

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
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Surrey
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KIRAN SUPPORT SERVICES

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

	Page No.
Reference and Administrative Details	1
Report of the Trustees	2 to 8
Independent Examiner's Report	9
Statement of Financial Activities	10
Balance Sheet	11
Statement of Cash Flows	12
Notes to the Financial Statements	13 to 21

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.

KIRAN SUPPORT SERVICES

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

REPORT OF THE TRUSTEES

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.

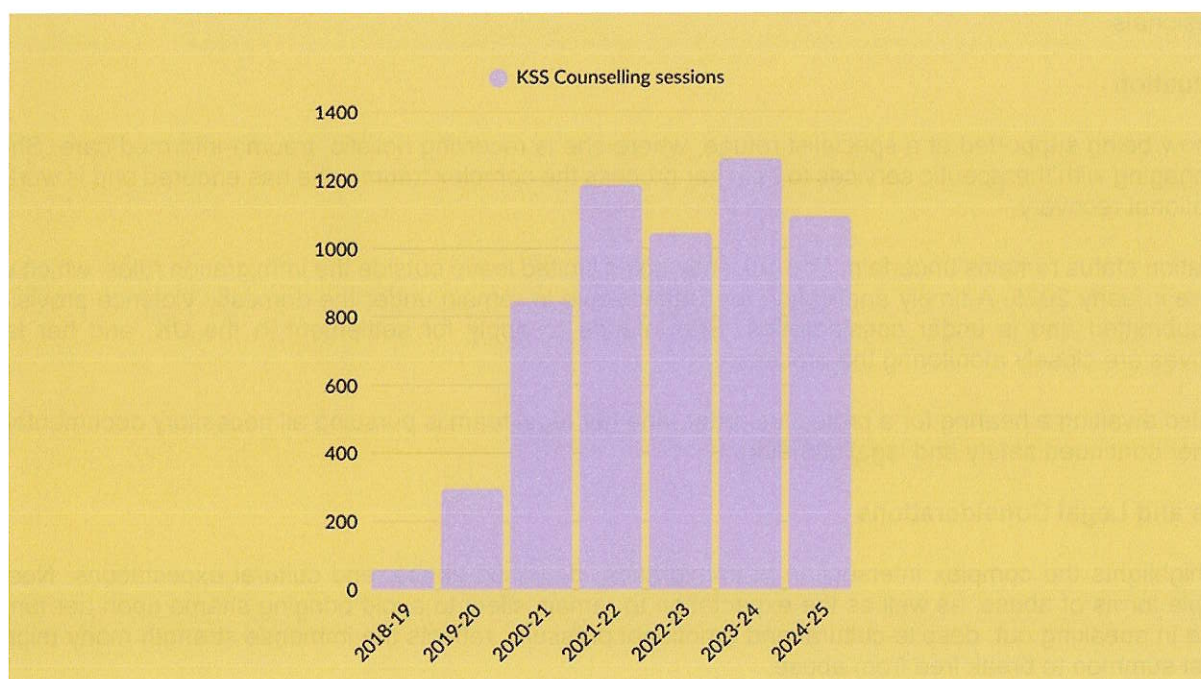
Neema's story represents the resilience of many women navigating the complex realities of domestic abuse, immigration insecurity, and cultural barriers. Her case highlights the vital need for specialist, culturally competent support services, as well as the importance of policy reform to better protect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