

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
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Sutton, Surrey
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KIRAN SUPPORT SERVICES

Contents of the Financial Statements for the Year Ended 31 March 2021

	Page No.
Reference and Administrative Details	1
Report of the Trustees	2 to 11
Independent Examiner's Report	12
Statement of Financial Activities	13
Balance Sheet	14
Statement of Cash Flows	15
Notes to the Financial Statements	16 to 24

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)		<u>49,014</u>	<u>17,160</u>	<u>66,174</u>	<u>36,914</u>
Transfers between funds	15	-	-	-	-
Net movement in funds	15	<u>49,014</u>	<u>17,160</u>	<u>66,174</u>	<u>36,914</u>
Reconciliation of funds:					
Total funds brought forward	15	<u>254,573</u>	<u>104,361</u>	<u>358,934</u>	<u>322,020</u>
Total funds carried forward	15	<u><u>£303,587</u></u>	<u><u>£121,521</u></u>	<u><u>£425,108</u></u>	<u><u>£358,934</u></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	<u>474,048</u>	<u>359,700</u>
Cash and cash equivalents at the end of the year	<u><u>£551,699</u></u>	<u><u>£474,048</u></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	<u>15,679</u>	<u>74,070</u>
Net cash flow from operating activities	<u><u>£77,651</u></u>	<u><u>£114,348</u></u>
Cash and cash equivalents consist of:	2021 £	2020 £
Cash at bank and in hand	<u><u>£551,699</u></u>	<u><u>£474,048</u></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>	<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>	<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>£474,763</u>	<u>£421,747</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
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

/contd...

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).