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"I just wanted to tell you how grateful I am to have had you put in my path. I know this is your job. I do feel you go above and beyond for me. Whether you do that for everyone, you will always be an angel in my eyes. I'll never be able to express how much you help me and continue to do so"

"It was mental torture but ESDAS never gave up on me and gave me emotional support offering genuine encouragement, reassurance and compassion"

"What a desperate shame that ESDAS is needed but what an amazing thing that there are people working so hard to help others"

"Thank you to everyone and your organisation. It's been a truly emotional journey that I'm finally coming through"

1. INTRODUCTION

- 1.1 Legal and Administrative Information
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1.1 LEGAL AND ADMINISTRATIVE INFORMATION

Charity Name	East Surrey Domestic Abuse Services (ESDAS) A Company Limited by Guarantee
Charity No	1092643
Company No	3585674
Principal Address & Registered Office	Redhill Chambers, 2D High St, Redhill, RH1 1RJ
Telephone	01737 771350 (Outreach Service) 01737 771780 (Chief Executive)
SMS	07860 039720
Fax	01737 771284
Email	support@esdas.org.uk
Website	www.esdas.org.uk
Twitter/Instagram	@Esdas1
Facebook/LinkedIn	East Surrey Domestic Abuse Services
Directors/Trustees	Nicole James – Chair (appointed 12 January 2021) Janet Hails – Company Secretary (appointed 12 January 2021 upon resignation as Chair) Bryony Neale - Finance Director Ian Vinall (appointed 7 July 2020) Paul Studley (resigned 4 August 2020) Joanna Jeffery Jutta Swaeb (Company Secretary until resignation on 12 January 2021) Mandy Kempenich (resigned 29 September 2020)
Consultants	Caroline (consultant to trustees)
Senior Management Team	Michelle - Chief Executive Louise - Services Manager Anne - Volunteer & Group Work Manager
Accountants	Braidwood Wheeler & Co Goodman House 13a West Street Reigate, RH2 9BL
Principal Bankers	Lloyds Bank Plc 1 London Road Redhill, RH1 1ND

1.2 WHO WE ARE, WHAT WE DO & HOW WE DO IT

Who We Are

ESDAS is an independent charity providing outreach and associated services in the Borough of Reigate & Banstead and the Districts of Mole Valley and Tandridge.

Our objectives are the relief of need, hardship and distress of persons who have suffered and are suffering from domestic abuse and any children of such persons, in particular by the provision of advocacy, advice, support and information.

We have both paid staff and volunteers working for us. Day-to-day operations are led by our Management Team and overall governance is exercised through our Board of Trustees who are elected at our Annual General Meeting.

We are the lead provider in the Surrey Domestic Abuse Partnership, funded by Surrey County Council, Surrey Police and Office of the Police & Crime Commissioner for Surrey to work with other service providers in the county to provide support to those experiencing or at risk of experiencing domestic abuse.

What We Do

We support survivors and their children through a trauma informed, strengths based, needs-led approach, recognising their individual experiences and enabling them to achieve their goals. This includes providing advice, advocacy, information, support and counselling as well as risk management and safety planning. Most importantly those with lived experience of domestic abuse are central to our own service delivery and development and also aid us in holding other agencies to account for their response to those experiencing abuse.

There is detailed information about the referrals and enquiries we received during the year later in this report, and there are also more comprehensive reviews covering our work with children and the work of our volunteers.

As well as our local services in East Surrey and our county-wide role with the Surrey Domestic Abuse Partnership, we also seek to work at a national level, influencing policy and practice and raising awareness. We have contributed to radio programmes, national press articles, social media coverage and video blogs.

Public Benefit

In everything that we do, we are aware of the need to further our purpose for the public benefit and we ensure that we follow the Charity Commission's guidance on public benefit. Our work provides a clear and measurable benefit to those experiencing or fearing domestic abuse. It also provides a clear benefit to wider society since prompt and effective interventions at an early stage can mean there is a reduced need for more costly interventions later.

Our work promotes a society where domestic abuse is seen as unacceptable by everyone and where people can live free from fear of domestic abuse.

Our Approach

We take an approach that is:

Holistic

A holistic approach is one that understands and responds to individuals as a whole, considering their physical, mental, emotional and spiritual needs, and is able to understand the whole picture of an individual's experience.

Intersectional

An intersectional approach is one that understands and responds to an individual's intersecting identities and experiences; for example, considering interacting experiences of race, ethnicity, sexuality, gender identity, disability, age, class, immigration status, caste, nationality, indigeneity, and faith. An intersectional approach recognises that historic and ongoing experiences of discrimination will impact individuals and is at the heart of anti-discriminatory practice.

Person-centred

A person-centred approach is one that centres the individual in all decisions made and processes carried out. The individuals are seen as "equal partners in planning, developing and monitoring care to make sure it meets their needs" (Source: Health Innovation Network).

Trauma-informed

A trauma-informed approach is one that takes a "strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment" (Source: Hopper et al 2010) (Pathfinder Survivor Consultation, Standing Together et al, 2020).

We strongly believe in the value of a co-ordinated community response to domestic abuse and therefore engage with individuals, community groups, faith and voluntary sector partners, businesses and statutory services in order to reduce trauma and reach survivors where they are and in a way that meets their needs.

The ESDAS Promise encapsulates the approach which governs everything we do:

The ESDAS Promise

1. We believe everyone has a right to live without fear and free from abuse and violence
2. We will challenge injustice and discrimination
3. We will challenge misconceptions, stigma and stereotypes around domestic abuse
4. We will help to empower individuals to have a voice and reach their full potential
5. We will respect and value an individual's right to make choices and decisions
6. We will work with integrity, honesty and respect
7. We will strive to be innovative and pro-active to meet individual needs in a changing world
8. We will create and take advantage of opportunities to raise awareness of domestic abuse and promote healthy relationships
9. We will actively promote equality and diversity

1.3 LETTER FROM THE CHAIR OF THE BOARD

I took on the role of Chair in 2021 during a period which has brought significant challenges for the charity. As seen across the entire charitable sector, the series of lockdowns created challenges for ESDAS both in terms of our ways of working and supporting increasing numbers of survivors.

In the light of the pandemic, this is the first time that using the word “unprecedented” feels entirely appropriate to describe the challenges that have faced us. The level of change and adaptation that has been made to the services we provide has been significant as detailed throughout this report.

A huge thank you to Michelle and all the staff and volunteers at ESDAS for their commitment and hard work facing this unprecedented pressure. It cannot be underestimated how demanding it has been for them to make the changes required to provide our services safely whilst also coping with significant uncertainty and change in their own lives. The dedication every person has given to providing support to survivors, particularly during this year, is recognised and we are all very grateful for the very real difference this has made to so many lives.

Special recognition also goes to our clients. Lockdown has brought huge additional pressures to every one of them, and I have the greatest admiration for every single story both those that are shared and those that remain hidden.

The partnership across Surrey continues to work well and has proved its strength in a particularly difficult period. It’s only by working together that the right support can be provided to our clients across East Surrey to deliver the high standard of care required.

I would like to give special recognition to Janet Hails, who stepped down as our Chair earlier this year, and to thank her for playing a crucial role in supporting ESDAS. I am very grateful that she continues to be involved in ESDAS and I personally have found her support and knowledge essential.

ESDAS is in a strong position to continue its vital work throughout 2021 – 22 and beyond, supported by our partners, funders and the dedication of our outstanding team.

Nicole James
Chair of the Board of Trustees

1.4 LETTER FROM THE CHIEF EXECUTIVE

I feel like I have written this letter so many times in my head but when it comes to committing those thoughts to paper words seem to fail me. There is much I could say about how we reacted to the pandemic to keep our services open and react to an ever-changing situation however the credit there should not be ours but the survivors we have had the honour of supporting. Since the creation of ESDAS, survivors have shown us their incredible abilities to risk-manage and safety-plan in crisis situations, so we have over many years learnt from the “experts”. Crisis management is at the heart of what we do, and this year was the greatest test of our hearts and minds there has ever been.

Our teams dealt with increases in demand of over 57%, managed their own changing personal lives as well as dealt with the impact of bringing such challenging work into their homes. They did this, regardless of these challenges, because of their deep commitment to survivors and to what we want to achieve at ESDAS and for that I will be eternally grateful.

There were many things to celebrate this year including being able to access emergency funding, increased local and national coverage thanks to the DA Bill (now Act) and the tireless campaigning of so many incredible survivors. However, as I write this today, my mind and heart are heavy with grief for those we couldn't save, for those who have experienced unimaginable trauma whilst 'locked in' with their abuser and who remain trapped. For survivors this is not over. The trauma of the abuse committed over the last year, like every year, will take time and in most cases specialist support to provide safe spaces for healing. We need you more than ever to hold perpetrators to account, to help sustain our life saving services and to build a community that no longer tolerates abuse and violence.

Above all, please be kind – survivors and children more than ever need to know that, when this is over and when they are ready, you are there for them and that there is support available.

Be kind and stay safe,

Much love,
Michelle

2. WHAT WE DO

- 2.1 Our Year at a Glance
- 2.2 Summary of Our Year
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- 2.6 Other Services

2.1 OUR YEAR AT A GLANCE



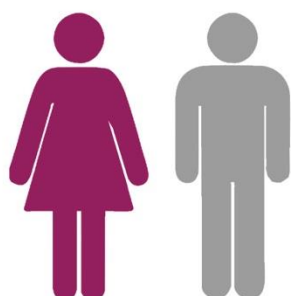
Via phone calls and email we had **14,579** contacts with survivors compared to **9,266** in the previous year (**which was over a 57% increase**)

We received **2,678 referrals** this year



We found that **75% of survivors** were classified as at either **high or medium risk of harm**

84% of survivors had children living with them



95% of survivors were female and 5% were male

2.2 SUMMARY OF OUR YEAR

This year began with ESDAS adapting its ways of working to simultaneously meet the challenges of keeping our staff and volunteers safe in response to COVID-19 whilst continuing to provide an excellent standard of service to an increasing number of survivors.

In response to the pandemic, arrangements were put in place to enable remote working by staff and volunteers combined with changes to the office accommodation to facilitate a flexible balance of office and home working in a safe working environment.

Inevitably, the repeated lockdown restrictions presented challenges in delivering ESDAS' services, but staff and volunteers were creative and innovative in finding ways to keep providing essential support. For example, our group work programme was restarted online enabling survivors to find support and make connections without meeting face-to-face.

There was a dramatic increase in demand from survivors whose difficulties were amplified by the lockdown restrictions, with telephone and email contacts with survivors increasing by 57% over the year.

Working to meet this higher demand, one-off funding grants to mitigate the adverse impact of the pandemic were sought and won. For example, grants specifically to alleviate the extra demand upon our outreach teams were obtained from the Ministry of Justice (MOJ), the OPCC, Community Foundation for Surrey, Mole Valley District Council and various trusts and commercial partners.

New investment in and use of technology was critical in enabling remote working with survivors, funders and Trustees and facilitated the success of ESDAS in adapting to the challenges of this year. However, this success was only possible due to the excellence of our team who worked tirelessly to reach out to survivors to develop safely plans, provide emotional and physical well-being and safety support to those affected by domestic abuse in our community.

Between 1st April 2020 and 31st March 2021:

- We received 2,678 adult referrals.
- We dealt with 14,579 contacts from survivors.
- We worked with 489 survivors identified as High Risk by MARAC (Multi Agency Risk Assessment Conference).
- Our Sanctuary Scheme benefitted 72 survivors and 116 children.
- We worked with 15 children and young people referred to ESDAS.

As always, referrals come from many statutory agencies, from the police and from self-referral.

We have used technology to deliver our training to partners remotely including Surrey Police on DA Matters and the DASH Risk Assessment Checklist, the Ministry of Defence on Coercive Control and training sessions to health professionals.

"During the most difficult times in mine and my children's life the support of ESDAS has been a life saver, from emotional support to helping make my children's birthdays better you have stepped in and helped and made the sun shine in a very difficult time for us all. I cannot thank you all enough. The service has been amazing, and we have had support to keep going in the days when it's been so overwhelming."



2.3 CHILDREN'S WORK

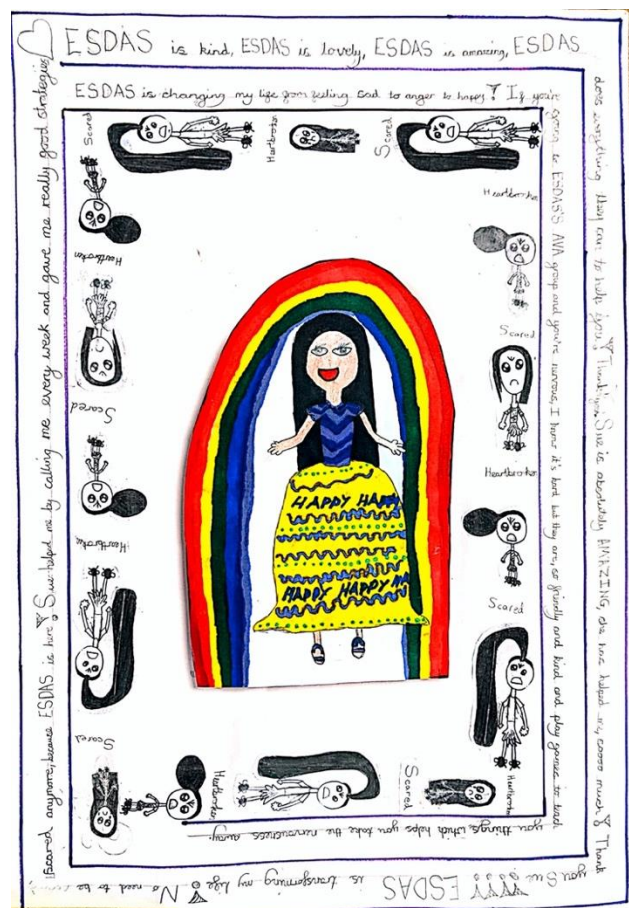
The aims of the service are to:

- Build trusting relationships;
- Develop social skills;
- Provide opportunities for children and young people (CYP) to be listened to and guide them to express their emotions appropriately;
- Help them to make sense of their experiences as part of their reparation process;
- Build resilience to face life's adversities; and
- Offer parenting support to the non-abusive parent to open-up communication to help rebuild relationships within the home.

The service is provided through two part-time posts and focuses on listening to and acting on children's needs. The aims of the service are delivered through group and 1:1 work.

Due to the pandemic and resulting lockdowns, the group programme against violence and abuse (AVA) was suspended. However, we continued to offer individual sessions to children via video calls and liaised with our Adult Outreach Team to offer as much holistic support to our families as possible. In addition, we liaised with other professionals involved in advocating the children's voices and providing the context of Domestic Abuse to help reduce victim blame and inform decisions around parenting capacity.

Furthermore, throughout these lockdowns, we provided regular calls to the non-abusive parents of the children referred into our Children's Service to empower and validate their parenting role. These check-in calls provided the parents with the space to discuss the challenges being faced, offer



guidance and strategies to explore achievable goals. The most commonly described challenge was in relation to contact with abusive fathers and for children the increased isolation. Specific achievements of the Children's Service during the year 2020-21 were:

- Directly supporting 15 individual children and young people during the year through the Children's Service.
- Holding 164 1:1 sessions with children and young people via video calls, phone calls and some face to face in school settings.
- Holding 206 consultations with non-abusive parents, via video calls and phone calls, to advise on identified parenting issues and to understand children's needs from the child's perspective. These also included family sessions with siblings to explore dynamics in the home and the use of appropriate boundaries to increase knowledge on how best to help the family heal from the impact of exposure to abuse.
- Advocating children's voices including Case Conferences, Core Groups, Educational Review meetings, CAMHS and other professional network meetings.

In addition, the Children's Service continued to deliver the revised online version of DA training 'Impact on Children and Parenting Capacity' to multiple agencies across Surrey.



2.4 VOLUNTEERS

The Covid Pandemic changed the face of volunteering within ESDAS this year. Many client facing roles were suspended e.g. court support and ad hoc support at various appointments like housing options, solicitor's appointments etc. Volunteer support was no longer needed for the group work programme as, when this did restart, it was delivered online with just two facilitators. Some of our volunteers were required to isolate due to age or health needs and many were home schooling their children so had little spare time.

However, despite all of this, 18 volunteers gave almost 1,400 hours of their time to ensure that duties were fulfilled, and clients still received the support they needed.

Counselling was offered via telephone instead of face to face so this service did continue with 20 clients being supported over 230 sessions by our 3 volunteer counsellors. These volunteer counsellors were recruited during the Pandemic as our previous team had left or moved into paid work.

Volunteers offered the 1:1 Freedom Programme via phone or video call to 10 clients and befriending support to 10 clients.

Once our group work programme restarted, 3 volunteers co-facilitated a total of 7 groups and 22 well-being sessions via Zoom.

Many clients felt very isolated and lonely, with an increased mental health need as a result. Our volunteers helped to ensure clients knew we were thinking of them by delivering self-care gift bags to over 70 clients. This helped give clients a sense of connection to the community and the knowledge that someone out there cared for them.

Our local "Cook" frozen food shop donated a range of frozen meals which were then delivered to 10 clients in need by one of our volunteer team who did a weekly delivery drop.

*"A MASSIVE THANK YOU, YOU
ABSOLUTE SUPER HERO!
She was always understanding, never
judgemental and made me feel right at
home. There was nothing I felt
embarrassed about and nothing I felt I
could not speak to her about."*

*"Just to say thank you
very much, so very much
appreciated,
God bless you all".*

*"She is absolutely lovely and I am grateful.
She made me feel comfortable despite the
subject being very triggering. She radiates
calmness, kindness and empathy. Perfect for
her job."*

*"I arrived home this evening to find a
parcel on my doorstep. What a wonderful
surprise when I opened it. Also some
lovely encouraging words in a card.
Thank you so much. Very much
appreciated & definitely lifted my spirits."*

Christmas was a particularly difficult time of year and again volunteers stepped up to sort out the many donations we had kindly received from individuals, companies and local organisations. They delivered gifts and hampers to 34 clients and their families.

"Christmas came early yesterday when we received 2 large bags which were crammed full of so many gifts, I felt completely overwhelmed and emotional at the huge generosity of ESDAS and people who have donated these items. We spent over an hour in our little flat on the floor opening up each item one by one gushing over the lovely presents and food. THANK YOU to you all xxx"

"Thank you so so much for the beautiful gifts you have just dropped off. I can't begin to say how surprised, amazed and grateful I am for them. Thank you so much for all you and all at ESDAS do for me, I dread to think where I'd be without all your help and support. I really do appreciate it and know I wouldn't be where I am today, emotionally and strength wise, without the support. I am truly grateful. Thank you, I wish you all a very merry Christmas"

We are extremely indebted to the volunteers who gave up their time to support others during this time of unprecedented circumstances, uncertainty and need.

Volunteer Training

Volunteers attended a range of internal and external training:

Working with Trauma	Centre of Excellence Diploma
Suicide Awareness	National Centre of Domestic Violence Legal Training
Existential workshop	Wealden Institute Happiness CPD event
Uncertainty workshop	Women's Aid Conference
Dealing with Distress, Self Harm & Suicide	How to Write a Case Study
Shame & Relationships	Understanding Perpetrators of Abuse
Eligibility & Housing Rights	Wheel of Well Being
Surviving Economic Abuse	Ask Me Ambassador Training
Coercive Control	Stress to Destress
Hope2Recovery Facilitation	What is Domestic Abuse
Women & Gambling Related Harm	DA & Intimate Partner Violence
Self Harm	Unconscious Bias
Safeguarding	Family Law & The DA Bill
Legal Aid	

2.5 GROUP WORK

Our programme of group work was initially heavily impacted by COVID-19 with all groups being suspended for a period of time, until we could assess how we could offer a safe alternative for women.

Groups were gradually reintroduced via Zoom, once guidelines had been put in place for participants and facilitators were familiarised with this online platform. Going forward it is our intention to offer a mix of online and face to face programmes.

Community Freedom Programmes

The Freedom Programme is a domestic abuse programme which was created by Pat Craven and evolved from her work with perpetrators of domestic abuse.

The Freedom Programme examines the roles played by attitudes and beliefs on the actions of abusive men and the responses of victims and survivors. The aim is to help them to make sense of and understand what has happened to them.

Due to the COVID-19 pandemic, a Freedom programme started in late March 2020 was put on hold and eventually resumed online in September 2020. 4 of the original 7 women agreed to continue the programme online. As this programme was well received, we went on to deliver a further 3 programmes online, including for the first time, an evening option. The number of sessions was extended as we felt that covering 2 aspects of the programme each week for 2.5 hours was too long. We therefore changed the programme so we focussed on 1 aspect each week for 1.5 hours over 12 weeks, instead of 7 weeks when run face to face. In total 21 women attended the Freedom Programme and feedback was extremely positive.

"I have learnt collectively from everyone and listening to others has really helped me. I feel quite excited about the future, determined and free. I am now aware of the red flags. I feel quite emotional tonight as the group comes to an end".

Fortnightly Drop-in Support Group

The fortnightly Drop-In Support Group was suspended due to COVID-19 in March 2020 and resumed via Zoom in May 2020 with a slightly altered focus. We decided to offer a well-being drop-in session on a fortnightly basis for the shorter time of 75 minutes. The aim was still to reduce isolation and rebuild support networks as well as boost mental health and a sense of well-being and encourage self-care.

23 sessions were delivered during the year with a total of 20 women attending. We also invited new outreach workers to attend a session to understand how the group works and encourage more referrals.

"This group has been instrumental in my recovery and I have loved attending every session".

The Recovery Toolkit

This is a 12-week programme designed to assist women affected by domestic abuse to develop positive lifestyle coping strategies and is designed along psycho-education lines including basic Cognitive Behavioural Therapy principles. It is aimed specifically at women who are separated from the perpetrator.

Nine sessions for 10 women were completed before the group was put on hold due to COVID-19. The final 3 sessions, plus a recap session, were resumed in July 2020. 9 of the original 10 women agreed to complete the programme online. The sessions went well as we had built a strong relationship with the women before the programme was suspended.

We subsequently offered a further 12-week programme via Zoom with 12 new women attending. This was an evening programme which was only feasible due to being delivered online. Feedback was excellent with several of the women saying they had not expected it to work online but found they had gelled together and got so much out of it. They went on to form a WhatsApp group to stay in touch with each other.

"I had done a thousand courses, and this was "the one". It has changed/saved me. My head was scrambled. I have chosen better friends/people around me. It was hard, a lot of effort and commitment But I knew I had to change and was ready to listen and learn. Found the coronavirus enforced break helpful as allowed me to practise."

Quote from the suspended programme

"Positive self-talk and affirmations were so helpful. Just to be validated in all I am doing felt so good, more than I could ever say. So very grateful for everyone, it was so difficult to be vulnerable and open before, but in this group it became so much easier to do this and not be judged."

Quote from fully online programme



2.6 OTHER SERVICES

Specialist Domestic Abuse Courts (SDAC)

The Surrey SDAC sits within the Co-ordinated Community Response to domestic abuse melding criminal justice, statutory and voluntary sector services and interventions into a holistic multiagency response that puts victims and their safety at the heart of the Criminal Justice System (CJS) and holds perpetrators to account.

ESDAS continues to lead Surrey Domestic Abuse Partnership (SDAP) Independent Domestic Violence Advisers (IDVAS) in delivering a survivor focused service at Guildford Magistrates Court. The aim of the IDVA service is to contribute to increased victim safety and satisfaction. This results in reductions in repeat victimisation, maintaining victim engagement with the criminal justice system and increasing future reporting and support for children at risk of harm.

In 2020 - 21 we continued to play a vital part in ensuring 344 survivors entering the CJS as victims/witnesses were supported and protected appropriately. The key challenge to our IDVA service in 2020- 21 has undoubtedly been the challenges due to the coronavirus pandemic. Courts were initially closed and then IDVAs began to work remotely which meant adaptations in how we received the court list and communicated with the CPS, as well as moving to attending court via video link. This has meant some delay in getting results to victims as we are reliant on the CPS providing a timely update. Despite this over 80% of the victims we supported reported that they had a prompt update from their IDVA and this provided reassurance to our clients:

“Really helpful, felt very supported.”

“I felt listened to by someone, no one else was listening.”

Legal Advice Surgeries

ESDAS had expanded the capacity of the legal advice surgeries last year. To continue this valuable service during the restrictions imposed by lockdown, the family law solicitors (who offer pro-bono advice to survivors) were able to switch to from face-to-face meetings to telephone consultations.

In addition to complying with lockdown requirements, the telephone consultations continue to be invaluable for clients who are being monitored, or who are hampered by childcare and work commitments.

This pro-bono legal support includes reviewing survivors’ court orders and forms and offering specific advice on the administration processes and position statements. This service is crucial for survivors who fall into the frequent and unjust cracks in the system that can prevent them from accessing Legal Aid.

MARAC

We worked with 489 survivors identified as High Risk by the MARAC (Multi Agency Risk Assessment Conference) which was over a 50% increase compared to last year.

Counselling Service

Survivors are offered between 6 and 12 sessions by our two Service Counsellors and three volunteer Counsellors. Despite not being able to meet face-to-face with clients during the lockdowns, clients were able to access counselling via audio and video calls. We were able to provide more flexible times and days for clients including evening sessions. In 2020 - 21, our Counselling Service saw 90 survivors over 1,080 sessions with the three volunteer counsellors provided a further 230 sessions to an additional 20 survivors.

"Counselling helped me to remove the shame."

"The space offered me a chance to grieve and realise it isn't my fault."

"More resilient, I can make choices for myself."

*"Counselling gave the opportunity to start making plans
and feel more positive about the future."*

*"It gave me coping mechanisms, tools, other ways of responding,
less angry, more in control of my life."*

"I felt understood, validated and listened to."

*"I found my counsellor very engaging and easy to talk to,
she helped me tremendously."*

*"Counselling help me to find myself again, meeting my goals,
and feeling hopeful for the future."*

The Sanctuary Scheme

This scheme is run in collaboration with Reigate & Banstead BC, Mole Valley DC, Tandridge DC, Surrey Police, Raven Housing Trust and housing associations including Clarion, Transform, Mount Green and Guinness Trust to provide free security measures to high-risk survivors.

The scheme is fundamental in the prevention of homelessness and managing risk. This year 72 survivors and 116 children were helped by these measures which was a significant increase from the previous year due to escalating need. Security measures included new video doorbells, installing a sanctuary room, providing lock changes, additional locks to windows and doors, mobile phone top-up, new sim cards, installation of community alarms and security lighting.

Identification & Referral to Improve Safety (IRIS)

We have been delighted with the progress of IRIS East Surrey thanks to the support of the Surrey OPCC, Reigate & Banstead BC, Tandridge DC and East Surrey NHS Heartlands. Since the launch of IRIS we have trained 169 GPs and, although no training was possible in the year to March 2021, training has been delivered to a further 69 GPs in the first few months of 2021 – 22.

During 2020 - 21, we received 48 referrals (which was a high increase compared to 17 in the previous year) and which brings the total referrals to 258 since the project began. IRIS provides a chance to intervene at the earliest opportunity minimising harm and risk at the point of disclosure.

Staff Development & Well-Being

ESDAS has a strong commitment to both the personal and professional development of paid staff and volunteers as well as their well-being. We recognise the importance of keeping up to date with issues affecting both our survivors and the agencies we work alongside. Staff have attended training sessions including Independent Domestic Violence Advisor Training provided by SafeLives, Domestic Abuse Practitioners by Women's Aid, Criminal Justice Advocacy with Better lives consultancy and The Centre for Women's Justice. Staff and volunteers have also been dedicated to increasing their understanding and response to suicide and those in mental health distress. Training completed has included Suicide First Aid, Mental Health First Aid, Young People's First Aid and Connect 5. ESDAS are committed to diversity and equality and to being anti-racist. All staff members completed training on Courageous Conversations and have attended webinars on race, privilege and diversity.

We have prepared for new challenges since Britain left the EU by updating our knowledge on the EU Settlement Scheme with the Rights of Women and training on the Right of EU citizens with Shelter.

Staff and volunteer well-being has been a fundamental focus this year due to the impact of the pandemic and therefore we have invested not only in training but also provided mentoring opportunities, secondary trauma training, self-care boxes as well as clinical supervision. We cannot underestimate the impact of dealing with trauma and abuse within your own home as well as the challenges many have faced in their own personal lives. Our achievements this year are a testament to their strength, commitment and bravery.

3. HOW WE DO IT

3.1 Training and Awareness Raising

3.2 Fundraising

3.1 TRAINING AND AWARENESS RAISING

We are committed to raising awareness within the community about Domestic Abuse and its far-reaching impacts. We are developing an increased presence through social media to continue to raise an understanding that domestic abuse can be controlling, coercive or threatening behaviour, as well as violence, is more widespread than many people realise and can happen to anyone of any gender, age, ethnicity, orientation or income.

We believe that with the right training for professionals, survivors will be offered more appropriate support and interventions.

In response to the COVID-19 pandemic, we adapted our training to provide online delivery. This meant a rewrite of course material, conversion of videos and DVDs to a suitable online format and the upskilling of our staff to the new live-streaming technologies.

In this way, we continued to deliver training to professionals across Surrey throughout the lockdowns, including but not limited to the following:

- Combat Stress
- CSPA DASH & MARAC Awareness Training
- DA: Understanding Coercive Control & the Multi-agency Framework
- DA: Safely Engaging with Perpetrators
- Legal frameworks
- DA: Impact on Children & Parenting Capacity
- DA: Dynamics Within the LGBT+ Population

3.2 FUNDRAISING

Despite over a year of restrictions, our staff, volunteers, trustees, partner agencies and local community have been active in raising awareness and funds for ESDAS. We are as ever overwhelmed by the generosity of our supporters who have given their time and money, despite the challenging economic climate, to ensure we can continue to provide services to those most in need.

In 2020 - 21 we have been fortunate to receive numerous donations from individuals, community groups and organisations as well as being beneficiaries of sponsored events such as Run for Heroes and Facebook birthday fundraisers and Hair Shaving. We value every contribution, large and small. Financial contributions enable us to continue delivering vital services but, equally importantly, the awareness raising and community spirit essential in these efforts truly reflects the compassion and commitment shown by all involved.

Some examples of help that fundraising has enabled us to provide include:

- Removal costs for a family moving from emergency accommodation
- Security sensor lights and the purchase of ring doorbells which provide reassurance and additional safety.
- B&B emergency accommodation
- Transport to a refuge
- School uniforms
- Supermarket food vouchers
- Toys for birthday presents (we have now been able to introduce a pot of money that individuals can donate directly into for this purpose)
- Make-up and skincare products from Tropic Skincare
- Christmas gifts for survivors and their children
- Provision of self care bags from donations of toiletries and items from Reigate St. Mary's Church
- Items to aid in recovery and support through our Amazon wishlist

Some of our supporters



The Netherby Trust



4. WHO WE ARE

4.1 Structure, Governance and Management

4.2 Strategy and Partnerships

4.3 Our Plans for the Future

4.1 STRUCTURE, GOVERNANCE AND MANAGEMENT

ESDAS is a charitable company limited by guarantee, incorporated in June 1998 and registered as a charity in 2002. The company was established under a Memorandum of Association and is governed under its Articles of Association.

The directors of the company are also charity trustees for the purposes of charity law and under the company's articles are known as members of the Management Committee. Members of the Management Committee are elected by members to serve for a period of three years after which they must be re-elected at the next AGM. In addition, one third of the places on the Management Committee should come up for election at each AGM.

ESDAS has a Recruitment and Code of Conduct Policy and tries to ensure its Committee is representative of the community and survivors it serves and has the necessary skills mix to carry out its duties. We aim to have service user and volunteer participation.

All members of the Management Committee give their time voluntarily and receive no benefits from the charity.

ESDAS has a Board Induction Programme based on recommended good practice and supplemented by the distribution of relevant material appertaining to Management Committees and our activities.

Periodic individual skills analysis and Board self-assessment is undertaken, and all Committee members are kept informed of training courses which they may wish to access. Self-development is actively encouraged particularly on Governance training each year.

A Risk Management Policy is in place and the major risks to ESDAS have been identified. The Risk Register has been updated in 2020-21 to reflect current best practice. Further detail is available in our Business Plan for 2018-23.

Health & Safety is an agenda item at every Team Meeting, during individual supervision sessions and at regular Management Committee meetings.

MARACs (Multi Agency Risk Assessment Conferences) are held regularly to inform and coordinate work with very high-risk survivors. Fortnightly Safeguarding Review meetings are held internally in relation to the children & young people involved in our Children's Services.

Internal risks are minimised through policies, procedures and training for financial controls and health and safety monitoring.

The Management Committee is comprised of 4 Trustee members (the maximum allowed is 10) and one Consultant. The Management Committee meets at least 8 times a year and is responsible for the strategic direction and policy of the organisation. During 2020 - 21 several Trustees stood down for personal reasons as shown at the front of this report. ESDAS is grateful for the contribution made by these Trustees.

The Chief Executive attends all Committee Meetings in a non-voting capacity and a scheme of delegation is in place for the post holder to assume day-to-day responsibility for the provision of services and meeting the monitoring and evaluation requirements of stakeholders. There are clearly established lines of accountability, support and supervision for all staff and volunteers.

ESDAS, while mindful of meeting its stated objects, is influenced by national and local policy. As members of Women's Aid Federation England we are informed of national initiatives, policies, good practice and training. Regionally we are active members and contributors to the Surrey Domestic Abuse Strategy and at a local level we participate in a number of multi and inter- agency initiatives.

Company law requires the Management Committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year.

In preparing these financial statements, the management committee has followed best practice and: selected suitable accounting policies and applied them consistently, made judgements and estimates that are reasonable and prudent and prepared the financial statements on a going concern basis.

The Management Committee has been responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of ESDAS thereby enabling them to ensure that financial statements comply with the Companies Act 2006. The Committee has also been responsible for safeguarding the assets of ESDAS and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Accountants Braidwood Wheeler & Co were re-appointed as the charitable company's independent examiners at the 2020 - 21 Annual General Meeting. Braidwood Wheeler & Co have expressed their willingness to continue to act as the company's independent examiners.

Risk factors

The Management Committee has assessed the major risks to which the charity is exposed and is satisfied that systems are in place to mitigate exposure to the major risks. As a partner of choice for our statutory funders we remain totally committed to meeting the requirements of the funders in an effective and efficient manner with full accountability for the service that we provide and so reduce any risks to our future funding.

4.2 STRATEGY & PARTNERSHIPS

Strategy

At present, the world is in the early stages of recovering from the unprecedented challenges of the COVID-19 pandemic. Whilst COVID-19 has affected everyone, the impact has been acutely felt by adult and child survivors of domestic abuse in multiple and heart-wrenching ways.

The domestic abuse sector in the UK is entering a new frontier, following the passing into law of the long-awaited Domestic Abuse Bill, the establishment of the first Domestic Abuse Commissioner for England and Wales and several high-profile survivor-led campaigns aimed at bringing change to the state's response to domestic abuse.

While there is hope for a refreshed approach to tackling domestic abuse across our communities, ESDAS, like many other specialist services, remain concerned for what the future holds. Domestic abuse remains a gendered crime with women affected disproportionately. Each year, domestic abuse charities are faced with increasing demand, increasingly complex needs of survivors, yet limited resources available to ensure that we can continue to deliver the high-quality services that adults and children experiencing domestic abuse deserve.

Looking to the future of ESDAS, our strategic ambition is to combine expert support with increased work with the wider community to reduce the scale and impact of domestic abuse through both prevention and early identification of abuse. In order to achieve this, we have a plan to increase the level of support and engagement we offer in our local community as well as increasing the specialist nature of the support we provide through survivor outreach.

During the first quarter of 2021 - 22 we embarked upon a detailed strategic review and planning process, with the aim of defining a clear plan for bringing together our strategic aims with a roadmap for meeting the changing needs of survivors and the wider communities we serve. This strategic review will be published in Summer 2021.

Partnerships

Following a tender process last year, since 1 April 2020 ESDAS has held overall responsibility to Surrey County Council for the provision of domestic abuse services across Surrey as lead provider of a partnership including Your Sanctuary, South West Surrey Domestic Abuse Service and North Surrey Domestic Abuse Service, collectively known as the Surrey Domestic Abuse Partnership (SDAP). ESDAS has contracted with each of the other members of SDAP to provide services in certain boroughs via an Individual Supply Agreement.

4.3 OUR PLANS FOR THE FUTURE

ESDAS will continue to provide all existing services subject to satisfactory funding arrangements. ESDAS has adapted to overcome the challenges to operational practices resulting from the impact of the pandemic in 2020/21 and is well placed to accommodate new and flexible ways of working with partners and survivors into the future.

Our strategic ambition is to combine expert support with increased work with the wider community to reduce the scale and impact of domestic abuse through both prevention and early identification of abuse.

Our objectives for the next three years are to:

Increase community engagement

- Increase awareness of the nature of all aspects of domestic abuse, including coercive control, in all communities that we serve.
- Respond to under-represented issues (e.g. economic abuse) and under-represented communities (migrant women, women of colour, men and LGBTQ+) with appropriate, informed service provision.
- Ensure survivors know how to access the services we offer.
- Design and deliver an online and social media marketing and communications strategy that increases awareness of domestic abuse and ESDAS' service offering.

Build more and stronger partnerships

- Work effectively with statutory agencies and private organisations (schools, hospitals, GPs, landlords and employers) to prevent, identify and address domestic abuse.
- Increase engagement with employers specifically by offering training and bespoke support for domestic abuse response strategies.
- Offer open webinars and training to increase professional organisations' awareness of the nature, impact and appropriate responses to domestic abuse.

Build a resilient organisation

- Invest time and resources in fundraising to maximise funding opportunities.
- Develop succession plans and roll out leadership skills training to middle layer of management.
- Implement organisational and individual objectives aligned to the strategy, along with robust performance management.
- Implement formal pay and reward strategy.
- Develop internal communications strategy around ESDAS' objectives and organisational initiatives.

Meet the distinct needs of all survivors in our community

- Ensure that our services and our approach address any distinct needs including those based on age, gender, ethnicity, sexual orientation, religion, mental health issues, drug or alcohol misuse, refugee and immigration status and ex-offenders.
- Utilise technology, digital communications and social media to reach as many members of the community as possible via the channels they want to use

Live our commitment to race equality

- ESDAS is committed to actively championing race equality in the wider community, as well as within our Board, staff and for our clients.
- We will sign up to the Race Equality Matters Magnificent Seven which means we will:
 1. set a zero tolerance to racism and microaggressions policy, with published, clear consequences for those that do not adhere
 2. have the mechanisms to identify, develop and promote ethnic minority people to develop the talent pipeline
 3. annually publish ethnicity pay gap, set targets and set an action plan to meet them
 4. ensure all elements of reward and recognition, from appraisals to bonuses, are fair and reflect the racial diversity of the organisation.
 5. actively sponsor ethnic minority (especially black) talent in our workplace
 6. participate in Safe Space (a dialogue with ethnic minority colleagues to create change) and monitor outcomes
 7. set stretching targets and collate information on Board, and Senior Leadership Team's Race Diversity targets and Breakdown of employees by Race and pay band.

The trustees declare that they have approved the trustees' report above. Signed on behalf of the charity's trustees.

Nicole James

Chair of the Board of Trustees

20th July 2021

5. FINANCIAL INFORMATION

5.1 Financial Review

5.2 Financial Accounts

5.1 FINANCIAL REVIEW

We continue to work with the Surrey DA Joint Commissioning Group to ensure that adult and child survivors receive the right services at the right time wherever they are in the county even with the rise in demand for our services during the pandemic. This group represents the Office of the Police & Crime Commissioner for Surrey (OPCC), Surrey County Council (SCC) and Surrey Police as main partners.

During the challenges of 2020 - 21 caused by the impact of COVID-19 on survivors, we sought and successfully secured vital additional funding to enable us to continue to provide specialist DA Outreach services within East Surrey and provide IDVA services at our local MARAC.

As in the previous year, principal funding sources were Surrey County Council, Office of the Police & Crime Commissioner for Surrey, Surrey Police, Surrey County Council, East Surrey NHS Heartlands Group, the local authorities of Reigate & Banstead, Tandridge and Mole Valley and Lloyds Foundation for England & Wales.

This was supplemented by successful applications to secure additional grants specifically aimed at addressing the pressures caused by COVID-19 and supporting DA survivors who were presenting with complex needs due to the additional trauma experienced during the periods of lockdown.

This additional funding included grants from the Ministry of Justice (MOJ), the OPCC, Community Foundation for Surrey and Mole Valley District Council and various trusts and commercial partners to facilitate an increase in the capacity of our specialist domestic abuse Outreach team to support significantly higher numbers of survivors. These grants also provided a level of compensation for the inevitable decrease in fundraising activities during lockdown restrictions.

This financial support ensured that we could expand our services to more adults, children and young people in our communities than ever before. Although options for group work and face-to-face sessions were restricted, video and audio calls became an invaluable method for us to deliver counselling and support services whilst continuing to protect both staff and survivors from the risks of Covid.

Furthermore, Tandridge District Council and Reigate & Banstead Borough Council continue to support the innovative development and delivery of the Identification & Referral to Improve Safety (IRIS) scheme which provides us with an opportunity to work with GPs to assist survivors at the point of disclosure.

We are pleased that we have managed to maintain a successful and efficient service for our beneficiaries throughout the pandemic period thanks to the funding outlined above and the generosity of numerous Trusts, Foundations and individuals. We are indebted to all those who support our work and not least individuals and local groups who have made donations for direct survivor support.

Investment Policy

The Management Committee has adopted a policy for the management of the Charity's funds which limits the amount placed with any one financial institution and further attempts to limit risk by seeking to place funds on deposit in a way which they feel is prudent in the prevailing economic climate.

The Charity's income is received by various payments in an uneven pattern over the financial year and careful management of the funds available ensures that whilst sufficient funds are always on hand to meet expected expenditure, further funds may always be withdrawn from deposit to cater for any unforeseen expenditure.

The return on funds held by ESDAS is determined by the very low rates of interest that are available; the charity has no plans to increase its return on funds by increasing the current level of risk or changing its current policies.

Reserves Policy

ESDAS' Reserves Policy reflects the guidance of the Charity Commission. It is the policy of ESDAS that unrestricted funds which have not been designated for a specific use should aim to be maintained at a level close to 3 months expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised or survivors assisted in finding alternative sources of support. This level of reserves is reviewed annually. Additionally, funds are held in reserve to cover contractual commitments in respect of lease commitments and potential staff redundancies.

5.2 FINANCIAL ACCOUNTS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS) *For the Period 1st April 2020 to 31st March 2021*

I report to the trustees on my examination of the accounts of the charitable company for the year ended 31st March 2021 which are set out on pages 38 to 48.

Responsibilities and basis of report

As the charity trustees (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act") and the Charities Act 2011 (the Act).

The charity's trustees consider that an audit is not required for this year under Part 16 of the 2006 Act and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I report in respect of my examination of the charitable company's accounts as required under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charities Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. Accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. That accounts do not accord with those records
3. That accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than the requirement that the accounts give a "true and fair view" which is not a matter considered as part of an independent examination.

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

David Wheeler

David Wheeler F.C.C.A.
Braidwood Wheeler & Co
Chartered Certified Accountants
Goodman House
13a West Street
Reigate
Surrey
RH2 9BL

Date 20th July 2021

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account) FOR THE YEAR ENDED 31st MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income from:					
Donations including gift aid	2	53,638	-	53,638	40,510
Charitable activities	3	94,449	562,443	656,892	435,974
Investment income	1.3	999	-	999	1,110
Other	3	9,790	-	9,790	18,793
Total		158,876	562,443	721,319	496,387
Expenditure on:					
Costs of generating funds		-	-	-	2,685
Charitable activities	4	66,958	574,395	641,353	521,982
Total	11	66,958	574,395	641,353	524,667
Net income/(expenditure)		91,918	(11,952)	79,966	(28,280)
Transfers between funds		(23,745)	23,745	-	-
Net movement in funds		68,173	11,793	79,966	(28,280)
Reconciliation of funds:					
Fund balances brought forward		204,875	9,623	214,498	242,778
Fund balances carried forward at 31st March 2021		273,048	21,416	294,464	214,498

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

BALANCE SHEET

AS AT 31st MARCH 2021

	Notes	2021 £	£	2020 £	£
Current assets:					
Debtors and prepayments	8	32,595		11,300	
Cash at bank and in hand		319,979		205,660	
Total current assets			352,574		216,960
Liabilities:					
Creditors: amounts falling due within one year		3,628		2,462	
Grants received in advance		54,482		-	
Net current liabilities	9		58,110		2,462
Total net assets			294,464		214,498
The funds of the charity					
Restricted income funds	10		21,416		9,623
Unrestricted funds	10				
Contingency reserve			270,840		201,585
General purposes fund			2,208		3,290
Total charity funds			294,464		214,498

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and have confirmed that no notice has been deposited under Section 476 of the Act. The directors have acknowledged their responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Act and for preparing accounts which give a true and fair view of the company and of its profit for the year then ended in accordance with the requirements of Section 396 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the accounts, so far as applicable to the company.

The accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to smaller entities and were approved and authorised for issue by the management committee on 20th July 2021 and signed on its behalf by

Nicole James

Nicole James (Chair)

Bryony Neale

Bryony Neale (Finance Director)

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

CASH FLOW STATEMENT

FOR THE YEAR ENDED 31st MARCH 2021

	2021 £	2020 £
Cash flows from operating activities:	113,320	(54,624)
Net cash provided by (used in) operating activities		
Interest received	999	1,110
Change in cash and cash equivalents in the year	114,319	(53,514)
Cash and cash equivalents at the beginning of the year	205,660	259,174
Cash and cash equivalents at the end of the year	319,979	205,660

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net income/(expenditure) for the year	79,966	(28,280)
Adjustments for:		
Interest received	(999)	(1,110)
Increase in debtors	(21,295)	(6,279)
Increase/(decrease) in grants in advance	54,482	(17,167)
Increase/(decrease) in creditors	1,166	(1,788)
Net cash provided by (used in) operating activities	113,320	(54,624)

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2021

STATUTORY INFORMATION

The charitable company is registered in England and Wales as a company limited by guarantee.

Its registered office is at Redhill Chambers, 2d High Street, Redhill, Surrey, RH1 1RJ.

The registration numbers are shown on page 5.

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

1.1 Basis of preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with Financial Reporting Standard 102 (FRS 102) and the Companies Act 2006.

1.2 Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Management Committee for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor.

1.3 Income

Income is accounted for as and when received, with the exception of certain income which is recognised in the period specified by the donor.

Where it is clear that a donor has specified a grant to be related to a fixed period for a specified use, these funds will be treated as deferred income and released to the Statement of Financial Activities to match the related expenditure.

Investment income is included when receivable.

1.4 Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Costs of generating funds comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include accounting fees and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource.

1.5 Fixed assets

Fixed assets are written off in the year of purchase.

1.6 Public Benefit

ESDAS is a public benefit entity whose objective is to provide services to specific members of the general public as set out in the Annual Report, and does not operate to provide a financial return for its members.

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE ACCOUNTS - continued FOR THE YEAR ENDED 31st MARCH 2021

2	Donations	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
	Other donations including gift aid	53,638	-	53,638	24,510
	Donations from related parties	-	-	-	16,000
		53,638	-	53,638	40,510
3	Income from charitable activities	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
	SCC SDAP Partnership Outreach Contract	-	196,596	196,596	183,956
	Local Authority funding: Reigate & Banstead, Mole Valley and Tandridge	-	39,490	39,490	36,724
	SCC SDAP Contract - children's outreach	-	6,250	6,250	18,750
	Company of Actuaries Charitable Trust Fund	-	12,850	12,850	3,000
	Sanctuary scheme	-	9,000	9,000	9,326
	IRIS – RBBC and TDC	-	32,000	32,000	37,050
	NHS Surrey Heartlands Group	-	20,324	20,324	20,323
	Richmond Fellowship	-	3,126	3,126	3,127
	Tesco Bags of Help	-	-	-	2,000
	Change That Lasts	50,000	-	50,000	37,500
	Lloyds Bank Foundation	-	27,104	27,104	30,147
	GSK Impact	-	-	-	30,000
	Surrey Police HHPU	-	14,352	14,352	-
	Postcode Community Trust	-	4,446	4,446	-
	Clothworkers Capital Emergency Programme	-	1,130	1,130	-
	Buttle Trust	-	1,468	1,468	-
	KBR fund for children	-	175	175	-
	Individual client fund	-	1,001	1,001	-
	Covid support grants:				
	Ministry of Justice Covid support grant	-	110,908	110,908	-
	OPCC Covid support grant	-	25,836	25,836	-
	Community Found'n for Surrey on behalf of SDAP	-	16,072	16,072	-
	Coronavirus Community Support Fund (The National Lottery Community Fund)	-	9,155	9,155	-
	MVDC COVID-19 Emergency Grant	-	5,000	5,000	-
	Tesco Bags of Help COVID-19 Comm's Fund	-	500	500	-
	Tandridge Together (Survivor Steering Group)	-	1,000	1,000	-
	SCC Hardship Grant	-	11,203	11,203	-
	Aviva Community Fund (Crowdfunder)	-	1,457	1,457	-
	The Sir Jules Thorn Charitable Trust	-	1,000	1,000	-
	The Netherby Trust	-	10,000	10,000	-
	AXA Covid support grant	-	1,000	1,000	-
	Earned income	44,449	-	44,449	24,071
		94,449	562,443	656,892	435,974

Other income of £9,790 (2020 - £18,793) is generated from fund raising activities.

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE ACCOUNTS - continued FOR THE YEAR ENDED 31st MARCH 2021

4 Expenditure

	Basis of Allocation	Charitable expenditure £	Governance £	Total 2021 £	Total 2020 £
Costs directly allocated to activities					
Salaries, NI and pension costs	Direct	358,599	-	358,599	303,234
Travelling and staff expenses	Staff time	7,239	-	7,239	11,787
Recruitment costs	Direct	495	-	495	310
Consultancy	Direct	6,324	-	6,324	-
Volunteer & MC training	Direct	-	-	-	3,343
Volunteer expenses	Direct	3,813	-	3,813	1,855
Counselling & user groups	Direct	13,778	-	13,778	13,091
Client & family support	Direct	25,141	-	25,141	8,026
Child support	Direct	1,702	-	1,702	2,312
Training & supervision	Staff time	8,684	-	8,684	6,680
Accounting fees	Direct	-	2,300	2,300	1,920
Support costs allocated to activities					
Premises costs	Floor space	36,871	-	36,871	31,843
Office based staff: Salaries, NI and pension costs	Direct	115,352	-	115,352	86,051
General running costs	Staff time	44,757	-	44,757	42,274
Publicity and printing	Staff time	2,417	-	2,417	3,505
Office equipment	Direct	8,531	-	8,531	1,741
Project costs	Direct	5,350	-	5,350	4,010
		639,053	2,300	641,353	521,982
Cost of generating funds				-	2,685
Total resources expended				641,353	524,667

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE ACCOUNTS - continued FOR THE YEAR ENDED 31st MARCH 2021

5 Employees

Number of employees

The average monthly number of employees during the period was:

	2021 Number	2020 Number
Full Time Office based staff	1	1
Part time Office based staff	3	2
Full time Outreach Workers	7	6
Part time Outreach Workers	7	11
	<u>18</u>	<u>20</u>

Employee costs

	2021 £	2020 £
Salaries and wages	426,148	348,904
Employers National Insurance	36,100	28,177
Pension costs	11,703	9,204
	<u>473,951</u>	<u>389,285</u>

No employee received emoluments of more than £60,000 (2020 – nil).

ESDAS operates one pension scheme for its employees and administers contributions to a stakeholder pension scheme for one (2020 - one) member of staff. ESDAS makes the contributions required by the Government to the approved NEST scheme for all salaried employees unless they have opted out.

6 Trustee Remuneration and Related Party Transactions

None of the trustees received remuneration for running workshops for the organisation during the year (2020 - £201).

No expenses including travel costs were reimbursed to members of the management committee in the year (2020 – £nil).

No trustees carried out fund raising activities and donated monies to the charity during the year (2020 – £16,000).

7 Taxation

As a charity, East Surrey Domestic Abuse Services is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

No tax charges have arisen in the charity (2020 - £nil).

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE ACCOUNTS - continued FOR THE YEAR ENDED 31st MARCH 2021

8	Debtors	2021 £	2020 £
	Debtors	12,967	-
	Prepayments and accrued income	19,628	11,300
		<u>32,595</u>	<u>11,300</u>

9	Creditors: amounts falling due within one year	2021 £	2020 £
	Trade creditors	1,097	-
	Accruals	2,531	2,462
	Grants received in advance	54,482	-
		<u>58,110</u>	<u>2,462</u>

During the year ESDAS acted as intermediary agent for three other Surrey DA Outreach Providers (Your Sanctuary, North Surrey Domestic Abuse Services and South West Surrey Domestic Abuse Services) and it:

- received funds amounting to £930,285 (2020 - £796,522),
 - paid out funds of £694,093 (2020 - £521,441),
 - charged lead provider fees of £18,459 (2020 - £10,442)
- and owed £nil as at 31st March 2021 (2020 - £nil).

10 Summary of movement of funds during the year

	General funds £	Designated funds £	Restricted funds £	Total £
Balances at 1 April 2020	3,290	201,585	9,623	214,498
Movement in the year	<u>(1,082)</u>	<u>69,255</u>	<u>11,793</u>	<u>79,966</u>
Balances at 31 March 2021	<u>2,208</u>	<u>270,840</u>	<u>21,416</u>	<u>294,464</u>

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE ACCOUNTS - continued FOR THE YEAR ENDED 31st MARCH 2021

11 Movement of funds (detailed)

	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Restricted funds					
SCC SDAP Contract - adult outreach	-	196,596	(196,596)	-	-
Local Authority grants (RBBC, MVDC, TDC)	-	39,490	(39,490)	-	-
SCC SDAP Contract - children's outreach	-	6,250	(6,250)	-	-
Company of Actuaries Charitable Trust Fund	-	12,850	(6,542)	-	6,308
Sanctuary scheme	-	9,000	(21,157)	20,076	7,919
IRIS - Reigate & Banstead and Tandridge	(151)	32,000	(31,849)	-	-
NHS Surrey Heartlands Group	-	20,324	(20,324)	-	-
Richmond Fellowship	-	3,126	(3,126)	-	-
Lloyds Bank Foundation	-	27,104	(27,104)	-	-
Surrey Police HHPU	-	14,352	(14,352)	-	-
Postcode Community Trust	-	4,446	(4,446)	-	-
Clothworkers Capital Emergency Programme	-	1,130	(1,130)	-	-
Buttle Trust	-	1,468	(1,468)	-	-
KBR fund for children	-	175	-	-	175
Individual client fund	-	1,001	(275)	-	726
Tesco Bags of Help	-	-	(287)	2,187	1,900
Tandridge Together Community Fund (children)	-	-	-	2,000	2,000
Specific use (other organisations)	577	-	-	-	577
Specific use (individuals)	9,197	-	(6,868)	(518)	1,811
Ministry of Justice Covid support grant	-	110,908	(110,908)	-	-
OPCC Covid support grant	-	25,836	(25,836)	-	-
Community Foundation for Surrey on behalf of SDAP	-	16,072	(16,072)	-	-
"Coronavirus Community Support Fund (The National Lottery Community Fund)"	-	9,155	(9,155)	-	-
MVDC COVID-19 Emergency Grant	-	5,000	(5,000)	-	-
Tesco Bags of Help COVID-19 Communities Fund	-	500	(500)	-	-
Tandridge Together (Survivor Steering Group)	-	1,000	(1,000)	-	-
SCC Hardship Grant	-	11,203	(11,203)	-	-
Aviva Community Fund (Crowdfunder)	-	1,457	(1,457)	-	-
The Sir Jules Thorn Charitable Trust	-	1,000	(1,000)	-	-
The Netherby Trust	-	10,000	(10,000)	-	-
AXA Covid support grant	-	1,000	(1,000)	-	-
				-	-
Total restricted funds	9,623	562,443	(574,395)	23,745	21,416

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE ACCOUNTS - continued FOR THE YEAR ENDED 31st MARCH 2021

11 Movement of funds (detailed) - continued

Unrestricted funds					
Contingency reserve	201,585	-	-	69,255	270,840
General purposes fund	3,290	158,876	(66,958)	(93,000)	2,208
<i>Total unrestricted funds</i>	<u>204,875</u>	<u>158,876</u>	<u>(66,958)</u>	<u>(23,745)</u>	<u>273,048</u>
Total funds	<u>214,498</u>	<u>721,319</u>	<u>(641,353)</u>	<u>-</u>	<u>294,464</u>

12 Operating Lease Commitments

At 31st March 2021 the company had financial commitments under a non-cancellable operating lease of £78,382 (2020: £40,000) which represents the rent up to the lease expiry date.

13 Purposes of funds

Purposes of Restricted Funds

Surrey County Council funded the delivery of the specialist Multi Agency DA Training Framework.

Reigate & Banstead Borough Council and Tandridge District Council funded the IRIS Advocate Educator to work with General Practitioners within their areas.

A grant from Mole Valley District Council's COVID-19 Emergency Fund facilitated the provision of additional counselling sessions and volunteer resources to support clients in response to rising demand during the pandemic.

Additional funding provided by the Borough and Districts enabled ESDAS to administer a Sanctuary Scheme to assist survivors who elect to stay in their own home and to support DA outreach services.

Funding from The Richmond Fellowship related to improving partnership working for those survivors experiencing mental ill health.

ESDAS was funded by Surrey Police to aid the High Harm Perpetrator Unit (HHPU) perpetrator work.

Women's Aid funded our expert VOICES project as part of Change That Lasts.

Company of Actuaries Charitable Trust supported our volunteer project.

ESDAS was able to upgrade its telecommunications with a grant from the Clothworkers Capital Emergency Programme for new mobile phones.

The Ministry of Justice provided financial assistance to support the additional costs that were incurred as ESDAS extended its staff hours to support clients throughout and after the impacts of the lockdowns in Surrey.

EAST SURREY DOMESTIC ABUSE SERVICES (ESDAS)

NOTES TO THE ACCOUNTS - continued FOR THE YEAR ENDED 31st MARCH 2021

13 Purposes of funds - *continued*

ESDAS managed a grant from Community Foundation for Surrey to increase their adult outreach capacity throughout the challenging year.

A donation from the Coronavirus Community Support Fund (The National Lottery Community Fund) increased the capacity of ESDAS's outreach team to support survivors presenting with complex needs.

Tesco Bags of Help COVID-19 Communities Fund donated funds for resources to help manage clients' self-care

Aviva Community Fund (Crowdfunder) provided a grant towards ESDAS's online support service during COVID.

Additional support for the ESDAS online service was provided by The Sir Jules Thorn Charitable Trust.

The Netherby Trust provided funding to extend the hours for outreach staff and for counselling services.

AXA provided a grant to assist survivors during and post the COVID period.

Purposes of Unrestricted Funds

Donations made by members of the public and organisations which are not Restricted are held for specific use in assisting clients and their families and as such are not treated as general funds of the Services.

The Contingency Reserve is established to provide a resource so that in the event that all income ceased the Charity could administer its affairs in an orderly manner and continue to support existing clients for around 3 or more months. The reserve includes an allowance for the costs of staff redundancy and the charity's contractual commitment in respect of its lease. The Contingency Reserve is deemed necessary due to the financial uncertainty caused by having to re-apply annually for the majority of the grant funding, and the decisions of that process only being known shortly before the beginning of the new financial year. It is essential not only for employees but for our vulnerable client group, whose lives and welfare could be endangered by the sudden curtailment of support.

6. GLOSSARY

ANNUAL REPORT GLOSSARY

AGM	Annual General Meeting
AVA	Against Violence & Abuse
CAFCASS	Children & Family Court Advisory & Support Service
CAMHS	Child & Adolescent Mental Health Services
CMHRT	Community Mental Health Recovery Teams
DA	Domestic Abuse
DASH	Domestic Abuse, Stalking, Harassment and Honour Based Violence Risk Assessment
DV	Domestic Violence (used by the Home Office to describe Domestic Abuse)
DVDS	Domestic Violence Disclosure Scheme
DVPN	Domestic Violence Protection Notice
DVPO	Domestic Violence Protection Order
ESDAS	East Surrey Domestic Abuse Services
GP	General Practitioner
HMIC	Her Majesty's Inspectorate of Constabulary
IDVA	Independent Domestic Violence Advisor
IRIS	Identification & Referral to Improve Safety
MARAC	Multi-Agency Risk Assessment Conference
OPCC	Office of the Police & Crime Commissioner
PCC	Police & Crime Commissioner
SIU	Safeguarding Investigation Unit
SDAC	Specialist Domestic Abuse Court
SLA	Service Level Agreement
SSCB	Surrey Safeguarding Children Board