

KIRAN SUPPORT SERVICES

England & Wales · Charity number 1114148

Details

Other names	KIRAN ASIAN WOMEN'S AID, THE KIRAN PROJECT
Status	Registered
Legal form	Charitable company
Company number	05727907
Registered	2006-05-10
Register	View on the Charity Commission register

Contact

Address	Kiran Support Services WalthamForest Resource Hub(Central) 1 Russell Road London E10 7ES
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Activities

Objects: 1) TO RELIEVE THE DISTRESS AND SUFFERING OF, PARTICULARLY BUT NOT EXCLUSIVELY, ASIAN WOMEN, CHILDREN AND YOUNG PEOPLE WHO HAVE SUFFERED OR ARE EXPOSED TO DOMESTIC VIOLENCE AND ABUSE. 2) TO RELIEVE, PARTICULARLY BUT NOT EXCLUSIVELY, ASIAN WOMEN, CHILDREN AND YOUNG PEOPLE WHO HAVE SUFFERED IN NECESSITOUS CIRCUMSTANCES BY THE PROVISION OF TEMPORARY ACCOMMODATION AND OUTREACH AND AFTERCARE SUPPORT.3) TO EDUCATE THE PUBLIC IN THE CAUSES AND EFFECTS OF DOMESTIC VIOLENCE AND THE PREVENTION THEREOF, AND TO UNDERTAKE OR CONTRIBUTE TO RESEARCH INTO SUCH MATTERS AND TO PUBLISH THE USEFUL RESULTS OF SUCH RESEARCH.

Activities: To relieve the distress and suffering of particularly but not exclusively Asian women, children and young people who have suffered or are exposed to domestic violence and abuse, and who have suffered in necessitous circumstances by the provision of refuge, outreach and aftercare support.To educate the public in the causes and effects of domestic violence and the prevention thereof.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Education/training, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups

Geography

- **Area of benefit:** NOT DEFINED. IN PRACTICE NATIONAL.
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£754,974	£747,055	£339,871	10
2024-03-31	£605,597	£773,642	£331,952	10
2023-03-31	£632,049	£530,667	£499,997	8
2022-03-31	£532,457	£558,950	£398,615	9
2021-03-31	£556,159	£489,985	£425,108	8

Trustees

Name	Role	Appointed
Sahrish Iftikhar	Chair	2025-04-10
Anjna Parmar		2025-04-10
Nadia Naaz Baksh		2025-04-10
Sadia Barlas		2025-09-15
Santhi Athreya		2025-04-10

Accounts

KIRAN SUPPORT SERVICES

Company No. 05727907 (England & Wales)

Charity no. 1114148

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

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

KIRAN SUPPORT SERVICES

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KIRAN SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2025

TRUSTEES	Shahzadi Raza (Chair) Nighat Sahi Uzma Raza (resigned 13 May 2024) Saiqa Kayani (resigned 24 January 2024) Kishwar Ahmed Naseem Alahi (appointed 5 January 2024)
COMPANY SECRETARY	Amtal Rana
REGISTERED OFFICE	Waltham Forest Resource Hub (Central) 1 Russell Road London E10 7ES
REGISTERED COMPANY NUMBER	05727907 (England and Wales)
REGISTERED CHARITY NUMBER	1114148
INDEPENDENT EXAMINER	Kevin Fisher BA, FCA, CTA % Kingston Burrowes Audit Ltd 308 Ewell Road Surbiton Surrey KT6 7AL

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

About us

Kiran Support Services believes that all women and children have the right to live free from violence and to leave a home or relationship where the risk of violence exists.

The charity was established in 1990 in the London Borough of Waltham Forest to meet the needs of women and children from the Indian sub-continent and has since expanded its services to support the wider Asian community. It is the only charity of its kind in the borough, and in 2017 Kiran expanded further by opening a second refuge in the London Borough of Brent. In 2020 we acquired a third building from Notting Hill Genesis to meet the demand for safe accommodation during the Covid-19 pandemic. The refuge started taking referrals in early 2021.

Our mission

"To provide a safe, nurturing space and resource of high quality, where Asian women overcoming domestic violence (and their children) can identify options and develop skills that enable them to take control of their lives emotionally, financially and practically."

The trustees who are also the directors of the company for the purposes of the Companies Act, submit their report and the financial statements for the year ending 31 March 2025. The trustees confirm that the report and financial statements comply with the current statutory requirements and the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in October 2019. The statutory information is shown on page 1.

OBJECTIVES AND PRINCIPAL ACTIVITIES

The charity's purposes as set out in the governing document are to:

Relieve the distress and suffering of, particularly but not exclusively, Asian women, children and young people who have suffered or are exposed to domestic violence and abuse.

Relieve, particularly but not exclusively, Asian women, children and young people who have suffered in necessitous circumstances by the provision of temporary accommodation and outreach and aftercare support.

Educate the public in the causes and effects of domestic violence and the prevention thereof, and to undertake or contribute to research into such matters and to publish the useful results of such research.

PUBLIC BENEFIT

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

KIRAN SUPPORT SERVICES
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

ACHIEVEMENTS AND PERFORMANCE

Chair's Introduction

It is with immense pride and gratitude that I present this year's annual report for Kiran Support Services.

The past year has seen our services continue to provide a lifeline for the women and children we support. We have successfully secured funding from the Lottery for our specialist counselling services. Kiran Support Services continues to support women and children that have complex needs having experienced years of abuse often by multiple perpetrators. This year has been one of both significant achievement and profound challenge. Against a backdrop of increasing demand, financial pressures, and growing complexity in the lives of those we support, our team has continued to deliver compassionate, expert, and life-changing services for women and children affected by domestic abuse.

We have supported women across our refuges, outreach, immigration, and counselling services, each with their own unique and pressing needs. Our refuges supported 41 women and 14 children, offering not just safety but the foundation for a new start. Our counselling team delivered over 1,000 one-to-one sessions and sustained two powerful and consistently full group therapy cohorts, a testament to the value survivors place on community, healing, and peer support.

Our immigration service supported 178 women while also contributing to national policy work, influencing and highlighting critical issues faced by migrant survivors. Meanwhile, our outreach service supported 145 women, often in the most challenging of circumstances, including unsafe temporary accommodation, poverty, and isolation.

While our services have grown and adapted in remarkable ways, we must also acknowledge the systemic challenges we continue to face. From inadequate housing provision and prolonged emergency placements to the rising cost of living and the mental health impacts of trauma, the barriers for our service users are significant. Yet, through innovation, collaboration, and an unwavering commitment to justice, our staff have consistently gone above and beyond to ensure that no woman is left behind.

To our staff, volunteers, trustees, and partners: thank you. Your dedication, resilience, and compassion are the heartbeat of Kiran. It is because of your tireless efforts that we continue to make a tangible difference, offering not only refuge, but also dignity, hope, and empowerment.

As we look ahead, we remain committed to strengthening our services, amplifying the voices of those we serve, and continuing our mission to end violence against women and girls in all its forms.



Shahzadi Raza

Chair
Kiran Support Services

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

FINANCIAL REVIEW including reserves policy

Income during the year amounted to £754,974 (2024 : £605,597) and expenditure was £747,055 (2024 : £773,642), resulting in a surplus of £7,919 (2024 deficit of : £168,045). Net assets at the year-end were £339,871 (2024 : £331,952) of which £247,602 (2024: £147,043) related to unrestricted general funds, £15,000 (2024 : £147,500) related to unrestricted designated funds and £77,269 (2024 : £37,409) related to restricted funds.

Reserves Policy

The Trustees have established a policy whereby the unrestricted funds, held by the Charity should be 6 months of the resources expended, which equates to around £230,000 in reserves, based on the budgeted expenditure for 2024/25. Funding of £100,000 was obtained to refurbish the rented premises which has now been completed. As a result the designated fund is no longer required and transferred to unrestricted reserves along with the establishment costs of a new refuge £32,500. The designated fund of £15,000 in respect of the welfare of residents with insecure immigration status remains unchanged.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance and Management

The company, number 5727907, is limited by guarantee and has charitable status. The charity registration number is 1114148. It has a Memorandum and Articles of Association as its governing document. 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 Board of Directors. Under the requirements of the Memorandum of Articles of Association, at each Annual General Meeting one-third of the Board may retire and may seek re-election. The directors to retire are those who have been in office longest since their last election or appointment. The Articles require that the number of directors can never fall below 3 and the Board is able to co-opt additional directors who then serve in office until the next general meeting but shall then be eligible for re-election. On appointment, or re-election directors/trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Accommodation Services

Kiran Support Services is an independent Charity based in London. We provide emergency accommodation to women and children experiencing domestic abusive. Kiran is a specialist refuge for South Asian women and children. We have specialist staff members who can support women according to their language and cultural needs. We provide a safe and non-judgmental environment regardless of families situation or background. Our services are completely confidential.

We have three refuges across London and offering refuge accommodation to 16 families who have suffered domestic abuse.

We have found the common barriers to leaving an abusive relationship are particularly difficult for minority ethnic women. These can include religious and cultural pressures, language difficulties, ignorance of rights and services available and predominantly the fear of possible removal and deportation.

Our mission is to empower women and children to live a life free from abuse and for families to have independent lives. We aim to reduce economic inequality, improve mental wellbeing, and facilitate personal development. To ensure this, we offer support and guidance, signposting, counselling, legal advice and social activities, workshops, and courses. The support we provide aims to build confidence, self-esteem, awareness of domestic abuse, and impact of domestic abuse on women and children in a safe and supportive environment.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

Refuge Services

This year, we supported 41 women and 14 children, across our 3 refuges, Kiran House, Noor House and Roshni House, all three symbolising 'hope and light' and providing safety, stability, and trauma-informed care to those fleeing domestic abuse. The women who come to us are often isolated, with little or no support networks in the UK. Many are survivors of multiple forms of abuse from multiple perpetrators, and face additional challenges such as language barriers, mental health issues, and insecure immigration status.

Our refuges are not just a place of safety, they are the starting point for recovery. Many of our residents arrive with low self-esteem, depression, and a deep sense of disempowerment. Through consistent support, advocacy, and therapeutic work, we help them rebuild their confidence and begin to recover from trauma.

However, the transition from refuge to independent living remains a significant challenge, particularly due to systemic issues in housing. Local authorities often fail to fully recognise the vulnerability and complexity of our clients' situations. Women are frequently offered unsuitable housing, properties in poor condition, or accommodation in areas far from any known community or support. Some are sent as far as Nottingham and beyond, isolating them further from networks, services, and the progress they have made in the refuge. Poor housing conditions and lack of wraparound support has led to a regression in wellbeing for some, undoing months of recovery and stabilisation work.

Our refuge staff consistently advocate for women in these circumstances, challenging inappropriate housing decisions and pushing for standards that recognise survivors' mental health, trauma history, and support needs. The impact of the cost-of-living crisis has only intensified these challenges, particularly for women with no family in the UK, who face added difficulties in becoming financially independent.

We believe there is a pressing need for second-stage accommodation, where women can continue their journey to independence in a supportive, semi-structured environment. While our refuge supports immediate crisis needs including immigration support, benefits access, and basic safety planning, second-stage accommodation would help bridge the gap between crisis and independence. It would allow us to continue building survivors' confidence and life skills, supporting them in managing bills, accessing employment or training, and navigating the responsibilities of independent living.

We also face challenges around justice and accountability. In some cases, we have observed a lack of engagement from statutory agencies. Survivors are not always kept informed of developments in their cases, and in some instances, police cases have been closed without notifying the victim. This lack of communication further disempowers survivors and undermines trust in the system.

Despite these challenges, our refuge remains a lifeline for women and children at risk. The strength, resilience, and transformation we witness every day are a testament to the importance of this service and the urgent need to expand it

KIRAN SUPPORT SERVICES
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

Case Study 1: Merena's story

Merena and her three young children came to Kiran Support Services through a social services referral. The family had been placed on a child protection plan due to high levels of risk, and while they were initially supported by a social worker from another borough, the case was not transferred to Waltham Forest as the family required more stable housing before any transition in case management could occur.

On arrival at the refuge, our Family Support Worker began one-to-one sessions with Merena, quickly identifying the complexity of the family's situation. Merena's eldest daughter, Hannah*, had been taking on significant caring responsibilities for her younger twin siblings. It became clear that helping Hannah reclaim her childhood was a priority. Our team supported her enrolment into a local junior school and helped her join after-school activities, including gardening, which she particularly enjoyed. Gardening kits were even provided for the family to use at the refuge, helping to foster connection and creativity at home.

The younger twins were successfully enrolled into nursery through an application for the government's free childcare provision. With all three children now in structured care and education, Merena was able to participate in regular sessions around recognising and understanding domestic abuse. These sessions were pivotal, as Merena initially struggled to acknowledge the abuse she and her children had experienced. Gradually, with trust and consistent support, she began to rebuild her confidence and explore healthier parenting patterns.

Collaboration with the children's social worker was ongoing and included joint home visits and safeguarding meetings. During one such meeting attended by a local social services manager, the family's social worker, and our refuge staff, it was disclosed that Merena's former partner had moved close to the refuge, raising significant safety concerns. Though the family wished to remain at the refuge, our team gently guided them through the importance of safeguarding and supported them in relocating to a safer location.

The transition involved informing schools and securing new places. During this period, the Support Worker increased visits to ensure the family felt supported, informed, and empowered throughout the process.

The family is now settled and continuing their journey to recovery in a secure environment. The children are thriving in their new educational settings and Merena continues to rebuild her life with confidence and dignity.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Case Study 2: Sana's Story

'Sana'* arrived at our refuge while heavily pregnant and caring for her one-year-old daughter, fleeing domestic abuse. She was extremely vulnerable and fearful about her future: she faced many challenges including her immigration status, housing insecurity, the need for a non-molestation order, and managing child contact proceedings. Her case was supported by a social worker under a Child in Need plan.

Sana's main concern was after she had the baby, whether she would be able to care for two children on her own. She was anxious about giving birth without support and lacked confidence in her ability to cope. In response, we extended her stay at the refuge to ensure she could remain in a safe and familiar environment while preparing for the arrival of her baby. This continuity of care proved vital to her well-being.

Sana felt particularly settled in the refuge because of the culturally sensitive support provided. She was surrounded by other women who shared similar beliefs and backgrounds, which gave her a sense of community and belonging. Fellow residents also offered practical and emotional support after the birth of her child, helping to reduce her feelings of isolation.

The Family Support Worker arranged a joint visit with a midwife to help Sana prepare a birth plan, and she was paired with a maternity mate for additional perinatal support. Through the baby bank and other funding, she was provided with essentials including a car seat and a new pushchair for her newborn baby.

Sana needed emotional and advocacy support when attending family court for her non-molestation order hearing. She was extremely anxious about facing her abuser, who had a history of intimidation. Her Support Worker accompanied her to court and coordinated with court staff to ensure she could safely enter and exit the premises without being seen which was crucial as the perpetrator was seen waiting outside the building after the hearing.

Over time, Sana's confidence grew. She began to thrive as a mother of two, becoming more independent and able to advocate for herself. Her progress was recognised by social services, who closed her case and ended the Child in Need plan prior to her move into independent housing.

On leaving the refuge, Sana sent a heartfelt message to her Support Worker:

"Hello, I wanted to say thanks for everything you've done for me. You go out of the way to help us and support us. You're one of the people I will always remember in my life, I cannot put into words how many times I felt helpless, but then you were here to help me."

Sana's story is a powerful example of how tailored, trauma-informed support can help survivors not only survive but rebuild their lives with dignity and hope.

Immigration Services

Now in its second year, our dedicated Immigration Advice service has grown from strength to strength. In the first year, our immigration advisor focused on revitalising existing referral pathways and establishing new strategic partnerships. This solid groundwork has resulted in a significantly expanded reach and impact in year two.

There continues to be extremely high demand for good quality, free immigration advice. We consistently exceeded our targets, with 178 women and children receiving direct immigration advice and assistance. In addition to frontline support, the advisor provided second-tier advice to professionals, helping them navigate complex cases involving survivors of domestic abuse.

We have extended our presence through regular immigration advice surgeries, monthly in Redbridge and weekly in Waltham Forest, making our services more accessible across boroughs.

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REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

In terms of policy and advocacy, our immigration service has actively contributed to sector-wide efforts to influence immigration policies affecting migrant survivors. We worked collaboratively with the Home Office, the Domestic Abuse Commissioner's Office, and other frontline organisations to ensure that survivors' rights remain central to policy discussions.

Our Immigration Advisor was also a member of an expert working group monitoring policy trends and engaging with the Home Office on emerging issues. One major area of concern this year has been the Home Office's approach to counter-allegations in applications for Indefinite Leave to Remain under the Domestic Abuse Rule. Through participation in VAWG sector briefings and the British Briefings, we made policy recommendations to ensure a more survivor-centred, trauma-informed response in these critical cases.

This year, our immigration advisor also delivered professional training across the UK including sessions in Cornwall and High Wycombe on the MVDAC (Multi-Victim Domestic Abuse Concession) with a focus on improving practice and compliance with Women's Aid's newly qualified status for advisors.

To mark International Women's Day, we hosted a well-attended seminar exploring the unique immigration challenges faced by South Asian women experiencing domestic abuse. This event brought together sector professionals, survivors, and advocates to share knowledge, challenges, and strategies for systemic change.

The complexity and volume of immigration work cannot be overstated. Many of our service users face multiple disadvantage, including illiteracy, language limitations, and lack of access to digital devices. As a result, immigration applications often require intensive one-to-one support. Referrals from other organisations are often late-stage or incomplete, necessitating urgent and comprehensive intervention. With only one advisor in place, juggling the demands of casework, advocacy, training, policy, and system navigation has been challenging yet the service continues to deliver excellent outcomes for women and children in crisis.

Looking ahead, we are committed to strengthening and expanding our immigration service to meet the growing demand and increasing complexity of cases. Key priorities for the coming year include:

- Recruiting additional immigration support including exploring funding options for a Level 1 advisor to assist with casework and reduce pressure on the existing service. This would allow us to support more survivors and respond more efficiently to urgent referrals.
- Digital access support for service users developing practical, trauma-informed solutions to help survivors overcome digital exclusion, including support with completing online forms and accessing digital services safely.
- Delivering more sector-wide training building on this year's success, we plan to expand our training offer across the UK, generating income and improving practice across the VAWG and immigration sectors.
- Policy and advocacy work continuing to engage with the Home Office, the Domestic Abuse Commissioner's Office, and other partners to influence policies that directly impact migrant survivors, particularly around indefinite leave to remain, counter-allegations, and access to public funds.
- Partnership development strengthening our partnerships with other frontline and specialist organisations to ensure survivors receive joined-up, holistic support from the point of referral.
- Creating accessible resources developing survivor-friendly, translated guidance on immigration rights and options for women who are illiterate or have limited language access, ensuring that no one is left behind.

Our goal is to ensure that every woman and child who comes to us feels supported, informed, and empowered regardless of their immigration status. We believe in a future where all survivors of domestic abuse can access safety and justice, and our immigration service is a crucial part of that vision.

KIRAN SUPPORT SERVICES

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FOR THE YEAR ENDED 31 MARCH 2025

Case Study: Neema's Story

Background

Neema is a 34-year-old woman who arrived in the UK in 2024 on a valid spouse visa following an arranged marriage. Prior to the marriage, she had minimal contact with her husband, as her family remained overseas while his resided in the UK. The couple were extended family members, and the marriage was facilitated by their respective families.

Experience of Domestic Abuse

Shortly after arriving in the UK, Neema discovered significant misrepresentations regarding her husband's past. She was misled about previous relationships and children, which had not been disclosed honestly. This initial deception was compounded by a pattern of serious domestic abuse.

Neema experienced multiple forms of abuse, including:

- Physical violence
- Sexual abuse
- Financial control and deprivation
- Verbal and emotional abuse
- Coercive control, including tactics used to instil fear
- Domestic servitude

She was also subjected to threats and intimidation, including anonymous phone calls, some of which extended to her family abroad. Her movements were strictly controlled, and she was isolated from any support networks.

Despite considerable pressure from both her husband's family and her own, Neema reported the abuse to the police, including disclosures of sexual violence. This was a courageous and vital step in her journey to safety. The pressure to retract her report, due to concerns about family honour and community shame, highlights the additional cultural and emotional barriers many survivors face.

When the relationship ended due to the escalating abuse, and she was able to leave the household with support from professionals.

Current Situation

Neema is now being supported at a specialist refuge, where she is receiving holistic, trauma-informed care. She is currently engaging with therapeutic services to help her process the complex trauma she has endured and is working toward emotional recovery.

Her immigration status remains uncertain. She currently holds limited leave outside the immigration rules, which was due to expire in early 2025. A timely application for further leave to remain under the domestic violence provisions has been submitted and is under consideration. She intends to apply for settlement in the UK, and her legal representatives are closely monitoring the process.

Neema is also awaiting a hearing for a protective order, and her legal team is pursuing all necessary documentation to support her continued safety and legal standing.

Challenges and Legal Considerations

This case highlights the complex intersection of immigration, domestic abuse, and cultural expectations. Neema faced multiple forms of abuse, as well as the expectation to remain silent to avoid bringing shame upon her family. Her courage in speaking out, despite cultural and emotional pressure, reflects the immense strength many migrant women must summon to break free from abuse.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Her legal journey involves navigating both protective measures and an immigration process that is often not trauma-informed. These dual pressures make the support of a specialist service absolutely essential.

Support and Services

Neema continues to receive:

- Therapeutic support to address trauma and PTSD
- Legal advocacy related to both immigration and protective orders
- Practical assistance from refuge staff to help her rebuild her independence

The support she is receiving from Kiran Support Services has been central to her ability to move forward and begin the process of healing and recovery.

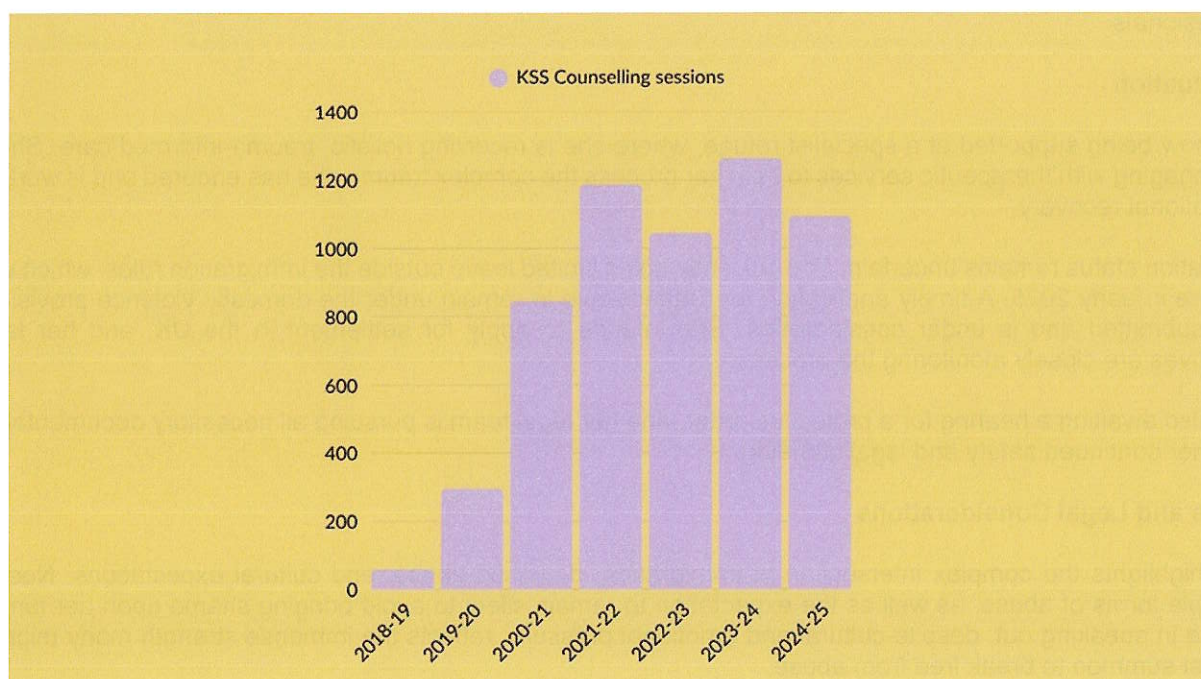
Neema's story represents the resilience of many women navigating the complex realities of domestic abuse, immigration insecurity, and cultural barriers. Her case highlights the vital need for specialist, culturally competent support services, as well as the importance of policy reform to better protect migrant survivors.

Kiran Support Services remains committed to standing alongside her and others like her, every step of the way, advocating for their rights, safety, and long-term stability in the UK.

Counselling Services

The need for culturally responsive, trauma-informed counselling support has never been greater. Over the past year, 122 referrals were made to our counselling service, resulting in the delivery of 1,095 one-to-one counselling sessions, 137 group therapy sessions, and 6 play therapy sessions.

Since the service began in 2018, our counselling offer has grown exponentially from supporting around 100 women a year to over 100 women each month. This growth reflects both the increasing demand for specialist counselling and the trust our communities place in our services.



KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

Our therapeutic model is rooted in accessibility, language inclusion, and emotional safety. We offer face-to-face, online, and telephone counselling, reaching women across the UK. For many clients, being able to speak in their mother tongue whether Punjabi, Urdu, Hindi, or other South Asian languages is essential. This linguistic and cultural understanding creates a rare therapeutic space where women feel seen, heard, and validated. As a result, many of our clients say they would not go anywhere else for support.

We have received referrals from a wide range of professionals, including NHS services, police, social services, social prescribers, and self-referrals highlighting the essential role our counselling service plays in the wider support ecosystem for survivors.

Group Therapy

Our group therapy programme, now in its second year, has proven to be one of the most powerful and transformational elements of our counselling service. We currently run two groups simultaneously one in the morning and one in the afternoon and both are consistently full.

Women describe the group as their “tribe” a safe, non-judgmental space where they can share their journeys and draw strength from one another. For many, it becomes a key part of their identity and recovery. The impact is profound: peer support, shared healing, and the opportunity to reflect on their own stories in relation to others helps women to regain confidence, process trauma, and begin to thrive.

Some of the most moving moments occur in our older women’s group many of whom are in their 60s and grandmothers. As trust builds, the conversations deepen, exploring not only the abuse they experienced but also intergenerational trauma, childhood neglect, and lifelong patterns of disempowerment. Group members often continue supporting each other outside of sessions, building friendships and informal support networks that extend beyond therapy.

One woman, when asked at our International Women’s Day event what she would like more of in her life, replied: “More group therapy. It’s the only space that helps me stay strong.”

Long-Term Impact

We continue to see many women return for long-term, one-to-one therapy — a testament to the quality, depth, and trust we have built within the community. Women often begin therapy identifying as victims and leave with a renewed sense of empowerment, self-worth, and confidence. This journey from survival to self-actualisation is at the heart of our therapeutic work.

Our service also creates pathways for professional development. Former trainees who completed their placement with us have now qualified and joined our team as employed counsellors. Their lived experience and language skills have added immense value to our work.

Challenges and Gaps

Despite this success, we continue to face significant challenges. The absence of a Bengali-speaking counsellor this year impacted the number of women we were able to support from that community. Recruiting a Bengali-speaking therapist remains a priority and an ongoing challenge.

We remain committed to expanding our offer and meeting demand particularly in under-served language groups like Bengali and Farsi to ensure all women and children have access to specialist support in a language and format that works for them.

Outreach Services

In the past year, our Outreach Service supported 145 women, many of whom were facing significant hardship linked to the cost of living crisis, food insecurity, and an increasingly dysfunctional housing system.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

Many of the women we support are placed in temporary or emergency accommodation with their children. These placements are legally meant to last no longer than six weeks, but in many cases, women are being left in these unsuitable conditions for months on end. The prolonged stays, often in unsafe or unsanitary housing, are having a serious impact on both physical and mental health — and disproportionately affect survivors who are already vulnerable.

Our outreach team works tirelessly to advocate for our clients' rights, support their well-being, and push for better outcomes. However, the lack of dedicated housing support has become a significant gap. Looking ahead, we are exploring the introduction of a specialist housing support role within the outreach team to help women navigate the increasingly complex housing landscape.

Building Confidence Through Creativity

Despite the challenges, our outreach service also offers women vital opportunities for healing, connection, and creativity. This year, we ran several successful workshops, including bunting-making and flower arranging. Many participants shared how much joy these activities brought them allowing them to reconnect with forgotten memories of childhood, explore their creativity, and experience a rare sense of calm and pride.

These sessions are not just therapeutic; they build community and restore confidence, two things essential to a survivor's journey.

Case Study: Tania's Story

Tania* was placed into emergency accommodation with her two children by the local council. Although the placement was meant to last no more than six weeks, she remained there for nine months.

The conditions were dire: the flat was infested with mice, rats, and bedbugs. Despite repeated reports, action was slow, and the landlord would clean the flat before council inspections, erasing evidence of the infestation. Tania persevered, gathering photos and evidence herself, but the toll on her mental health was immense. Her children also began experiencing breathing difficulties due to the living conditions.

Kiran Support Services supported her throughout advocating with housing, helping her file complaints, and ensuring she received medical treatment for the bedbugs. After many months, she was finally moved into more stable housing.

Tania's experience left her shaken but not defeated. She went on to volunteer at our clothing bank and support our workshops, where she found community, built confidence, and began to rebuild her life.

*Name changed to protect identity

As we bring this year's report to a close, I want to express my deepest appreciation for the courage of the women and children who walk through our doors, often in the most desperate of circumstances. Their strength continues to inspire all of us at Kiran Support Services.

This year has demonstrated once again the essential need for culturally specific, trauma-informed services that truly understand the complexities of abuse, migration, and community. From the outstanding work of our counselling and immigration teams, to the tireless dedication of our refuge and outreach staff, we have provided not just crisis support, but a pathway to healing and long-term independence.

We have grown in capacity and expertise, and we've continued to raise our voice nationally to advocate for migrant survivors challenging unjust policies, promoting better housing solutions, and standing firm against discrimination in all its forms.

KIRAN SUPPORT SERVICES
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

Yet the challenges remain significant. Demand continues to outstrip resources. The housing crisis, rising mental health needs, and barriers faced by migrant women require urgent and sustained attention.

Looking ahead, our priorities include:

- **Expanding our specialist team** to include a housing-focused domestic abuse worker and Bengali and Farsi-speaking counsellors to meet the growing linguistic needs of our community.
- **Strengthening our therapeutic support** sustaining and expanding our group therapy provision and ensuring long-term access to culturally appropriate mental health care.
- **Enhancing our policy and advocacy work** building on our strong relationships with national bodies to shape better outcomes for migrant and minoritised women.

To our team, trustees, funders, partners, and supporters: thank you. Your belief in our work and in the women we serve is what makes everything we do possible. And to the women themselves you are at the centre of every decision we make. Your voices guide our mission.

Together, we move forward not just to provide safety, but to build futures grounded in dignity, equality, and hope.



Amtal Rana
CEO
Kiran Support Services

Date : 23 December 2025

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

KIRAN SUPPORT SERVICES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 10 to 21.

Responsibilities and basis of report

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

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.



Kevin Fisher BA FCA CTA
% Kingston Burrowes Audit Limited
308 Ewell Road
Surbiton
Surrey
KT6 7AL

23rd December 2025

KIRAN SUPPORT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income and Endowments from:					
Donations and grants	2	104,799	334,782	439,581	383,083
Charitable activities	3	293,081	-	293,081	222,214
Other income	4	22,312	-	22,312	300
Total		<u>420,192</u>	<u>334,782</u>	<u>754,974</u>	<u>605,597</u>
Expenditure on:					
Raising funds	5	11,546	-	11,546	8,455
Charitable activities	6	513,649	221,860	735,509	765,187
Total		<u>525,195</u>	<u>221,860</u>	<u>747,055</u>	<u>773,642</u>
Net surplus/(deficit)		(105,003)	112,922	7,919	(168,045)
Transfers between funds	14	73,062	(73,062)	-	-
Net movement in funds	14	<u>(31,941)</u>	<u>39,860</u>	<u>7,919</u>	<u>(168,045)</u>
Reconciliation of funds:					
Total funds brought forward	14	294,543	37,409	331,952	499,997
Total funds carried forward	15	<u>£262,602</u>	<u>£77,269</u>	<u>£339,871</u>	<u>£331,952</u>

All income and expenditure is derived from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
Fixed assets			
Tangible Fixed Assets	11	3	3
Current assets			
Debtors	12	32,721	30,067
Cash at Bank		367,645	
		<u>403,099</u>	
		435,820	397,712
Creditors: amounts falling due within one year	13	<u>95,952</u>	<u>65,763</u>
Net current assets		339,868	331,949
Net assets	16	<u>£339,871</u>	<u>£331,952</u>
Funds:			
Unrestricted funds			
- General funds	14	247,602	147,043
- Designated funds	14	15,000	147,500
Total unrestricted funds		<u>262,602</u>	<u>294,543</u>
Restricted Funds	14	<u>77,269</u>	<u>37,409</u>
Total funds	14	<u>£339,871</u>	<u>£331,952</u>

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

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

The trustees acknowledge their responsibilities for:

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

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

The financial statements were approved by the Board of Trustees on 23rd December 2025 and were signed on its behalf by:



Shahzadi Raza Trustee
(Chair)

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Net cash flow from operating activities	35,454	(125,721)
Cash flows from investing activities		
Purchase of tangible fixed assets	-	-
Net cash (used in)/provided by investing activities	-	-
Change in cash and cash equivalents		
Cash and cash equivalents at the beginning of the year	-	-
	367,645	493,366
Cash and cash equivalents at the end of the year	£403,099	£367,645
Reconciliation of net income to net cash flow from operating activities	2025 £	2024 £
Net income/(expenditure) for the year	7,919	(168,045)
(Increase)/Decrease in debtors	(2,654)	8,964
Increase/(Decrease) in creditors	30,189	33,360
Net cash flow from operating activities	£35,454	£(125,721)
Cash and cash equivalents consist of:	2025 £	2024 £
Cash at bank and in hand	£403,099	£367,645

KIRAN SUPPORT SERVICES

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

1. ACCOUNTING POLICIES

Company status

The charity, Kiran Support Services, is also a private limited company (No. 5727907), limited by guarantee and is registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administration Details on page 1 of these financial statements.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on a going concern basis under the historical cost convention.

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

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost, 25% on cost and 10% on cost
-----------------------	--

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 /contd...

1. ACCOUNTING POLICIES /cont'd...

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairments are recognised in expenditure.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

2. Grants and Donations	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations	23,636	2,500	26,136	6,589
Grants				
The Coutts Foundation	45,000	-	45,000	45,000
The Brook Trust	-	-	-	-
Henry Smith	35,000	-	35,000	70,000
BBC Children in Need	-	-	-	-
Lloyds Bank Foundation	-	-	-	25,000
Trust for London	-	39,577	39,577	15,835
Big Lottery	-	128,193	128,193	-
London Community Foundation	-	-	-	125,000
LCF/VAWG	-	49,919	49,919	31,250
Glasspool	-	24,613	24,613	-
Waltham Forest Market Place/Solace	-	-	-	14,080
Imkaan/VAWG	-	-	-	-
GLA - MOPAC	-	89,980	89,980	45,329
LB Waltham Forest	1,163	-	1,163	5,000
	<u>£104,799</u>	<u>£334,782</u>	<u>£439,581</u>	<u>£383,083</u>

Of the £383,083 recognised in 2024, £135,669 was unrestricted funds and £247,414 was restricted funds.

3. Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Charges to residents	<u>£293,081</u>	<u>£Nil</u>	<u>£293,081</u>	<u>£222,214</u>

All of the £222,214 recognised in 2024 was unrestricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 /contd...

4. Other income

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
SBK (UK) Limited	-	-	-	300
Solace Womens Aid	3,040	-	3,040	-
Fundraising	1,143	-	1,143	-
Services	9,238	-	9,238	-
Old Creditors Written Off	8,891	-	8,891	-
	<u>£22,312</u>	<u>£Nil</u>	<u>£22,312</u>	<u>£300</u>

All of the £300 recognised in 2024 was unrestricted funds.

5. Cost of raising funds

	Direct Costs	Support Costs	Total 2025	Total 2024
Fundraising	<u>£11,546</u>	<u>£Nil</u>	<u>£11,546</u>	<u>£8,455</u>

All of the £8,455 recognised in 2024 was charged to unrestricted funds.

6. Cost of charitable activities

	Direct Costs	Support Costs	Total 2025	Total 2024
Educational, counselling and prevention work	<u>£387,086</u>	<u>£384,423</u>	<u>£735,509</u>	<u>£765,187</u>

Of the £765,187 expenditure recognised in 2024, £552,374 was charged to unrestricted funds and £212,813 was charged to restricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 /contd...

7. Expenditure on Charitable Activities

	Total 2025 £	Total 2024 £
Direct costs		
Wages	121,100	101,105
Social Security	31,105	30,743
Pensions	4,818	6,664
Legal, consultancy and professional	-	(2,257)
Premises costs	230,063	262,727
	<u>£387,086</u>	<u>£398,982</u>
Support costs		
Wages	224,576	252,258
Employee and voluntary costs	16,799	10,739
Insurance	4,620	1,827
Legal, consultancy and professional	13,259	35
Office costs including rent	31,987	42,799
Communications	23,430	20,589
Sundry expenses	1,445	904
Finance	17,289	13,016
Bad debts	10,440	19,318
Governance Costs:		
Independent examiner's fee	3,900	3,600
Other governance costs	678	1,120
	<u>£348,423</u>	<u>£366,205</u>
Total Charitable Costs	<u><u>£735,509</u></u>	<u><u>£765,187</u></u>

8. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	31 March 2025	31 March 2024
Independent examiner's fee	<u>£3,900</u>	<u>£3,600</u>

9. Related party disclosures

No trustees' remuneration was paid or other benefits provided for the year ended 31 March 2025 or for the year ended 31 March 2024.

Trustees' travelling expenses paid for the year ended 31 March 2025 was £502 (2024 : £385).

A Trustee's firm received professional fees of £8,136 in connection with HR advice. There were no other related party transactions during the year (2024 : Nil) other than those set out in Note 10 relating to employee benefits received by key management.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 /contd...

10. Staff costs

	2025	2024
	£	£
Staff costs were as follows:		
Wages and salaries	345,576	353,363
Social security costs	31,105	30,743
Pension costs	4,818	6,664
Staff training	4,937	7,520
Other costs	11,822	3,219
	<u>£398,258</u>	<u>£401,509</u>

One employee received total employee benefits (excluding employers national insurance and employer pension contributions) of more than £60,000 during 2025 (2024 : One), within the band £70,000 to £80,000.

Total employee benefits received by key management amounted to £82,651 (2024 : £82,765). Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

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

	2025	2024
Charitable	9	9
Administration	1	1
	<u>10</u>	<u>10</u>

11. Tangible Fixed Assets

	Fixtures and Fittings £
Cost	
At 1 April 2024	29,785
Additions in year	-
At 31 March 2025	<u>29,785</u>
Depreciation	
At 1 April 2024 and 31 March 2025	<u>29,782</u>
Net Book Value	
At 31 March 2025	<u>£3</u>
At 31 March 2024	<u>£3</u>

12. Debtors: Amounts falling due within one year

	31 March 2025 £	31 March 2024 £
Trade debtors	-	28,724
Prepayments and accrued income	32,721	901
Other debtors	-	442
	<u>£32,721</u>	<u>£30,067</u>

KIRAN SUPPORT SERVICES

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

/contd...

13. Creditors: Amounts falling due within one year				31 March 2025	31 March 2024
				£	£
Taxation and social security				9,838	5,323
Other creditors				21,857	12,111
Accruals				64,257	48,329
				<u>£95,952</u>	<u>£65,763</u>

14. Movement in funds	At 1 April 2024	Income	Expenditure	Transfers between funds	At 31 March 2025
	£	£	£	£	£
Unrestricted Funds					
General Fund	147,043	420,192	(525,195)	205,562	247,602
Designated Fund:					
Current Service Provision	32,500	-	-	(32,500)	-
Refuge Development	100,000	-	-	(100,000)	-
Residents Services	15,000	-	-	-	15,000
	<u>294,543</u>	<u>420,192</u>	<u>(525,195)</u>	<u>73,062</u>	<u>262,602</u>
Restricted Funds					
Glasspool	-	24,613	(22,325)	-	2,288
Lloyds Bank Foundation	-	2,500	(26)	(2,474)	-
Trust for London	1,918	39,577	(16,213)	-	25,282
Big Lottery	-	128,193	(78,397)	(9,000)	40,796
London Community Foundation	35,491	49,919	(57,892)	(18,615)	8,903
LCF/VAWG	-	-	(18,615)	18,615	-
GLA - MOPAC	-	89,980	(28,392)	(61,588)	-
	<u>37,409</u>	<u>334,782</u>	<u>(221,860)</u>	<u>(73,062)</u>	<u>77,269</u>
Total restricted funds					
	<u>37,409</u>	<u>334,782</u>	<u>(221,860)</u>	<u>(73,062)</u>	<u>77,269</u>
Total funds	<u>£331,952</u>	<u>£754,974</u>	<u>£(747,055)</u>	<u>£Nil</u>	<u>£339,871</u>

Big Lottery
3 years funding for specialist counselling service

Trust For London
3 years funding for part time Immigration Adviser

LCF VAWG 2
2 years funding for Refuge Support Worker

GLA/MOPAC
2 years funding for 1 full time Specialist Domestic Abuse and 1 part time Immigration Worker

Glasspool
3 years funds for supporting women fleeing domestic abuse with small grants to purchase white goods and essentials

KIRAN SUPPORT SERVICES

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

/contd...

14. Movement in funds - continued

Comparative information for the previous financial year is as follows:

	At 1 April 2023 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2024 £
Unrestricted Funds					
General Fund	269,264	358,183	(560,829)	80,425	147,043
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>416,764</u>	<u>358,183</u>	<u>(560,829)</u>	<u>80,425</u>	<u>294,543</u>
Restricted Funds					
Penny Appeal	1,231	-	-	(1,231)	-
BBC Children in Need	19,618	-	(35,504)	15,886	-
Lloyds Bank Foundation	2,250	25,000	-	(27,250)	-
Trust for London	11,830	15,835	(25,747)	-	1,918
Big Lottery	6,586	-	(6,133)	(453)	-
International Women's Day	2,726	-	(35)	(2,691)	-
London Community Foundation	-	125,000	(89,509)	-	35,491
LCF/VAWG	8,254	31,250	(27,232)	(12,272)	-
GLA - MOPAC	30,738	45,329	(17,421)	(58,646)	-
LB Waltham Forest-	-	5,000	(11,232)	6,232	-
	<u>83,233</u>	<u>247,414</u>	<u>(212,813)</u>	<u>(80,425)</u>	<u>37,409</u>
Total restricted funds					
	<u>83,233</u>	<u>247,414</u>	<u>(212,813)</u>	<u>(80,425)</u>	<u>37,409</u>
Total funds	<u>£499,997</u>	<u>£605,597</u>	<u>£(773,642)</u>	<u>£Nil</u>	<u>£331,952</u>

Designated Fund

Current Service Provision

The trustees have set aside this amount to meet obligations that may arise from contracts of employment with staff and to meet any unexpected costs such as those associated with unexpected human resources issues.

Residents' Services

Kiran receives applications from women who have insecure immigration status and therefore not able to receive public funding for their accommodation and subsistence costs whilst at the refuge. The residents' welfare fund is being set up in order to avoid any resident in these circumstances having to depart the refuge. The transfer in the year has been made from general funds.

KIRAN SUPPORT SERVICES
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
/contd...

14. Movement in funds - continued

Restricted Funds

Penny Appeal:

£10,000 grant to support Muslim service users with funds from 'zakat' to support them with cost of living.

Lloyds Bank Foundation:

Provides funds towards the cost of the Chief Executive's salary.

Trust for London:

Three years funding for part time Immigration Adviser.

Big Lottery:

Three years funding for specialist counselling service.

International Women's Day:

Provides future activities and events for service users to celebrate International Women's Day on March 8th annually.

LCF VAWG 2

Two years funding for Refuge Support Worker

Imkaan Margin 2 Centre:

Grant towards Counselling Co-ordinator salary and counselling service.

GLA-MOPAC:

Two years funding for one full time Specialist Domestic Abuse and one part time Immigration worker.

Glasspool

Three years funds for supporting women fleeing domestic abuse with small grants to purchase white goods and essentials.

Solace

Income generated from counselling services.

LB Waltham Forest

Activities for South Asian Heritage Month.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025 /contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £
2025			
Tangible fixed assets	3	-	3
Current assets	358,551	77,269	435,820
Current liabilities	(95,952)	-	(95,952)
As at 31 March 2025	<u>£262,602</u>	<u>£77,269</u>	<u>£339,871</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
2024			
Tangible fixed assets	3	-	3
Current assets	360,303	37,409	397,712
Current liabilities	(65,763)	-	(65,763)
As at 31 March 2024	<u>£294,543</u>	<u>£37,409</u>	<u>£331,952</u>

16. FINANCIAL COMMITMENTS

Total future minimum payments under the housing management contract are as follows:

	2025	2024
Amounts due within one year	<u>£39,969</u>	<u>£39,969</u>

17. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised at March 2025 was £441,389 (2024 : £230,000).

Accounts

KIRAN SUPPORT SERVICES

Company No. 05727907 (England & Wales)
Charity no. 1114148

**REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

KIRAN SUPPORT SERVICES

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KIRAN SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES	Shahzadi Raza (Chair) Nighat Sahi Uzma Raza (resigned 13 May 2024) Saiqa Kayani (resigned 24 January 2024) Kishwar Ahmed Naseem Alahi (appointed 5 January 2024)
COMPANY SECRETARY	Amtal Rana
REGISTERED OFFICE	Waltham Forest Resource Hub (Central) 1 Russell Road London E10 7ES
REGISTERED COMPANY NUMBER	05727907 (England and Wales)
REGISTERED CHARITY NUMBER	1114148
INDEPENDENT EXAMINER	Kevin Fisher BA, FCA, CTA % Kingston Burrowes Audit Ltd 308 Ewell Road Surbiton Surrey KT6 7AL

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

About us

Kiran Support Services believes that all women and children have the right to live free from violence and to leave a home or relationship where the risk of violence exists.

The charity was established in 1990 in the London Borough of Waltham Forest to meet the needs of women and children from the Indian sub-continent and has since expanded its services to support the wider Asian community. It is the only charity of its kind in the borough, and in 2017 Kiran expanded further by opening a second refuge in the London Borough of Brent. In 2020 we acquired a third building from Notting Hill Genesis to meet the demand for safe accommodation during the Covid-19 pandemic. The refuge started taking referrals in early 2021.

Our mission

“To provide a safe, nurturing space and resource of high quality, where Asian women overcoming domestic violence (and their children) can identify options and develop skills that enable them to take control of their lives emotionally, financially and practically.”

The trustees who are also the directors of the company for the purposes of the Companies Act, submit their report and the financial statements for the year ending 31 March 2024. The trustees confirm that the report and financial statements comply with the current statutory requirements and the provisions of the Statement of Recommended Practice (SORP) “Accounting and Reporting by Charities” issued in October 2019. The statutory information is shown on page 1.

OBJECTIVES AND PRINCIPAL ACTIVITIES

The charity’s purposes as set out in the governing document are to:

Relieve the distress and suffering of, particularly but not exclusively, Asian women, children and young people who have suffered or are exposed to domestic violence and abuse.

Relieve, particularly but not exclusively, Asian women, children and young people who have suffered in necessitous circumstances by the provision of temporary accommodation and outreach and aftercare support.

Educate the public in the causes and effects of domestic violence and the prevention thereof, and to undertake or contribute to research into such matters and to publish the useful results of such research.

PUBLIC BENEFIT

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

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

ACHIEVEMENTS AND PERFORMANCE

Chair's Introduction

As Chair of the Board of Trustees, I am honoured to present the Kiran Support Services Trustees' Report for 2023-2024. This year has been one of significant challenges but also remarkable resilience, growth, and progress. Despite the ever-increasing pressure from the Cost-of-Living crisis and the complexities of immigration policies, Kiran has remained steadfast in its mission to provide life-changing support to South Asian women and children fleeing domestic violence.

Our dedicated staff, volunteers, and partners have worked tirelessly to ensure that the women and children who come to us in their most vulnerable moments find not only safety but also the tools and confidence to rebuild their lives. We are immensely proud of the achievements highlighted in this report, from expanding our refuge services and delivering trauma informed counselling to providing vital immigration advice with an outstanding success rate.

This year, our refuge services have provided support for 39 women and 19 children, our advice and advocacy team has worked closely with 132 women, and our counselling service has provided over 1200 counselling sessions. This continues to demonstrate how much we need specialist services for black and minoritised women. The amount of work we are doing clearly shows the complexities of the cases that our staff have been dealing with.

I am happy to share some of our successes as well; In October 2023 Kiran won a Waltham Forest Faith and Belief Award, and in November 2023 Kiran won the London-wide Supporting Women Faith and Belief Award. The awards are delivered in partnership with the Faith and Belief Forum, Waltham Forest Faith Communities Forum and the Lord Lieutenant of London's Council on Faith.

In November 2023, Kiran won the Roshni Birmingham Award for Community Organisation demonstrating good practice in delivering services to Black and Minoritised women and children, and Amtal Rana, our Chief Executive, won the Roshni Birmingham Leadership Excellence Award.

Pro Bono Economics interviewed Amtal for their research paper 'Women in the Charity Sector'. The paper was published in November 2023, it examines the complex dynamics that exist around, for example, the gender imbalance in philanthropy, opportunities for leadership, and supporting vulnerable women.

In January 2024 Amtal was invited to participate in the Labour and Civil Society Summit organised by Pro Bono Economics. Kiran was invited to put a question to the panel, which included Labour Leader Kier Starmer. The question was about funding, particularly for black and minority women support organisations.

The Trust for London, who fund our immigration service, invited Kiran to feed into the development of their immigration strategy.

Kiran was invited to attend a roundtable discussion alongside other charity directors and trustees on charity reserves and resilience at the investment firm Quilter Cheviot in October 2023.

Kiran has been invited to join the Community Voice co-designed advisory board to help form a new body that will represent the voluntary and community sector in Waltham Forest. Until now the voluntary sector in Waltham Forest has not had representation locally.

Kiran was invited to attend the GREVIO (**Group of Experts on Action against Violence against Women and Domestic Violence**) roundtable on 18 January 2024 and provided independent evidence to the GREVIO committee about the trends on the ground regarding UK government's compliance with its commitments to the Istanbul Convention on Action against violence against women and domestic violence.

KIRAN SUPPORT SERVICES
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

We are also acutely aware of the ongoing challenges. The housing crisis continues to place immense strain on survivors as they transition from refuge to independent living; we are committed to advocating for more affordable and secure housing options. The introduction of an Operations Manager has already brought positive changes in how we deliver our services, enhancing both operational efficiency and the quality of support provided.

We are deeply grateful to our funders, supporters, and staff for their unwavering commitment to our mission. Together, we will continue to build a future where every woman can live free from abuse and fear.

Looking to the future, we will continue to deliver our core services while we ensure that we are sustainable through our fundraising strategy to allow us time to plan development of new services. We are excited about our plans to expand our immigration and our outreach services, to take on a refuge services manager, develop a community hub, and build stronger partnerships across the sector. We remain dedicated to our vision of a future where every woman, regardless of her background or circumstances, can live free from fear and violence.

On behalf of the Board of Trustees, I would like to take this opportunity to thank the staff team for their hard work and commitment to providing the unique services that Kiran provides. Without the team, we would not be able to reach out to the many women and children that rely on us for support and advocacy.

I would like to thank my fellow trustees for their support in my tenure as Chair as I step down this year and hand over to Shahzadi.



Nighat Sahi

Chair, Kiran Support Services

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

FINANCIAL REVIEW including reserves policy

Income during the year amounted to £605,597 (2023 : £632,049) and expenditure was £773,642 (2023 : £530,667), resulting in a deficit of £168,045 (2023 surplus of : £101,382). Net assets at the year-end were £331,952 (2023 : £499,997) of which £147,043 (2023: £269,264) related to unrestricted general funds, £147,500 (2023 : £147,500) related to unrestricted designated funds and £37,409 (2023 : £83,233) related to restricted funds.

Reserves Policy

The Trustees have established a policy whereby the unrestricted funds, held by the Charity should be 6 months of the resources expended, which equates to around £230,000 in reserves, based on the budgeted expenditure for 2024/25. The designated funds are made up of £100,000 for the setting up and establishment costs of a new refuge, and additional services providing support to women and children focusing on positive mental health; £32,500 in respect of current service provision; and £15,000 in respect of the welfare of residents with insecure immigration status (see note 15 page 19 for more details).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance and Management

The company, number 5727907, is limited by guarantee and has charitable status. The charity registration number is 1114148. It has a Memorandum and Articles of Association as its governing document. 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 Board of Directors. Under the requirements of the Memorandum of Articles of Association, at each Annual General Meeting one-third of the Board may retire and may seek re-election. The directors to retire are those who have been in office longest since their last election or appointment. The Articles require that the number of directors can never fall below 3 and the Board is able to co-opt additional directors who then serve in office until the next general meeting but shall then be eligible for re-election. On appointment, or re-election directors/trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Accommodation Services

Kiran Support Services is an independent Charity based in London. We provide emergency accommodation to women and children experiencing domestic abuse. Kiran is a specialist refuge for South Asian women and children. We have specialist staff members who can support women according to their language and cultural needs. We provide a safe and non-judgmental environment regardless of families situation or background. Our services are completely confidential.

We have three refuges across London and offering refuge accommodation to 16 families who have suffered domestic abuse.

We have found the common barriers to leaving an abusive relationship are particularly difficult for minority ethnic women. These can include religious and cultural pressures, language difficulties, ignorance of rights and services available and predominantly the fear of possible removal and deportation.

Our mission is to empower women and children to live a life free from abuse and for families to have independent lives. We aim to reduce economic inequality, improve mental wellbeing, and facilitate personal development. To ensure this, we offer support and guidance, signposting, counselling, legal advice and social activities, workshops, and courses. The support we provide aims to build confidence, self-esteem, awareness of domestic abuse, and impact of domestic abuse on women and children in a safe and supportive environment.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Refuge Services

Kiran continues to operate three refuges across London, providing safe and secure accommodation for women and children fleeing domestic violence. Over the past year, Kiran supported **39 women and 19 children**, offering them emotional and practical support alongside life skills training to help them recover and regain their independence. The tailored recovery programs, which include ESOL classes and social activities, have been instrumental in building confidence and self-sufficiency among residents.

Counselling Services

Kiran provided **1,264 counselling sessions** to **149 outreach clients** and **21 women** in refuge during 2023-2024. By adopting a trauma-informed approach and offering counselling in the clients' preferred languages, Kiran ensures that survivors receive the emotional support they need. This year, the introduction of **Ujala Women's Group Therapy** has reduced isolation and provided women with a platform to share their experiences and gain strength from one another.

Immigration Advice

Kiran's Immigration Advice Service supported **123 women**, helping them navigate complex immigration challenges, including applications for leave to remain under the Domestic Violence Concession (DDVC) and Indefinite Leave to Remain (ILR). Kiran achieved a **100% success rate** in all immigration cases this year. The team provides multilingual advice, ensuring that women can access essential support and advocacy in their own languages, fostering trust and understanding.

Advice and Advocacy Services

Kiran's Advice and Advocacy team worked closely with **132 South Asian women**, offering practical, emotional, and legal assistance. One-to-one support included accompanying women to appointments and providing personalised advice to help them navigate complex situations. **98% of clients** reported feeling heard and safer after receiving support from Kiran.

Service		Age range		Ethnicity		Religion		Main Language		Referrals		Boroughs	
Refuge	39	0-15	3	Bangladeshi	90	Muslim	304	Punjabi	16	Self-referral	66	London	239
Outreach	132	16-24	26	Indian	80	Sikh	39	Urdu	177	Social Services	2	Outer London	166
Counselling	112	25-44	305	Pakistani	166	Hindu	41	Hindi	35	VAWG	65	Abroad	1
Immigration	123	45-64	45	Afghani	3	Christian	8	Pashto	4	Police	1		
Telephone enquiries	621	65-75	4	Turkish	4	Non-religious	14	Bengali	68	School	1		
		75+	5	Somalian	5			Other	23	GP	7		
		Unknown	18	Other	27			Unknown	83	Housing	2		
				Unknown	31					Other	262		

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Community Engagement and Events

South Asian Heritage Month (SAHM)

In July 2023, Kiran celebrated South Asian Heritage Month with a range of workshops and a cultural evening, featuring regional food, dance, and inspirational speakers.

Women's Health and Wellbeing Event

In October 2023, Kiran held a health and wellbeing event that included workshops on menopause, sexual health, and breast cancer awareness, delivered in partnership with Macmillan Cancer Support.

Challenges and Responses

Housing Crisis

One of the biggest challenges Kiran faced this year was the **shortage of permanent housing** for women leaving refuges. Many were placed in temporary accommodation, such as hotels, often far from their support networks, which impacted their mental health and sense of security. Kiran provided phone support to help women manage household bills and navigate their new environments. The organisation continues to advocate for more affordable housing options for survivors.

Case Study: Harpreet

Harpreet (name changed) endured severe physical, financial, and emotional abuse and was living in a hotel with her two children. Feeling overwhelmed, she considered returning to her abuser. With Kiran's support, Harpreet accessed the benefits she was entitled to and secured private accommodation. She learned new life skills and became more independent, later saying, "If I had returned to my husband, my children could have been taken away from me. Kiran helped me keep myself and my children safe and learn life skills to better our future."

Immigration Service Success

Kiran's Immigration Advice Service continues to grow, offering critical support to women fleeing domestic abuse. Through OISC Level 3 advice, Kiran assists with DDVC and ILR applications, helping survivors work toward permanent residence and citizenship. By offering advice in multiple languages and addressing the cultural nuances of each case, Kiran has established itself as a vital resource for South Asian women facing immigration challenges.

Case Study: Kamra

Kamra (name changed) suffered escalating abuse during her pregnancy. After a referral from the Metropolitan Police, Kiran helped Kamra apply for DDVC and secure a place in one of our refuges. She received counselling in her native language and support with her ILR application, which was granted within six months. Kamra is now preparing to move into independent housing with her young son.

Client Feedback:

"I am so thankful that I can speak to you in my own language. No one understood what I went through until I came to Kiran."

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Operations Manager Report: October 2023 – 2024

The introduction of an Operations Manager in October 2023 has significantly improved the structure and efficiency of Kiran Support Services. The role encompasses overseeing daily operations, staff performance, and HR functions. Key achievements include:

- Implementing a new staff induction process and successfully onboarding three new team members.
- Supporting the Refuge Services Manager through regular check-ins and managing staff supervision.
- Leading the **NHG Christmas wish list** initiative, which provided crucial support to families in refuge.
- Collaborating with trustees on strategic development and liaising with housing authorities to manage rent adjustments for residents in the refuges.

Despite the challenges of implementing new systems and procedures, the Operations Manager has played a pivotal role in improving operational efficiency across the organisation.

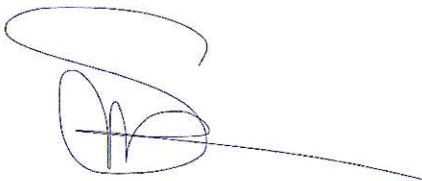
Future Plans

Looking ahead, Kiran Support Services is committed to expanding and enhancing its services for South Asian women and children. Key priorities for the next year include:

- :
- **Service Expansion:** Continue delivering core services such as refuge, counselling, immigration, and outreach, with plans to pilot new group counselling sessions for young boys.
 - **Community Hub:** Explore social investment and funding opportunities to develop a community hub, providing additional accommodation and space for activities and workshops.
 - **Improved Communications:** Strengthen partnerships with domestic violence organisations in London and across the UK, while building a more strategic communications plan to expand Kiran's influence and outreach.
 - **Strategic Development:** Organise an Away Day for staff and trustees to align on the evolving needs of clients and improve service delivery, with support from Lloyds Bank Foundation's pro bono assistance.

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

Approved by the order of the board of trustees on 20th January 2025 and signed on its behalf by:



Shahzadi Raza (Chair) – Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF KIRAN SUPPORT SERVICES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 10 to 21.

Responsibilities and basis of report

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

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.



Kevin Fisher BA FCA CTA
% Kingston Burrowes Audit Limited
308 Ewell Road
Surbiton
Surrey
KT6 7AL

20 January 2025

KIRAN SUPPORT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and grants	2	135,669	247,414	383,083	389,793
Charitable activities	3	222,214	-	222,214	242,256
Other income	4	300	-	300	-
Total		<u>358,183</u>	<u>247,414</u>	<u>605,597</u>	<u>632,049</u>
Expenditure on:					
Raising funds	5	8,455	-	8,455	11,125
Charitable activities	6	552,374	212,813	765,187	519,542
Total		<u>560,829</u>	<u>212,813</u>	<u>773,642</u>	<u>530,667</u>
Net surplus/(deficit)		<u>(202,646)</u>	<u>34,601</u>	<u>(168,045)</u>	<u>101,382</u>
Transfers between funds	15	80,425	(80,425)	-	-
Net movement in funds	15	<u>(122,221)</u>	<u>(45,824)</u>	<u>(168,045)</u>	<u>101,382</u>
Reconciliation of funds:					
Total funds brought forward	15	416,764	83,233	499,997	398,615
Total funds carried forward	15	<u>£294,543</u>	<u>£37,409</u>	<u>£331,952</u>	<u>£499,997</u>

All income and expenditure is derived from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

BALANCE SHEET AS AT 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible Fixed Assets	11		3		3
Current assets					
Debtors	12	30,067		39,031	
Cash at Bank		367,645		493,366	
		<u>397,712</u>		<u>532,397</u>	
Creditors: amounts falling due within one year	13	<u>65,763</u>		<u>32,403</u>	
Net current assets			<u>331,949</u>		<u>499,994</u>
Net assets	16		<u><u>£331,952</u></u>		<u><u>£499,997</u></u>
Funds:					
Unrestricted funds					
- General funds	15		147,043		269,264
- Designated funds	15		147,500		147,500
			<u>294,543</u>		<u>416,764</u>
Total unrestricted funds					
Restricted Funds	15		<u>37,409</u>		<u>83,233</u>
Total funds	15		<u><u>£331,952</u></u>		<u><u>£499,997</u></u>

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

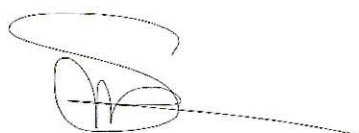
The trustees have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

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

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

The financial statements were approved by the Board of Trustees on 20th January 2025 and were signed on its behalf by:



Shahzadi Raza Trustee
(Chair)

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Net cash flow from operating activities	(125,721)	90,398
Cash flows from investing activities		
Purchase of tangible fixed assets	-	-
Net cash (used in)/provided by investing activities	-	-
Change in cash and cash equivalents		
Cash and cash equivalents at the beginning of the year	493,366	-
Cash and cash equivalents at the end of the year	<u>£367,645</u>	<u>£493,366</u>
 Reconciliation of net income to net cash flow from operating activities	 2024 £	 2023 £
Net (expenditure)/income for the year	(168,045)	101,382
(Increase)/Decrease in debtors	8,964	(10,453)
Increase/(Decrease) in creditors	33,360	(531)
Net cash flow from operating activities	<u>£(125,721)</u>	<u>£90,398</u>
 Cash and cash equivalents consist of:	 2024 £	 2023 £
Cash at bank and in hand	<u>£367,645</u>	<u>£493,366</u>

KIRAN SUPPORT SERVICES

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

1. ACCOUNTING POLICIES

Company status

The charity, Kiran Support Services, is also a private limited company (No. 5727907), limited by guarantee and is registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administration Details on page 1 of these financial statements.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on a going concern basis under the historical cost convention.

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

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost, 25% on cost and 10% on cost
-----------------------	--

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 /contd...

1. ACCOUNTING POLICIES /cont'd...

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairments are recognised in expenditure.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

2. Grants and Donations	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations	6,589	-	6,589	14,318
Grants				
The Coutts Foundation	45,000	-	45,000	-
The Brook Trust	-	-	-	20,000
Henry Smith	70,000	-	70,000	-
BBC Children in Need	-	-	-	58,931
Lloyds Bank Foundation	-	25,000	25,000	27,250
Trust for London	-	15,835	15,835	15,835
Big Lottery	-	-	-	81,644
London Community Foundation	-	125,000	125,000	54,695
LCF/VAWG	-	31,250	31,250	-
International Women's Day	-	-	-	2,726
Waltham Forest Market Place/Solace	14,080	-	14,080	21,120
Imkaan/VAWG	-	-	-	43,628
GLA - MOPAC	-	45,329	45,329	49,646
LB Waltham Forest	-	5,000	5,000	-
	<u>£135,669</u>	<u>£247,414</u>	<u>£383,083</u>	<u>£389,793</u>

Of the £389,793 recognised in 2023, £55,438 was unrestricted funds and £334,355 was restricted funds.

3. Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Charges to residents	<u>£222,214</u>	<u>£Nil</u>	<u>£222,214</u>	<u>£242,256</u>

All of the £242,256 recognised in 2023 was unrestricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 /contd...

4. Other income

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
SBK (UK) Limited	<u>£300</u>	<u>£Nil</u>	<u>£300</u>	<u>£Nil</u>

All of the £Nil recognised in 2023 was unrestricted funds.

5. Cost of raising funds

	Direct Costs	Support Costs	Total 2024	Total 2023
Fundraising	<u>£8,455</u>	<u>£Nil</u>	<u>£8,455</u>	<u>£11,125</u>

All of the £11,125 recognised in 2023 was charged to unrestricted funds.

6. Cost of charitable activities

	Direct Costs	Support Costs	Total 2024	Total 2023
Educational, counselling and prevention work	<u>£398,982</u>	<u>£366,205</u>	<u>£765,187</u>	<u>£519,542</u>

Of the £519,542 expenditure recognised in 2023, £246,507 was charged to unrestricted funds and £273,035 was charged to restricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 /contd...

7. Expenditure on Charitable Activities

	Total 2024 £	Total 2023 £
Direct costs		
Wages	101,105	195,852
Social Security	30,743	24,246
Pensions	6,664	5,661
Legal, consultancy and professional	(2,257)	240
Premises costs	262,727	155,088
	<u>£398,982</u>	<u>£381,087</u>
Support costs		
Wages	252,258	80,278
Employee and voluntary costs	10,739	10,628
Insurance	1,827	3,219
Legal, consultancy and professional	35	975
Office costs including rent	42,799	5,496
Communications	20,589	15,934
Sundry expenses	904	1,481
Finance	13,016	16,587
Bad debts	19,318	-
Governance Costs:		
Independent examiner's fee	3,600	3,600
Other governance costs	1,120	257
	<u>£366,205</u>	<u>£138,455</u>
Total Charitable Costs	<u><u>£765,187</u></u>	<u><u>£519,542</u></u>

8. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	31 March 2024	31 March 2023
Independent examiner's fee	<u>£3,600</u>	<u>£3,600</u>

9. Related party disclosures

No trustees' remuneration was paid or other benefits provided for the year ended 31 March 2024 or for the year ended 31 March 2023.

Trustees' travelling expenses paid for the year ended 31 March 2024 was £385 (2023 : £92).

There were no other related party transactions during the year (2023 : Nil) other than those set out in Note 10 relating to employee benefits received by key management.

KIRAN SUPPORT SERVICES

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

/contd...

10. Staff costs

	2024	2023
	£	£
Staff costs were as follows:		
Wages and salaries	353,363	276,130
Social security costs	30,743	24,246
Pension costs	6,664	5,661
Staff training	7,520	3,392
Other costs	3,219	7,236
	<u>£401,509</u>	<u>£316,665</u>

One employee received total employee benefits (excluding employers national insurance and employer pension contributions) of more than £60,000 during 2024 (2023 : One), within the band £70,000 to £80,000.

Total employee benefits received by key management amounted to £82,765 (2023 : £88,266). Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

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

	2024	2023
Charitable	9	7
Administration	1	1
	<u>10</u>	<u>8</u>

11. Tangible Fixed Assets

	Fixtures and Fittings £
Cost	
At 1 April 2023	29,785
Additions in year	-
At 31 March 2024	<u>29,785</u>
Depreciation	
At 1 April 2023 and 31 March 2024	<u>29,782</u>
Net Book Value	
At 31 March 2024	<u>£3</u>
At 31 March 2023	<u>£3</u>

12. Debtors: Amounts falling due within one year

	31 March 2024 £	31 March 2023 £
Trade debtors	28,724	37,293
Prepayments and accrued income	901	1,296
Other debtors	442	442
	<u>£30,067</u>	<u>£39,031</u>

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 /contd...

13. Creditors: Amounts falling due within one year	31 March 2024 £	31 March 2023 £
Taxation and social security	5,323	9,241
Other creditors	12,111	5,160
Accruals	48,329	18,002
Deferred income (see note 14)	-	-
	<u>£65,763</u>	<u>£32,403</u>

14. Deferred income	Balance brought forward	Additions in year	Released to income	Balance carried forward
	£Nil	£Nil	£Nil	£Nil
Grants and donations	<u>£Nil</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£Nil</u>

Deferred income reflects grant income received in advance for the following financial year, to be expended in accordance with specified or implied timeframes and agreed budgets.

15. Movement in funds	At 1 April 2023 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2024 £
Unrestricted Funds					
General Fund	269,264	358,183	(560,829)	80,425	147,043
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>416,764</u>	<u>358,183</u>	<u>(560,829)</u>	<u>80,425</u>	<u>294,543</u>
Restricted Funds					
Penny Appeal	1,231	-	-	(1,231)	-
BBC Children in Need	19,618	-	(35,504)	15,886	-
Lloyds Bank Foundation	2,250	25,000	-	(27,250)	-
Trust for London	11,830	15,835	(25,747)	-	1,918
Big Lottery	6,586	-	(6,133)	(453)	-
International Women's Day	2,726	-	(35)	(2,691)	-
London Community Foundation	-	125,000	(89,509)	-	35,491
LCF/VAWG	8,254	31,250	(27,232)	(12,272)	-
GLA - MOPAC	30,738	45,329	(17,421)	(58,646)	-
LB Waltham Forest-	-	5,000	(11,232)	6,232	-
Total restricted funds	<u>83,233</u>	<u>247,414</u>	<u>(212,813)</u>	<u>(80,425)</u>	<u>37,409</u>
Total funds	<u>£499,997</u>	<u>£605,597</u>	<u>£(773,642)</u>	<u>£Nil</u>	<u>£331,952</u>

KIRAN SUPPORT SERVICES

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

/contd...

15. Movement in funds - continued

Comparative information for the previous financial year is as follows:

	At 1 April 2022 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2023 £
Unrestricted Funds					
General Fund	229,202	297,694	(257,632)	-	269,264
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>376,702</u>	<u>297,694</u>	<u>(257,632)</u>	<u>-</u>	<u>416,764</u>
Restricted Funds					
Penny Appeal	8,641	-	(7,410)	-	1,231
BBC Children in Need	3,960	58,931	(43,273)	-	19,618
Lloyds Bank Foundation	-	27,250	(25,000)	-	2,250
Trust for London	-	15,835	(4,005)	-	11,830
Big Lottery	6,420	81,644	(81,478)	-	6,586
International Women's Day	-	2,726	-	-	2,726
London Community Foundation	2,892	54,695	(56,628)	-	959
Imkaan/VAWG	-	43,628	(36,333)	-	7,295
GLA - MOPAC	-	49,646	(18,908)	-	30,738
	<u>21,913</u>	<u>334,355</u>	<u>(273,035)</u>	<u>-</u>	<u>83,233</u>
Total restricted funds					
	<u>21,913</u>	<u>334,355</u>	<u>(273,035)</u>	<u>-</u>	<u>83,233</u>
Total funds	<u>£398,615</u>	<u>£632,049</u>	<u>£(530,667)</u>	<u>£Nil</u>	<u>£499,997</u>

Designated Fund

Current Service Provision

The trustees have set aside this amount to meet obligations that may arise from contracts of employment with staff and to meet any unexpected costs such as those associated with unexpected human resources issues.

Service Development

Kiran has taken on the management of a third building for refuge provision to meet demand for the needs for safe supported housing. The new building needs refurbishment to provide a comfortable communal lounge for families to spend time with their children and to relax. The fund will be used to improve the facilities to meet the needs of the service users.

To develop and pilot new areas of service to meet the needs of our service users, with a particular focus on mental health and well being through the provision of counselling and therapeutic services for young people from the South Asian community.

Residents' Services

Kiran receives applications from women who have insecure immigration status and therefore not able to receive public funding for their accommodation and subsistence costs whilst at the refuge. The residents' welfare fund is being set up in order to avoid any resident in these circumstances having to depart the refuge. The transfer in the year has been made from general funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 /contd...

15. Movement in funds - continued

Restricted Funds

Penny Appeal:

£10,000 grant to support Muslim service users with funds from 'zakat' to support them with cost of living.

BBC Children In Need:

Provides funds for a children's worker who supports children both within the refuge and in the community who have been exposed to, or experienced domestic violence directly or indirectly and seeking to establish preventative networks and strategies.

Lloyds Bank Foundation:

Provides funds towards the cost of the Chief Executive's salary.

Trust for London:

Provided a grant for three years for a part time Immigration advice worker.

Big Lottery:

Five year funding of one full-time and one part-time worker to provide one-to-one advocacy support for women in our refuges.

International Women's Day:

Provides future activities and events for service users to celebrate International Women's Day on March 8th annually.

LCF VAWG Grass roots fund:

Provides funding for fulltime Outreach & Advocacy Support Officer with activity costs.

Imkaan Margin 2 Centre:

Grant towards Counselling Co-ordinator salary and counselling service.

GLA-MOPAC:

Grant for 2 years towards immigration worker.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 /contd...

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
2024			
Tangible fixed assets	3	-	3
Current assets	360,303	37,409	397,712
Current liabilities	(65,763)	-	(65,763)
	<u>£294,543</u>	<u>£37,409</u>	<u>£331,952</u>
As at 31 March 2024			

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
2023			
Tangible fixed assets	3	-	3
Current assets	449,164	83,233	532,397
Current liabilities	(32,403)	-	(32,403)
	<u>£416,764</u>	<u>£83,233</u>	<u>£499,997</u>
As at 31 March 2023			

17. FINANCIAL COMMITMENTS

Total future minimum payments under the housing management contract are as follows:

	2024	2023
Amounts due within one year	<u>£39,969</u>	<u>£34,709</u>

18. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised at March 2024 was £230,000 (2023 : £80,631).

Accounts

KIRAN SUPPORT SERVICES

Company No. 05727907 (England & Wales)
Charity no. 1114148

**REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

KIRAN SUPPORT SERVICES

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KIRAN SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES

Nighat Sahi (Chair)
Shabnam Rathore (Vice Chair) (resigned 2 November 2022)
Shahzadi Raza (Treasurer)
Uzma Raza
Saiqa Kayani (Appointed 16 March 2023)
Rozina Liaqat Hussain (resigned 21 September 2022)
Kishwar Ahmed (appointed 24 July 2023)

COMPANY SECRETARY

Amtal Rana

REGISTERED OFFICE

Waltham Forest Resource Hub (Central)
1 Russell Road
London
E10 7ES

REGISTERED COMPANY NUMBER

05727907 (England and Wales)

REGISTERED CHARITY NUMBER

1114148

INDEPENDENT EXAMINER

Stephen Jones FCA
% Myrus Smith, Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey
SM1 4BW

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

About us

Kiran Support Services believes that all women and children have the right to live free from violence and to leave a home or relationship where the risk of violence exists.

The charity was established in 1990 in the London Borough of Waltham Forest to meet the needs of women and children from the Indian sub-continent and has since expanded its services to support the wider Asian community. It is the only charity of its kind in the borough, and in 2017 Kiran expanded further by opening a second refuge in the London Borough of Brent. In 2020 we acquired a third building from Notting Hill Genesis to meet the demand for safe accommodation during the Covid-19 pandemic. The refuge started taking referrals in early 2021.

Our mission

“To provide a safe, nurturing space and resource of high quality, where Asian women overcoming domestic violence (and their children) can identify options and develop skills that enable them to take control of their lives emotionally, financially and practically.”

The trustees who are also the directors of the company for the purposes of the Companies Act, submit their report and the financial statements for the year ending 31 March 2023. The trustees confirm that the report and financial statements comply with the current statutory requirements and the provisions of the Statement of Recommended Practice (SORP) “Accounting and Reporting by Charities” issued in October 2019. The statutory information is shown on page 1.

OBJECTIVES AND PRINCIPAL ACTIVITIES

The charity’s purposes as set out in the governing document are to:

Relieve the distress and suffering of, particularly but not exclusively, Asian women, children and young people who have suffered or are exposed to domestic violence and abuse.

Relieve, particularly but not exclusively, Asian women, children and young people who have suffered in necessitous circumstances by the provision of temporary accommodation and outreach and aftercare support.

Educate the public in the causes and effects of domestic violence and the prevention thereof, and to undertake or contribute to research into such matters and to publish the useful results of such research.

PUBLIC BENEFIT

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

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

ACHIEVEMENTS AND PERFORMANCE

Chair's Report 1st April 2022 – 31st March 2023

The Trustees present their report for the year ending March 2023.

In our report last year we spoke, having emerged from the Covid-19 pandemic, about the emerging cost of living crisis. We have now seen how much this has impacted on the women and children we support.

Food inflation has increased to record highs and this has had a huge impact on our service users; we refer all the women in our refuges to local foodbanks but with the rise in the costs of groceries more and more of our women have found themselves being offered food that doesn't meet their needs or dietary requirements. Asian women need foods that they are familiar with and are part of their staple diet – this includes pulses, chapati flour, rice spices and halal meat and chicken. They are often given tinned foods and pasta and are afraid to refuse for causing offence and to be turned away from future visits if they don't accept what is offered.

Women have told us that prices in charity shops have increased and that has impacted on them being able to buy second hand clothes ***'things that used to costs £5 now cost £8; I didn't have enough money to buy new shoes.'***

We continue to work with charities that support us with donations of clothes and toiletries and culturally appropriate foods; they are a lifeline to the women in our refuges and we are so very grateful to them; thank you PL84U Al-Suffa, WF Secret Santa, Women's Aid and Imkaan for donations from Avon and the Body Shop.

Housing costs have increased and this has impacted on the accommodation being offered to women when they are re-housed; most of them are offered properties outside of London where they do not have support and there is a lack of services to meet their cultural needs.

Welfare benefits have not kept up with the increase in the cost of living and women are finding themselves in debt unable to meet their basic needs. We have seen an increase in not only food and fuel poverty but also in mobile data poverty. With more and more services now only available online, women need to have access to mobile phones and packages that offer them data to manage their claims and housing applications on line.

Our other challenge this year has been in recruitment and the cost of living has had a direct impact on this. Wages have not kept up with inflation, and whilst we pay above the London Living Wage and our salaries are competitive, the cost of housing, travel and the daily living costs in London make it difficult for women to manage. An example to highlight this is the case of one of our refuge workers. She was eager to get back to work to support herself and to improve her chances of getting her child back from her ex-partner after their divorce. As she moved away from claiming benefits and into fulltime work she found she could not survive on her salary – she to pay her rent, her travel and her day-to-day living expenses. Before the end of the month she found she was having to borrow money from family to get by until her next salary. For her, it didn't pay to work because even though she had a good salary she lost her entitlement to so many other things that she fell into debt. She handed in her notice after only 2 months in the role due to the high cost of living in London and finding herself in debt in such a short time.

On a more positive note Kiran has been involved in many high profile events over the year. In February 2023, our Chief Executive, Amtal Rana was invited to be a panel member at the Women's Aid Public Policy Conference on Commissioning and Procurement Processes. She highlighted the issues and challenges small grassroots organisations face when it comes to commissioning of services and the difficulties and barriers when competing for funds against large organisations and partnerships.

KIRAN SUPPORT SERVICES
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

We have continued to provide our core services for refuge provision, outreach and advocacy and counselling. We supported 43 women and 20 children with refuge accommodation and provided advocacy and outreach support to 267 women through casework, advice and support groups. Our counselling service continued to offer counselling in South Asian languages to 264 women.

Due to the difficulties in recruiting an Immigration Advisor we continued to work closely with our funder, Trust for London to re-advertise the post, and continued to sign post our referrals to law centres.

Our plans for the future are to continue to grow and develop our core services (refuge accommodation, outreach, counselling and immigration advice) and to attain quality standards to demonstrate the quality of the advice and support we offer. As we progress we would like to develop our training and resources for professionals and build on the experience we have gained over the last 33 years to strengthen our core foundation and develop a service that truly meets the needs of Asian women under one roof.

As we look to the year ahead we shall continue to seek funds to continue our existing services and to look at service development to meet the needs of the community we serve.

Finally I would like to thank all our funders, supporters and the staff team, without whom we could not continue to provide the service or be the voice for the voiceless, '**thank you**'.

Nighat Sahi

Chair, Kiran Support Services

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

FINANCIAL REVIEW including reserves policy

Income during the year amounted to £632,049 (2022 : £532,457) and expenditure was £530,667 (2022 : £558,950), resulting in a surplus of £101,382 (2022 deficit of : £26,493). Net assets at the year-end were £499,997 (2022 : £398,615) of which £269,264 (2022: £229,202) related to unrestricted general funds, £147,500 (2022 : £147,500) related to unrestricted designated funds and £83,233 (2022 : £21,913) related to restricted funds.

Reserves Policy

The Trustees have established a policy whereby the unrestricted funds not committed, held by the Charity should be 6 months of the resources expended, which equates to around £265,000 in reserves, based on the budgeted expenditure for 2022/23. The designated funds are made up of £100,000 for the setting up and establishment costs of a new refuge, and additional services providing support to women and children focusing on positive mental health; £32,500 in respect of current service provision; and £15,000 in respect of the welfare of residents with insecure immigration status (see note 15 page 23 for more details).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance and Management

The company, number 5727907, is limited by guarantee and has charitable status. The charity registration number is 1114148. It has a Memorandum and Articles of Association as its governing document. 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 Board of Directors. Under the requirements of the Memorandum of Articles of Association, at each Annual General Meeting one-third of the Board may retire and may seek re-election. The directors to retire are those who have been in office longest since their last election or appointment. The Articles require that the number of directors can never fall below 3 and the Board is able to co-opt additional directors who then serve in office until the next general meeting but shall then be eligible for re-election. On appointment, or re-election directors/trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Accommodation Services

Kiran Support Services is an independent Charity based in London. We provide emergency accommodation to women and children experiencing domestic abusive. Kiran is a specialist refuge for South Asian women and children. We have specialist staff members who can support women according to their language and cultural needs. We provide a safe and non-judgmental environment regardless of families situation or background. Our services are completely confidential.

We have three refuges across London and offering refuge accommodation to 16 families who have suffered domestic abuse.

We have found the common barriers to leaving an abusive relationship are particularly difficult for minority ethnic women. These can include religious and cultural pressures, language difficulties, ignorance of rights and services available and predominantly the fear of possible removal and deportation.

Our mission is to empower women and children to live a life free from abuse and for families to have independent lives. We aim to reduce economic inequality, improve mental wellbeing, and facilitate personal development. To ensure this, we offer support and guidance, signposting, counselling, legal advice and social activities, workshops, and courses. The support we provide aims to build confidence, self-esteem, awareness of domestic abuse, and impact of domestic abuse on women and children in a safe and supportive environment.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The refuge team supports and empowers women to confidently deal with issues such as safety, housing, welfare benefits, debt, immigration, criminal, civil & family law, children and health. When the resident is ready to leave, she can deal with daily life and challenges and is empowered to believe that no woman should put up with any kind of intimidation or abuse at the hands of another human being. We also offer re-settlement support to the families when they leave and are settled into a new area of their choice.

One of the women we supported in our refuge said, ***“Being at Kiran refuge has helped me to notice the signs of abuse which I was not aware before. The amount of support I received from my support worker is amazing.”***

Another woman said, ***“since the day my child and me arrived at Kiran refuge, we felt relieved, safe, and welcome. My support worker provided me the support according to my needs.”***

Residents in one of the refuges said, ***“We think that Kiran is a refuge where we get a home environment, feels welcome, and receive appropriate support in all aspect of our lives”.***

Amina's Case study: (The name has been changed in the case study below)

Amina came to our Kiran having experienced emotional and financial abuse from her husband and his family. She reported that she was married to her cousin and thought she would be treated like a daughter by her aunt. On arrival in the UK, Amina's husband would not spend time with her and would not provide for her financially. If she needed to buy anything, she had to ask her mother-in-law. Although Amina had a joint account with her husband, she could use it to withdraw money or buy anything as her mother-in-law had the card in her possession and control of the bank account.

Amina's husband abused her both verbally and emotionally; he repeatedly told her ***‘you're useless’*** and he didn't have any feelings for her, he didn't love her and he didn't want any kind of relationship with her. Her mother-in-law told her she had to keep the house clean and look after the family. Her mother-in-law would call her names as she had not been able to get pregnant. The abuse from her husband and his family had a detrimental impact on Amina's mental health. Amina managed to flee the family home and came to Kiran.

Since fleeing, Amina's in-laws and husband have threatened to kill Amina if she is found. The abuse Amina has endured has caused her mental health to deteriorate and she has been referred to our in-house counselling team for support.

Amina was further abused by her husband as he had used forged documents to apply for her spousal visa and she received a court summons for the forged application which impacted on her application for indefinite leave to remain. We were able to provide evidence that she was the victim of domestic abuse. We were able to provide this and demonstrate the support she was receiving through counselling and her caseworker; this was accepted by the Home Office and she was granted her indefinite leave to remain.

Amina has moved into independent living and has started to re-build her life with the our resettlement support and outreach service.

We understand the impact domestic abuse has on women's self-esteem, their confidence, their ability to manage their daily lives, and their ability to look to and plan for future. Our one-to-one support sessions can help them to understand themselves better and to come to terms with what happened to them.

During the year we organised regular housing workshops with Brent council to help women understand the housing process after the refuge. In the workshops' residents were able to ask questions related to their housing needs. All the residents who attended these workshops gave positive feedback. One of the residents stated, ***“this workshop helped me to understand the housing process and gave me an assurance that I will receive the support from my housing department when needed”.***

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

This year we have supported 43 women through refuge for their safety and protection. Of the 43 women we supported, 44% attended training courses to improve their ability to get into secure employment, and achieve lifelong skills and 11% took up voluntary work. We saw an increase in willingness to attend workshops as women wanted to enhance their ability and skills to get into the paid work once they had moved out of the refuge.

Cost of Living Crisis:

Since the increase in cost of living, women in refuge are facing challenges in managing their finances and budgeting appropriately. Many residents in the refuges are dependent on Food Banks and Healthy Start vouchers for those that have children. Although the women are receiving Universal Credit, some of the women are below the age of 25 and therefore receive a lower payment. We found that because of inflation and the increase in the cost of living, some women questioned whether they made the right decision to leave their abusers because they were struggling to afford necessities such as food.

The increase in cost of living affected many of the women in our refuges and in the community as the majority of women we support are Muslim and use only halal food. Due to food inflation they could not afford to buy halal meat and chicken and had to rely on lentils, vegetables, and tinned foods from food bank.

Many of our refuge residents spoke of their fears of being re-housed and having to manage on their benefits due to the cost of living and the higher utility bills.

One of our re-settlement clients said, ***“The system is not working for victims of domestic abuse and it’s only going to get harder. I’m exhausted and I’m dreading the next lot of gas and electricity bills.”***

Children’s Services

Section 3 of the Domestic Abuse Act 2021 came into force on 29th April 2022 and specifically provides that a child (under 18 years old) who sees, hears, or experiences the effects of domestic abuse and is related to the victim or the suspect is also to be regarded as a victim.

“Growing up in a violent and toxic home has a hugely damaging and long-lasting impact on children. Today’s guidance, which recognises them as victims, not only offers them automatic support but means the effect on them is considered as part of the justice process. There’s no doubt that having a clear understanding of the family dynamic and how a young victim may respond to the criminal justice process, will help us bring more abusers to court.” **Kate Brown, CPS Domestic Abuse lead.**

Children will now be seen as the victims of domestic abuse and not just witnesses.

Children experience bed wetting, trauma, delayed development, and depression as victims of domestic abuse, these children can now be recognised as victims and receive the specialist support, they require.

The Act places a duty of care on local authorities in England to provide support to victims of domestic abuse and their children in refuges and other safe accommodation.

This year we supported 73 children, 29 of which were involved with social care; the Domestic Abuse Act will provide the children experiencing domestic abuse with greater specialist care.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The Children's Service supported 73 children and young people. The young people received continued support after leaving the refuge. 90% of those that were rehoused outside of London continued to access our support due to the lack of support available to them. Referrals were taking up to and beyond 6 weeks, this left families with no access to schools, welfare benefits or one-to-one support. The language barrier exasperated this issue further as the parent was unable to carry out the task required. Outreach clients, especially the young people who have left the refuge, require immediate and intensive support as soon as they leave. They are having to start a new school again and must adjust to life outside the refuge where, despite the confusion and upset of when they first arrived, they have grown to love having all the other families around them. They have formed strong friendships and feel like family, eating, playing, working, and taking part in activities together. The Support Worker helps the children work through the emotions of moving, leaving their new friends behind, and having to start again. Some of this work is conducted over the phone due to the location of the client.

When working with children and young people who have been affected by domestic abuse it is important to be consistently raising awareness and educating them about healthy relationships, consent, and signs of abuse. Young people who are forming friendships and developing relationships benefit from non-judgemental support, guidance and open, relaxed discussions about healthy relationships and the difference between safe relationships and behaviour that they have learnt is acceptable in their culture and which may not be as positive. We have managed to raise awareness within the refuge, during our outreach sessions and at the local youth clubs.

Sarah and Shahid Case Study (Names have been changed)

Sarah, 5, and Shahid, 4, who arrived at the refuge early in the year. They had previously been placed in a refuge outside of London but due to their cultural and religious beliefs the refuge referred the family to our specialist refuge to provide much-needed tailored and culturally sensitive support. During our initial assessment it was evident that Sarah had some learning difficulties. Sarah and Shahid were very active children, and Sarah would often play roughly with Shahid, sitting on top of him, snatching his toys and not sharing. When her mum took the children out, she would put a harness on Sarah. During a family outing to the cinema that we arranged, and one-to-one sessions, Sarah would be very distracted, and get distressed, often shouting out loud or running away. She didn't like being restricted, she would take her clothes off in public, and she didn't like the sensation of going to the toilet. She only expressed herself with words that were hard to understand, and not in whole sentences. We arranged a meeting with Sarah's SENCO (Special Educational Needs Coordinator) at her school and initiated an EHCP (Education Health and Care Plan). To ensure the fulfilment of the EHCP we extended Sarah's stay at the refuge. This meant that that Sarah would have an EHCP to send to any school that she attended in the future, enabling her to get the best support with her learning. Sarah attended play therapy sessions, we arranged speech and language therapy, and we shared stories with Sarah about road safety, running away and shouting in social situations. We worked with her mum to stop using the harness, explaining the negative impact this had on her wellbeing and development. Within a month Sarah's behaviour improved and Sarah began to display more self-awareness. At our regular meetings with her school, we learnt how much she was progressing with her learning. She loved attending school and in the refuge, she played with the other children who loved being around her. She stopped being aggressive with her brother and would ask him to behave or sit still when we were having group meetings. She walked with her mum without the harness, and we arranged another cinema trip during which she only got distracted once. Sarah loved the other trips we arranged over the summer, and during the trip to Woburn Safari Park Sarah expressed herself in clear sentences, "Wow there are so many animals!", "Look at the lions!", "The monkey is on the top."

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Advice & Advocacy Services

Kiran Support Services Advice and Advocacy service has supported 267 South Asian women this year and 104 children. Women have been supported on a one-to-one basis and through drop-in advice surgeries. We provided the women with a safe and confidential place to share their experience of abuse as they felt safe to do so. Coffee mornings and activities have been arranged to help women to interact with each other and are tailored to ensure they meet the cultural needs of the women. Organising and arranging weekly advice surgeries has helped the women to not feel isolated and feel a sense of belonging as one.

98% of women reported that they had improved their life skills. The coffee morning sessions consisted of fabric painting, crochet, Queens Jubilee workshop, making a bag as well as running a 12 week freedom workshop. The freedom workshop was organised for women to examine the roles, beliefs and attitudes played by abusive men as well the responses of survivors. The aim of the workshop was to help women to erase the thought that many have, that they are to blame for the abuse they suffer. By running the freedom workshop women gained knowledge about traits of an abuser and understanding there is different types of abuse. Before the programme one of the women said ***'it was my fault he got angry', 'I made him angry'***. After the programme the same woman said ***'I am not to blame he made the choice to harm me'***. The programme helped one of the women to volunteer in another domestic abuse organisation to help other survivors. The workshops helped the women to challenge cultural beliefs and communicate with other women to understand that domestic abuse is not their fault.

For International Women's Day we invited local women run businesses to promote their work, arranged speakers and organisations to deliver presentations and hold stalls with a range of information. The event helped us to network with various organisations. The event commenced with a presentation from a legal firm discussing domestic abuse and the support the women are able to access whilst in an abusive relationship or when they leave. The digital safety workshop helped the women learn skills keeping themselves safe from perpetrators locating them. Many South Asian women expressed that they stayed with perpetrators due to them blackmailing them with personal images, they explained that their families would disown them and this would bring shame to their community. The workshop helped the women learn about the legal remedies around blackmailing and that this is against the law. Following this workshop the women had a mental health wellness session. This activity helped the women who had anxiety and depression to learn tools to uplift themselves and to give them emotional independence. The women learnt different breathing techniques they could use in everyday life. Following this volunteers from the NHS carried out blood pressure checks on the women to help them learn ways to maintain a healthier life.

Quotes women from the event:

'The event helped me to know how I can keep myself safe and what laws are out there to protect me'

'I have not shamed my community because I have left, he was wrong for abusing me'

We had workshops around sexual health and learning about HIV. This is often a taboo subject for South Asian women, but women reported how this workshop in particular allowed them to feel comfortable to ask questions. Having information stalls from a vast range of organisations allowed the women to have a variety of knowledge, as knowledge is power.

One of the main challenges that we experienced this year was the increase in the cost of living. For many women who were placed in private rented accommodation they found it difficult to budget and afford the increase in bills and food prices. The majority of women expressed due to the cost-of-living leaving was made further difficult. Women felt that as single parents they will not be able to afford to run their household alone. One of the women was placed in an accommodation outside of London by the council due to the cost of living. This service user had a language barrier and was isolated, she felt her only option was to return to the perpetrator. Another women said

' My fear every day is that I will be homeless again, how will I afford to live in this house as a single parent with all the costs going up'

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Service users shared their experiences of being housed outside the local area: there were no local organisations that provided them with specialist support like that of Kiran, therefore 90% of the women that left returned back to us at Kiran for ongoing support or advice. We ran budgeting sessions to help the women learn different ways to save money. We liaised with utility providers to find ways in which women could save on their gas and electric bills, i.e., what time energy was cheaper to use the washing machine to save money. We applied for 30 women to access the government schemes and were successful with all applications made to help them with the rise in the cost of living.

Layla's Case study (Name has been changed)

Layla experienced physical, psychological, financial, coercive and controlling abuse. We provided her with refuge, she didn't speak English and felt very isolated. We were able to speak to her in her own language and referred her in-house specialist counselling which helped Layla to open up about her past and to start forming friendships within the house. Layla struggled to understand why her husband was abusive and blamed herself for the abuse, but after joining the freedom workshop she learnt more about perpetrators behaviour. She learnt about the actions and beliefs of abusive men and this helped her to come to the realisation that she was not to blame. Layla felt empowered and enrolled at college on a Psychology For Children's course to start making a life for herself. Layla had made a homelessness application for housing but they had not supported her to find alternative accommodation. The council had stopped responding to any form of communication and did not prioritise Layla as she did not have children. Due to Layla's religious beliefs she wanted a shared property with women only; we supported Layla to secure a property that was local for her to continue her studies and be in a women's only accommodation. Layla went on to volunteer at another domestic abuse organisation. Layla said ***'after the experience I have had at Kiran I feel empowered to volunteer to help other women to not feel they are to blame for the abuse they suffer'***.

Counselling Support

Since its inception 2018, the Counselling Service has experienced significant growth, providing unique and tailored services that prioritise meeting the needs of its clients. In the past year we have observed a surge in referrals from various organisations, including the NHS, NELFT, Talking Therapies, Social Services, Social Prescribers, local GP surgeries, and other organisations including IKWRO, Hestia, and Maashanti. There has been an increase in self-referrals from women in their 60s who have become more aware of domestic abuse and its traits. Women have demonstrated immense courage and confidence in reaching out to our service for support, indicating a shifting and reforming of beliefs regarding the stigma associated with discussing family matters with non-family members.

The number of Bangladeshi women seeking counselling in their mother tongue has increased and to meet this demand, we have recruited a Bengali-speaking counsellor. We have also recruited an additional qualified counsellor and a play therapist on a sessional basis, with plans to offer a placement to a trainee counsellor in the spring/summer of 2023. We now have a pool of seven counsellors, including two play therapists and one TA trainee counsellor, all of whom are fluent in one or more South Asian languages (Urdu, Hindi, Punjabi & Bengali).

This year we have provided 1046 counselling sessions to 264 women, including 97 play therapy sessions. Although we saw a 13% reduction in referrals from Waltham Forest Therapeutic Marketplace this year compared to the previous year, we have established our counselling service well within the borough and neighbouring boroughs. We have continued to grow while maintaining our niche focus.

We have received positive feedback for our counselling:

'Thank you for making me understand how to never ever give up in your life'

'It gave me a chance to offload and put things in perspective and that helped me organise my life'

'Someone to talk to as I don't feel I can talk to my family as openly without being judged'

KIRAN SUPPORT SERVICES
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

For the second year in a row, we hosted two workshops on 'Healing and Repairing' using the Japanese concept of Kintsugi as part of the annual White Ribbon Day and 16 Days of Activism event in November 2022. One workshop was exclusively for women, while the other was open to both men and women. Men participated in the workshop by putting together broken crockery with the golden glue, symbolising that women 'heal and repair' after being broken due to domestic abuse, and though they are not the same as they were before, they are much stronger when they have healed.

Participants provided positive feedback on the day:

'This is a great way to open our eyes and educate' (male)

'Let's fix hearts next time' (male)

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

Approved by the order of the board of trustees on

2024 and signed on its behalf by:

Nighat Sahi (Chair) – Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

KIRAN SUPPORT SERVICES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 15 to 26.

Responsibilities and basis of report

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

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.

Stephen Jones FCA
% Myrus Smith, Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

2024

KIRAN SUPPORT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and grants	2	55,438	334,355	389,793	304,749
Charitable activities	3	242,256	-	242,256	209,099
Other income	4	-	-	-	18,609
Total		<u>297,694</u>	<u>334,355</u>	<u>632,049</u>	<u>532,457</u>
Expenditure on:					
Raising funds	5	11,125	-	11,125	12,101
Charitable activities	6	246,507	273,035	519,542	546,849
Total		<u>257,632</u>	<u>273,035</u>	<u>530,667</u>	<u>558,950</u>
Net surplus/(deficit)		40,062	61,320	101,382	(26,493)
Transfers between funds	15	-	-	-	-
Net movement in funds	15	40,062	61,320	101,382	(26,493)
Reconciliation of funds:					
Total funds brought forward	15	376,702	21,913	398,615	425,108
Total funds carried forward	15	<u>£416,764</u>	<u>£83,233</u>	<u>£499,997</u>	<u>£398,615</u>

All income and expenditure is derived from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

BALANCE SHEET AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
Fixed assets					
Tangible Fixed Assets	11		3		3
Current assets					
Debtors	12	39,031		28,578	
Cash at Bank		493,366		402,968	
		<u>532,397</u>		<u>431,546</u>	
Creditors: amounts falling due within one year	13	32,403		(32,934)	
		<u></u>		<u></u>	
Net current assets			499,994		398,612
Net assets	16		<u>£499,997</u>		<u>£398,615</u>
Funds:					
Unrestricted funds					
- General funds	15		269,264		229,202
- Designated funds	15		147,500		147,500
			<u>416,764</u>		<u>376,702</u>
Total unrestricted funds					
Restricted Funds	15		83,233		21,913
			<u>83,233</u>		<u>21,913</u>
Total funds	15		<u>£499,997</u>		<u>£398,615</u>

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

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

The trustees acknowledge their responsibilities for:

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

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

The financial statements were approved by the Board of Trustees on its behalf by:

2024 and were signed on

Shahzadi Raza Trustee
(Treasurer)

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Net cash flow from operating activities	90,398	(148,731)
Cash and cash equivalents at the beginning of the year	402,968	551,699
Cash and cash equivalents at the end of the year	£493,366	£402,968
Reconciliation of net income to net cash flow from operating activities	2023 £	2022 £
Net (expenditure)/income for the year	101,382	(26,493)
(Increase)/Decrease in debtors	(10,453)	(10,180)
Increase/(Decrease) in creditors	(531)	(112,058)
Net cash flow from operating activities	£90,398	£(148,731)
Cash and cash equivalents consist of:	2023 £	2022 £
Cash at bank and in hand	£493,366	£402,968

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

Company status

The charity, Kiran Support Services, is also a private limited company (No. 5727907), limited by guarantee and is registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administration Details on page 1 of these financial statements.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on a going concern basis under the historical cost convention.

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

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost, 25% on cost and 10% on cost
-----------------------	--

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023 /contd...

1. ACCOUNTING POLICIES /cont'd...

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairments are recognised in expenditure.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

2. Grants and Donations	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations	14,318	-	14,318	2,476
Grants				
Penny Appeal	-	-	-	10,000
The Brook Trust	20,000	-	20,000	40,000
Garfield Weston Foundation	-	-	-	20,833
Comic Relief	-	-	-	19,000
BBC Children in Need	-	58,931	58,931	38,515
Lloyds Bank Foundation	-	27,250	27,250	-
City Bridge Trust	-	-	-	11,463
Trust for London	-	15,835	15,835	-
Big Lottery	-	81,644	81,644	79,564
London Community Foundation	-	54,695	54,695	34,498
International Women's Day	-	2,726	2,726	-
Waltham Forest Market Place/Solace	21,120	-	21,120	48,400
Imkaan/VAWG	-	43,628	43,628	-
GLA - MOPAC	-	49,646	49,646	-
	<u>£55,438</u>	<u>£334,355</u>	<u>£389,793</u>	<u>£304,749</u>

Of the £304,749 recognised in 2022, £130,709 was unrestricted funds and £174,040 was restricted funds.

3. Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Charges to residents	<u>£242,256</u>	<u>£Nil</u>	<u>£242,256</u>	<u>£209,099</u>

All of the £209,099 recognised in 2022 was unrestricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023 /contd...

4. Other income

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Nationwide Foundation	£Nil	£Nil	£Nil	18,609

All of the £18,609 recognised in 2022 was unrestricted funds.

5. Cost of raising funds

	Direct Costs	Support Costs	Total 2023	Total 2022
Fundraising	£11,125	£Nil	£11,125	£12,101

All of the £12,101 recognised in 2022 was charged to unrestricted funds.

6. Cost of charitable activities

	Direct Costs	Support Costs	Total 2023	Total 2022
Educational, counselling and prevention work	£381,087	£138,455	£519,542	£546,849

Of the £546,849 expenditure recognised in 2022, £273,201 was charged to unrestricted funds and £273,648 was charged to restricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023 /contd...

7. Expenditure on Charitable Activities

	Total 2023	Total 2022
	£	£
Direct costs		
Wages	195,852	166,702
Social Security	24,246	23,382
Pensions	5,661	6,209
Legal, consultancy and professional	240	3,659
Premises costs	155,088	171,250
	£381,087	£371,202
Support costs		
Wages	80,278	115,603
Employee and voluntary costs	10,628	7,517
Insurance	3,219	3,420
Legal, consultancy and professional	975	617
Office costs including rent	5,496	17,582
Communications	15,934	14,367
Sundry expenses	1,481	-
Finance	16,587	11,393
Governance Costs:		
Independent examiner's fee	3,600	3,600
Other governance costs	257	1,548
	£138,455	£175,647
Total Charitable Costs		
	£519,542	£546,849

8. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	31 March 2023	31 March 2022
Independent examiner's fee		
	£3,600	£3,600

9. Related party disclosures

No trustees' remuneration was paid or other benefits provided for the year ended 31 March 2023 or for the year ended 31 March 2022.

Trustees' travelling expenses paid for the year ended 31 March 2023 was £92 (2022 : £70).

There were no other related party transactions during the year (2022 : Nil) other than those set out in Note 10 relating to employee benefits received by key management.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023 /contd...

10. Staff costs

	2023	2022
	£	£
Staff costs were as follows:		
Wages and salaries	276,130	282,305
Social security costs	24,246	23,382
Pension costs	5,661	6,209
Staff training	3,392	3,914
Other costs	7,236	3,604
	<u>£316,665</u>	<u>£319,414</u>

One employee received total employee benefits (excluding employers national insurance and employer pension contributions) of more than £60,000 during 2023 (2022 : One), within the band £70,000 to £80,000.

Total employee benefits received by key management amounted to £88,266 (2022 : £78,274). Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

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

	2023	2022
Charitable	7	8
Administration	<u>1</u>	<u>1</u>
	<u>8</u>	<u>9</u>

11. Tangible Fixed Assets

	Fixtures and Fittings £
Cost	
At 1 April 2022 and 31 March 2023	<u>29,785</u>
Depreciation	
At 1 April 2022 and 31 March 2023	<u>29,782</u>
Net Book Value	
At 31 March 2023	<u>£3</u>
At 31 March 2022	<u>£3</u>

12. Debtors: Amounts falling due within one year

	31 March 2023 £	31 March 2022 £
Trade debtors	37,293	26,535
Prepayments and accrued income	1,296	1,601
Other debtors	442	442
	<u>£39,031</u>	<u>£28,578</u>

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

/contd...

13. Creditors: Amounts falling due within one year	31 March 2023 £	31 March 2022 £
Taxation and social security	9,241	7,461
Other creditors	5,160	3,871
Accruals	18,002	21,602
Deferred income (see note 14)	-	-
	<u>£32,403</u>	<u>£32,934</u>

14. Deferred income	Balance brought forward	Additions in year	Released to income	Balance carried forward
Grants and donations	£Nil	£Nil	£Nil	£Nil

Deferred income reflects grant income received in advance for the following financial year, to be expended in accordance with specified or implied timeframes and agreed budgets.

15. Movement in funds	At 1 April 2022 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2023 £
Unrestricted Funds					
General Fund	229,202	297,694	(257,632)	-	269,264
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>376,702</u>	<u>297,694</u>	<u>(257,632)</u>	<u>-</u>	<u>416,764</u>
Restricted Funds					
Penny Appeal	8,641	-	(7,410)	-	1,231
BBC Children in Need	3,960	58,931	(43,273)	-	19,618
Lloyds Bank Foundation	-	27,250	(25,000)	-	2,250
Trust for London	-	15,835	(4,005)	-	11,830
Big Lottery	6,420	81,644	(81,478)	-	6,586
International Women's Day	-	2,726	-	-	2,726
London Community Foundation	2,892	54,695	(56,628)	-	959
Imkaan/VAWG	-	43,628	(36,333)	-	7,295
GLA - MOPAC	-	49,646	(18,908)	-	30,738
	<u>21,913</u>	<u>334,355</u>	<u>(273,035)</u>	<u>-</u>	<u>83,233</u>
Total restricted funds	<u>21,913</u>	<u>334,355</u>	<u>(273,035)</u>	<u>-</u>	<u>83,233</u>
Total funds	<u>£398,615</u>	<u>£632,049</u>	<u>£(530,667)</u>	<u>£Nil</u>	<u>£499,997</u>

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

/contd...

15. Movement in funds - continued

Comparative information for the previous financial year is as follows:

	At 1 April 2021 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2022 £
Unrestricted Funds					
General Fund	156,087	358,417	(285,302)	-	229,202
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>303,587</u>	<u>358,417</u>	<u>(285,302)</u>	<u>-</u>	<u>376,702</u>
Restricted Funds					
Penny Appeal	-	10,000	(1,359)	-	8,641
BBC Children in Need	11,198	38,515	(45,753)	-	3,960
Lloyds Bank Foundation	18,750	-	(18,750)	-	-
City Bridge Trust	11,995	11,463	(23,458)	-	-
Trust for London	4,468	-	(4,468)	-	-
DCLG/MHCLG	1,484	-	(1,484)	-	-
Big Lottery	9,615	79,564	(82,759)	-	6,420
International Women's Day	2,279	-	(2,279)	-	-
London Community Foundation/	2,597	34,498	(34,203)	-	2,892
City Bridge Trust - COVID Grant	8,013	-	(8,013)	-	-
BBC Children in Need -					
COVID Grant	381	-	(381)	-	-
Comic Relief - COVID Grant	1,518	-	(1,518)	-	-
Imkaan/VAWG - COVID Grant	13,541	-	(13,541)	-	-
Waltham Forest Market Place/Solace	532	-	(532)	-	-
Young Women's Trust	150	-	(150)	-	-
Rosa Fund	35,000	-	(35,000)	-	-
	<u>121,521</u>	<u>174,040</u>	<u>(273,648)</u>	<u>-</u>	<u>21,913</u>
Total restricted funds	<u>121,521</u>	<u>174,040</u>	<u>(273,648)</u>	<u>-</u>	<u>21,913</u>
Total funds	<u>£425,108</u>	<u>£532,457</u>	<u>£(558,950)</u>	<u>£Nil</u>	<u>£398,615</u>

Designated Fund

Current Service Provision

The trustees have set aside this amount to meet obligations that may arise from contracts of employment with staff and to meet any unexpected costs such as those associated with unexpected human resources issues.

Service Development

Kiran has taken on the management of a third building for refuge provision to meet demand for the needs for safe supported housing. The new building needs refurbishment to provide a comfortable communal lounge for families to spend time with their children and to relax. The fund will be used to improve the facilities to meet the needs of the service users.

To develop and pilot new areas of service to meet the needs of our service users, with a particular focus on mental health and well being through the provision of counselling and therapeutic services for young people from the South Asian community.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023 /contd...

15. Movement in funds - continued

Designated Fund - continued

Residents' Services

Kiran receives applications from women who have insecure immigration status and therefore not able to receive public funding for their accommodation and subsistence costs whilst at the refuge. The residents' welfare fund is being set up in order to avoid any resident in these circumstances having to depart the refuge. The transfer in the year has been made from general funds.

Restricted Funds

Penny Appeal:

£10,000 grant to support Muslim service users with funds from 'zakat' to support them with cost of living.

BBC Children In Need:

Provides funds for a children's worker who supports children both within the refuge and in the community who have been exposed to, or experienced domestic violence directly or indirectly and seeking to establish preventative networks and strategies.

Lloyds Bank Foundation:

Provides funds towards the cost of the Chief Executive's salary.

Trust for London:

Provided a grant for three years for a part time Immigration advice worker.

Big Lottery:

Five year funding of one full-time and one part-time worker to provide one-to-one advocacy support for women in our refuges.

International Women's Day:

Provides future activities and events for service users to celebrate International Women's Day on March 8th annually.

LCF VAWG Grass roots fund:

Provides funding for fulltime Outreach & Advocacy Support Officer with activity costs.

Imkaan Margin 2 Centre:

Grant towards Counselling Co-ordinator salary and counselling service.

GLA-MOPAC:

Grant for 2 years towards immigration worker.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023 /contd...

15. Movement in funds - continued

Designated Fund - continued

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
2023			
Tangible fixed assets	3	-	3
Current assets	449,164	83,233	532,397
Current liabilities	(32,403)	-	(32,403)
	<u> </u>	<u> </u>	<u> </u>
As at 31 March 2023	<u>£416,764</u>	<u>£83,233</u>	<u>£499,997</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
2022			
Tangible fixed assets	3	-	3
Current assets	409,633	21,913	431,546
Current liabilities	(32,934)	-	(32,934)
	<u> </u>	<u> </u>	<u> </u>
As at 31 March 2022	<u>£376,702</u>	<u>£21,913</u>	<u>£398,615</u>

17. FINANCIAL COMMITMENTS

Total future minimum payments under the housing management contract are as follows:

	2023	2022
Amounts due within one year	<u>£34,709</u>	<u>£40,739</u>

18. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised at March 2023 was £80,631 (2022 : £266,168).

Accounts

KIRAN SUPPORT SERVICES

Company No. 05727907 (England & Wales)
Charity no. 1114148

**REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

KIRAN SUPPORT SERVICES

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KIRAN SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES

Nighat Sahi (Chair)
Shabnam Rathore (Vice Chair)
Shahzadi Raza (Treasurer)
Uzma Raza
Saiqa Kayani (Resigned 23 May 2022)
Rozina Liaqat Hussain

COMPANY SECRETARY

Amtal Rana

REGISTERED OFFICE

Waltham Forest Resource Hub (Central)
1 Russell Road
London
E10 7ES

REGISTERED COMPANY NUMBER

05727907 (England and Wales)

REGISTERED CHARITY NUMBER

1114148

INDEPENDENT EXAMINER

Stephen Jones FCA
% Myrus Smith, Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey
SM1 4BW

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

About us

Kiran Support Services believes that all women and children have the right to live free from violence and to leave a home or relationship where the risk of violence exists.

The charity was established in 1990 in the London Borough of Waltham Forest to meet the needs of women and children from the Indian sub-continent and has since expanded its services to support the wider Asian community. It is the only charity of its kind in the borough, and in 2017 Kiran expanded further by opening a second refuge in the London Borough of Brent. In 2020 we acquired a third building from Notting Hill Genesis to meet the demand for safe accommodation during the Covid-19 pandemic. The refuge started taking referrals in early 2021.

Our mission

“To provide a safe, nurturing space and resource of high quality, where Asian women overcoming domestic violence (and their children) can identify options and develop skills that enable them to take control of their lives emotionally, financially and practically.”

The trustees who are also the directors of the company for the purposes of the Companies Act, submit their report and the financial statements for the year ending 31 March 2022. The trustees confirm that the report and financial statements comply with the current statutory requirements and the provisions of the Statement of Recommended Practice (SORP) “Accounting and Reporting by Charities” issued in October 2019. The statutory information is shown on page 1.

OBJECTIVES AND PRINCIPAL ACTIVITIES

The charity’s purposes as set out in the governing document are to:

Relieve the distress and suffering of, particularly but not exclusively, Asian women, children and young people who have suffered or are exposed to domestic violence and abuse.

Relieve, particularly but not exclusively, Asian women, children and young people who have suffered in necessitous circumstances by the provision of temporary accommodation and outreach and aftercare support.

Educate the public in the causes and effects of domestic violence and the prevention thereof, and to undertake or contribute to research into such matters and to publish the useful results of such research.

PUBLIC BENEFIT

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

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENTS AND PERFORMANCE

Chair's Report 1st April 2021 – 31st March 2022

As we emerge from the Covid-19 pandemic and return to our office, we begin to see how the lives of the women we support have been affected: their emotional and mental wellbeing, the fear that is still with many of them that lost loved ones and the impact it has had on their children, some of whom were scared they would lose their parent in the refuge to Covid-19. These were very real fears increasing the need for our counselling service.

At the time of writing this report, we are, sadly facing another crisis: the cost of living. As we progress through the year we have seen how the cost of living is beginning to impact our services and the women we support – the most vulnerable and marginalised in our community. It is difficult for main stream services to understand the impact the pandemic and the cost of living is having on the women we support, the lack of understanding of the intersectional needs of Asian women.

With the support of our housing provider, Notting Hill Genesis, we were able to open our third refuge, 'Noor House'. Noor is the Arabic word for light as are 'Roshni' and 'Kiran', the names of our other two refuges. We extend our thanks to MaryJo Logue and Sean Sibley and his team for helping to make this possible. The pandemic made it difficult for women to escape abuse due to the shortage of refuge accommodation, without the support of Notting Hill Genesis we could not have been able to offer an additional 5 families a life-line to escape the abuse.

In this last year we have provided refuge accommodation to 39 women and 25 children; 19 of the women had an insecure immigration status. Our advocacy service supported 410 women and our children's service worked with 71 children and young people. During the year we worked with 39 families that had Child in Need (CIN) plans or were on Child Protection and 41 women were assessed as high risk and were on the Multi Agency Risk Assessment Conference (MARAC).

The demand for our counselling service increased by 41% and we provided 1,187 counselling sessions to women in their own languages and 105 play therapy sessions to children.

Our new development this year has been to provide immigration work at level 1 with a grant from the Imkaan VAWG Fund. We were able to support 87 women with basic advice on their immigration status, apply for the destitute domestic violence concession (DDVC).

Our biggest challenge this year has been in recruitment and in particular to recruit a suitably qualified Immigration Adviser at Office of the Immigration Services Commissioner (OISC L3). We are working closely with our funder in this matter and are looking at ways to remedy this situation. Due to this we have had to refer on all our level 3 immigration work this year to law centres and solicitors, and whilst this has met the immediate need, it continues to highlight the need of having an in-house immigration service that can respond quickly and effectively to the needs of our service users in their own language and in the familiar surroundings of our office.

This year we were supported by Penny Appeal with a grant for our Muslim service users; the grant enabled us to support women financially with relocation costs due to the increase in the number of women being re-housed outside London. Relocation costs have varied from £150 to £750. This highlights the pressures put on women when they apply to a London council for housing to be close to family or friend support networks, but are given housing in unfamiliar areas often where they cannot find places of worship, shops selling meat and vegetables that they cook or people they can speak to in their own language. The months of support they have been provided in the refuge to build their self confidence and self-esteem is often shattered as they re-lapse into feelings of isolation, loneliness and fear as they try to settle into unfamiliar surroundings with very little support from local organisations.

KIRAN SUPPORT SERVICES
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENTS AND PERFORMANCE

Chair's Report 1st April 2021 – 31st March 2022 (cont'd)

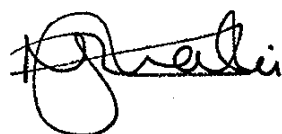
The report will provide you with more details of the work of we have carried out.

I would personally like to take this opportunity to thank the staff team for their continued hard work in continuing to provide the vital support and services needed, often providing this out of hours to meet needs.

To the funders that have supported us, I say a huge 'thank you'. Without your support, financial and in-kind, it is you that have made it possible for us to sustain and continue to provide our services this last year.

Finally, I thank my fellow trustees and Board members for their time and support in the past year.

Thank you.

A handwritten signature in black ink, appearing to read 'Nighat Sahi', with a large, stylized initial 'N'.

Nighat Sahi

Chair, Kiran Support Services

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

FINANCIAL REVIEW including reserves policy

Income during the year amounted to £532,457 (2021 : £556,159) and expenditure was £558,950 (2021 : £489,985), resulting in a deficit of £26,493 (2021 surplus of : £66,174). Net assets at the year-end were £398,615 (2021 : £425,108) of which £229,202 (2021: £156,087) related to unrestricted general funds, £147,500 (2021 : £147,500) related to unrestricted designated funds and £21,913 (2021 : £121,521) related to restricted funds.

Reserves Policy

The Trustees have established a policy whereby the unrestricted funds not committed, held by the Charity should be 6 months of the resources expended, which equates to around £215,000 in reserves, based on the budgeted expenditure for 2021/22. The designated funds are made up of £100,000 for the setting up and establishment costs of a new refuge, and additional services providing support to women and children focusing on positive mental health; £32,500 in respect of current service provision; and £15,000 in respect of the welfare of residents with insecure immigration status (see note 15 page 23 for more details).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance and Management

The company, number 5727907, is limited by guarantee and has charitable status. The charity registration number is 1114148. It has a Memorandum and Articles of Association as its governing document. 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 Board of Directors. Under the requirements of the Memorandum of Articles of Association, at each Annual General Meeting one-third of the Board may retire and may seek re-election. The directors to retire are those who have been in office longest since their last election or appointment. The Articles require that the number of directors can never fall below 3 and the Board is able to co-opt additional directors who then serve in office until the next general meeting but shall then be eligible for re-election. On appointment, or re-election directors/trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Supported Housing Services (Refuge)

We have continued to support women with safe refuge accommodation and are so grateful to our housing provider, Notting Hill Genesis who supported us through the pandemic by offering us a third building for refuge provision. As we struggled to rehouse women due to the shortage of accommodation created by the Covid 19 pandemic, we experienced an increase in the number of women seeking safety and without their support we could not have offered refuge to these women.

In April 2021, we opened our third refuge, Noor House. 'Noor' is the Arabic word for 'light' as are 'Roshni' and 'Kiran' for our other two refuges.

The support offered to women and children across our refuges is provided in their languages and is tailored to meet the needs of each individual family including information on health, housing, employment, education, financial, and legal. Our aim is to empower, educate and inspire women who want to learn more about the support and choices that are available to them.

During their time at the refuge women can explore their feelings and discuss their future. We support women with their recovery and development. When they feel settled and ready to consider education or training, we offer refuge-based training activities as part of the personalised support and recovery programme. Each woman has her own individual journey, from accessing ESOL or conversational English classes to improving her IT and digital skills, to teaching other women in the house her own personal skills such as sewing; these activities help to build women's confidence and empower them with new skills enabling them to seek volunteering and employment opportunities.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

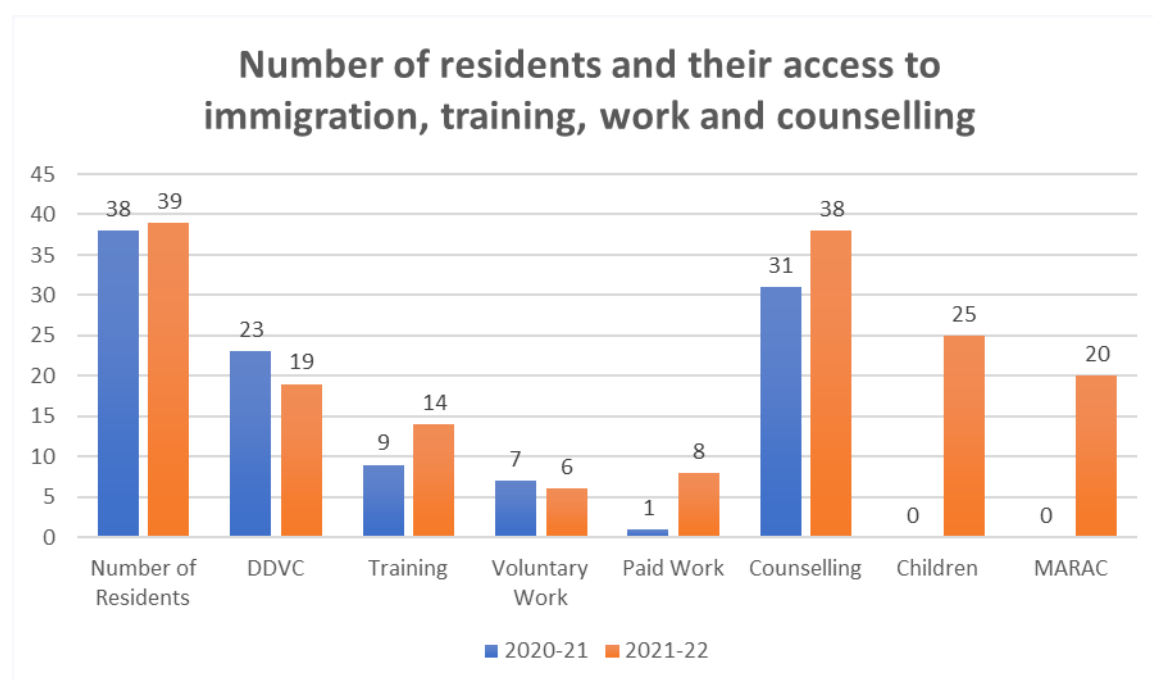
Social activities and events have helped the women to overcome isolation and loneliness, helping women to focus on their needs, turning negative impact into positive outcomes and empowering them to begin to rebuild their lives.

As working from home restrictions have lifted we have felt things are returning to a sense of normality. This has enabled the women and children to feel more supported with regular face to face meetings and keywork sessions with their support worker. They were able to socialise in public gatherings and events arranged such as International Women's Day.

One of the positive aspects of the lockdown which the women would like to see stay in place is the on-line courts, allowing women to apply for non-molestation orders and child contact arrangements on-line without needing to attend court and face their abuser. For many of our service users this has been the most positive part of the whole pandemic, allowing them to feel that they are 'in control' and can speak without being intimidated as they do not need to face anyone in person.

This year we supported 39 women and 25 children in our refuges, 19 of these women had an insecure immigration status and required extensive one to one support to overcome 'the shame' they felt they had brought on their families back home and the repercussions that would follow, to learning to speak basic English. For some of women, they needed to learn how to feed and look after new born babies that arrived while they were with us in the refuge. All the women needed counselling and we are fortunate to have been able to provide this in their own language.

All the women have support plans in place which cover different aspect of their lives such as training and education. Out of the 39 women we supported, 36% attended training courses to improve their chances of securing employment. 15% took up voluntary work and 21% gained paid employment. 95% of women attended workshops and training over zoom and Microsoft Teams. We saw an increase in willingness to attend workshops on-line as the women wanted to keep themselves occupied during the lockdown and they had more time to attend.



KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

A grant from Penny Appeal helped us to offer financial support to women leaving our refuges with the costs of relocation, school uniforms, madrassah fees, kitchen appliances etc., We were able to support 8 women with this grant to meet individual needs.

Women's feedback included:

"I feel supported, you listened to me and met my needs"

We organised in-house housing workshops with local authority housing officers to provide awareness of the housing process for women leaving the refuge. The women were able to ask questions related to their housing needs.

Feedback was very positive:

"These workshops helped me to understand the housing process and gave me a peace of mind that my circumstances will be taken into consideration. I will get help and support from my support worker through the whole housing process".

Several outings and trips were organised through the year to help the women and children have new experiences and for them to have time away from the refuge to do things they had not done before. These included trips to the local parks, the London Aquarium, London Zoo, and Legoland amongst others. The women and children enjoyed seeing animals and talking about them. Other activities included religious festivals such as Eid and Diwali, and workshops included paediatric first aid, budgeting and savings.

All those who participated in the activities and attended workshops gave positive feedback saying they found the activities a good way to express their feelings and release stress while gaining information and knowledge about different topics through the workshops.

Case Study

Asna was referred to Kiran by her GP after disclosing domestic abuse to the practice nurse. Her husband used to attend her appointments with her on the pre-text that she could not speak English. By chance, she was able to disclose the abuse while being examined by one of the nurses who alerted the GP.

Asna, was scared but with support and time she was able to speak about the emotional and financial abuse she experienced and how her husband controlled everything she did. An application was made for a non-molestation order and she gradually began to be more forth coming about her experience of coming to the UK and how her life was very different to that which she and her parents had imagined for her in Bangladesh.

We worked closely with her solicitor to apply for her indefinite leave to remain and referred her for in-house counselling. Asna, attended workshops and activities in the refuge and found she enjoyed being with the other women and formed friendships which helped to build her confidence and trust. In her support sessions she explored options of training and volunteering opportunities preparing to ready herself for when the time came to leave the refuge.

Asna, spent 6 months at Roshni House in Brent before being re-housed. She is attending college to further her education to improve her job opportunities.

Asna: "... the emotional and practical support from my support worker helped me to rebuild my life."

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Children & Young People's Services

When children and young people come to Kiran, many are distraught, have low self-confidence or simply do not understand how the domestic abuse that they have witnessed or experienced impacts their emotional wellbeing.

Children often don't realise that they or their mums are in danger. It is traumatic for children to be taken from their homes especially if they feel loyal to their abusers, who can be their fathers or extended family. Children find it very upsetting to leave their lives behind when they come to the refuge, they leave their home, their belongings, their school, their friends, and they have the added pressure of keeping their circumstances private, this worsened during the Covid-19 pandemic, causing further fear and isolation.

When children resettle after leaving the refuge, they must start their lives all over again. Having been placed in a new school they have to transition to another school in a new area, making new friendships. Many express their sadness in leaving the refuge, they form a close bond with the other children in the house and enjoy the extra company.

Many children this year have come from abroad and English has been their second language. They have only experienced life in their birth country, coming to England years later. Many of the children we supported this year that came from outside of the UK said the abuse started almost as soon as they arrived with their mothers. This is extremely unsettling to the young person, the transition is difficult and extensive one to one work is required.

More children have presented with complex cases and social services involvement. This has been evident with the refuge and outreach support. We have worked with 71 children during the past year. 42 children have been referred via our outreach service and 24 children have resided at the refuges. Over 50% of the referrals have had social services involvement, this number has stayed consistent with last year. Families are requiring further support and understanding, the language and cultural barrier is evident and many families who accessed our services had come to the United Kingdom within that year.

When children arrive at the refuge or are first supported through the outreach programme, they are distraught, confused, have low self-confidence, or do not understand how the domestic abuse that they have witnessed or experienced impacts on their emotional well-being. Three boys from different families came to the refuge over the space of a few months, having arrived in the UK from abroad; two were aged 8 and one was 9. They had no understanding of English or of life in the UK. The support worker worked closely with these boys. She was able to communicate with them in their mother tongue. This helped them to feel safer and acknowledged as their voices were heard.

One family was referred by another refuge where no one had been able to speak to them in their language. Over time with one-to-one work and group work the boys grew in confidence. We provided them with books and worksheets to aid their learning, and during workshops we encouraged the boys to read the information in the books out loud. On one occasion, one of the boys' mums came into the workshop to collect her son and heard her son having a conversation with the support worker; she was overwhelmed and happy at how fluent his English had become and became tearful. She said that her son had his first steps towards independence, and she could now see her son having a more settled and fulfilled life in England. The boys began to enjoy school, where now they could begin to converse with their peers.

Children also experienced significant progress as a result of their attendance at our sports club which we held during the summer holidays. We organised football sessions with a qualified coach. For the boys in the house these sessions had a huge impact on the relationship dynamics. Due to the number of boys that were the same age living in the house at the same time, occasionally small disagreements would occur. During the sessions, the boys were away from the house, and away from their mums. They had to play in the same teams and any small discrepancies were resolved amongst themselves rather than getting their parents involved. This helped them form strong, positive relationships with each other.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The football club that was run over the summer also provided a space for the boys to talk and share experiences during the break time. The need for this was gaged through workshops and feedback given by the boys that accessed the service. They felt isolated during the pandemic and wanted to take part in sports and have a group that understood them and their experiences.

There was a lack of activities being offered to boys, the mums did not know how to access services provided to them but wanted their boys to attend programmes that would keep them busy during the holidays.

Case study 1

'Mehboob', an ex-resident of the refuge, attended the football club.

He attended every week saying *'I really like coming here, it is so much fun and I have met new people'*.

One week his mother did not have access to a car, 'Mehboob' was extremely upset; his mother knew how much he enjoyed the class and how his mood was lifted after attending the session so much so that she brought him to the session on public transport, even though they had been rehoused in another Borough. This highlighted to us how valuable these sessions were to the young people.

Feedback forms were given to all the boys who attended, the over whelming response was for another activity to take place like this next year.

Case Study 2

'Shahid' aged 8, was receiving play therapy at the refuge. The therapist discussed a few concerns with the support worker. She spoke of this new fear Shahid had developed about mum leaving him or getting hurt whenever she left him in room in the refuge. The support work told the therapist that the family would be leaving the refuge shortly and he may be worried about leaving the home and not having the support of the other residents and staff.

The support worker arranged a one to one with Shahid to talk about his concerns in more depth. He spoke of his recent fear around mum and he was not sure why he felt this way, we explored earlier concerns that we had worked on and he shared his thoughts around the constant moving and instability since coming to England. The support worker also spoke with mum, sharing the worries that Shahid faced when she left the room and discussing support in helping him cope with these feelings. One way was to simply tell him that she was going to go downstairs to the kitchen or to the bathroom, so he was aware of where mum was. Shahid found this support helpful and expressed how he was able to relax more in the room when alone. We worked further on him moving and changing school, with the extra support he received regarding his English, he felt more confident in starting a new school.

Advice & Advocacy Services

Kiran's Advice and Advocacy Service supported 410 South Asian women and children this year. Women have been supported face to face, over the phone, via emails and through Zoom or Microsoft Teams. Activities have been designed to meet the needs on a personalised and tailored level in order to ensure activates incorporate cultural needs. Delivering weekly advice surgeries has allowed the women to have consistent, local support.

Coffee Morning sessions have included fabric painting, crochet, immigration advice, housing advice as well as mental well-being workshops. Women have developed new skills, built strong relationships and felt solace in the presence of other women. Service users reported *"I felt valued to have my voice heard"* and *"important as my opinions matter"*.

90% of referrals are referred for culturally specific support and support to be delivered in the women's mother tongue. 13 women lived out of London but continued to contact us as they wanted that culturally specific support from Kiran and 2 of these women lived in Pakistan.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

For many women when they had moved out of the borough they were referred for ongoing support and guidance. 80% of the women contacted Kiran Support Services again as they did not get the suitable specialised support they needed. For many women they felt that other service providers did not provide them with sufficient or adequate support, in particular women had felt let down by the police and social services. Women had reported that social services would inform them if they did not leave their children were being taken into care. Women felt the police did not support them to leave perpetrators and sometimes, put them in greater danger. Advocating on the women's behalf is an integral part of the role to ensure the women felt that they were protected and their voices were heard.

Running regular drop-in advice surgeries has supported women with appeals to benefit agencies, signposting for legal injunctions, contacting the police and other organisations. 99% of women supported felt more safe, confident and empowered to make a difference in their lives after learning their rights.

For many of the women we supported they were previously not allowed to choose what they wear, going outside alone and were not given permission to work. Running regular coffee mornings for women to learn new skills and attend courses helped them feel empowered and allowed them to make a new life for themselves and their children. Many of the service user's mental health deteriorated especially during the Covid-19 pandemic. Creating a safe space for them to go to activities and interaction with other women, helped to alleviate some of the loneliness they felt.

Some of the feedback we received from women supported were:

"I know my rights after being supported by Kiran, I know I have the right to not be abused or tortured".

"I understand domestic abuse can also include verbal and psychological abuse, my family made me believe abuse was only physical".

"Kiran helped me to feel empowered and alive again, I was allowed to feel free and happy".

We supported 21 women who were on MARAC due to the high level of risk from their perpetrators. 39 women had children who were on Child Protection or Child In Need (CIN) plans. 10 women were referred to adult social care to get support due to advanced physical and mental health needs. We also supported 15 women to get non-molestation orders to ensure they were safe and protected from their perpetrators.

One of the major challenges we faced this year was with Universal Credit and housing. Many single women were informed by housing they would receive the one-bedroom rate from Universal Credit if they had lived in a refuge and were under the age of 35. However, many women were consequently refused this rate when they moved into their accommodation resulting in them being threatened with eviction by landlords. We supported 5 women to remain in their accommodation and overturned the Universal Credit decision of not paying the correct amount of rent.

95% of the women we supported said having a case worker who belonged to a South Asian background was helpful as we better understand cultural norms and the injustice experienced by many Asian women when living with their perpetrators. The women explained that it was imbedded in their beliefs to never get a divorce or inform others what was happening behind closed doors as it would bring 'sharam' (shame) to their family. We helped women in understanding they have free choice and the right to feel safe. Kiran helped these women to challenge wrong behaviour and feel free to have their voices heard.

Case study

Sandeep fled her family home with her two young children but had to leave the eldest behind. She had experienced years of verbal and psychological abuse from multiple perpetrators including her husband. The family were controlling and manipulative and used her eldest child against her to try to prevent her from leaving or seeking a divorce. They used the family's cultural expectations against her to return to the family.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Sandeep was provided with temporary housing but it was not suitable and had no basic amenities. We complained about the condition of the property to the council and were able to get improvements made to an acceptable living standard. We further supported Sandeep with applications for grants to furnish the property and apply for schooling for the children.

Sandeep's mental health deteriorated whilst in lockdown, as she had no family or friends who supported her in this situation. She was not able to work as she had to look after children, especially due to schools being closed during lockdown. Using online tools, such as FaceTime, we helped Sandeep apply for welfare benefits, start an online English course and have telephone counselling. Sandeep joined in on all our activities and found solace within the company of the other women.

Sandeep had finally started a new life, but her family and husband did not want her to get a divorce and wanted the children to remain with them. Sandeep was able to gain the strength to get legal support to challenge the wrongful decisions of her family and ensure that she was able to make the right decision to keep herself and her family safe.

This year Kiran Support Services organised several events for women including a dinner and dance for International Women's Day and a Healing and Repairing workshop for White Ribbon Day: for many women it was their first chance to experience these activities. We will continue to support women to understand they have suffered a lot of trauma and abuse but that does not define them and they are free to make their own choices.

Counselling & Therapeutic Support Services

Our counselling service has grown organically, it continues to expand and provides a unique blend of face to face, and telephone counselling to meet individual needs. We have taken on new counsellors and trainees to meet demand.

This year we provided 1,187 counselling sessions, an increase of 41% and 105 play therapy sessions to children.

The cultural 'programming' of women in the South Asian community means that many still hold a strong belief that it is wrong to speak about family matters to strangers, and therefore find it difficult as well as challenging to talk about their traumatic experiences. They also need to feel safe to be expressive of their emotions and feelings to their counsellor and this requires time, time to build that trust between counsellor and client. To support this need we offer a minimum of 18 counselling sessions, allowing women to take their time and to gain trust. After years of abuse and trauma, it takes many weeks and sometimes months for the real healing to commence and 80% of our sessions are extended to meet this need. Nine out of ten clients have suffered from anxiety and depression when assessed.

"It was great to speak with someone who listened and made no judgements about me and understood me"

"Counselling has helped me get out of the dark hole"

One of the challenges we experienced during lockdown was that majority of the sessions had to be over the phone. For many women their abusers worked from home and women were not allowed to leave the house as this was part of the abuse. We had to change our times to support the women and ensure it was safe to contact them. We continue to provide telephone counselling for those that cannot attend in person counselling and also offer a blend of telephone and in person counselling to support those that need this service.

"You helped me enormously and I really felt supported"

"I've never had counselling before, and it was really helpful for me to see that I didn't know the answers and that it was okay"

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Our play therapist has provided a total of 105 play therapy sessions to 20 children and young people (CYP). There was an increase in referrals for children and young people to get the support they needed. For many of the children we have supported they had witnessed or experienced direct domestic abuse and this has had a huge impact on their lives. For many of the children they have had to change several homes, schools and make new friends resulting in them having emotional and psychological difficulties. The weekly sessions, make an enormous difference in the children's lives.

For White Ribbon Day and to mark the 16 Days of Activism 2021, Kiran Support Services held two workshops called 'Healing & Repairing' which received great feedback from those who attended and participated in the workshops. The workshops consisted of the Japanese art of Kintsugi; the concept that broken objects are not something to hide but to display with pride. And so, the message for the day, to women who had gone through domestic violence was 'even though you may feel broken now, you can repair yourself and become stronger'. Women were able to put together a broken object (plate, bowl or cup) with gold glue and take the item away with them as a reminder of the message.

Participants were also able to write positive and uplifting messages in their language on a ribbon and display it on the wall as an inspiration for other women. Feedback from the day included:

"Very much impressive highly appreciated, got one lesson from today – no one is complete"

"It's been an amazing experience for me, taught me that I should never lose hope and keep going in my life"

Some feedback from clients who have completed their counselling sessions:

"I was able to speak about everything, you are truly blessing to me, and I want to let you know my appreciation because no therapist will ever match you"

"My counsellor has been such a support that words cannot describe how much better I feel about survival and meeting my goals and dreams that I am starting to feel excited about the immediate future"

Immigration Advice Service

The Immigration Advice Service at Kiran Support Services has successfully been running for three years. The service, designed to provide immigration advice and support to women fleeing domestic abuse, has witnessed a continuous and rising demand annually. This was the first year the organisation provided OISC Level 1 focussed advice and support. Although this post was created to support a Level 3 immigration worker, a demand for initial advice and signposting was met, demonstrated by the figure of clients assisted. Within less than a year, dating between June 2021 and March 2022, a total of 22 refugee women and 65 out-reach clients were supported. Acting as the first point of contact for immigration related queries ensured a smooth wrap-around service.

Most of the cases handled involved completing the Destitute Domestic Violence Concession (DDVC), to ensure that service users were able to access public funds, and assisting solicitors with substantive domestic violence immigration applications. Some cases also included providing advice on matters beyond domestic abuse such as naturalisation, applications for spouse visas and the EU Settlement Scheme. This highlights how the provision of a combination of both *specialist* and *generic* immigration support is essential, particularly during times of the hostile environment and increasingly restrictive UK immigration policy. All of the immigration cases supported have received successful decisions from the Home Office. Although legally limited in the nature of applications made, the Level 1 role included providing high quality immigration advice, suitable signposting, advocating on behalf of service users with external organisations and building valuable relationships and networks with other agencies.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Delivering the project in the Urdu language played an important role in connecting with clients who could not speak English, in addition to being an 'insider' (i.e., having direct knowledge and involvement with a group), allowing for a deeper understanding of the cultural issues that South Asian women face. The service was also able to successfully deliver 3 workshops on immigration and domestic abuse, including one session of in-house training on the basics of immigration. The other two workshops were delivered to the women in our refuge's, explaining their current and future rights. Question and answer sessions proved to be useful as attendees received a sense of *"clarity and motivation"* surrounding their entitlements and journey towards becoming a British Citizen.

In comparison to previous reports, this year has witnessed a rise in the number of immigration referrals and queries for women on the EU Settlement Scheme (EUSS), a scheme to help individuals who are in the UK under EU rights, secure their status after Brexit. The scheme replaces some previous regulations, introducing new terminology (e.g. Pre-Settled Status, right to reside etc.) and new procedures that many workers within the charity sector, and service-users, were unfamiliar with. On many occasions, referrals were made from external organisations of women with Pre-Settled Status fleeing domestic violence. As this group of women are ineligible for the DDVC, in some cases accessing public funds was difficult. Furthermore, it was often found that support and social workers would assume the status and rights of South Asian married women in the UK. Without checking passport vignette's and Biometric Residence Card's, workers would assume such women are on spouse visas and therefore eligible for the DDVC. This was problematic as some women were misled, receiving incorrect or incomplete information on their circumstances. This undeniably emphasised the need for training not only for immigration workers, but for other support staff, on the EUSS and welfare rights. However, by providing appropriate case-by-case immigration advice and signposting, we were able to secure public funds for multiple women.

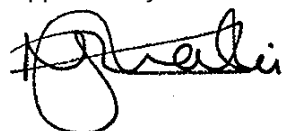
Case Study

Sarah approached our organisation in the Summer of 2021. She had just returned to the UK after being forcefully sent to Pakistan 2 years earlier. She had come to the UK on a EEA Family Permit to join her Portuguese husband in the UK. Upon arrival to the UK, Sarah's husband gradually began physically and verbally abusing her. She was left isolated and depressed. A year after being in the UK, her husband forcefully sent her to Pakistan. As she arrived in Pakistan, her passport and other documents were taken from her. With two years of no contact with her husband, Sarah managed to get her documents through the help of family and returned to the UK in August 2021.

As the deadline for the EUSS was on the 30 June 2021, Sarah was left confused, homeless and unaware of her status and subsequent rights. She had contacted the police on arrival who helped her find accommodation however, the police were also confused about what support she could receive as the local housing authority had refused her homelessness application. Sarah had found our organisation online and called us. After having a brief conversation with her, she was called in to discuss her case in detail. Working alongside a specialist immigration solicitor from Rights of Women, we were able to submit a late application under the EUSS for Sarah. Due to Sarah's hesitation and language barrier, the Level 1 worker played a crucial role in collating evidence for her application and advocating on behalf of her. After 2-3 months from the date of submission, Sarah was successfully granted Pre-Settled Status. Sarah now lives with a friend and is actively working. She states that ***"I could never be where I am today without the immigration worker at Kiran Support Services"*** and has expressed that she is ***"indebted"*** to the support provided to her by our services .

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

Approved by the order of the board of trustees on 22 December 2022 and signed on its behalf by:



Nighat Sahi (Chair) – Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

KIRAN SUPPORT SERVICES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 15 to 26.

Responsibilities and basis of report

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

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.



Stephen Jones FCA
% Myrus Smith, Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

22 December 2022

KIRAN SUPPORT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income and Endowments from:					
Donations and grants	2	130,709	174,040	304,749	379,038
Charitable activities	3	209,099	-	209,099	164,021
Other income	4	18,609	-	18,609	13,100
Total		<u>358,417</u>	<u>174,040</u>	<u>532,457</u>	<u>556,159</u>
Expenditure on:					
Raising funds	5	12,101	-	12,101	15,222
Charitable activities	6	273,201	273,648	546,849	474,763
Total		<u>285,302</u>	<u>273,648</u>	<u>558,950</u>	<u>489,985</u>
Net surplus/(deficit)		73,115	(99,608)	(26,493)	66,174
Transfers between funds	15	-	-	-	-
Net movement in funds	15	73,115	(99,608)	(26,493)	66,174
Reconciliation of funds:					
Total funds brought forward	15	303,587	121,521	425,108	358,934
Total funds carried forward	15	<u>£376,702</u>	<u>£21,913</u>	<u>£398,615</u>	<u>£425,108</u>

All income and expenditure is derived from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

BALANCE SHEET AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible Fixed Assets	11	3	3
Current assets			
Debtors	12	28,578	18,398
Cash at Bank		402,968	551,699
		<u>431,546</u>	<u>570,097</u>
Creditors: amounts falling due within one year	13	<u>(32,934)</u>	<u>(144,992)</u>
Net current assets		398,612	425,105
Net assets	16	<u>£398,615</u>	<u>£425,108</u>
Funds:			
Unrestricted funds			
- General funds	15	229,202	156,087
- Designated funds	15	147,500	147,500
		<u>376,702</u>	<u>303,587</u>
Total unrestricted funds		376,702	303,587
Restricted Funds	15	<u>21,913</u>	<u>121,521</u>
Total funds	15	<u>£398,615</u>	<u>£425,108</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The trustees have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

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

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

The financial statements were approved by the Board of Trustees on 22 December 2022 and were signed on its behalf by:



Shahzadi Raza Trustee
(Treasurer)

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Net cash flow from operating activities	(148,731)	77,651
Cash and cash equivalents at the beginning of the year	551,699	474,048
Cash and cash equivalents at the end of the year	<u>£402,968</u>	<u>£551,699</u>
Reconciliation of net income to net cash flow from operating activities	2022 £	2021 £
Net (expenditure)/income for the year	(26,493)	66,174
(Increase)/Decrease in debtors	(10,180)	(4,202)
Increase/(Decrease) in creditors	(112,058)	15,679
Net cash flow from operating activities	<u>£(148,731)</u>	<u>£77,651</u>
Cash and cash equivalents consist of:	2022 £	2021 £
Cash at bank and in hand	<u>£402,968</u>	<u>£551,699</u>

KIRAN SUPPORT SERVICES

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

1. ACCOUNTING POLICIES

Company status

The charity, Kiran Support Services, is also a private limited company (No. 5727907), limited by guarantee and is registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administration Details on page 1 of these financial statements.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on a going concern basis under the historical cost convention.

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

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost, 25% on cost and 10% on cost
-----------------------	--

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022 /contd...

1. ACCOUNTING POLICIES /cont'd...

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairments are recognised in expenditure.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

2. Grants and Donations	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations	2,476	-	2,476	1,940
Grants				
Penny Appeal	-	10,000	10,000	-
The Brook Trust	40,000	-	40,000	-
Garfield Weston Foundation	20,833	-	20,833	-
Comic Relief	19,000	-	19,000	20,000
BBC Children in Need	-	38,515	38,515	35,950
Lloyds Bank Foundation	-	-	-	25,000
City Bridge Trust	-	11,463	11,463	34,388
Trust for London	-	-	-	29,500
Big Lottery	-	79,564	79,564	85,052
London Community Foundation	-	34,498	34,498	-
Rosa Fund	-	-	-	35,000
Waltham Forest Market Place/Solace	48,400	-	48,400	12,675
BBC Children in Need – COVID	-	-	-	3,050
City Bridge Trust – COVID	-	-	-	11,238
Comic Relief – COVID	-	-	-	40,000
Imkaan/VAWG – COVID	-	-	-	20,000
MHCLG - COVID	-	-	-	25,245
	<u>£130,709</u>	<u>£174,040</u>	<u>£304,749</u>	<u>£379,038</u>

Of the £379,038 recognised in 2021, £21,790 was unrestricted funds and £357,248 was restricted funds.

3. Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Charges to residents	<u>£209,099</u>	<u>£Nil</u>	<u>£209,099</u>	<u>164,021</u>

All of the 164,021 recognised in 2021 was unrestricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022 /contd...

4. Other income

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Nationwide Foundation	18,609	-	18,609	12,600
Sundry	-	-	-	500
	<u>£18,609</u>	<u>£Nil</u>	<u>£18,609</u>	<u>£13,100</u>

All of the £13,100 recognised in 2021 was unrestricted funds.

5. Cost of raising funds

	Direct Costs	Support Costs	Total 2022	Total 2021
Fundraising	<u>£12,101</u>	<u>£Nil</u>	<u>£12,101</u>	<u>£15,222</u>

All of the £15,222 recognised in 2021 was charged to unrestricted funds.

6. Cost of charitable activities

	Direct Costs	Support Costs	Total 2022	Total 2021
Educational, counselling and prevention work	<u>£371,202</u>	<u>£175,647</u>	<u>£546,849</u>	<u>£474,763</u>

Of the £474,763 expenditure recognised in 2021, £140,867 was charged to unrestricted funds and £333,896 was charged to restricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022 /contd...

7. Expenditure on Charitable Activities

	Total 2022 £	Total 2021 £
Direct costs		
Wages	166,702	216,497
Social Security	23,382	19,982
Pensions	6,209	5,678
Legal, consultancy and professional	3,659	5,123
Premises costs	171,250	139,400
	<u>£371,202</u>	<u>£386,680</u>
Support costs		
Wages	115,603	27,992
Employee and voluntary costs	7,517	4,070
Insurance	3,420	3,466
Legal, consultancy and professional	617	2,080
Office costs including rent	17,582	16,916
Communications	14,367	17,844
Sundry expenses	-	669
Finance	11,393	10,635
Governance Costs:		
Independent examiner's fee	3,600	2,880
Other governance costs	1,548	1,531
	<u>£175,647</u>	<u>£88,083</u>
Total Charitable Costs	<u>£546,849</u>	<u>£474,763</u>

8. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	31 March 2022	31 March 2021
Independent examiner's fee	<u>£3,600</u>	<u>£2,880</u>

9. Related party disclosures

No trustees' remuneration was paid or other benefits provided for the year ended 31 March 2022 or for the year ended 31 March 2021.

Trustees' travelling expenses paid for the year ended 31 March 2022 was £70 (2021 : £Nil).

There were no other related party transactions during the year (2021 : Nil) other than those set out in Note 10 relating to employee benefits received by key management.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022 /contd...

10. Staff costs

	2022	2021
	£	£
Staff costs were as follows:		
Wages and salaries	282,305	244,489
Social security costs	23,382	19,982
Pension costs	6,209	5,678
Staff training	3,914	1,945
Other costs	3,604	2,125
	<u>£319,414</u>	<u>£274,219</u>

One employee received total employee benefits (excluding employers national insurance and employer pension contributions) of more than £60,000 during 2022 (2021 : One), within the band £60,000 to £70,000.

Total employee benefits received by key management amounted to £78,274 (2021 : £78,865). Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

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

	2022	2021
Charitable	8	7
Administration	<u>1</u>	<u>1</u>
	<u>9</u>	<u>8</u>

11. Tangible Fixed Assets

	Fixtures and Fittings £
Cost	
At 1 April 2021 and 31 March 2022	<u>29,785</u>
Depreciation	
At 1 April 2021 and 31 March 2022	<u>29,782</u>
Net Book Value	
At 31 March 2022	<u>£3</u>
At 31 March 2021	<u>£3</u>

12. Debtors: Amounts falling due within one year

	31 March 2022 £	31 March 2021 £
Trade debtors	26,535	15,098
Other debtors	1,601	2,858
Prepayments and accrued income	442	442
	<u>£28,578</u>	<u>£18,398</u>

KIRAN SUPPORT SERVICES

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

/contd...

13. Creditors: Amounts falling due within one year	31 March 2022 £	31 March 2021 £
Taxation and social security	7,461	5,522
Other creditors	3,871	3,831
Accruals	21,602	18,637
Deferred income (see note 14)	-	117,002
	<u>£32,934</u>	<u>£144,992</u>

14. Deferred income	Balance brought forward	Additions in year	Released to income	Balance carried forward
Grants and donations	<u>£117,002</u>	<u>£Nil</u>	<u>£117,002</u>	<u>£Nil</u>

Deferred income reflects grant income received in advance for the following financial year, to be expended in accordance with specified or implied timeframes and agreed budgets.

15. Movement in funds	At 1 April 2021 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2022 £
Unrestricted Funds					
General Fund	156,087	358,417	(285,302)	-	229,202
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>303,587</u>	<u>358,417</u>	<u>(285,302)</u>	<u>-</u>	<u>376,702</u>
Restricted Funds					
Penny Appeal	-	10,000	(1,359)	-	8,641
BBC Children in Need	11,198	38,515	(45,753)	-	3,960
Lloyds Bank Foundation	18,750	-	(18,750)	-	-
City Bridge Trust	11,995	11,463	(23,458)	-	-
Trust for London	4,468	-	(4,468)	-	-
DCLG/MHCLG	1,484	-	(1,484)	-	-
Big Lottery	9,615	79,564	(82,759)	-	6,420
International Women's Day	2,279	-	(2,279)	-	-
London Community Foundation/	2,597	34,498	(34,203)	-	2,892
City Bridge Trust - COVID Grant	8,013	-	(8,013)	-	-
BBC Children in Need -					
COVID Grant	381	-	(381)	-	-
Comic Relief - COVID Grant	1,518	-	(1,518)	-	-
Imkaan/VAWG - COVID Grant	13,541	-	(13,541)	-	-
Waltham Forest Market Place/Solace	532	-	(532)	-	-
Young Women's Trust	150	-	(150)	-	-
Rosa Fund	35,000	-	(35,000)	-	-
Total restricted funds	<u>121,521</u>	<u>174,040</u>	<u>(273,648)</u>	<u>-</u>	<u>21,913</u>
Total funds	<u>£425,108</u>	<u>£532,457</u>	<u>£(558,950)</u>	<u>£Nil</u>	<u>£398,615</u>

KIRAN SUPPORT SERVICES

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

/contd...

15. Movement in funds - continued

Comparative information for the previous financial year is as follows:

	At 1 April 2020 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2021 £
Unrestricted Funds					
General Fund	107,073	198,911	(149,897)	-	156,087
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>254,573</u>	<u>198,911</u>	<u>(149,897)</u>	<u>-</u>	<u>303,587</u>
Restricted Funds					
BBC Children in Need	8,858	35,950	(33,610)	-	11,198
Lloyds Bank Foundation	18,750	25,000	(25,000)	-	18,750
City Bridge Trust	16,644	34,388	(39,037)	-	11,995
Trust for London	4,772	29,500	(29,804)	-	4,468
DCLG/MHCLG	29,231	25,245	(52,992)	-	1,484
Big Lottery	9,669	85,052	(85,106)	-	9,615
International Women's Day	2,279	-	-	-	2,279
London Community Foundation	14,158	-	(11,561)	-	2,597
City Bridge Trust - COVID Grant	-	11,238	(3,226)	-	8,013
BBC Children in Need - COVID Grant	-	3,050	(2,668)	-	382
Comic Relief - COVID Grant	-	40,000	(38,482)	-	1,518
Imkaan/VAWG - COVID Grant	-	20,000	(6,459)	-	13,541
Waltham Forest Market Place	-	12,675	(12,143)	-	532
Young Women's Trust	-	150	-	-	150
Rosa Fund	-	35,000	-	-	35,000
Total restricted funds	<u>104,361</u>	<u>357,248</u>	<u>(340,088)</u>	<u>-</u>	<u>121,521</u>
Total funds	<u>£358,934</u>	<u>£556,159</u>	<u>£(489,985)</u>	<u>£Nil</u>	<u>£425,108</u>

Designated Fund

Current Service Provision

The trustees have set aside this amount to meet obligations that may arise from contracts of employment with staff and to meet any unexpected costs such as those associated with unexpected human resources issues.

Service Development

Kiran has taken on the management of a third building for refuge provision to meet demand for the needs for safe supported housing. The new building needs refurbishment to provide a comfortable communal lounge for families to spend time with their children and to relax. The fund will be used to improve the facilities to meet the needs of the service users.

To develop and pilot new areas of service to meet the needs of our service users, with a particular focus on mental health and well being through the provision of counselling and therapeutic services for young people from the South Asian community.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022 /contd...

15. Movement in funds - continued

Designated Fund - continued

Residents' Services

Kiran receives applications from women who have insecure immigration status and therefore not able to receive public funding for their accommodation and subsistence costs whilst at the refuge. The residents' welfare fund is being set up in order to avoid any resident in these circumstances having to depart the refuge. The transfer in the year has been made from general funds.

Restricted Funds

BBC Children In Need:

Provides funds for a children's worker who supports children both within the refuge and in the community who have been exposed to, or experienced domestic violence directly or indirectly and seeking to establish preventative networks and strategies.

Lloyds Bank Foundation:

Provides funds towards the cost of the Chief Executive's salary.

City Bridge Trust:

Provides funds for an outreach worker, to provide support and advocacy to women leaving the refuge, enabling them to settle into their new home and surroundings and to provide advice and support to women in the community that may be experiencing domestic violence and abuse or who may be at risk of forced marriage or honour based violence.

Trust for London:

Provided a grant for three years for a part time Immigration advice worker.

Department for Communities and Local Government/Ministry of Housing, Communities and Local Government (DCLG/MHCLG):

Furnishing and equipment at the new refuge.

Big Lottery:

Five year funding of one full-time and one part-time worker to provide one-to-one advocacy support for women in our refuges.

International Women's Day:

Provides future activities and events for service users to celebrate International Women's Day on March 8th annually.

London Community Foundation:

Provides a specialist counselling service to Asian women in their own languages.

City Bridge trust / BBC Children in Need / Comic Relief / Imkaan/VAWG COVID-related grants.

Waltham Forest Market Place

Referrals from Waltham Forest Market Place for specialist counselling provision.

Young Women's Trust

Grant received on behalf of a client.

Rosa Fund

Grant for full-time refuge worker at new refuge.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022 /contd...

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
2022			
Tangible fixed assets	3	-	3
Current assets	409,633	21,913	431,546
Current liabilities	(32,934)	-	(32,934)
	<u> </u>	<u> </u>	<u> </u>
As at 31 March 2022	<u>£376,702</u>	<u>£21,913</u>	<u>£398,615</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
2021			
Tangible fixed assets	3	-	3
Current assets	331,574	238,523	570,097
Current liabilities	(27,990)	(117,002)	(144,992)
	<u> </u>	<u> </u>	<u> </u>
As at 31 March 2021	<u>£303,587</u>	<u>£121,521</u>	<u>£425,108</u>

17. FINANCIAL COMMITMENTS

Total future minimum payments under the housing management contract are as follows:

	2022	2021
Amounts due within one year	<u>£40,739</u>	<u>£33,609</u>

18. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised at March 2022 was £266,168 (2021 : £232,613).

Accounts

KIRAN SUPPORT SERVICES

Company No. 5727907 (England & Wales)
Charity no. 1114148

**REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

KIRAN SUPPORT SERVICES

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KIRAN SUPPORT SERVICES

REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2021

TRUSTEES

Nighat Sahi (Chair)
Shabnam Rathore (Vice Chair)
Shahzadi Raza (Treasurer)
Uzma Raza
Saiqa Kayani
Rozina Liaqat Hussain

COMPANY SECRETARY

Amtal Rana

REGISTERED OFFICE

Waltham Forest Resource Hub (Central)
1 Russell Road
London
E10 7ES

REGISTERED COMPANY NUMBER

05727907 (England and Wales)

REGISTERED CHARITY NUMBER

1114148

INDEPENDENT EXAMINER

Stephen Jones FCA
% Myrus Smith, Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey
SM1 4BW

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

About us

Kiran Support Services believes that all women and children have the right to live free from violence and to leave a home or relationship where the risk of violence exists.

The charity was established in 1990 in the London Borough of Waltham Forest to meet the needs of women and children from the Indian sub-continent and has since expanded its services to support the wider Asian community. It is the only charity of its kind in the borough, and in 2017 Kiran expanded further by opening a second refuge in the London Borough of Brent. We are due, in 2020, our thirtieth anniversary year, to open a third refuge, which will be a move-on or second stage refuge, designed to better prepare the women and children in our care to move on towards independent living.

Our mission

"To provide a safe, nurturing space and resource of high quality, where Asian women overcoming domestic violence (and their children) can identify options and develop skills that enable them to take control of their lives emotionally, financially and practically."

The trustees who are also the directors of the company for the purposes of the Companies Act, submit their report and the financial statements for the year ending 31 March 2021. The trustees confirm that the report and financial statements comply with the current statutory requirements and the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in October 2019. The statutory information is shown on page 1.

OBJECTIVES AND PRINCIPAL ACTIVITIES

The charity's purposes as set out in the governing document are to:

Relieve the distress and suffering of, particularly but not exclusively, Asian women, children and young people who have suffered or are exposed to domestic violence and abuse.

Relieve, particularly but not exclusively, Asian women, children and young people who have suffered in necessitous circumstances by the provision of temporary accommodation and outreach and aftercare support.

Educate the public in the causes and effects of domestic violence and the prevention thereof, and to undertake or contribute to research into such matters and to publish the useful results of such research.

PUBLIC BENEFIT

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

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENTS AND PERFORMANCE

Chair's Report 1st April 2020 - 31st March 2021

As we entered April 2020, we were braced for an unprecedented set of events to impact on our organisation, having just gone into the first of a number of national lockdowns, but we none of us knew exactly what it was that we would be facing.

As a client-facing service, and small organisation, we did not know how we could adapt our refuge accommodation and continue to offer a meaningful service to vulnerable women and children 'from a distance' which included our staff team working from home. In common with many other charities throughout England, we made adjustments to our phone system, and very quickly learnt how to use Zoom and Teams and it worked, and with no loss to the quality of support that we were able to offer.

The willingness of our staff to be flexible with their working hours made all the difference, and as well the usual support we provided to the women and children in our care, our team taught women how to use their smart phones and apps such as Facetime, Zoom and Teams.

We also worked hard to ensure that children felt safe and were able to continue with their education by working closely with schools, providing educational resources and supporting them through the online tutoring packages that their teachers had developed. Simultaneously, and perhaps more importantly, we reassured the children that their mothers were safe, despite what was being said on the news and social media, and that they were taking precautions to keep away from Covid-19.

During the year to end March 2021, we spoke often to our funders and local authority colleagues. We kept them up to date with our progress and activities and worked with them to re-work our policies and procedures to reflect the devastation that the pandemic had brought to our accepted ways of working and practices. We were also very grateful that we were able to secure small grants that were available specifically to support charities impacted by the pandemic.

We saw an increase in the number of referrals made to us for telephone counselling services, and while at the beginning of the pandemic there was a lull in the number of refuge referrals, one week in June saw 37 referrals for 2 refuge spaces. Referrals increased so much so that we had to open a third refuge!

When I reflect back on the past year two things come to mind. The first is that we were, as were so many, caught up in a fast-moving learning process that presented us with a range of challenges that required new approaches to working and thinking, sometimes requiring us to ditch decades-old techniques that had worked, but which were no longer fit for purpose.

The second is that our staff absolutely rose to the occasion, and despite the several months of lockdowns and the impact of the pandemic on their own mental health and well-being, they persevered and did not give up or lose sight of the reasons why we do what we do at Kiran Support Services. I want here to record my immense thanks to all of the staff team who without exception stepped up, safeguarded the women and children in their care, continued to run the refuges and the outreach services and ensured the continuity of this organisation.

Thank you.

Nighat Sahi - Chair Kiran Support Services

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2021

FINANCIAL REVIEW including reserves policy

Income during the year amounted to £556,159 (2020 : £470,530) and expenditure was £489,985 (2020 : £433,616), resulting in a surplus of £66,174 (2020 : £36,914). Net assets at the year-end were £425,108 (2020 : £358,934) of which £156,087 (2020 : £107,073) related to unrestricted general funds, £147,500 (2020 : £147,500) related to unrestricted designated funds and £121,521 (2020 : £104,361) related to restricted funds.

Reserves Policy

The Trustees have established a policy whereby the unrestricted funds not committed, held by the Charity should be 6 months of the resources expended, which equates to around £215,000 in reserves, based on the budgeted expenditure for 2020/21. The designated funds are made up of £100,000 for the setting up and establishment costs of a new refuge, and additional services providing support to women and children focusing on positive mental health; £32,500 in respect of current service provision; and £15,000 in respect of the welfare of residents with insecure immigration status (see note 15 page 22 for more details).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance and Management

The company, number 5727907, is limited by guarantee and has charitable status. The charity registration number is 1114148. It has a Memorandum and Articles of Association as its governing document. 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 Board of Directors. Under the requirements of the Memorandum of Articles of Association, at each Annual General Meeting one-third of the Board may retire and may seek re-election. The directors to retire are those who have been in office longest since their last election or appointment. The Articles require that the number of directors can never fall below 3 and the Board is able to co-opt additional directors who then serve in office until the next general meeting but shall then be eligible for re-election. On appointment, or re-election directors/trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

WHAT WE DO

For the first time since Kiran Support Services was established in 1990, regrettably and as a direct result of the impact of the Covid-19 pandemic, we had to close our offices to work from home and provide support to women and children by telephone and via social media apps such as WhatsApp, FaceTime, Zoom and Skype.

The concept of working from home was new and unfamiliar to the staff team which has always provided regular face-to-face one-to-one support to service users across the spectrum of services we provide: refuge, outreach, immigration, counselling and children's services.

Within a couple of weeks and with the support of our IT and telephone providers we were able to work remotely and were able to provide a service that supported women not only during the day but early in the morning and late into the evening to meet their needs.

With a focus on meeting the needs of the women and their children and at the same time keeping up to date with the daily government bulletins we had to quickly adapt policies and introduce new ones to meet guidelines and to ensure that all staff, service users and volunteers were safe. We ensured we were able to provide PPE to our service users and support them with keeping safe and understanding how to socially distance safely while living in shared accommodation.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Supported Housing Services (Refuge)

We continued to provide support to our refuge residents and whilst at the beginning of the lockdown there was a lull in women seeking safe supported housing, this was short lived: as the lockdown continued we saw that referrals started increasing to the point that one week in June 2021 we had 37 referrals for 2 refuge spaces.

We supported women remotely and taught them how to use their mobiles safely to access support and to continue to attend appointments, claim welfare benefits, take legal advice and attend court – this was perhaps the most significant and positive outcome of the entire pandemic: women didn't need to attend court in person and face their abuser!

Social isolation was the hardest part of the pandemic for all our service and this impacted greatly on their mental health and wellbeing. We encouraged all the residents to go for regular walks and take exercise as recommended by the government, but some were reluctant others didn't have the confidence to go out alone or with other women – the fear of catching covid was very real and frightened not only the residents but the children.

The staff team continued to work closely with partners and stakeholders to provide resources and support to all the women and children, this included food, PPE, hand gels, wipes, toiletries and clothes. We were amazed at the generosity and kindness of organisations, large and small as well as members of the public getting in touch to support the women.

During these challenging and unprecedented times the support of our funders was huge: they understood how difficult it was for a small organisation like ours and they were accommodating and flexible with our reporting periods and supported us to change the use of our grants to divert funds to where they were needed most.

Referrals for safe accommodation continued and were unable to meet demand with only two refuges. We were given a third building by Notting Hill Genesis to use as a refuge to support an additional 5 women.

During the year we supported 38 women of which 23 had an insecure immigration status and were supported by the Immigration Advisor to apply to the Home Office under the Destitute Domestic Violence Concession (DDVC) to access welfare benefits support and legal advice.

All residents had individually tailored support plans in place which were reviewed on Skype and Zoom. Of the women we supported, 24% attended training courses to improve their chances of securing employment post Covid-19; 19% took up voluntary work and 2% secured paid employment. This is a significant decrease from the previous year 2019 – 2020 and can be accounted for due to the Covid-19 pandemic and the resulting lockdowns. 95% of the residents attended workshops and training over Zoom and Microsoft Teams. Residents were eager to take up all opportunities to attend workshops and any training we could provide remotely to help fill their day. We provided as many light-hearted and fun activities as we could including staff showing the residents how to cook and prepare meals and Zumba classes on Zoom.

Children's Services

Every child referred to Kiran Support Services, presented with a range of complex issues. Many of the children had witnessed their mum being hit or slapped and/or shouted at by their father. Some had been manipulated and groomed to side against the mother and, as we supported them, it became apparent that many suffered neglect.

Children were further affected by their mother's uncertain immigration status; language barrier; low income and complicated benefit claims.

We found that the impact of domestic abuse manifested itself in poor health, delayed development, including delayed talking and walking, violent outbursts, shouting, and not listening to even simple instructions. Children struggled to settle into new schools and make new friends prior to the lockdown.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

We also found that some children had conflicting emotions around the abuse. They did not understand why they had to leave their home; many had normalised the abuse, and some were not aware that abuse was taking place.

We supported 87 children and young people during the year.

All were impacted by the global pandemic and needed support in one way or another.

"I feel sad", "I am bored", "I don't know what to do", "why can't we go out", "I want to see my friends", "I need help with my schoolwork", I'm worried, and "I miss school"

These were just a few of the many feelings that children felt and shared with us over the past year during the pandemic.

During the Covid-19 lockdown, children found it hard not to be allowed out, not to see their friends, or go to school. They struggled with doing schoolwork at the refuge, especially as there was limited access to computers and printers. They also found it difficult to deal with the uncertainty of the situation, with some being very fearful of catching the virus or of their mums catching the virus.

One of the key issues raised and worked around was lack of understanding around online studying.

We provided extra provisions as most parents had limited understanding of how online portals worked. They had never had to access their children's education via the internet or support them in this way in learning at home. We worked closely with many families helping them support their children at home.

We arranged workshops via video call and showed them step-by-step how to facilitate the learning platforms.

We liaised constantly with schools in order to meet all the children's educational needs. We helped children access online studying sets and worked with the schools to provide study packs for children without access to computers and printers. We also provided additional support with studying by creating safe areas within the refuges. We maintained contact via daily phone and Zoom calls and provided updates on the latest guidelines and encouraged children to take regular exercise. On those times when children saw others breaking lockdown rules, we ran workshops around what was allowed and how those breaking the rules affected those around them.

During lockdown, all one-to-one sessions were carried out via video call. This sometime proved to be difficult as the children would stop engaging or start walking around the house making conversations harder. As a result of this, we understood the limit of the children's span of attention and worked with them to break up the sessions and find a way of encouraging them to stay better and longer engaged.

Despite the challenges we continued to have children's house meetings, which the children really enjoyed. They would all sit together and when it was someone's turn to talk, they would hold the phone and discuss the issues they wanted to raise. Extra toys were distributed within the house and more activity packs to keep the children occupied during this difficult time.

During the Pandemic there was a significant increase in the number of cases that needed social services involvement: There was a 50% increase in the number of cases that required referrals to social services. We supported thirty children to engage with Social Services and/or made referrals to social services compared to the year prior to the pandemic where we supported 12 children involved with social services.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Case Study One

Every case we support is complex, and evidence of progress needs to include the successful resolution of difficult situations, as this example illustrates:

A four-year-old child, 'T' and her mother had left the refuge. Her father had visitation rights. 'T' told her mum she didn't want to see her father, but he convinced her to go. On one occasion as 'T' was leaving to stay with her dad for a week she disclosed to her mum that her dad's friend, who lived with him, had touched her on her behind. Her mum was extremely distraught and confused and as the father was the mum's perpetrator, she felt very vulnerable. As soon as 'T' got in her dad's car, her mum contacted Social Services. English is not her first language and she found it very difficult to get through to anyone but managed to leave a message. She contacted us, and we established which borough's Social Services team to contact. We eventually reached the Out of Hours team but then found out that 'T's father was miles away and we would have to try and reach another borough's Social Services team. We finally managed to contact the relevant department who sent the police to carry out a welfare check. 'T's mum was so grateful that her daughter was safe and feels she never would have got the same response or level of support if she had had to resolve the issue alone.

Case Study Two

'Abid' was a boy aged eleven and very fearful of Covid and the implications of the virus. At first, we worked together on his fears and how to manage them. We discussed what was happening around the country and around the world. 'Abid' had an underlying health issue that was under control and treated by a consultant, however this health condition also magnified his concerns around Covid. 'Abid' also had two sisters that were at the house with him, they did not share the same fears as him and through talking about Covid did not display much concern.

However due to the constant update and changes around managing Covid and the restrictions 'Abid' became very reluctant to leave the house. He wasn't exercising and going to the park. His sisters were also having to stay at home as their mum was unable to take them out and leave him.

Kiran Support Services received funding for play equipment during the pandemic lockdowns. We purchased the equipment and put the outdoor toys in place, so that the families were able to enjoy the garden and enjoyed playing. 'Abid' happily played outside, and his physical and mental well-being improved greatly. He started to gain more confidence and would even go for walks with mum and sisters. The play area helped all the mums in their own isolation, and they felt happier and safe having the children play outside in the garden where they were nearby and felt safe.

Immigration Service

We have been able to successfully resolve every substantive immigration case, application for DDVC, and related casework.

The immigration service has been a vital resource for Kiran staff while working from home, the Immigration Advice Worker offered ongoing support and information around immigration issues to all our staff, which enabled them to help women resolve issues that were complicated by their immigration conditions. Cases where there is an immigration issue are more complex and take longer to resolve. In order to achieve successful outcomes we have to spend a lot of time interviewing women, obtaining detailed statements, and collating sufficient evidence for the Home Office. This is made more challenging because of the vulnerability of our clients who have suffered extreme trauma, the sensitive nature of the evidence we need to gather from our clients, and the complexity of their situations. Most of our service users are going through numerous other legal challenges, for example applying for injunctions against their abusers, fighting for the custody and protection of their children, and contesting criminal proceedings against them because of their uncertain immigration status. This is against the backdrop of all their other issues, including poor physical and mental health, poverty, language barriers, lack of education, and pressure from their own community not to reveal domestic abuse.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Case study

We received a telephone call from an outreach client who had heard about the immigration advice service through another Kiran Support Services service user. This client, who was very vulnerable, contacted the office late in the day about the arrest and detention of her two sisters (one of whom was pregnant) at the local police station. She was very distraught as she had been denied access to her sisters and had been left with one of their very young children to care for. This was a case in which a woman who was reporting incidents of domestic violence during a routine hospital check-up appointment and someone who should have been seen as a victim herself, was arrested and treated instead as a criminal due to her precarious immigration status. As a result of swift action and the knowledge from the immigration project as well as help from the appropriate agencies, these women were released from custody later that evening. This case took a considerable amount of time but resulted in a positive outcome.

Advocacy and Outreach Support

One of our biggest challenges during the pandemic was the difficulty in providing direct one-to-one support. All case work and advice was carried out on the phone, or through social media apps. This in itself was a challenge; some of service could not speak to us during the day due other family members being around or because their abuser was present making it harder to have a private discussion. SWE changed the way we worked to offer women the option of support outside of our normal working hours and at a time that suited them, for example, early in the morning when the children were asleep or late in the evening when it was safe for them to speak. We are grateful to our staff team for being so supportive.

Appointments were more time consuming on the phone and further time was given to the women if they needed to settle children down.

A key element in supporting women and children during these difficult times was securing further funding in order to offer financial support to the families. Hampers were made and distributed, grants applied for to better meet the needs of the families.

Women were unable to view properties offered by housing services and this in turn made it difficult to see if properties were suitable and safe for the women and their children. In one case, because they were not able to view the property in advance, the woman and her children were moved to a property where the roof was leaking, and which flooded every room in the flat. Due to the water coming down the walls the family were afraid of water getting in the electricals systems and wiring.

She was very distressed as she had been relocated out of London and felt isolated in an area that had few Asian people and no shops where she could buy Asian food or communicate with anyone in her own language. She began looking for properties in London, securing her one month rent and deposit and moved into a two-bed flat. Unfortunately, she was then affected by the benefit cap on her rent and needed help in budgeting, which we supported her with. We referred her to a food bank and helped her to receive support with her council tax which made a huge difference to her income. She is now happily settled in her new home with her two her two young children.

The advocacy and outreach service provided support to 400 South Asian women and children through ongoing one-to-one support delivered over the phone and face-to-face. Drop-in advice surgeries have allowed women to access support closer to them and given them the opportunity to find out about the multi-agency help within their areas. Activities were arranged in the women's native language, celebrating their achievements with pamper days, festival celebrations and day trips for them to learn new key skills, build relationships with other service users and alleviate some of the isolation that they felt through their individual circumstances.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

80% of the referrals we received were from external domestic abuse agencies where the women had asked for specialist cultural support. When asked, 95% of women supported felt more confident, safer, and more empowered to make a change in their lives after learning their rights. We made appeals for 10 women, which included overturning incorrect housing decisions, benefit entitlements and grants. Many appeals involved challenging local authorities who were not applying the correct housing policies and placing our service users in unsuitable accommodation. We enabled these women to feel empowered by helping them to explain to agencies the financial abuse they had suffered and by eradicating their outstanding bills and balances. Furthermore, we supported these women to clear their housing benefit arrears and council tax and held workshops for them to help them budget in the future.

We supported 8 women to obtain a non-molestation orders, child arrangement orders and divorce to help them escape the abuse they suffered. The women were afraid to confront their abusers and we supported them to stay strong while obtaining these orders and not withdrawing their statements.

Some of the feedback we received after hosting coffee mornings, events and one-to-one support was:

"I have never felt safer in my life like I do now, after the support I have received"

"Isolation heightened my mental health, but joining coffee mornings has given me a new life and new friends"

"I understand now the control my husband had on me and what abuse actually means"

One of the major challenges in the last year has been the lack of suitable move-on accommodation from local authorities. All too often women had to appeal against unsuitable offers only to have these denied and then left with properties without even basic amenities. This resulted in women feeling more vulnerable, which impacted negatively on their mental health. During the past year we saw a 20% rise in referrals to GP's, counselling, and/or mental health services due to the trauma the vulnerable women in our care have experienced. On top of having to deal with years of abuse and the challenges they have suffered, there has been a measurable rise in women feeling suicidal due in part to a lack of agencies and staff within them who were culturally sensitive and aware and better able to support them.

With our intervention, 90% of the women we supported said speaking in their native language and having someone who understood their identity helped them to leave an abusive relationship. The women that remained with their abusers felt safer in the relationship as they knew the options they had if they wanted to leave and knew that there were organisations available to support them.

The women we supported came to us with a multitude of complex needs. Our intersectional approach to service delivery offered women a safe confidential space to seek help and support. Through one-to-one sessions and risk assessments, women opened up and spoke about the sexual abuse they had suffered as they learnt about rape in marriage. Many of the women explained how they had experienced verbal abuse, but through counselling they learnt about the other forms of control their abusers had exerted on them. Working in a flexible and holistic way and with the best interest of our service users in mind, we ensured that we worked in partnership with the police, local authority, social workers, schools, safeguarding teams, housing, welfare, and other charities.

Emotional Wellbeing: Counselling Service

Since the lockdown began in March 2020, counselling sessions continued to be provided via telephone and online throughout the year and it has been a huge success in providing emotional support during such difficult times. The benefits of providing a telephone and online counselling service showed how vital it was to continue providing the support, especially for women who lived alone and had very little or no interaction with anyone but their counsellor during the week.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Our clients eagerly waited to engage with the service so that they could explore their emotional needs and current state. Other factors that contributed to the positive outcome of the telephone and online service was that clients were able to attend their counselling session without having to leave their front door and were able to engage from the comfort of their own home. Another huge factor was that mothers with children did not have to arrange childcare and therefore could engage in their counselling session whilst their children played safely elsewhere. Most importantly users of this service benefited by saving time and money on travelling to/from Kiran's office.

This though was not the case for a handful of clients who lived with family members and lacked the personal space to enable them to engage in their sessions. Given the circumstances, Kiran Support Services was able to accommodate them by delaying their counselling sessions until lockdown restrictions eased with the opening of offices, shops, and schools. For many of our service users counselling services have been an anchor that helped get them through some lonely times.

Between April 2020 and March 2021, Kiran Support Services provided 361 Counselling sessions to its outreach clients. All sessions were provided on a weekly and fortnightly basis via telephone and online at times negotiated between the client and their counsellor. Emotional support also continued to be provided to the women living in the Brent and Kiran's refuge and a total of 356 Counselling sessions were provided. During the month of March 2021, the three counsellors worked together and organised nine workshops as a way of providing further support by bringing the women together online. Each workshop was held on zoom for 60 minutes and had a good turnout with twenty-six women engaging. Topics covered were around 'what is mental health'; 'Who am I?'; self-care; self-worth; self-esteem & respect; understanding depression and anxiety and mindful breathing exercises. All the topics and activities were put together in consultation with the women to raise awareness and ways to help them get through the unprecedented times and so were carefully chosen by the counsellors.

As well as providing emotional support to women, Kiran Support Services also succeeded in providing forty-three play therapy sessions to children under 14 years of age. A counsellor who specialises in play therapy engaged with children at different schools every week and provided one-to-one play therapy sessions during school hours. This service received a positive response from both the children and their parents.

During the lockdown Kiran Support Services was successful in coming together with Waltham Forest Therapeutic Market Place for client referrals. This meant we would receive counselling referrals for clients of South Asian origin enabling them to access therapy tailored to meet their needs. As of end March 2021 we received and provided a total of 403 counselling sessions.

Therapy for many women is like stepping into a world of the unknown that involves exploration and re-connecting to their own emotions and feelings. This can be a scary place and leave them feeling vulnerable too. Respecting the client's autonomy and maintaining confidentiality that would help build a foundation of trust between our clients was the key to success and I believe we at Kiran Support Services have the right mindset, goals, and the right team to do this.

KIRAN SUPPORT SERVICES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

Feedback

"Counselling has boosted my self-esteem and changed the way I used to look at things due to which I became better in my day-to-day activities and big decisions in life"

"I was able to share my bad thoughts and my counsellor was able to give me positive examples and help me move on with my life"

"I really enjoyed having every session, they helped me focus on my emotions."

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

Approved by the order of the board of trustees on 22 March 2022 and signed on its behalf by:

Nighat Sahi (Chair) - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
KIRAN SUPPORT SERVICES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 13 to 24.

Responsibilities and basis of report

As the charity 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 company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

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.

Stephen Jones FCA
% Myrus Smith, Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

22 March 2022

KIRAN SUPPORT SERVICES

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income and Endowments from:					
Donations and grants	2	21,790	357,248	379,038	311,811
Charitable activities	3	164,021	-	164,021	153,725
Other income	4	13,100	-	13,100	4,994
Total		<u>198,911</u>	<u>357,248</u>	<u>556,159</u>	<u>470,530</u>
Expenditure on:					
Raising funds	5	9,030	6,192	15,222	11,869
Charitable activities	6	140,867	333,896	474,763	421,747
Total		<u>149,897</u>	<u>340,088</u>	<u>489,985</u>	<u>433,616</u>
Net surplus/(deficit)		49,014	17,160	66,174	36,914
Transfers between funds	15	-	-	-	-
Net movement in funds	15	49,014	17,160	66,174	36,914
Reconciliation of funds:					
Total funds brought forward	15	254,573	104,361	358,934	322,020
Total funds carried forward	15	<u>£303,587</u>	<u>£121,521</u>	<u>£425,108</u>	<u>£358,934</u>

All income and expenditure is derived from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Net cash flow from operating activities	77,651	114,348
Cash and cash equivalents at the beginning of the year	474,048	359,700
Cash and cash equivalents at the end of the year	<u>£551,699</u>	<u>£474,048</u>
Reconciliation of net income to net cash flow from operating activities	2021 £	2020 £
Net income for the year	66,174	36,914
(Increase)/Decrease in debtors	(4,202)	3,364
Increase/(Decrease) in creditors	15,679	74,070
Net cash flow from operating activities	<u>£77,651</u>	<u>£114,348</u>
Cash and cash equivalents consist of:	2021 £	2020 £
Cash at bank and in hand	<u>£551,699</u>	<u>£474,048</u>

KIRAN SUPPORT SERVICES

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	2021	2020
		£	£
Fixed assets			
Tangible Fixed Assets	11	3	3
Current assets			
Debtors	12	18,398	14,196
Cash at Bank		551,699	474,048
		<u>570,097</u>	<u>488,244</u>
Creditors: amounts			
falling due within one year	13	(144,992)	(129,313)
		<u></u>	<u></u>
Net current assets		425,105	358,931
		<u></u>	<u></u>
Net assets	16	£425,108	£358,934
		<u></u>	<u></u>
Funds:			
Unrestricted funds			
- General funds	15	156,087	107,073
- Designated funds	15	147,500	147,500
		<u></u>	<u></u>
Total unrestricted funds		303,587	254,573
		<u></u>	<u></u>
Restricted Funds	15	121,521	104,361
		<u></u>	<u></u>
Total funds	15	£425,108	£358,934
		<u></u>	<u></u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The trustees have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

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

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

The financial statements were approved by the Board of Trustees on 22 March 2022 and were signed on its behalf by:

Shahzadi Raza Trustee
(Treasurer)

The notes form part of these financial statements.

KIRAN SUPPORT SERVICES

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

1. ACCOUNTING POLICIES

Company status

The charity, Kiran Support Services, is also a private limited company (No. 5727907), limited by guarantee and is registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administration Details on page 1 of these financial statements.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. The financial statements have been prepared on a going concern basis under the historical cost convention.

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

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 33% on cost, 25% on cost and 10% on cost
-----------------------	--

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021 /contd...

1. ACCOUNTING POLICIES /cont'd...

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairments are recognised in expenditure.

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

2. Grants and Donations

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations	1,790	150	1,940	1,276
Grants				
The Brook Trust	-	-	-	15,000
Garfield Weston Foundation	-	-	-	5,417
Nationwide Community Grant	-	-	-	18,725
Comic Relief	20,000	-	20,000	35,000
BBC Children in Need	-	35,950	35,950	28,093
Lloyds Bank Foundation	-	25,000	25,000	25,000
City Bridge Trust	-	34,388	34,388	53,525
Trust for London	-	29,500	29,500	29,500
Big Lottery	-	85,052	85,052	85,291
London Community Foundation (Tampon Tax)	-	-	-	14,984
Rosa Fund	-	35,000	35,000	-
Waltham Forest Market Place	-	12,675	12,675	-
BBC Children in Need – COVID	-	3,050	3,050	-
City Bridge Trust – COVID	-	11,238	11,238	-
Comic Relief – COVID	-	40,000	40,000	-
Imkaa/VAWG – COVID	-	20,000	20,000	-
MHCLG - COVID	-	25,245	25,245	-
	<u>£21,790</u>	<u>£357,248</u>	<u>£379,038</u>	<u>£311,811</u>

Of the £311,811 recognised in 2020, £75,418 was unrestricted funds and £236,393 was restricted funds.

3. Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Charges to residents	<u>164,021</u>	<u>-</u>	<u>164,021</u>	<u>153,725</u>

All of the £153,725 recognised in 2020 was unrestricted funds.

KIRAN SUPPORT SERVICES

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021 /contd...

4. Other income

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Nationwide Foundation	12,600	-	12,600	-
Fundraising	-	-	-	2,126
Sundry	500	-	500	2,868
	<u>13,100</u>	<u>£Nil</u>	<u>£13,100</u>	<u>£4,994</u>

All of the £4,994 recognised in 2020 was unrestricted funds.

5. Cost of raising funds

	Direct Costs	Support Costs	Total 2021	Total 2020
Fundraising	£15,222	£Nil	£15,222	£11,869
	<u>£15,222</u>	<u>£Nil</u>	<u>£15,222</u>	<u>£11,869</u>

All of the £11,869 recognised in 2020 was charged to unrestricted funds.

6. Cost of charitable activities

	Direct Costs	Support Costs	Total 2021	Total 2020
Educational, counselling and prevention work	£386,680	£88,083	£474,763	£421,747
	<u>£386,680</u>	<u>£88,083</u>	<u>£474,763</u>	<u>£421,747</u>

Of the £421,747 expenditure recognised in 2020, £168,667 was charged to unrestricted funds and £253,080 was charged to restricted funds.

KIRAN SUPPORT SERVICES

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

/contd...

7. Expenditure on Charitable Activities

	Total 2021 £	Total 2020 £
Direct costs		
Wages	216,497	188,999
Social Security	19,982	18,467
Pensions	5,678	5,919
Legal, consultancy and professional	5,123	-
Premises costs	139,400	96,108
	<u>£386,680</u>	<u>£309,493</u>
Support costs		
Wages	27,992	42,561
Employee and voluntary costs	4,070	10,653
Insurance	3,466	3,107
Legal, consultancy and professional	2,080	14,325
Office costs including rent	16,916	15,429
Communications	17,844	10,262
Sundry expenses	669	485
Finance	10,635	10,641
Governance Costs:		
Independent examiner's fee	2,880	3,800
Other governance costs	1,531	991
	<u>£88,083</u>	<u>£112,254</u>
Total Charitable Costs	<u><u>£474,763</u></u>	<u><u>£421,747</u></u>

8. Net Income/(Expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	31 March 2021	31 March 2020
Independent examiner's fee	<u>£2,880</u>	<u>£3,800</u>

9. Related party disclosures

No trustees' remuneration was paid or other benefits provided for the year ended 31 March 2021 or for the year ended 31 March 2020.

No trustees' expenses were paid for the year ended 31 March 2021 or for the year ended 31 March 2020.

There were no other related party transactions during the year (2020 : Nil) other than those set out in Note 10 relating to employee benefits received by key management.

KIRAN SUPPORT SERVICES

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

/contd...

10. Staff costs

	2021	2020
	£	£
Staff costs were as follows:		
Wages and salaries	244,489	231,560
Social security costs	19,982	18,467
Pension costs	5,678	5,919
Staff training	1,945	7,384
Other costs	2,125	3,269
	<u>£274,219</u>	<u>£266,599</u>

One employee received total employee benefits (excluding employers national insurance and employer pension contributions) of more than £60,000 during 2021 (2020 : One), within the band £60,000 to £70,000.

Total employee benefits received by key management amounted to £78,865 (2020 : £77,753). Under FRS 102, employee benefits includes gross salary, benefits in kind, employers national insurance and employers pension contributions.

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

	2021	2020
Charitable	7	8
Administration	1	1
	<u>8</u>	<u>9</u>

11. Tangible Fixed Assets

	Fixtures and Fittings £
Cost	
At 1 April 2020 and 31 March 2021	29,785
Depreciation	
At 1 April 2020 and 31 March 2021	29,782
Net Book Value	
At 31 March 2021	£3
At 31 March 2020	£3

12. Debtors: Amounts falling due within one year

	31 March 2021 £	31 March 2020 £
Trade debtors	15,098	8,772
Other debtors	2,858	442
Prepayments and accrued income	442	4,982
	<u>£18,398</u>	<u>£14,196</u>

KIRAN SUPPORT SERVICES

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

/contd...

13. Creditors: Amounts falling due within one year	31 March 2021 £	31 March 2020 £
Taxation and social security	5,522	6,157
Other creditors	3,831	2,467
Accruals	18,637	11,597
Deferred income (see note 13)	117,002	109,092
	<u>£144,992</u>	<u>£129,313</u>

14. Deferred income	Balance brought forward	Additions in year	Released to income	Balance carried forward
Grants and donations	£109,092	£40,510	£(32,600)	£117,002

Deferred income reflects grant income received in advance for the following financial year, to be expended in accordance with specified or implied timeframes and agreed budgets.

15. Movement in funds	At 1 April 2020 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2021 £
Unrestricted Funds					
General Fund	107,073	198,911	(149,897)	-	156,087
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	15,000	-	-	-	15,000
	<u>254,573</u>	<u>198,911</u>	<u>(149,897)</u>	<u>-</u>	<u>303,587</u>
Restricted Funds					
BBC Children in Need	8,858	35,950	(33,610)	-	11,198
Lloyds Bank Foundation	18,750	25,000	(25,000)	-	18,750
City Bridge Trust	16,644	34,388	(39,037)	-	11,995
Trust for London	4,772	29,500	(29,804)	-	4,468
DCLG/MHCLG	29,231	25,245	(52,992)	-	1,484
Big Lottery	9,669	85,052	(85,106)	-	9,615
International Women's Day	2,279	-	-	-	2,279
London Community Foundation (Tampon Tax)	14,158	-	(11,561)	-	2,597
City Bridge Trust - COVID Grant	-	11,238	(3,226)	-	8,013
BBC Children in Need - COVID Grant	-	3,050	(2,668)	-	382
Comic Relief - COVID Grant	-	40,000	(38,482)	-	1,518
Imkaan/VAWG - COVID Grant	-	20,000	(6,459)	-	13,541
Waltham Forest Market Place	-	12,675	(12,143)	-	532
Young Women's Trust	-	150	-	-	150
Rosa Fund	-	35,000	-	-	35,000
Total restricted funds	<u>104,361</u>	<u>357,248</u>	<u>(340,088)</u>	<u>-</u>	<u>121,521</u>
Total funds	<u>£358,934</u>	<u>£556,159</u>	<u>£(489,985)</u>	<u>£Nil</u>	<u>£425,108</u>

KIRAN SUPPORT SERVICES

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

/contd...

15. Movement in funds - continued

Comparative information for the previous financial year is as follows:

	At 1 April 2019 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2020 £
Unrestricted Funds					
General Fund	68,472	234,137	(180,536)	(15,000)	107,073
Designated Fund:					
Current Service Provision	32,500	-	-	-	32,500
Refuge Development	100,000	-	-	-	100,000
Residents Services	-	-	-	15,000	15,000
	<u>200,972</u>	<u>234,137</u>	<u>(180,536)</u>	<u>-</u>	<u>254,573</u>
Restricted Funds					
BBC Children in Need	6,193	28,093	(25,428)	-	8,858
Lloyds Bank Foundation	18,750	25,000	(25,000)	-	18,750
City Bridge Trust	2,180	53,525	(39,061)	-	16,644
Trust for London	4,244	29,500	(28,972)	-	4,772
DCLG/MHCLG	54,810	-	(25,579)	-	29,231
Big Lottery	32,592	85,291	(108,214)	-	9,669
International Women's Day	2,279	-	-	-	2,279
London Community Foundation (Tampon Tax)	-	14,984	(826)	-	14,158
	<u>121,048</u>	<u>236,393</u>	<u>(253,080)</u>	<u>-</u>	<u>104,361</u>
Total restricted funds	<u>121,048</u>	<u>236,393</u>	<u>(253,080)</u>	<u>-</u>	<u>104,361</u>
Total funds	<u>£322,020</u>	<u>£470,530</u>	<u>£(433,616)</u>	<u>£Nil</u>	<u>£358,934</u>

Designated Fund

Current Service Provision

The trustees have set aside this amount to meet obligations that may arise from contracts of employment with staff and to meet any unexpected costs such as those associated with unexpected human resources issues.

Refuge Development

Kiran has currently two refuges in management. In order to meet clients' needs Kiran is attempting to establish a further refuge which will provide our residents with a building that moves them towards semi-independent living; this process can involve substantial planning and financial resources in order to convert, equip and furnish any prospective property. It is now likely that another additional refuge will be brought into management during 2020-21. The fund balance at the year-end is to enable such a refuge to be brought into management in the event that the potential set up and establishment costs have not been able to be fundraised in the year; to expand the breadth of services Kiran offers to women and children, with a particular focus on supporting women and children's positive mental health; working with CAMHS to help them better understand and meet the needs of Asian women and children.

Residents' Services

Kiran receives applications from women who have insecure immigration status and therefore not able to receive public funding for their accommodation and subsistence costs whilst at the refuge. The residents' welfare fund is being set up in order to avoid any resident in these circumstances having to depart the refuge. The transfer in the year has been made from general funds.

KIRAN SUPPORT SERVICES

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

/contd...

15. Movement in funds - continued

Restricted Funds

BBC Children In Need:

Provides funds for a children's worker who supports children both within the refuge and in the community who have been exposed to, or experienced domestic violence directly or indirectly and seeking to establish preventative networks and strategies.

Lloyds Bank Foundation:

Provides funds towards the cost of the Chief Executive's salary.

City Bridge Trust:

Provides funds for an outreach worker, to provide support and advocacy to women leaving the refuge, enabling them to settle into their new home and surroundings and to provide advice and support to women in the community that may be experiencing domestic violence and abuse or who may be at risk of forced marriage or honour based violence.

Trust for London:

Provided a grant for three years for a part time Immigration advice worker.

Department for Communities and Local Government/Ministry of Housing, Communities and Local Government (DCLG/MHCLG):

Furnishing and equipment at the new refuge.

Big Lottery:

Five year funding of one full-time and one part-time worker to provide one-to-one advocacy support for women in our refuges.

International Women's Day:

Provides future activities and events for service users to celebrate International Women's Day on March 8th annually.

London Community Foundation (Tampon Tax):

Provides a specialist counselling service to Asian women in their own languages.

City Bridge trust / BBC Children in Need / Comic Relief / Imkaan/VAWG COVID-related grants.

Waltham Forest Market Place

Referrals from Waltham Forest Market Place for specialist counselling provision.

Young Women's Trust

Grant received on behalf of a client.

Rosa Fund

Grant for full-time refuge worker at new refuge.

KIRAN SUPPORT SERVICES

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

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16. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
2021			
Tangible fixed assets	3	-	3
Current assets	331,574	238,523	570,097
Current liabilities	(27,990)	(117,002)	(144,992)
As at 31 March 2021	<u>£303,587</u>	<u>£121,521</u>	<u>£425,108</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £
2020			
Tangible fixed assets	3	-	3
Current assets	274,792	213,452	488,244
Current liabilities	(20,222)	(109,091)	(129,313)
As at 31 March 2020	<u>£254,573</u>	<u>£104,361</u>	<u>£358,934</u>

17. FINANCIAL COMMITMENTS

Total future minimum payments under the housing management contract are as follows:

	2021	2020
Amounts due within one year	<u>£33,609</u>	<u>£31,248</u>

18. CONTINGENT ASSETS

The charity has been awarded some multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised at March 2021 was £232,613 (2020 : £458,002).