,673)*
Creditors due in more than one year	*-*	*(251)*	*(251)*
Total	*651,107*	*435,782*	*1,086,889*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

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

	2022 £	*2021 £*
Net income for the year (as per Statement of Financial Activities)	**216,627**	*185,954*
Adjustments for:		
Depreciation charges	**12,839**	*19,061*
Interest from investments	**(1,502)**	*(2,880)*
Decrease/(increase) in debtors	**(316,820)**	*150,029*
Increase/(decrease) in creditors	**(28,263)**	*21,827*
Net cash provided by/(used in) operating activities	**(117,119)**	*373,991*

21. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2022 £	*2021 £*
Cash in hand	**429,151**	*547,167*
Notice deposits (less than 3 months)	**401,066**	*401,066*
Total cash and cash equivalents	**830,217**	*948,233*

22. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	**547,167**	**(118,016)**	**429,151**
Cash equivalents	**401,066**	**-**	**401,066**
Finance leases	**(2,650)**	**2,399**	**(251)**
	945,583	**(115,617)**	**829,966**

23. CONTINGENT LIABILITIES

The charitable company received a grant from the Community Fund in 1998 and 1999 to purchase and equip a two-storey building, which totalled £173,118. It may become repayable if there is a breach of the terms and conditions of the grants. The liability exists for the unexpired period of the lease of the property.

24. PENSION COMMITMENTS

The charity contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £54,320 (*2021 - £53,614*). Contributions totalling £nil (*2021: £nil*) were payable to the fund at the balance sheet date and are included in creditors.

Pension costs have been allocated to activities and restricted based on the time each staff has spent on each activity.

25. OPERATING LEASE COMMITMENTS

At 31 March 2022 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022	*2021*
	£	*£*
Not later than 1 year	**17,433**	*19,133*
Later than 1 year and not later than 5 years	**25,034**	*33,617*
	42,467	*52,750*

The following lease payments have been recognised as an expense in the statement of financial activities:

	2022	*2021*
	£	*£*
Operating lease rentals	**40,303**	*12,833*

26. RELATED PARTY TRANSACTIONS

During the year there have been no related party transactions requiring disclosure.

HARBOUR SUPPORT SERVICES

England & Wales - Charity number 1086897

Accounts

Registered number: 04141850
Charity number: 1086897

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Registered with FUNDRAISING REGULATOR

FUNDED BY COMIC RELIEF

North East Better Health at Work Award Gold Award

INVESTORS IN PEOPLE | Silver Until 2021

Supported by BBC Children in Need

RESPECT ACCREDITED

BIG LOTTERY FUND

LOTTERY FUNDED

HARBOUR SUPPORT SERVICES
(A company limited by guarantee)

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees

Marilyn Davies, Chair
Victoria Duncan, Secretary
Louise Hurst
Stefan Klidzia
Wendy Morris
Christine Mulgrew
Francesca Cosstick (appointed 8 January 2021)
Denise Rudkin (resigned 13 May 2020)

Company registered number

04141850

Charity registered number

1086897

Registered office

8 Sydenham Road, Hartlepool, TS25 1QB

Chief executive

Lesley Gibson

Independent auditors

Waltons Clark Whitehill Limited, Maritime House, Harbour Walk, The Marina, Hartlepool, TS24 0UX

Bankers

Lloyds Bank PLC, 128-132 York Road, Hartlepool, TS26 9DD

Solicitors

Ward Hadaway LLP, 102 Quayside, Newcastle Upon Tyne, NE1 3DX

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the audited financial statements of the charity for the year 1 April 2020 to 31 March 2021. The annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Background to our Work

There are some 2.3 million victims of domestic abuse a year aged 16 to 74 (two-thirds of whom are women) and more than one in ten of all offences recorded by the police are domestic abuse related. The cost of domestic abuse is estimated to be approximately £66bn for victims of domestic abuse in England and Wales for the year ending March 2017.

On 30 April 2021 the Domestic Abuse Act 2021 became law which will bring:

- A legal definition of domestic abuse which recognises children as victims.
- A Domestic Abuse Commissioner to stand up for survivors and domestic abuse services.
- A legal duty on councils to fund support for survivors in 'safe accommodation'
- New protections in the family and civil courts for survivors
- New criminal offences – including post-separation coercive control, non-fatal strangulation, threats to disclose private sexual images.

The statutory definition of domestic abuse states:

The behaviour of a person "A" towards another person "B" is domestic abuse if:

A and B are each aged 16 or over and are personally connected to each other, and the behaviour is abusive.

Behaviour is "abusive" if it consists of any of the following:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional, or other abuse

and it does not matter whether the behaviour consists of a single incident or a course of conduct.

Two people are 'personally connected' to each other if any of the following applies:

- they are, or have been, married to each other.
- they are, or have been, civil partners of each other.
- they have agreed to marry one another
- they have entered into a civil partnership agreement
- they are, or have been, in an intimate personal relationship with each other
- they each have, or there has been a time when they each have had, a parental relationship in relation to the same child
- they are relatives.

The trauma of experiencing violence and abuse damages physical and emotional health and can have long-lasting negative impacts across a wide range of health, social and economic outcomes. It increases individuals' risks of a broad range of health damaging behaviours and reduces their life prospects in terms of education, employment, and social and emotional wellbeing. The burden of abuse falls heaviest on victims and their families, but also affects those who witness abuse, live with abuse and fear abuse.

Domestic abuse occurs across our society, regardless of age, gender, race, sexuality, wealth, and geography of the victim or perpetrator, however evidence shows that women disproportionately experience domestic abuse. This is an internationally recognised phenomenon rooted in gender inequality and historic gender-based roles.

Our Experience and Track Record

Harbour is a specialist domestic abuse charity which has worked for 47 years to improve the lives of individuals and families affected by domestic abuse. In the financial year 2020/21, Harbour supported over 7000 clients in its domestic abuse services across the North East making us one of the largest specialist providers in the country.

Harbour is contracted to provide domestic abuse support services across six different local authority areas: North Tyneside, County Durham, Darlington, Hartlepool, Stockton, and Middlesbrough, serving a population of over 1 million people. All this work has been secured through a rigorous tendering process and our services are subjected to regular reviews by commissioners to confirm that we maintain consistently high standards. The breadth of our operations means services are continuously improving as we reflect on and respond to learning from all service and geographical areas.

We remain committed to the same principles held by those who formed the organisation in 1974, namely that everyone has the right to live free from violence and abuse, but we have also learnt how to run an effective business and become true specialists in our field. We have not taken a dogmatic approach to our work; we have expanded our services to work with those who perpetrate abuse and now offer a truly family focussed response to those affected by domestic abuse.

The values which define us are rooted in our ability to work without judgement and with empathy and compassion whilst enabling clients to help themselves, as it is through their own empowerment that they will secure a life free from violence and abuse.

Harbour has a good record of steady growth and business development; over the past five years income has risen by 59%. Our growth has been steady and planned, mostly secured through winning contracts with local authorities to deliver local services and we have further strengthened our infrastructure over time to support and sustain our growth.

Our Current Services

Refuges

Harbour offers fifty-six units of refuge accommodation to women and any children who are leaving an abusive relationship, across our six refuge projects in North Tyneside, two in County Durham, Stockton, Hartlepool and Middlesbrough. The refuges offer open access, 24-hour cover and a range of support and guidance services for women and children.

We also have over 25 dispersed properties where clients live semi-independently but with a more intensive support package than a community-based client. Those leaving the refuge or dispersed properties are provided with ongoing support as they establish a new home and re-integrate themselves into the community.

Community Based Services

The Outreach Service provides support and guidance to women and men who are living with or have experienced domestic abuse. Our focus is on increasing the safety and welfare of clients and any children and empowering them to start to make positive changes in their lives. Following a needs and risk assessment, support plans are devised with the client which might cover issues such as: safety, legal, health, parenting, self-esteem/confidence, employment/education, etc. The service is delivered one to one and through groupwork. We currently deliver outreach services in North Tyneside, County Durham, Darlington, Hartlepool, Stockton and Middlesbrough.

Harbour delivers the IDVA (Independent Domestic Violence Advisor) service to high-risk victims of domestic abuse across Stockton, Hartlepool, Darlington, County Durham and North Tyneside. We support clients at the specialist domestic violence courts in Teesside, County Durham and Northumberland, working closely with colleagues in the Police and other criminal justice agencies. These teams works collaboratively with other specialist organisations to help victims to reduce the potential for harm, including those at risk from so called honour-based abuse, forced marriage and female genital mutilation.

Children & Young People's Service

The Children & Young People's team works therapeutically with children/young people aged between 0 and 16 years who are living with or have lived with domestic abuse. Services include 1 to 1 and group programmes which cover: emotional intelligence, worries and concerns, self-esteem, blame, anger management, etc. The team carries out bespoke pieces of work for schools, and colleges and is funded by BBC Children in Need to provide assertive, intensive support to young people living in our refuges who need assistance to reintegrate into the community.

Preventions service

Harbour's preventions service works with men and women who are abusive and controlling towards their partners or family members, offering a range of interventions from awareness raising sessions through to full behaviour change programmes. The long-term programme carries the 'Respect' accreditation which indicates that it operates to the highest professional standards and puts victim safety at the heart of its operation. The team offers services in Stockton, Hartlepool, Durham, Darlington and Middlesbrough. Interventions with abusers are offered alongside Harbour's Victim Safety support, to ensure the views of the victim are reflected in the assessment process and when we measure the impact of the service.

Harbour is also contracted with CAFCASS to provide services to fathers who are involved in the family court process.

Counselling

Harbour's counselling service is funded in Hartlepool, Stockton, Durham and Darlington to work therapeutically with women and men affected by domestic abuse. Harbour is a member of the British Association for Counselling and Psychotherapy and as such operates within the BACP Ethical Framework.

National Lottery Funded Recovery Project

Harbour was awarded funding from the Big Lottery Women's & Girls Initiative in 2016 to enable us to launch our Recovery Project which was sustained by a further two-year grant from the National Lottery Community Fund. This offers an extended recovery service to women who have been supported in Harbour's existing crisis services but would benefit from ongoing support. The project seeks to empower these women to develop resilience and build confidence, to develop their social capital and build economic security so they can achieve sustainable change and live free from abuse.

Partnership Work

Working closely with partner agencies, we continue to offer a multi-agency response to our clients and their families. In each of the areas in which we work we have developed strong links at practitioner and strategic levels to ensure we can offer the best service to clients.

During the year we have seen Harbour staff working on secondment to provide specialist domestic abuse advice within multi agency teams including Durham Constabulary, County Durham & Darlington NHS Foundation Trust, and several social care and early intervention teams, including multi agency safeguarding hubs.

Training

Harbour delivers training to staff from a range of organisations about domestic abuse and its impact on families, including as part of the Local Safeguarding Children's Board training programmes. These services can be tailored to meet the organisation's needs and cover issues such as safety planning and working with perpetrators.

Our Staff

The quality and effectiveness of our services is significantly influenced by the attitude and competence of the staff we employ, hence our commitment to recruiting the best candidates then inducting, training, supervising and supporting them effectively. We employ over 180 staff who are committed and passionate about the work we undertake and provide them with ongoing personal and professional development throughout their employment. This enables us to provide a quality service which delivers outcomes for clients. Harbour has been an Investor in People organisation since 2006, securing a Silver accreditation in March 2018 following a full-scale review. We also hold the Gold Better Health at Work Award for our commitment to promote health and wellbeing at home and work.

Our Approach to Support

Our approach to support puts the client and their needs and wishes at the forefront. Many of those referred to Harbour for support have experienced significant trauma from domestic abuse and our work with them needs to be 'trauma-informed' or we will fail to engage with them and provide effective support. We seek to understand and acknowledge the strengths within families to build upon these and in turn identify and evaluate the difficulties and risks they are facing and seek to minimise these. Our role is not to direct the actions of our clients but to provide them with understanding and awareness of their situation and the options available to them. Safeguarding is always a priority, to ensure that vulnerable adults and any children living with domestic abuse are protected from further harm.

We also work hard to collaborate in effective partnerships with multiple organisations as the issues facing our clients cannot be met by the efforts of one organisation but rather the combined and co-ordinated efforts of many organisations with the shared purpose of enabling individuals and families to thrive free from abuse.

Review of the Year

2020/21 has been a challenging year in every sense. Our service has needed to adapt to cope with the unprecedented circumstances of Covid-19, whilst also dealing with increased demand for our services and increasingly complex cases being referred. We are proud to have remained open to referrals throughout the year and our staff team has demonstrated resilience and determination to ensure that services have been sustained and delivered whilst ensuring the safety of both staff and clients.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

At the end of March 2020, following Government advice, Harbour reduced face to face contact and implemented covid safety measures across the organisation. Harbour refuge services continued to operate normally through lockdown periods whilst staff supporting community clients were equipped to work effectively and safely from home. The wellbeing of staff has been a key focus and we provided staff with resources and techniques to support maintaining a healthy work-life balance including free telephone counselling support.

Our achievements in 2020/21:

- Responded effectively to the demands of the Covid pandemic, receiving positive feedback from commissioners on our approach.
- Secured significant additional funding from central and local governments to fund increases in staffing and cover covid related costs.
- Handled a 25% increase in referrals across the organisation, impacting on all services
- Launched new Early Years support service with Comic Relief funding to work with pregnant women and mothers of young children living in our refuges.
- Delivered training to over 200 practitioners on trauma informed approaches to domestic abuse funded through the Ending Women's Homelessness Fund.
- Reached 6000 supporters on Harbour's Facebook page.
- Launched new Live Chat facility on Harbour's website to provide another means for people to contact the service.

During the year, Harbour responded to over 20,000 referrals into its service and provided support to over 7000 adults and children across Durham, Darlington, Tees Valley and North Tyneside.

As a result of our work with these clients we have enabled victims to increase their safety, reduce the risks they are facing and in turn improve the quality of their lives. We have enabled children and young people to recover from their experiences of domestic abuse, see that they are not to blame and helped them to aspire for their future. We have also given those being abusive the tools and support they need to make changes in their lives which will have a positive impact upon them, their families, and the wider community.

OUR AIMS & ASPIRATIONS

Objects

The Charity's objects are specifically restricted to relieve the needs of families and individuals affected by domestic abuse.

Our Vision

Working towards a society free from violence and abuse

Our Values

We have committed to upholding the following values in all that we do:

- Respectful
- Empowering
- Safe
- Passionate
- Equal
- Client focused
- Trustworthy

Our Aims

Our aims are:

- Enable families & individuals to improve their lives by providing advice, support, and information to victims of domestic abuse.
- Enable women experiencing domestic abuse to improve their lives by providing safe, quality accommodation and support for them and any children.
- Enable children & young people experiencing domestic abuse to increase their safety and lead healthy, productive lives.
- Challenge and change the behaviours of those who perpetrate domestic abuse to improve the safety of victims and children.
- Enable victims of sexual abuse and rape to deal with their experiences through therapeutic counselling.
- Develop and innovate new services which improve the lives of families and individuals experiencing domestic abuse.
- Review and continuously improve services in line with the needs of all stakeholders.
- Deliver quality services by working effectively and efficiently.
- Engage with the communities we serve.

Our longer-term aims are:

- To sustain our position as the primary provider for domestic abuse services in the North of England.
- To seek opportunities to develop and extend services to enable business growth.

Our Public Benefit

Since 1974 Harbour has worked to achieve positive outcomes for vulnerable families through services addressing domestic abuse. Positive outcomes of this work include improved safety for victims and their families, improved mental and physical health, increased self-esteem and confidence, opportunities to access training, education and employment, achievement of children and young people at school, reduced offending behaviours amongst perpetrators and young people.

In 2020/21 services were offered across County Durham, Hartlepool, Stockton, North Tyneside, Middlesbrough and Darlington. Refuge services are offered to all women and any children. Outreach services are available for men, women and children. Counselling services can be accessed by men and women aged over 17. The preventions service is open to men and women aged 18+.

Referral criteria are well publicised and ensure services are targeted at those with greatest need, with regard to safeguarding vulnerable children, young people and adults at risk of harm. Harbour can be contacted by those needing support 24 hours a day/7 days a week through the telephone and through private messaging on its social media channels and Live Chat on the website.

The Trustees and Directors consider that they have complied with their duty in Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission.

Our approach to Fundraising

Harbour is registered with the Fundraising Regulator and upholds its fundraising principles and code of practice, which includes how we would deal with vulnerable people in our fundraising activities. Registration with the regulator commits Harbour to following the highest standards in all its fundraising activities, to act with respect and integrity in its dealings with supporters, to welcome feedback and take action when required and to maintain confidentiality and comply with the GDPR regulations. The organisation is transparent about how it uses donations and gives feedback to supporters on the impact of their donation.

Harbour also has a complaints procedure for its fundraising activities and has not received any fundraising complaints during the year.

Our Future Plans

Harbour's priorities for the coming year and beyond are:

- Maintain current contracts through tendering processes.
- Secure new funding to enhance present service levels.
- Seek opportunities to develop and deliver innovative services to meet the needs of individuals and families and reduce the impact and incidence of domestic abuse.
- Continue to develop services which are family focused and trauma informed.
- Work in a co-ordinated way with other organisations to meet the needs of families.
- Promote Harbour as a leading provider of domestic abuse services across the region.
- Enhance Harbour's involvement within multi agency networks across the region.
- Develop the role of our Service User Panel to contribute to decision making within the organisation.
- Continue to invest in staff training and development and staff wellbeing to ensure Harbour provides high quality services.
- Ensure domestic abuse remains a regional and national priority.

FINANCIAL REPORTS

Principal funding

Project	Funding sources	Income	Expenditure
Refuge accommodation	Darlington Borough Council Stockton Borough Council Middlesbrough Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council Rent	£993,410	£1,067,379
Adult services	Darlington Borough Council Stockton Borough Council Middlesbrough Borough Council North Tyneside Council Hartlepool Borough Council Durham County Council The Big Lottery Comic Relief	£3,004,191	£2,798,101
Children & young People	Middlesbrough Borough Council Stockton Borough Council Durham County Council Hartlepool Borough Council North Tyneside Council Children in Need Comic Relief	£293,353	£280,668
Preventions	Durham County Council CAFCASS Stockton Borough Council Middlesbrough Borough Council Hartlepool Borough Council	£303,688	£306,362

Overall the charity had a net surplus in the year of £185,954. This is made up of a surplus on restricted funds of £252,816, with funds carried forward on projects to spend in 2021/2022 and a deficit on unrestricted funds of £66,862.

The charity has increased its restricted reserves to £651,107 and unrestricted reserves have decreased to £435,782.

The charity is holding the majority of its reserves in deposit accounts.

Investment policy and performance

The Trustees and Directors are permitted by the Articles of Association to invest any surplus funds of the charity not immediately required for the furtherance of its objects. The agreed policy is to place such funds on deposit in a high interest-bearing bank account which will still allow access to the funds if necessary. The rate of interest received is considered to be adequate.

Reserves policy

Harbour works within its agreed Reserves Policy which takes account of the organisation's future needs, opportunities, contingencies and risks.

The minimum level of reserves required is based upon the following:

- Four months' running costs (salaries, utilities, rent, administration etc).
- Redundancy / maternity cover requirements.
- Cover for retrospective funding payments to cover the gap between incurring costs of undertaking work and receiving the grant.

The Trustees report the level of reserves at the last day of each financial year for each annual account. At the year-end Harbour had total reserves of £1,086,889, of which £651,107 is restricted. Free reserves are £57,946 after designated funds of £352,537. This equates to approximately one month's support costs so falls short of the target. Details of designated funds can be seen in note 19.

Harbour uses any income that is not restricted by its source towards the reserves target.

Constitution

The company is a charitable company limited by guarantee and was set up by a Memorandum of Association on 16 January 2001. In 2007, the company changed its name from North Tees Women's Aid to Harbour Support Services. A revised Articles of Association was adopted by Special Resolution on 20 March 2013.

Method of appointment or election of Trustees

The Board of Management comprises up to 12 trustees who are appointed following a rigorous selection procedure.

Policies adopted for the induction and training of Trustees

Harbour has policies, a code of conduct and Handbook for Trustees to ensure they are informed about all aspects of the organisation and what is expected of their role. Trustees can access training via a range of internal and external training opportunities to ensure they have the skills and knowledge to perform their duties.

Wider network

Harbour is a full member of the Women's Aid Federation of England, the British Association for Counselling and Psychotherapy and Respect.

Organisational structure and decision making

Harbour is administered by a board of unpaid Trustees serving alongside the paid Chief Executive and senior leadership team. The Chief Executive oversees the operations on a day-to-day basis under delegated authority and reports to the Board, which approves major decisions and has overall responsibility for all Harbour activities.

Remuneration policy

Harbour's pay policy offers fair pay to attract and keep appropriately qualified, experienced staff to lead, manage, support and deliver the charity's aims.

The Trustees are responsible for setting the remuneration level for the charity's Chief Executive. This post then has delegated responsibility to set and review salaries for other staff.

When setting and reviewing the Chief Executive's remuneration the Trustees consider:

- the purposes, aims and values of the charity, and its beneficiaries' needs,
- how this affects pay policy for all employees, and for the senior staff in particular,
- how pay is linked to the skills, experiences and competencies that the charity needs from its Chief Executive,
- the charity's current business plan,
- the charity's ability to pay,
- how increasing pay, particularly at senior levels, would be perceived by employees, donors and beneficiaries,
- whether it's affordable, including in the longer term (based on a risk assessment of future income and expenditure),
- information on pay policies and practices in other organisations that could help guide a decision on whether a level of pay is fair,
- the wider 'employment offer' they can make, where pay is one part of a package that includes personal development, personal fulfilment and association with the charity's cause.

Risk management

The Trustees are aware of the key risks facing the business and ensure measures are in place to mitigate these.

To mitigate the risk of losing income through the loss of a contract or end of a grant, Harbour maintains the delivery of quality services, prepares quality tender submissions and pro-actively seeks funds from grant givers.

To mitigate the potential of fraud leading to financial loss, the organisation has financial control systems which are monitored by the Chief Executive. Regular reports are made to the Board on the working of these systems in relation to any major risks identified in connection with the company's activities and their mitigation. The control systems include financial management policies, covering effective financial management, business planning, budget monitoring, delegated authorities, audited accounts, and risk management. These policies are reviewed on an annual basis.

To mitigate the risks presented by staff working with vulnerable adults and children, Harbour operates safe recruitment practices including conducting Disclosure and Barring Service checks for all staff, volunteers and trustees and verifying references. In addition, a robust staff supervision system is in place and an annual appraisal process.

In relation to health and safety, Harbour conducts regular risk assessment of work activities, (including lone working), buildings and fire safety. These are documented in Health & Safety policies which are reviewed at least every two years. In the past year a separate Covid-19 Policy was also prepared and issued to staff.

Harbour also has a Business Continuity Policy which has been thoroughly tested over the past 18 months and has proved effective in maintaining operations and enabling staff to work safely.

A comprehensive Risk Register is available should further detail be required.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Trustees' responsibilities

The Trustees (who are also directors of Harbour Support Services for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires that the Trustees prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Company Directors and Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 operation.

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.

The Trustees are responsible for preparing the Annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Annual report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustees have taken all the steps that ought to have been taken as Trustees in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information

Auditors

The auditors, Waltons Clark Whitehill Limited, will be proposed for reappointment in accordance with section 485 of the Companies Act 2006.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Marilyn Davies
Chair MDavies
Date: 3.11.21

Victoria Duncan
Vice Chair
8.11.21

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES

UNQUALIFED OPINION

We have audited the financial statements of Harbour Support Services (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, 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 Charities Act 2011.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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 gained an understanding of the legal and regulatory framework applicable to the company and the area in which it operates, and considered the risk of acts by the Charity that were contrary to applicable laws and regulations, including fraud. We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We identified the greatest potential for fraud in the following areas: existence and timing of recognition of income and management override of controls (especially in the posting of journals). We discussed these risks with management and designed audit procedures as follows:

- to test the timing and existence of revenue,
- to review journals posted to key control accounts or posted around the year end, to look for potential "window dressing" as well as looking at a sample throughout the year.

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 auditors' report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARBOUR SUPPORT SERVICES (CONTINUED)

USE OF OUR REPORT

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Waltons Clark Whitehill Limited

Waltons Clark Whitehill Limited
Chartered Accountants
Statutory Auditors
Maritime House
Harbour Walk
The Marina
Hartlepool
TS24 0UX

Date: 12/11/2021

Waltons Clark Whitehill Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
INCOME FROM:					
Grant income	3	-	57,774	57,774	-
Charitable activities	6	4,500,150	94,492	4,594,642	*3,906,559*
Other trading activities	4	-	18,264	18,264	*53,862*
Investments	5	-	2,880	2,880	*5,030*
TOTAL INCOME		4,500,150	173,410	4,673,560	*3,965,451*
EXPENDITURE ON:					
Raising funds	7	-	35,096	35,096	*20,198*
Charitable activities	8	3,745,724	706,786	4,452,510	*3,988,580*
TOTAL EXPENDITURE		3,745,724	741,882	4,487,606	*4,008,778*
NET INCOME/(EXPENDITURE)		754,426	(568,472)	185,954	*(43,327)*
Transfers between funds	19	(501,610)	501,610	-	-
NET MOVEMENT IN FUNDS		252,816	(66,862)	185,954	*(43,327)*
RECONCILIATION OF FUNDS:					
Total funds brought forward		398,291	502,644	900,935	*944,262*
Net movement in funds		252,816	(66,862)	185,954	*(43,327)*
TOTAL FUNDS CARRIED FORWARD		651,107	435,782	1,086,889	*900,935*

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 21 to 40 form part of these financial statements.

HARBOUR SUPPORT SERVICES

(A company limited by guarantee)
REGISTERED NUMBER: 04141850

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		As restated 2020 £
FIXED ASSETS					
Tangible assets	14		**25,299**		*44,360*
Investments	15		**401,066**		*401,066*
			426,365		*445,426*
CURRENT ASSETS					
Debtors	16	**334,281**		*484,310*	
Cash at bank and in hand		**547,167**		*172,695*	
		881,448		*657,005*	
Creditors: amounts falling due within one year	17	**(220,673)**		*(198,846)*	
NET CURRENT ASSETS			**660,775**		*458,159*
Creditors: amounts falling due after more than one year	18		**(251)**		*(2,650)*
TOTAL NET ASSETS			**1,086,889**		*900,935*
CHARITY FUNDS					
Restricted funds	19		**651,107**		*398,291*
Unrestricted funds	19		**435,782**		*502,644*
TOTAL FUNDS			**1,086,889**		*900,935*

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Marilyn Davies
Chair MDavies
Date: 3.11.21

Victoria Duncan
Vice Chair
3.11.21

The notes on pages 21 to 40 form part of these financial statements.

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	As restated 2020 £
Cash flows from operating activities			
Net cash used in operating activities	21	**373,991**	*(197,201)*
Cash flows from investing & financing activities			
Interest from investments		**2,880**	*5,030*
Purchase of tangible fixed assets		**-**	*(15,556)*
Payments made on hire purchase liabilities		**(2,399)**	*(2,399)*
Net cash used in investing activities		**481**	*(12,925)*
Change in cash and cash equivalents in the year		**374,472**	*(210,126)*
Cash and cash equivalents at the beginning of the year		**573,761**	*783,887*
Cash and cash equivalents at the end of the year	22	**948,233**	*573,761*

The notes on pages 21 to 40 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. GENERAL INFORMATION

The charity is a company limited by guarantee, incorporated in England and Wales. The members of the charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Harbour provides holistic and other support services to address all aspects of domestic abuse.

The principal and registered office address is:

8 Sydenham Road
Hartlepool
TS25 1QB

2. ACCOUNTING POLICIES

2.1 Basis of preparation of financial statements

The financial statements 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Harbour Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The Trustees, having made due and careful enquiry and preparing forecasts, are of the opinion that the charity has adequate working capital to execute its operations over the next 12 months. The Trustees therefore, have made an informed judgement, at the time of approving the financial statements, that there is reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. As a result the Trustees have continued to adopt the going concern basis of accounting in preparing the annual financial statements.

In making this assessment the Trustees are aware of the impact of Covid-19.

As explained in the Trustees' report although changing how services can be offered there has been an overall increase in demand as a result of the pandemic and the charity has not experienced any loss of income.

While there have been additional costs there has also been additional funding awarded from government towards these costs.

2. ACCOUNTING POLICIES (CONTINUED)

2.3 Fund accounting

General funds are unrestricted funds which 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 costs 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.

2.4 Income

Voluntary income is included in the statement of financial activities when the charitable company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income received in advance of due performance under contract is accounted for as deferred income until earned.

Grant income is included when the related conditions for legal entitlement to the grant have been met.

All other income is accounted for on an accruals basis.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Costs of raising funds are costs incurred in attracting voluntary income.

2. ACCOUNTING POLICIES (CONTINUED)

2.6 Tangible fixed assets and depreciation

All assets costing more than £1,000 and with a useful life of more than one year are capitalised. Assets with a cost of less than £1,000 and which are considered to have a useful life of less than one year are treated as consumable goods and written off to expenditure when purchased.

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses.

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

Depreciation is provided on the following bases:

Long term leasehold property	- over 10/15 years
Motor vehicles	- over 3 years
Fixtures and fittings	- over 3/5 years
Household goods	- over the life of the contracts

2.7 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

2.8 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

2.9 Pensions

The charity contributes to a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.

2.10 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2. ACCOUNTING POLICIES (CONTINUED)

2.11 Cash and cash equivalents

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

2.12 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.13 Finance leases and hire purchase

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired by finance lease are depreciated over the shorter of the lease term and their useful lives. Assets acquired by hire purchase are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the charity. Obligations under such agreements are included in creditors, net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the statement of financial activities so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

3. GRANT INCOME

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Coronavirus Job Retention Scheme	**57,774**	**57,774**	-

4. ACTIVITIES FOR GENERATING FUNDS

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Fundraising income	-	833	833	*5,586*
Student placements	-	17,431	17,431	*48,276*
	-	18,264	18,264	*53,862*
Total 2020	*1,508*	*52,354*	*53,862*	

5. INVESTMENT INCOME

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Bank interest received	2,880	2,880	*5,030*
Total 2020	*5,030*	*5,030*	

6. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Children & young people	**293,353**	**-**	**293,353**	*230,914*
Preventions	**303,688**	**-**	**303,688**	*220,192*
Refuge accommodation	**987,410**	**6,000**	**993,410**	*851,617*
Adult services	**2,915,699**	**88,492**	**3,004,191**	*2,603,836*
	4,500,150	**94,492**	**4,594,642**	*3,906,559*
Total 2020	*3,882,140*	*24,419*	*3,906,559*	

7. RAISING FUNDS

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Travel	**2,207**	**2,207**	*4,472*
Communications	**13,587**	**13,587**	*185*
Other costs	**2,449**	**2,449**	*400*
Outsourced services	**16,853**	**16,853**	*14,685*
Staff costs	**-**	**-**	*456*
	35,096	**35,096**	*20,198*
Total 2020	*20,198*	*20,198*	

8. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Summary by fund type

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Childrens	**245,162**	**35,506**	**280,668**	*253,058*
Preventions	**235,347**	**71,015**	**306,362**	*243,119*
Refuge accommodation	**893,187**	**174,192**	**1,067,379**	*899,770*
Adult services	**2,372,028**	**426,073**	**2,798,101**	*2,592,633*
	3,745,724	**706,786**	**4,452,510**	*3,988,580*
Total 2020	*3,441,507*	*547,073*	*3,988,580*	

9. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	*Total funds 2020 £*
Childrens	**245,162**	**35,506**	**280,668**	*253,058*
Preventions	**235,347**	**71,015**	**306,362**	*243,119*
Refuge accommodation	**921,661**	**145,718**	**1,067,379**	*899,770*
Adult services	**2,372,028**	**426,073**	**2,798,101**	*2,592,633*
	3,774,198	**678,312**	**4,452,510**	*3,988,580*
Total 2020	*3,411,286*	*577,294*	*3,988,580*	

9. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF DIRECT COSTS

	Children & young people 2021 £	Preventions 2021 £	Refuge accomodation 2021 £	Adult services 2021 £	Total funds 2021 £	*Total funds 2020 £*
Staff costs	234,083	226,219	213,043	2,233,668	2,907,013	*2,619,370*
Depreciation	-	346	1,706	3,712	5,764	*2,701*
Printing, postage & stationery	-	95	1,840	5,972	7,907	*13,112*
Property costs	2,323	2,069	587,416	20,511	612,319	*549,016*
Travel	3,670	652	2,891	16,260	23,473	*87,294*
Communications	2,065	2,156	3,040	58,129	65,390	*54,454*
Other costs	3,021	3,810	22,683	33,776	63,290	*46,981*
Rent arrears	-	-	46,484	-	46,484	*27,633*
Laundry equipment	-	-	11,899	-	11,899	*10,725*
Legal & Professional	-	-	30,659	-	30,659	-
	245,162	235,347	921,661	2,372,028	3,774,198	*3,411,286*
Total 2020	*224,190*	*185,390*	*755,449*	*2,246,257*	*3,411,286*	

9. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF SUPPORT COSTS

	Children & young people 2021 £	Preventions 2021 £	Refuge accomodation 2021 £	Adult services 2021 £	Total funds 2021 £	*Total funds 2020 £*
Staff costs	**17,446**	**34,894**	**87,231**	**209,357**	**348,928**	*252,304*
Depreciation	**665**	**1,330**	**3,324**	**7,978**	**13,297**	*11,784*
Printing, postage & stationery	**197**	**393**	**982**	**2,356**	**3,928**	*4,334*
Property costs	**2,865**	**5,730**	**11,254**	**34,381**	**54,230**	*42,620*
Training	**749**	**1,499**	**3,747**	**8,992**	**14,987**	*13,261*
Travel	**125**	**250**	**574**	**1,498**	**2,447**	*1,092*
Communications	**4,856**	**9,711**	**24,278**	**58,268**	**97,113**	*100,959*
Other costs	**3,842**	**7,685**	**21,181**	**46,109**	**78,817**	*87,396*
Outsourced services	**2,504**	**5,009**	**12,522**	**30,053**	**50,088**	*49,193*
Business development costs	**334**	**668**	**1,669**	**4,005**	**6,676**	*6,790*
Governance costs	**390**	**780**	**1,950**	**4,681**	**7,801**	*7,561*
	35,506	**71,015**	**145,718**	**426,073**	**678,312**	*577,294*
Total 2020	*28,868*	*57,729*	*144,321*	*346,376*	*577,294*	

Support costs have been allocated to charitable activities based on staff numbers and staff time attributable to the activities. The method for allocation is 25% refuge accommodation, 5% children and young people, 60% adult services and 10% preventions.

10. GOVERNANCE COSTS

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Auditors' remuneration	**7,440**	**7,440**	*7,200*
Indemnity insurance	**361**	**361**	*361*
	7,801	**7,801**	*7,561*
Total 2020	*7,561*	*7,561*	

11. AUDITORS' REMUNERATION

The auditors' remuneration amounts to an auditor fee of £6,200 *(2020 - £6,000)*, and accountancy services of of £2,467 (*2020 - £3,208*).

12. STAFF COSTS

	2021 £	*2020 £*
Wages and salaries	**3,001,529**	*2,642,873*
Social security costs	**200,798**	*180,179*
Contribution to defined contribution pension schemes	**53,614**	*49,078*
	3,255,941	*2,872,130*

The average number of persons employed by the charity during the year was as follows:

	2021 No.	*2020 No.*
Children & young people	**13**	*14*
Preventions	**15**	*13*
Support (including fundraising)	**21**	*11*
Refuge accommodation	**13**	*10*
Adult services	**125**	*122*
	187	*170*

12. STAFF COSTS (CONTINUED)

No employee received remuneration amounting to more than £60,000 in either year.

The total remuneration paid to key management personnel, including pension contributions was £54,045 (2020: £54,429).

13. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits *(2020 - £NIL)*.

During the year ended 31 March 2021, no Trustee expenses have been incurred *(2020 - £NIL)*.

14. TANGIBLE FIXED ASSETS

	Long-term leasehold property £	Motor vehicles £	Fixtures and fittings £	Household goods £	Total £
Cost					
At 1 April 2020	**174,012**	**12,097**	**181,179**	**66,853**	**434,141**
At 31 March 2021	**174,012**	**12,097**	**181,179**	**66,853**	**434,141**
Depreciation					
At 1 April 2020	**163,531**	**7,392**	**152,005**	**66,853**	**389,781**
Charge for the year	**1,129**	**4,032**	**13,900**	**-**	**19,061**
At 31 March 2021	**164,660**	**11,424**	**165,905**	**66,853**	**408,842**
Net book value					
At 31 March 2021	**9,352**	**673**	**15,274**	**-**	**25,299**
At 31 March 2020	*10,481*	*4,705*	*29,174*	*-*	*44,360*

The net book value of assets held on Hire Purchase in 2021 is £673 (2020: £4,705).

15. FIXED ASSET INVESTMENTS

	Unlisted investments £
Cost	
At 1 April 2020	**401,066**
At 31 March 2021	**401,066**

Investments are held as cash and cash equivalents.

16. DEBTORS

	2021 £	*2020 £*
Trade debtors	**61,021**	*60,673*
Other debtors	**1,127**	*727*
Prepayments	**42,238**	*62,118*
Accrued income	**229,895**	*360,792*
	334,281	*484,310*

17. CREDITORS: Amounts falling due within one year

	2021 £	As restated 2020 £
Trade creditors	**60,078**	*86,867*
Other taxation and social security	**47,004**	*44,137*
Obligations under finance lease and hire purchase contracts	**2,399**	*2,399*
Other creditors	**4,384**	*7,297*
Accruals	**61,725**	*58,146*
Deferred income	**45,083**	-
	220,673	*198,846*

	2021 £	2020 £
Deferred income at 1 April 2020	-	*4,235*
Resources deferred during the year	**45,083**	-
Amounts released from previous periods	-	*(4,235)*
	45,083	-

Deferred income consists of grant and contract income where a time condition is included in the initial offer and it is specified as being for use after the year end.

Obligations under finance lease and hire purchase contracts are secured upon the assets to which they relate.

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

	2021 £	As restated 2020 £
Net obligations under finance lease and hire purchase contracts	**251**	*2,650*

19. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated Funds	377,537	-	(25,000)	-	352,537
General Funds	125,107	173,410	(716,882)	501,610	83,245
Total Unrestricted funds	502,644	173,410	(741,882)	501,610	435,782
Restricted funds					
Refuge accomodation	78,483	987,410	(890,202)	(67,931)	107,760
Adult services	94,809	2,737,310	(2,267,083)	(354,960)	210,076
Big Lottery Funding	118,500	158,000	(105,745)	(25,000)	145,755
Grants for clients	2,491	-	-	-	2,491
Childrens & young peoples	21,470	291,913	(245,162)	17,979	86,200
Preventions services	82,538	303,688	(235,347)	(71,698)	79,181
Other domestic violence funding	-	21,829	(2,185)	-	19,644
	398,291	4,500,150	(3,745,724)	(501,610)	651,107
Total of funds	900,935	4,673,560	(4,487,606)	-	1,086,889

19. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
Unrestricted funds					
Designated Funds	347,537	-	(20,000)	50,000	377,537
General Funds	277,292	81,803	(547,271)	313,283	125,107
Total Unrestricted funds	624,829	81,803	(567,271)	363,283	502,644
Restricted funds					
Refuge accomodation	153,722	851,387	(722,128)	(204,498)	78,483
Adult services	-	2,424,420	(2,156,796)	(172,815)	94,809
Big Lottery Funding	99,116	154,996	(121,044)	(14,568)	118,500
Grants for clients	2,491	1,738	(1,738)	-	2,491
Childrens & young peoples	-	230,915	(224,191)	14,746	21,470
Preventions services	35,200	209,349	(174,548)	12,537	82,538
CAFCASS	-	10,843	(10,843)	-	-
Other domestic violence funding	28,904	-	(30,219)	1,315	-
	319,433	3,883,648	(3,441,507)	(363,283)	398,291
Total of funds	944,262	3,965,451	(4,008,778)	-	900,935

Designated funds

The Trustees reviewed the general funds held and have designated the following amounts:

1. £197,500 to cover any potential liabilities arising on the loss of a contract.
2. £50,000 to enable the charity to support projects in deficit as a result of funding shortages.
3. £5,037 as the fixed assets to be surrendered to the new incumbent on loss of a contract.
4. £50,000 as a development fund.
5. £25,000 to provide a playworker for play support sessions in refuges was spent during the year.
6. £50,000 to develop the dispersed properties.

Restricted funds

The refuge accommodation balance represents unspent income which was received towards the costs of repairs and renewals.

The adult services represents monies received to provide support services for victims of domestic abuse and sexual violence from various sources including local authority grants and supporting people contracts. A transfer has been made from this fund to cover core services which are partially funded from these monies.

The Big Lottery funding is for the ongoing work within the recovery project and there is a balance to carry forward into the next year.

The grants for clients balance represents funds raised for the use of individual clients.

The childrens & young peoples balance represents monies received from various sources to support children £17,979 was transferred from general funds to facilitate the activity.

The preventions services balance represents funding received to work with the perpetrators of domestic abuse. There is a balance to carry forward representing funding from the Durham Police, Crime and Victims Commissioner along with the Middlesbrough and Durham preventions programmes.

CAFCASS relates to children and family court advisory services.

Other domestic violence funding is money received from North Tyneside to assist with the additional costs arising from Covid.

All central costs are allocated to the general fund, with other funds contributing to central costs through a transfer. The balance on the general fund is classified as unrestricted in line with our reserves policy.

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	25,299	25,299
Fixed asset investments	-	401,066	401,066
Current assets	696,190	185,258	881,448
Creditors due within one year	(45,083)	(175,590)	(220,673)
Creditors due in more than one year	-	(251)	(251)
Total	651,107	435,782	1,086,889

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2020 £	*Unrestricted funds 2020* £	*Total funds 2020* £
Tangible fixed assets	-	*44,360*	*44,360*
Fixed asset investments	-	*401,066*	*401,066*
Current assets	*398,291*	*258,714*	*657,005*
Creditors due within one year	-	*(198,846)*	*(198,846)*
Creditors due in more than one year	-	*(2,650)*	*(2,650)*
Total	*398,291*	*502,644*	*900,935*

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

	2021 £	2020 £
Net income/expenditure for the year (as per Statement of Financial Activities)	**185,954**	*(43,327)*
Adjustments for:		
Depreciation charges	**19,061**	*14,485*
Interest from investments	**(2,880)**	*(5,030)*
Decrease/(increase) in debtors	**150,029**	*(164,043)*
Increase in creditors	**21,827**	*714*
Net cash provided by/(used in) operating activities	**373,991**	*(197,201)*

22. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2021 £	2020 £
Cash in hand	**547,167**	*172,695*
Notice deposits (less than 3 months)	**401,066**	*401,066*
Total cash and cash equivalents	**948,233**	*573,761*

23. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	**172,695**	**374,472**	**547,167**
Cash equivalents	**401,066**	**-**	**401,066**
Finance leases	**(5,049)**	**2,399**	**(2,650)**
	568,712	**376,871**	**945,583**

24. CONTINGENT LIABILITIES

The charitable company received a grant from the Community Fund in 1998 and 1999 to purchase and equip a two-storey building, which totalled £173,118. It may become repayable if there is a breach of the terms and conditions of the grants. The liability exists for the unexpired period of the lease of the property.

25. PENSION COMMITMENTS

The charity contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £53,614 (2020 - £49,078). Contributions totalling £nil (2020: £nil) were payable to the fund at the balance sheet date and are included in creditors.

Pension costs have been allocated to activities and restricted based on the time each staff has spent on each activity.

26. OPERATING LEASE COMMITMENTS

At 31 March 2021 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	*2020* *£*
Not later than 1 year	**19,133**	*12,833*
Later than 1 year and not later than 5 years	**33,617**	*8,000*
	52,750	*20,833*

The following lease payments have been recognised as an expense in the statement of financial activities:

	2021 £	*2020* *£*
Operating lease rentals	**12,833**	*16,167*

27. PRIOR YEAR ADJUSTMENT

The balance sheet and statement of cash flows have been adjusted to disclose a hire purchase liability previously disclosed as a trade creditor.

28. RELATED PARTY TRANSACTIONS

During the year there have been no related party transactions requiring disclosure.