

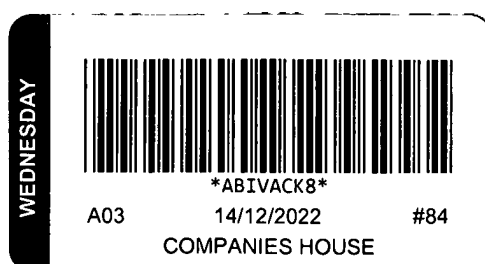
Charity No. 1105305
Company No: 05166706

MAA SHANTI LTD

(Company limited by guarantee)

Report and financial statements

For the year ended 31 March 2022



MAA SHANTI LTD
(Company limited by guarantee)

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MAA SHANTI LTD
REFERENCE AND ADMINISTRATIVE INFORMATION
FOR THE YEAR ENDED 31 MARCH 2022

Status	The organisation is a charitable company limited by guarantee, incorporated on 22 April 1987 and registered as a charity on 8 June 1989.
Governing document	The Company was established under a memorandum of association which sets out its objects and powers, and it is governed under the articles of association.
Charity number:	1105305
Company number:	05166706
Registered office:	The Old Fire Station 84 Mayton Street London N7 6QT
Trustees and Directors	Priya Solanki Humaa Jamil Nishma Tate Sonia Morjaria-Shann Mrithula Shanker Nikita Mistry Jigisha Lock Bhavisha Gorecha
Banker	HSBC Bank plc 1 Woburn House London WC1HOLQ
Independent Examiner	Accountability Europe Limited Omnibus Workspace 39-41 North Road London N7 9DP

MAA SHANTI LTD

TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The directors, who also are the trustees of the charitable company for the purposes of charity law, present their annual report and financial statements of Maa Shanti for the year ended 31 March 2022. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's governing document, the Companies Act 2006, and charities regulations, Accounting and Reporting by Charities: Statement of Recommended Practice (SORP 2015), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

Structure, governance and management

The governance of the charity is the responsibility of the Trustees. Day to day management is by the Director, who draws on the support and expertise of the highly experienced Board of Trustees as needed.

Constitution and governing document

Maa Shanti was formerly Asian Women Lone Parents Association, registered as a company limited by guarantee in England and Wales, incorporated at companies house on 30th June 2004. The company changed its name to Maa Shanti on 7th November 2018. The company is also a registered charity with the charity commission, registered number 1105305. Maa Shanti constituted under Memorandum of Association of Asian Women Lone Parents Association dated, last amended in November 2018.

Appointment of trustees

Trustees are elected and co-opted under the terms of the Memorandum of Association of the company. Regular reviews are held to identify any expertise gaps within the Board of Trustees and appointments are made where required to strengthen the Board of Trustees, subject to all trustees' approval.

When it is necessary to appoint new trustees, due to either a trustee stepping down or a gap of expertise in the board is identified, recruitment will initially begin through the networks of the board and management team. Applicants will be reviewed by trustees and the successful applicant will be invited to attend a trustee meeting. Following this, on the provision that the board are satisfied and the applicant still wishes to join the trustee board, they will be appointed.

No other person or external body is entitled to appoint any trustees of the charity. The Trustees who served during the period and after the yearend are shown on page 1.

Policies adopted for the induction and training of Board of Trustees

The charity provides new trustees with an induction pack, training from the Director and mentoring from the Chair. The charity has limited resources for formal training of the trustee body. However, on-going training opportunities are communicated to trustees when these become available. All trustees are provided with the following policies: Complaints, Confidentiality, Data Protection, Disciplinary Procedures and Process, Domestic Abuse, Equal Opportunities, Financial Management and Procedures, Grievance Policy, Health and Safety, Recruitment Procedure, Safeguarding Adults Policy and Procedures, Safeguarding Children and Young People Policy and Procedures, Staying Covid Secure, Volunteering Policy and Whistleblowing Policy.

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Related party transactions

The Charity has considered the disclosure requirements of the SORP for related party transactions. The charity has no related party connections with other organisations. The trustees consider that the members of the board and their close connections to be the only related parties of the charity. All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity trustees are set out in notes to the accounts.

Trustees are required to disclose all relevant interests and register them with the Director and to withdraw from decisions where a conflict of interest arises.

Remuneration policy for key management personnel

The pay of the charity's Director is reviewed annually and normally increased in accordance with London average earnings, depending on affordability. The trustees also draw on their knowledge of the sector and common practice in other charities of similar size to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Risk Management

The Board of Trustees fully accepts its responsibilities for ensuring that the major risks to which the Charity is exposed are identified, and that there are systems and procedures in place to mitigate those risks.

MAA SHANTI LTD

TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES FOR THE PUBLIC BENEFIT

Purposes and aims

The objects of the charity are to:

- Support single Asian mothers and dependents through the provision of information, advice and guidance;
- Provide social, cultural and recreational activities to overcome social isolation and provide informal support;
- Raise awareness amongst the local community, local Asian groups and organisations and other relevant agencies of the issues affecting single Asian mothers;
- Provide educational training and employment opportunities to build skills and self-confidence to achieve economic and social independence;
- Provide social and cultural opportunities for both parents and children;
- Provide support for women's health issues, wellbeing, and emotional support.

Beneficiaries of our services

Maa Shanti supports south Asian mothers who are affected by domestic abuse, and we are the only organisation in the UK working with this specific group. Our vision is "empowering single Asian mums". Our mission is to support mums towards independence through advocacy, building relationships and social activities. We are a client-led, by-and-for organisation, continually developing our services to meet the needs of our community. Our values are openness, empowerment, respect, and equality. Our outcomes are increased confidence and knowledge, improved health and wellbeing, reductions in isolation and opportunities in employment, volunteering, and learning.

We were founded as a grassroots project in North London in 1998 by three South Asian women who identified a need for culturally informed support and guidance for single mums in the community. They started by hiring a room in a community centre for a group to meet and soon found that most women were on their own after fleeing domestic abuse. Originally known as Asian Women Lone Parents Association, by 2018 women wanted a name change. They decided on "Maa Shanti" which is Hindi for "Mother Peace". "Maa" is a universal word for "mother" and "shanti" means "peace". This is how women feel when they visit our services. We have cultivated this approach of involvement and collaboration throughout our journey with mums.

Our team are fluent in Punjabi, Urdu, Hindi, and Bengali. We provide advocacy, emotional support, signposting and activities that reduce isolation, promote peer support, and enable women to access opportunities for themselves and their children. We run a programme of online and in-person activities, which improve access to relevant support, focus on mental well-being and increase participation in the local community. We currently provide weekly activities including arts and crafts, yoga, language skills, support groups, cooking club and mindfulness. We keep cases open, regardless of the level of risk and work with complex, medium, and higher risk cases. We provide support every step of the way, crucially with cultural insight, knowledge and experience of the barriers women may face.

Our beneficiaries are mainly from Bangladesh, Pakistan, and India, living in London. Women can be at any stage in their journey, whether they are living with their partner or not. Our work reduces levels of isolation, builds confidence, and increases networks and support. It is so important because the impact of abuse and subsequent trauma on families can be severe and long lasting. We work with women affected by honour-based abuse, forced marriage, modern slavery, human trafficking, stalking, financial abuse, coercive control, and other types of abuse linked to violence against women and girls. We provide information and support on issues including benefits, housing, debt, parenting, education, child maintenance and safety planning. Over 80% are migrants, whilst 20% are British born. Over 10% of our clients have a physical disability, often linked to the abuse experienced over extended periods of time.

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Principle activities

The charity's main activities and who it tries to help are described below. All its charitable activities focus on support and are undertaken to further Maa Shanti's charitable purposes for the public benefit.

We provide advocacy, activities for health, wellbeing, skills & learning, support groups, workshops, social events, and community networks in-person and via WhatsApp groups. Women usually hear about us via other organisations or groups in the community. Hestia, Solace Women's Aid, community centres, primary schools and GPs are some of our key referrers. We are a specialist service, rooted in a trauma-informed setting. We are acutely aware of the impact of trauma for women and their families as well as the ongoing effects on their mental health and wellbeing. We are clear on maintaining a calm and supportive approach, being aware of the risks of re-traumatisation and integrating co-production into our client relationships.

At the first point of contact we have with clients, they often have fears about their own safety as well as their children, they need help with benefits and may be fleeing their home, staying with friends or family, or waiting to move from low standard temporary accommodation. They feel overwhelmed and require support through advocacy. Alongside these urgent practical issues, mums are completely isolated. They may have been disowned by their family for leaving their partner or have moved far away from any support network they may have had; others are victims of human trafficking and modern slavery. The impact of such high levels of isolation can be devastating to families as well as the ongoing pain and trauma. Women tell us they need both advocacy and activities. This model leads to empowerment and was developed by our community. Feedback, survey information and client data from our beneficiaries confirms it remains very helpful. We have significantly increased our capacity and ability to support more women and their children because of successful fundraising. Our team are experienced and resourceful practitioners dealing with extremely complex cases in an increasingly challenging environment.

We recognise that we are in a very privileged position to be able to work with this community as we have established trust with women over several years, in many cases where it took a huge amount of courage to leave their home and rebuild their lives. Many women do not speak English as their first language and have poor to no literacy skills as they have never received a formal education so are unable to read in any language. Being able to advocate for clients and speak to them in the language they understand is not something that women find every day. Many women are fearful of agencies and statutory organisations, some are afraid of talking to their GP, so it is vital that their voices are heard. In the most high-risk cases this is especially important because it ensures we can assess risk and communicate that to other agencies, but also because as women move forward, they will feel heard and empowered.

We take an approach of co-production, ensuring that we are client-led and work in collaboration with women at every stage. We don't tell our clients what to do but explore options and what feels right and achievable for them. We often find that women can do so much more than they first think and by reminding them of what they have already achieved; taking steps to move forward, leaving their relationship, supporting their children are all common examples. We work with hundreds of partners across London, most based in North and East London including children centres, Home Start, Families First, Parent House, On Your Doorstep, Job Centres, Volunteering Services, Housing Associations, BAME-led groups, GPs, primary schools, Domestic Abuse services, police, schools, family services and community centres. Our key referrers are Solace Women's Aid, Hestia, social services, community centres, job centres and primary schools.

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Public benefit

The Board of Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

Looking primarily at gender, attempted suicide and self-harm are much more common in women in general and are related to poverty, deprivation, psychological distress, and a history of physical and sexual abuse. Women from socially and economically disadvantaged backgrounds and women from Black Asian Minority Ethnic and Refugee (BAMER) backgrounds are more likely to have poor mental health (Holmshaw & Hillier, 2000). There is also a gap in service provision for women from BAMER backgrounds which contributes to poorer outcomes for women. Our clients tell us all the time that they are so relieved to speak to an organisation that understands what it means to experience domestic abuse in the South Asian community. The stigma attached to separation can have a huge impact on women and their children. They can lose their entire support network virtually overnight or they may have endured years of pressure to stay in an abusive relationship. The presence of honour-based abuse, forced marriage and pressures to stay with a marriage no matter what, are often missed, misunderstood, or minimised by mainstream agencies. (Sanderson, 2008) For Asian women, the cultural pressures of remaining in an abusive relationship and being seen by the community as a dutiful wife often create significant further barriers for women trying to escape. (Siddiqui, 2003). Many women also have low literacy skills and very little spoken English which makes it even harder to find support.

We reduce levels of isolation, build confidence, and increase networks and support. Many women face shame and stigma when they leave an abusive relationship because they may be viewed by the community as selfish or a failure. The impact this alone can have on the mental health and wellbeing of a mother and her children can be severe and ongoing. There are also significant risks with cases involving honour-based abuse, forced marriage and modern slavery which can often be underestimated or missed by different agencies. We are often the ones advocating for clients and their children with an understanding of the pathways to support available, knowledge of cultural context and the ability to translate. We always place the needs and wants of our clients at the heart of what we do. Women tell us how important it is to them that they are understood and heard, that their feelings are considered with cultural insight.

The criteria for our client group are women/mothers/South Asian. In the context of intersectionality there are multiple variables linked to discrimination, poorer health outcomes and lower socio-economic status that are more likely to affect single Asian mothers, let alone those experiencing domestic abuse. Many of our clients are also migrants and have insecure immigration status. In April 2022 the UK government passed the Nationality and Borders Bill which was widely condemned by Human Rights activists and Refugee advocates. The measures introduced in this Bill, which is now likely to become an Act, make it much easier for the Home Office to revoke citizenship and deport people. At present, children who were born in the UK do not automatically have a right to citizenship and therefore child benefit which is a measure brought in by this government which predates the Nationality and Borders Bill.

We promote a warm and open culture where women can tell us how they feel and what they think in-person, over the phone, via zoom, WhatsApp, in group settings and 1-1. Our understanding of the challenges and barriers our clients face is crucial to our ability to provide the right kind, and level, of support. We provide an in-person and/or remote safe space where women can build trust through talking, sharing, and supporting one another. Women who have not worked for years, or never worked, go on to volunteer with us or other local organisations and some women even gain paid employment within the organisation. This is a great success story for us and our staff but is also a clear message to all of our clients that they can achieve more even during difficult times. Clients know that we are here when they need us because they can come back to us whenever they want. We work in a co-productive way which supports the client to make progress on her own. We have built up a solid reputation in our local network by working collaboratively and raising awareness of our clients' needs.

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TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENTS AND PERFORMANCE: REVIEW OF ACTIVITIES FOR THE YEAR

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Covid-19

In many ways Covid-19 has propelled our development as we have adapted and increased access to services via different routes. When the national lockdown was imposed from March 2020 our number one priority was to make sure that none of our clients were left behind. We set up WhatsApp groups to reflect our services, called every client on our files and asked what they needed at that moment. Women needed accurate information, food, connection, devices, reassurance, stability, validation and hope.

Between then and now we have maintained our approach. We opened services in East London, provided tech and devices to over 50 families, provided over £1000 in grocery vouchers and adapted and developed our services throughout. Our staff numbers have increased from 3 to 6, client numbers: from 129 to 219, activities: from 123 to 313, attendances: from 613 to 1164 and income for 2020 was £91k, whilst in 2022 and for this financial year it is £230k.

Our staff team

Our Director has worked in the field of Violence Against Women since 2009 and has grown the organisation from 2 staff in May 2018 to 6 by March 2022. She is responsible for the overall management of the organisation and reports to our experienced Board of 7 trustees. She is supported by 3 Community Caseworkers, a Client Engagement Worker and a Senior Community Caseworker who has been with the organisation for over 9 years. All of our staff team have lived experience. Our Community Caseworkers are frontline professionals, working with, and developing, key partners in our main borough areas. They are responsible for identifying and developing new partnerships and referral pathways. They take referrals, undertake initial assessments and run activities and groups. Our Client Engagement Worker makes regular contact with new and existing clients every week. She talks to clients in more detail about their circumstances, the challenges they face and how we can help as well as referring to activities that may be beneficial. She also carries out our user survey. Our Senior Community Caseworker is responsible for ensuring quality of service for clients. She leads on developing services, managing the timetable, monitoring and evaluation and maintains her own caseload. She is an extremely experienced professional who has developed effective relationships with clients and partners over several years. Our service pathway often begins with at least one advocacy session to deal with clients' most pressing concerns, then as we build trust, women become more interested in the activities they would like to join.

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TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

Our impact

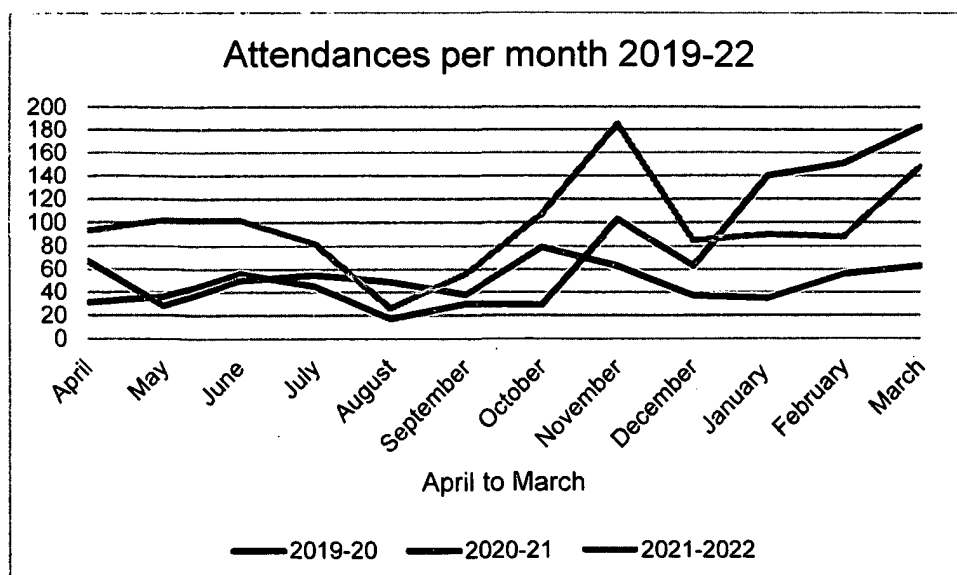
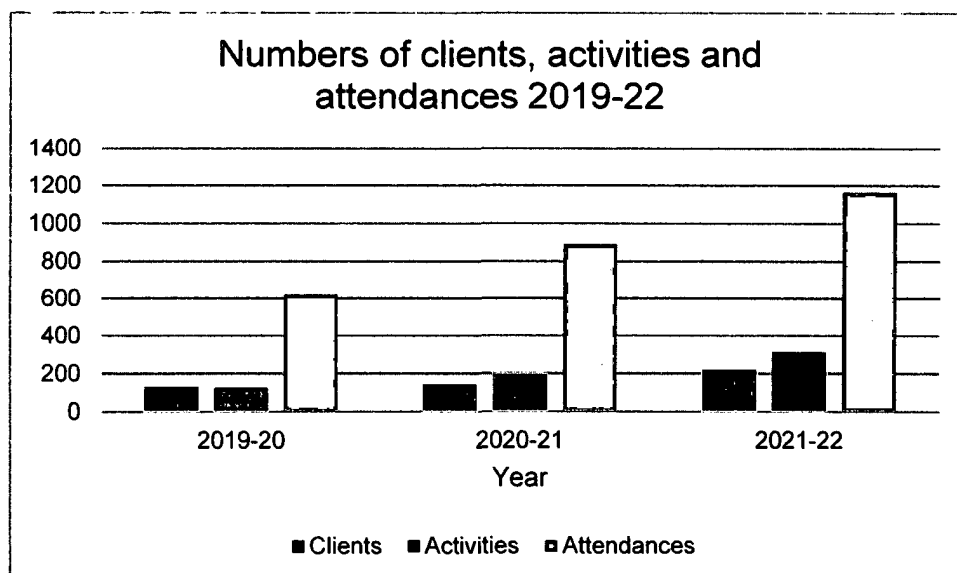
From April 2021 to March 2022,

Maa Shanti provided 313 activities and events (compared to 195 in 2020/21) including arts and crafts, cooking club, support groups, vocab groups, yoga, mindfulness, Eid, Christmas, Easter & Diwali parties, a trip to Hyde Park, and coffee mornings.

We recorded a total of 1164 attendances during 2021/22 (compared to 890 attendances for 2020/21). In total we supported 219 clients for the year, compared to 140 clients in 2020/21. That is an increase of 56%.

- 90% of clients received support on benefits
- 85% accessed new benefits
- 45% were helped to deal with and/or manage and reduce debt (e.g. setting up payments plan contacting HMRC)
- 40% were supported to work with their child's school (e.g. applying for school places, working with SENCo or Welfare officer)
- 15% received support working with children's social services
- 100% of clients we worked with received emotional support

We received 132 new referrals from other organisations plus 23 self-referrals which is a total of 155. We had 2253 contact sessions with 159 clients which is an average of 188 sessions per month, with the busiest month recorded in November with 409.



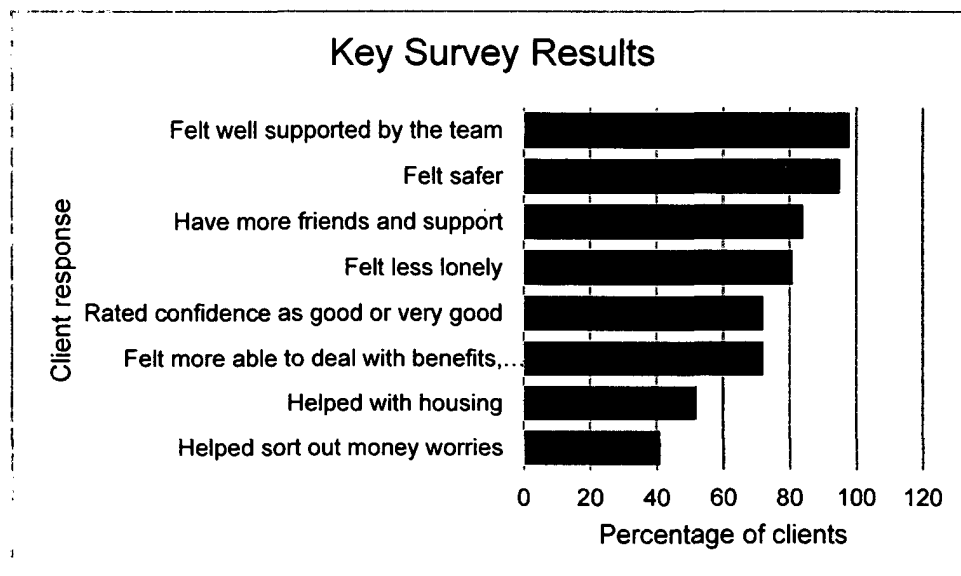
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In total we surveyed 58 women with the following results:

- 72% rated their confidence as good or very good.
- 81% said they felt less lonely since coming to Maa Shanti.
- All clients except 1 felt well supported by the team but she did not give a reason.
- 72% felt more able to deal with benefits, bills, and school and all of them attributed that to having better knowledge and skills since coming to Maa Shanti.
- 55 out of 58 women said we had helped make them safe which is 95%. This is especially significant as we are not an Independent Domestic Violence Advocacy Service focused on reducing risk.
- 84% said they had more friends and support.
- 52% said we helped them with housing
- 41% said we helped sort out their money worries



The last 12 months have been a significant period of growth for us as an organisation. We have seen an increased demand for our services, particularly in Tower Hamlets. Key areas where clients live are Islington, Tower Hamlets, Newham, Waltham Forest, Redbridge, Hackney, Haringey, and Enfield. We spent over 1,175 hours with clients during the last 12 months. We changed the job titles of our Support Workers to Community Caseworkers. This was to reflect the ongoing support staff provide to clients. Caseworkers provide advocacy for clients in Punjabi, Urdu, Hindi, and Bengali. On average women receive ongoing 1-1 advocacy support for 6-12 months whilst concurrently attending activities on a regular basis which continues for an average of 2-3 years. We keep cases open, regardless of the level of risk, but have seen an increase in more complex and higher risk cases. We engage in ongoing contact with our clients and maintain community platforms via WhatsApp that enable participants to stay connected to each other as they experience high levels of isolation. As covid restrictions started to ease we have arranged more appointments in-person in the community at venues including community centres and libraries.

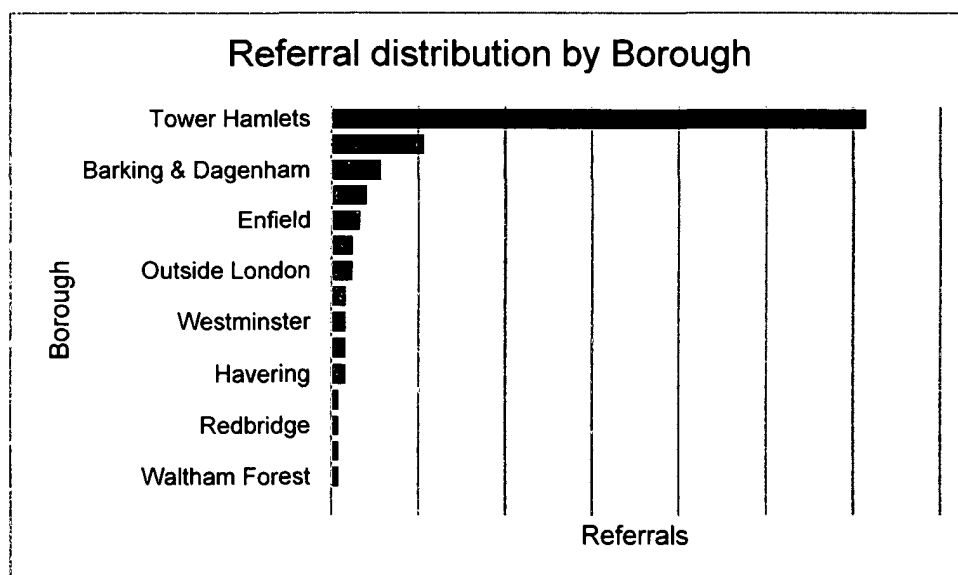
We received higher than expected numbers of referrals from Tower Hamlets (66% of all referrals) due to the high Bangladeshi population and strong partnership working we have developed with Hestia, Solace Women's Aid and other local organisations such as community centres in the borough. We have built up a solid team of 3 Community Caseworkers, a Senior Community Caseworker, and a Community Engagement Worker. They have been very successful in developing working partnerships with Hestia, Solace Women's Aid and Ashiana to support clients to address complex challenges around housing, immigration, benefits, and ongoing support. We are still working to overcome these challenges through research and building links with Rights of Women, The Women's Asylum and Migration Network and the Women's Resource Centre.

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We successfully applied to the Wave 5 Covid Response Fund administered by City Bridge for £37,029 towards project costs and received funding from Comic Relief/Ministry of Justice for £67,177 to increase capacity and enable us to improve our technical capabilities including the purchase of a new Client Management System. We also receive funding from the Lloyds Enhance Fund of £50,000 which has helped increase our capacity. We have been awarded funding from the People's Health Trust to provide in-person, client-led activities for women in Tower Hamlets and will launch this project in April. Our financial position is more stable than it has ever been. During 2022 we have income from the London Borough of Islington VCS, Lloyds Foundation, City Bridge Trust, Sports England and People's Health Trust with a projected budget of £235,713.



Of our new referrals 66% were from Tower Hamlets, 10% from Islington, 6% from Barking and Dagenham, 4% from Enfield and the remaining clients were from Waltham Forest, Newham, Hounslow, Ealing, Bromley, Redbridge, Westminster Havering, Camden, Hackney, Slough and St Albans. 85% of our clients are of Bangladeshi origin, followed by 5% Indian, 5% Pakistani and 5% other including Sri Lankan and Nepalese. 90% are Muslim while the remainder are Hindu and Sikh. 90% are aged 25-45 the remaining 10% are 45-65. 15% have a disability. We ensure that our services/activities are accessible to all clients by having staff cover the four main South Asian languages Bengali, Urdu, Hindi, and Punjabi and by ensuring that our services are culturally sensitive and tailored to clients' needs. Staff are trained in understanding many of the key areas that are of particular concern to the South Asian community such as doweries, polygamy, Honour-Based Abuse, Forced Marriage, immigration status, stigma, understanding of cultural/traditional beliefs including gender roles and sexuality, servitude, modern slavery, and financial abuse. Many women are applying for citizenship or passports which we believe is linked to the Nationality and Borders Act and the governmental response to refugees from Ukraine. Many women are also very concerned about the increasing costs of household bills and the cost of groceries. We are worried that more women will be pushed into poverty and debt so are working with them closely on managing their benefits and providing workshops on budgeting. Many women are experiencing ongoing mental health problems as 60% experience symptoms of anxiety and depression.

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Clients told us:

"Maa Shanti helped me a lot and they help my family too. Thank you."

"You have helped me in lots of things. Thank you for your help, guys. I am in a good place."

"Maa Shanti helped me a lot and I enjoy the activities too."

"My caseworker helped me and my family a lot. She is a wonderful person. Thank you so much."

"Thank you, Maa Shanti, for all your support."

"My caseworker helped me so much. She is wonderful and she helps a lot with things like applications and bills. Thank you, Maa Shanti, for the support."

"You have helped me so now I am good, but I need more help with counselling."

"My caseworker helped me with my son's school. She helped a lot and I still need some support."

"Thank you for your support."

"My caseworker helped me and my family. She is a lovely person."

"I have older children who are busy and I feel happy now I have someone to turn to for my problems."

"I tried other places for help and support, but they said they could not help me. I have had emotional and financial abuse but I was told I was not high risk so they could not help. You are the only organisation I have found who understands how hard it is to deal with these kinds of abuse in the Asian community."

"It means so much that you understand what it's like to face these problems in the community. I lost my whole family and had no one."

Case study:

Client X was referred to us in 2019. She has 2 children and was living in a refuge. She was looking for help with benefits, housing, school applications and her immigration status. She attended activities including some family trips during the summer holidays. She had trouble keeping track of her appointments and organising her documents to support her applications. Her Caseworker recognised that she was struggling, so helped her set reminders on her phone and suggested taking pictures of important documents. She found this helpful and was also pleased that her children were accepted at schools in the borough. She was supported to move into temporary accommodation and then to an area nearer to her children's school. She had help managing her benefits, budgeting, and reducing debt. She received a tablet from Maa Shanti in January 2021 and used this to access online activities and for her children's homework during lockdown. She is coming to the final stages of her citizenship application and has recently been volunteering at a local school. She is now doing a teaching assistant course. She regularly attends social activities including our Eid and Christmas parties so received £10 grocery vouchers at each event. She completed our survey in December last year and told us "I am very happy with Maa Shanti." She feels much less worried and lonely and feels well supported by the team. She feels much more able to deal with benefits and has more knowledge and skills. She also feels more confident supporting her children. She said that Maa Shanti has made her safe, helped her with housing, helped sort out her money worries and that she has more friends and support. She said, "I have someone to turn to when I am anxious and I am so thankful for that."

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Financial review

The Charity incurred a surplus for the year of £44,475 details of which are shown in the Statement of Financial Activities.

Total incoming resources for the year increased by £92,911 to £233,416 from £140,505 in 2021.

Total resources expended for the year increased by £73,164 to £188,941 from £115,777 in 2021. The charity's net assets at the yearend amounted to £121,201.

Going Concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies. The Trustees are grateful of support from Islington Giving, the London Borough of Islington Voluntary and Community Sector, City Bridge Trust, Cripplegate Community Chest Fund, Comic Relief, The Ministry of Justice, The Henry Smith Charity, MOPAC Grassroots Fund, London Funders Wave 5 Covid Support Fund, Lloyds Foundation, London Community Foundation, This Girl Can Sports England and Two Magpies. The Charity continues to work strategically with key partners in local boroughs including community organisations and women's groups. This financial and moral support provides a firm foundation for the charity's activities which we plan to increase even further in the next financial year.

Reserves policy

Maa Shanti needs to carry a sufficient reserve to maintain a reasonable level of activity on any programme in the event of a gap in the provision of income. The trustees have set a target for reserves to cover three months' future expenditure and should be sufficient to cover running costs. At current levels of expenditure, the reserves target is £25,000. Our expenditure is covered by restricted income. We plan to build our reserves by providing and consultancy services. We are working to ensure that we secure multi-year bids now and in the future. We are confident this can be achieved based on the strong track record of the organisation and hard work and determination of our team.

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Key achievements in 2021/22:

- Increased client numbers by 56% (9% in 20/21), client attendance by 30% (44% in 20/21) and the number of activities by 60% (59% in 20/21).
- We received 132 new referrals from other organisations plus 23 self-referrals which is at total of 155.
- We held 2253 contact sessions with 159 clients, an average of 188 sessions per month.
- 95% of women said we had helped make them safe.
- 84% said they had more friends and support.
- 72% rated their confidence as good or very good.
- 81% said they felt less lonely since coming to Maa Shanti.
- Established successful and much-needed services in Newham and Tower Hamlets with high levels of referrals from Tower Hamlets.
- Secured new funding from Wave 5 Covid Response Fund, Comic Relief/Ministry of Justice, the Lloyds Enhance Fund and People's Health Trust.
- Sound financial stability with funding from the London Borough of Islington VCS, Lloyds Foundation, City Bridge Trust, Sports England and People's Health Trust during 2022/23.
- Appointed 2 new Community Caseworkers in North and East London working remotely and, on the ground, to build partnership working and support more clients.
- Provided tablets, phones and laptops to over 25 families across London.
- Provided grocery vouchers to families attending activities remotely and in difficult cases where families were waiting for subsistence payments.
- Worked with over 30 new partners on joint initiatives to support clients with housing, immigration and financial needs as well as sharing knowledge and information about the rising cost of living crisis, family law, Nationality and Borders Act, covid immunization information and changes to benefits.

Challenges

We continue to work in challenges circumstances. As an organisation we are fundraising to secure funds to continue the vital work we do, find new opportunities and rise to the challenges of new and emerging themes for our client group. The needs of our clients have become more urgent. Housing shortages, institutional racism, barriers to employment and ongoing trauma were challenges pre-covid and remain. New challenges include the disproportionate impact covid has had on the South Asian community, backlog on legal cases, deepening distrust of the police, increasing numbers of cases and the cost-of-living crisis. We have also seen a rise in HBA, immigration cases, human trafficking, modern slavery, and financial abuse. The last 12 months have been even busier than the year before and this is due to increased referral numbers, successful fundraising to develop our work/projects and more complex cases increasing our workload. In 2022/23 we will invest in new systems and processes including a new database, website, and comms & social media. This work will be the foundation for our next steps to increase our public platform to raise our clients' voices, enhance our ability to improve outcomes for clients, work more effectively with partners to create change and increase our staffing and reach so that we can ensure that no woman is left behind when she needs someone to turn to for support in the South Asian community.

MAA SHANTI LTD

TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

PLANS FOR FUTURE PERIODS

Future developments

The charity will continue to support single Asian mothers through existing and new projects including through volunteering, health and wellbeing and support to increase confidence, access mainstream services, improve self-esteem and work towards wellbeing including discovering their own potential and interests.

Our strategic aims are: delivery, people, finance and fundraising. We will continue to increase the number of referrals received and ensure we have enough staff and volunteers to support every client. We will ensure quality of service by asking clients what they want. We will build new partnerships with different organisations and potential stakeholders. We will ensure the ongoing financial health of the organisation through transparency and effective processes.

During 2022/23 we will continue to build on our achievements;

- To support at least 250 South Asian families who have been affected by domestic abuse.
- To develop our staffing structure to include a new Operations Manager role, a fundraiser and a social media lead.
- To deliver services in-person and remotely particularly in Tower Hamlets, Newham and surrounding boroughs, in partnership with organisations already on the ground to reach more single Asian mums.
- To raise our profile and our voice in support of the families we work with to highlight the real issues faced by Asian women and their children fleeing domestic abuse.
- To create more remote learning and social activities for our clients via new media and platforms.
- To enhance and strengthen our dialogue with clients to continue to understand what clients need, how we can support them better and in what way that support works best.
- To apply to more funders for multi-year bids that improve the financial health and stability of the organisation.
- To continue to build up our reserves via new forms of income generation such as training, consultancy and partnership opportunities.
- We will continue to develop our financial processes to ensure the financial resilience and adaptability of the organisation, particularly during uncertain times.

MAA SHANTI LTD

TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES RESPONSIBILITIES

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

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

- Select suitable accounting policies and then apply them consistently;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Follow the methods and principles of the Charity SORP; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the group will continue in business.

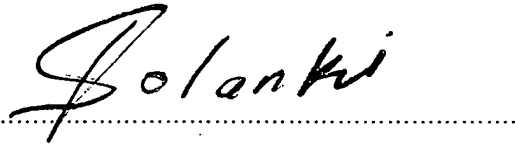
The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

MAA SHANTI LTD
TRUSTEES ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The reports have been prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

This report was approved by the Board of Trustees on **11 December 2022** and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Solanki', written over a horizontal dotted line.

Priya Solanki, Chair

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
MAA SHANTI LTD
FOR THE YEAR ENDED 31 MARCH 2022**

I report to the trustees on my examination of the accounts of Maa Shanti for the year ended 31 March 2022.

RESPONSIBILITIES AND BASIS OF REPORT

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

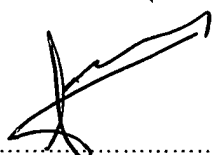
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').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

INDEPENDENT EXAMINER'S STATEMENT

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

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

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



.....
Aamer Shehzad FCCA FCA
Accountability Europe Ltd
Omnibus Workspace
39-41 North Road
London N7 9DP
Date: 12 December 2022

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
		£	£	£	£
<u>Income From</u>					
Donations and legacies	3	25,589	207,827	233,416	140,505
Total Income		<u>25,589</u>	<u>207,827</u>	<u>233,416</u>	<u>140,505</u>
<u>Expenditure on:</u>					
Charitable activities	4	-	188,941	188,941	115,777
Total expenditure		<u>-</u>	<u>188,941</u>	<u>188,941</u>	<u>115,777</u>
Net income / (expenditure) for the year before transfers	5	25,589	18,886	44,475	24,728
Transfer between the funds		20,439	(20,439)	-	-
Net movement in funds		<u>46,028</u>	<u>(1,553)</u>	<u>44,475</u>	<u>24,728</u>
Total funds brought forward		<u>9,757</u>	<u>66,969</u>	<u>76,725</u>	<u>51,997</u>
Total funds carried forward		<u>55,785</u>	<u>65,416</u>	<u>121,201</u>	<u>76,725</u>

All of the above results are derived from continuing activities.
There were no other recognised gains or losses other than those stated above.
The attached notes form part of these financial statements.

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Current assets			
Cash at bank and in hand		<u>143,294</u>	<u>108,698</u>
		143,294	108,698
Creditors: Amounts falling due within one year	7	<u>(22,093)</u>	<u>(31,973)</u>
Net current assets		<u>121,201</u>	<u>76,725</u>
Net assets		<u><u>121,201</u></u>	<u><u>76,725</u></u>
Funds			
Restricted Funds	8	65,416	66,968
General funds	8	55,785	9,757
Total charity funds		<u><u>121,201</u></u>	<u><u>76,725</u></u>

For the year ended 31 March 2022 the charitable company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and preparation of accounts.

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

Approved by the members of the committee on **11 December 2022**

and signed on its behalf by:



Priya Solanki

Company Registration No. 05166706

The attached notes form part of the financial statements.

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Basis of Accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company 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 or note.

The charitable company is exempted from preparing a cash flow statement due to exemption available to charities with income of less than £500,000.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

Income

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

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Fundraising costs

Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.

Charitable Activities

Expenditure on charitable activities includes the costs of delivering services, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include office costs, finance, personnel, payroll and governance costs which support the charity and its activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies (continued)

Tangible fixed assets

Tangible fixed assets are stated at cost less depreciation. Items of equipment are capitalised where the purchase price exceeds £1,000. Fixed assets are depreciated over three years.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash 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.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2 Detailed comparatives for the statement of financial activities

	Unrestricted	Restricted	Total 2021
	£	£	£
<u>Income from:</u>			
Donations and legacies	5,275	135,230	140,505
TOTAL INCOME	5,275	135,230	140,505
<u>Expenditure on:</u>			
Charitable activities	4,122	111,655	115,777
Total expenditure	4,122	111,655	115,777
Net income for the year	1,153	23,575	24,728
Total funds brought forward	8,604	43,393	51,997
Total funds carried forward	9,757	66,968	76,725

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

3 Donation & Legacies

	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Islington VCS	-	15,000	15,000	15,000
Islington Giving	-	17,641	17,641	17,000
Comic Relief	-	-	-	8,392
Cripplegate Foundation	-	-	-	5,000
Two Magpies	-	-	-	14,185
London Funder - Wave2	-	-	-	5,856
Community fund	-	-	-	9,710
City of London-City Bridge Trust	-	18,250	18,250	14,937
City of London-Wave 5	-	49,374	49,374	9,500
Lloyds Bank Foundation	25,100	-	25,100	25,000
Henry Smith	-	21,550	21,550	10,650
MOPAC	-	13,835	13,835	-
Sports England	-	5,000	5,000	-
Ministry Of Justice-Additional Comic Relief	-	67,177	67,177	-
Other Donation	489	-	489	5,275
	<u>25,589</u>	<u>207,827</u>	<u>233,416</u>	<u>140,505</u>

4 Analysis of expenditure

	Charitable activities £	Support costs £	2022 Total £	2021 Total £
Staff costs	130,818	-	130,818	83,750
Direct costs	34,833	-	34,833	10,787
Premises cost	-	4,885	4,885	5,915
Computer & IT expenses	-	8,429	8,429	8,919
Office and admin costs	-	8,536	8,536	5,506
Independent examiner's fee	-	1,440	1,440	900
-	<u>165,651</u>	<u>23,290</u>	<u>188,941</u>	<u>115,777</u>
Support costs allocated	23,290	(23,290)	-	-
Total expenditure 2022	<u>188,941</u>	<u>-</u>	<u>188,941</u>	<u>115,777</u>
Total expenditure 2021	<u>115,777</u>	<u>-</u>	<u>115,777</u>	

Of the total expenditure, £nil was unrestricted (2021: £4,122) and £188,941 was restricted (2021: £111,655).

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

4-a Analysis of expenditure (prior year)

	Charitable activities £	Support costs £	2021 Total £
Staff costs	83,750	-	83,750
Direct costs	10,787	-	10,787
Premises cost		5,915	5,915
Computer & IT expenses		8,919	8,919
Office and admin costs		5,506	5,506
Independent examiner's fee		900	900
	<u>94,537</u>	<u>21,240</u>	<u>115,777</u>
Support costs allocated	21,240	(21,240)	-
Total expenditure 2021	<u>115,777</u>	<u>-</u>	<u>115,777</u>

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

5 Net income / (expenditure) for the year

This is stated after charging:

	2022	2021
	£	£
Independent examiner's fee (excluding VAT)	1,000	750

6 Analysis of staff costs, trustee remuneration and expenses and cost of key management personnel

Total staff costs were as follows:

	2022	2021
	£	£
Wages and salaries	118,283	75,178
Social security costs	10,258	6,932
Other pension costs	2,277	1,640
	130,818	83,750

No member of staff received emoluments of more than £60,000 in this year (2021: None)

The total employee benefits including pension of the key management personnel were £60,352 (2021: £48,790). During the year there were no redundancy payments.

The trustees of the charitable company were not paid or received any other benefits from employment with the charity in the year (2021: £nil) neither were they reimbursed expenses during the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

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

	2022	2021
	No.	No.
Number of project staff	4	2
Number of support staff	2	1
	6	3

7 CREDITORS: Amounts falling due within one year

	2022	2021
	£	£
Creditors	2,857	1,485
Deferred Income	11,952	24,559
Taxation and social security	4,044	3,829
Accruals and deferred income	3,240	2,100
	22,093	31,973

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

8 Movement in funds					Balance at
current year	At 1 April				31 March
	2021	Income	Expenditure	Transfers	2022
	£	£	£		£
Restricted:					
Islington VCS	8,037	15,000	6,055		16,982
Islington Giving	13,060	17,641	21,652		9,049
Cripplegate	3,750	-	3,750		-
Two Magpies	7,093	-	7,093		-
City of London-City Bridge Trust	4,750	18,250	16,433		6,567
City of London-Wave 5	-	49,374	37,031		12,343
Lloyds Bank Foundation	20,439	-	-	(20,439)	-
Henry Smith	9,840	21,550	13,295		18,095
MOPAC	-	13,835	13,835		-
Sports England	-	5,000	2,620		2,380
Ministry Of Justice	-	67,177	67,177		-
Total Restricted Fund	66,969	207,827	188,941	(20,439)	65,416
Unrestricted Funds:					
General Funds	9,757	25,589	-	20,439	55,785
Total funds	76,725	233,416	188,941	-	121,201

Movement in funds					Balance at
prior year	At 1 April				31 March
	2020	Income	Expenditure		2021
	£	£	£		£
Restricted:					
Awards for All	1,533	-	1,533		-
Islington VCS	2,511	15,000	9,474		8,037
Islington Giving	1,457	17,000	5,397		13,060
Cripplegate	5,160	5,000	6,410		3,750
Comic Relief	2,822	8,392	11,214		-
Two Magpies	-	14,185	7,092		7,093
London Funder - Wave2	-	5,856	5,856		-
Community fund	-	9,710	9,710		-
City Bridge Trust - City of London - Wave3	-	14,937	14,937		-
City Bridge Trust	-	9,500	4,750		4,750
Lloyds Bank Foundation	-	25,000	4,561		20,439
Henry Smith	-	10,650	810		9,840
MOPAC	5,520	-	5,520		-
Tampon Tax	14,390	-	14,390		-
Garfield Weston	10,000	-	10,000		-
Total Restricted Fund	43,393	135,230	111,655		66,969
Unrestricted Funds:					
General Funds	8,604	5,275	4,122		9,757
Total Funds	51,997	140,505	115,777		76,725

MAA SHANTI LTD
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

9 Purpose of Restricted Funds

All restricted funds are used for our activities which are developed in collaboration with our clients including advocacy, emotional support, signposting and groups that reduce isolation, promote peer support and enable women to access opportunities for themselves and their children. We run a programme of workshops and events, which improve access to relevant support, focus on mental well-being and increase participation in the local community. We provide weekly activities and drop-in sessions, arts and crafts, yoga, group trips and mother and child activities during school holidays.

10 Analysis of net assets between funds - 2022

	Tangible Fixed Assets £	Net Current Assets £	Total 2022 £
Restricted Income Funds:	-	65,416	65,416
Unrestricted Income Funds	-	55,785	55,785
Total Funds	-	121,201	121,201

Analysis of net assets between funds - 2021

	Tangible Fixed Assets £	Net Current Assets £	Total 2021 £
Restricted Income Funds:	-	66,968	66,968
Unrestricted Income Funds	-	9,757	9,757
Total Funds	-	76,725	76,725

11 Company limited by guarantee

The company is limited by guarantee of £1 per member without share capital.

12 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

13 Related party transactions

There are no related party transactions to disclose for 2022 (2021: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties. There is no balance due to/from related parties at the end of the year.