

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

England & Wales · Charity number 1116444

Details

Other names	BLACKBURN AND DARWEN DISTRICT WOMEN'S AID LIMITED, The Wish Centre
Status	Registered
Legal form	Charitable company
Company number	05834929
Registered	2006-10-19
Register	View on the Charity Commission register

Contact

Address	Unit 21 Business Development Centre Eanam Wharf Eanam Old Road Blackburn
Phone	0300 561 0440
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Website	www.thewishcentre.org

Activities

Objects: • TO ASSIST IN THE RELIEF OF WOMEN AND MEN AND THEIR CHILDREN WHO HAVE SUFFERED OR ARE AT RISK OF SUFFERING DOMESTIC ABUSE, THROUGH THE PROVISION OF SUPPORT, ADVICE AND ACCOMMODATION.

Activities: Provision of support, advice and accommodation to adults and children who have suffered or at risk of suffering domestic abuse.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Accommodation/housing, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, Other Defined Groups

Geography

- **Area of benefit:** BLACKBURN AND DARWEN DISTRICT.
- Blackburn With Darwen
- Lancashire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,448,930	£1,533,188	£2,457,954	41
2024-03-31	£1,653,362	£1,349,230	£2,542,212	41
2023-03-31	£1,682,916	£1,174,802	£2,238,080	38
2022-03-31	£1,743,183	£1,084,830	£1,729,966	36
2021-03-31	£1,471,998	£893,887	£1,071,613	28

Trustees

Name	Role	Appointed
PAULINE GERAGHTY MBE	Chair	2015-09-08
ANGELA MARY MCDONAGH-KELLY		2011-09-02
CHRISTINE MARIE SOUTHWORTH		2025-04-24
Gillian Clarke		2023-02-01
JOAN WHITTAKER		
Jonathan Phillip Atkinson		2020-02-12
Rabiya Gangreker		2014-09-02
Sarah Jane Miranda Lynas		2022-09-08
Sophia Isa		2021-06-25

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

England & Wales - Charity number 1116444

Accounts

Company registration number: 05834929

Charity registration number: 1116444

Blackburn and Darwen District Without Abuse Ltd

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

KM
1st Floor, Block C
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

Blackburn and Darwen District Without Abuse Ltd

Contents

Reference and Administrative Details	1
Trustees' Report	2 to 20
Statement of Trustees' Responsibilities	21
Independent Auditors' Report	22 to 25
Statement of Financial Activities	26
Balance Sheet	27
Statement of Cash Flows	28
Notes to the Financial Statements	29 to 37

Blackburn and Darwen District Without Abuse Ltd

Reference and Administrative Details

Trustees	Jonathan Phillip Atkinson Margaret Elaine Cairns Gillian Clarke Rabiya Gangreker Pauline Geraghty MBE Sophia Isa Sarah Jane Miranda Lynas Angela Mary McDonagh-Kelly Christine Marie Southworth Joan Whittaker
Senior Management	Shigufta Khan, Chief Executive Officer
Charity Registration Number	1116444
Company Registration Number	05834929
Registered Office	The charity is incorporated in England and Wales. Unit 21 Business Development Centre Eanam Wharf Eanam Old Road Blackburn BB1 5BL
Auditor	KM 1st Floor, Block C The Wharf Manchester Road Burnley Lancashire BB11 1JG
Solicitors:	Watson Ramsbottom Solicitors 25-29 Victoria Street Blackburn Lancashire BB1 6DN
Bankers	NatWest Bank plc 35 King William Street Blackburn Lancashire BB1 7DL

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2025.

Trustees

Jonathan Phillip Atkinson

Margaret Elaine Cairns

Gillian Clarke

Rabiya Gangreker

Pauline Geraghty MBE

Sophia Isa

Sarah Jane Miranda Lynas

Angela Mary McDonagh-Kelly

Joan Whittaker

Trustee appointed following the year end

Christine Marie Southworth (appointed 24/4/2025)

Patron

Graham Liver

Achievements and performance

We are privileged to share the highlights from the year and our future plans. Our report will outline the outcomes achieved and the differences we made to services users (this phrase will be used throughout the report to denote everyone who accesses our services, our beneficiaries). The phrases victim, survivor and perpetrator will also be used to talk about service users dependant on the support they receive. The working name the Wish Centre will be used throughout the report. Our 2022-2025 Strategic Plan is coming to an end and trustees, staff and service users are working on our new strategy that will identify the direction and developments for the next three years.

The past year has once again highlighted the vital importance of our services in supporting those who have been affected by domestic abuse. For over 37 years we have provided much needed support in our community, advocated for change in legislation and practice and challenged the barriers that prevent people living lives free from abuse.

Across our services we have supported 3,700 people throughout the year. This is an increase from the previous year. There were 7,500 instances of abuse reported to the Wish Centre. Our aim is always to provide high quality services that are trauma informed and directed to the individual needs of people who require support. It is based on a whole family approach that addresses complex needs, promotes wellbeing and achieves better outcomes for everyone involved. We pride ourselves on the excellent work we undertake and will therefore be reapplying for Women's Aid accreditation and working towards One Small Thing trauma quality mark over the coming year.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Our work is constantly reviewed to ensure it achieves the best outcomes, for example our children and young people's programmes have been developed over the year to better respond to participants needs and we have refined the way we measure counselling outcomes. Safelives, a national domestic abuse charity is undertaking an evaluation of the young people's programmes we provide so we can learn from positive interventions and undertake any redesigns required. We have made a significant investment in how we collect appropriate data and individual feedback across all services so we can improve the way we evaluate our direct work, understand ongoing need, address gaps in service and focus on funding opportunities. We have used new evaluations tools, made use of AI to both inform ongoing developments and report on success and gaps, ensuring staff are equipped to manage these evolving processes. We are in the process of developing a CRM system that we know will make our processes more efficient and effective. In the coming year we will be working towards Cyber Essential certification so we can further demonstrate our commitment to cyber security.

We have appointed a specialist health and safety company that is supporting the Wish Centre to manage health, safety and wellbeing in the workplace and to ensure our processes, buildings, staff support, care for the public comply with necessary legislation and guidance. They act as our competent person enabling us to meet all our obligations.

We have a dynamic, focused and professional workforce with staff and volunteers highly committed to the task of supporting those who need our interventions. It is crucial to value our staff and having a lead senior leadership team (SLT) member whose role it to ensure the well-being and development of staff and create a positive organisational culture has proved very effective over the past year. Our HR policies have been reviewed through the year and we have made positive adjustments to significant policies that affect staff well-being. We have also continued to respond to new legislation and guidance, for example, the Worker Protection (Amendment of Equality Act. 2010) Act 2023. Without our dedicated staff and volunteer team we would not be able to provide the crucial services we do. We have achieved IIP accreditation for many years and continue to be focused on ensuring staff are supported to do the best job they can, able to develop to their skills and feel valued in the workplace. Our CEO, Shigufta Khan, who has led the organisation for many years, is an expert in the field of domestic abuse and commands respect for her knowledge, approach and leadership both internally and externally with partners. She works with the SLT and trustees to ensure the effective delivery of our strategic plan and to achieve our mission and live by our values.

We started the financial year in a positive position and were encouraged that employing both a consultant bid writer and fundraiser were successful in raising funds. Staying true to our focus of tackling domestic abuse we were able to secure funding to add benefit to our services. Given the success of our consultant fundraiser the Board agreed to create a specific post to add to our staffing structure. This post has now been recruited to. There is no doubt that the funding landscape is becoming more challenging and consequently we have looked at ways to reduce our reliance on grants and commissions and boost our unrestricted funding. This gives us opportunities to use this money to develop new initiatives that fit with our core business. We were pleased to receive a grant for four years from The Leathersellers and we successfully re-tendered for the Blackburn with Darwen Unitary Authority Domestic Abuse commission. In the coming year we want to explore new funding avenues that would enable us to create additional provision that will strengthen and complement our services. We also want to develop our engagement and partnership model so that we build relationships with corporate sponsors, local businesses and the community. We have already made some valuable links with businesses and companies who want to support our cause and their involvement has been priceless. We held our first fundraising ball and raised an amazing £10,000. The ball was sponsored by Haydock Finance a local business who has supported us for many years. We also raised over £3,000 from a lunch organised by the women's business network. Individuals and groups have taken on sponsored challenges too, the Morecambe Bay Walk and Walk the Big One at Blackpool are two such events. This type of support is invaluable to us and ensures we can continue to support people in our community. We had hoped our charity shop would contribute to our fundraising efforts but unfortunately it has not proved as successful as we expected. Whilst it has been a positive community asset in raising the profile of the Wish Centre it has not raised the expected funds. We therefore made the decision to close the shop and invest in other areas of direct work. We believed this was a more productive way of supporting our beneficiaries.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

We have begun a review of our financial processes to ensure we have the most effective approach going forward, enabling us to demonstrate accountability, transparency and rigour. A working party comprising of senior staff members and trustees is taking the lead in this and will report to the Board. This work will shape how we develop our financial strategy for the future. Following a tendering process we have contracted with a new accountancy firm and new auditors. We continue to manage an investment portfolio with the support of a financial advisor. The Finance and Audit Committee meets on a regular basis to scrutinise our financial security and sustainability and reports to the Board.

Our communication strategy has continued to develop throughout the year and we are proud of our social media profile. Reaching our partners, colleagues and the wider community is vital in publicising the services we offer, getting information about domestic abuse into the public domain and building our supporter base. Developing our advocacy role links well with our communication strategy and having a defined post holder role within the organisation has been very productive. It has expanded our reach at a local level through positive media engagement and has boosted our training offer. Training and education have been a focal point for the Wish Centre for many years and this year has seen this develop further by forging new links with individuals, statutory and voluntary agencies, companies and sponsors.

Engaging with victims and survivors of domestic abuse is very important to us and using social media we have been able to achieve this and further develop it. Championing co-production means we develop services and activities that are meaningful to service users, for example, our recently relaunched peer support group, tailored events and groups within our refuges and young people taking part in local partnership activities. Learning from people with lived experience is vital to ensuring our services remain relevant to those who seek support.

Working for the benefit of the community and specifically those people who are suffering or at risk of suffering from domestic abuse is and always has been our focal point. We have not strayed from the mission of listening, supporting, empowering people across Lancashire to be free from abuse. We have a clear view of the services we want to provide and develop and the values we want to demonstrate in all our work. Identifying funding and partnerships that will promote this is key to our continued success and sustainability. We want a safer community; we want to be part of achieving this and we believe we have shown over many years the drive and commitment to do this.

Domestic abuse is an abhorrent crime and horrendously affects the lives of adults and children/young people. For the year ending March 2024 the Crime Survey for England and Wales (CSEW) estimated that 4.8% of people over the age of 16 experienced domestic abuse in the previous year (2.3 million people). However, the Office of National Statistics using newly designed survey questions estimated that for the same period 8.0% of people over 16 had experienced domestic abuse (3.9 million people) We know it is a gendered crime with women disproportionately affected. The statistics highlight that 1:4 women will experience domestic abuse in their lifetime. In domestic abuse cases 84% of victims are female whilst 93% of defendants are male. 20% of children have lived with an adult perpetrating domestic abuse. 41% of girls in the UK, aged 14 to 17 in an intimate relationship experienced some form of sexual violence from their partner. On average, one woman is killed by an abusive partner or ex partner every five days in England and Wales. We are aware of the links between domestic abuse and the impact on mental health and research is showing the significant links with suicide. In the year 2023-24 there were 262 deaths in England and Wales recorded as being related to domestic abuse by the Domestic Homicide Project with 98 classified as suspected suicide. These figures shock but they are factual, and this is why the Wish Centre is a vital service, here for those who need support.

Behind the statistics are real people who we support each day, people who have had the courage to come forward to share their experiences and make the journey to live a life free from abuse. People who recognise they want their children to live in safe households, people who know they need to change their abusive behaviour and seek help to do so.

We must thank our staff and volunteer team for the amazing work they undertake day in, day out, to our supporters and donors who make our work possible and to our partners who work side by side with us.

We dedicate our report to the victims and survivors of domestic abuse, adults, children and young people, past and present. Your courage and strength mean we carry on.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

The Wish Centre services

This is what we currently offer in our communities:

Safe accommodation - safe accommodation provided in Blackburn with Darwen consists of five individual houses with a staffed support block as well as 9 flats with a staffed flat. Emotional and practical support is provided to enable women to live a life free from abuse. Victim programmes and programmes for children are provided on site as well as counselling services. Resettlement support is provided to support residents to move-on into their own accommodation and settle into their new communities.

IDVA / Advice service - support is offered to anyone who is impacted by domestic abuse and we welcome self-referrals, agency referrals and referrals from the police. Risk assessments and safety planning are undertaken with victims who may have been impacted by physical, sexual, psychological, emotional, economic abuse including forced marriages, so called honour-based abuse or female genital mutilation. To best serve the communities we work in and ensure that we can meet the needs of our service users we employ specialist ethnic minorities IDVAs, a specialist stalking ISAC case worker and an IDVA focusing on older people's needs and a CHIDVA a specialist IDVA supporting young people in abusive relationships. We have added to the team an Emotional Health & Well-being Practitioner recognising the emotional and psychological needs of service users from an early stage of engagement. We also work closely with the police delivering Operation Provide, a direct service to victims where police colleagues are responding to domestic abuse call outs. IDVAs and police officers will work hand in hand to support victims.

Sanctuary Scheme - as well as supporting victims to access alternative accommodation we also provide support to ensure that victims living in their own homes are safe. A range of safety measures are available, for example, personal alarms, window & door alarms, lock changes and CCTV that can be provided to individuals to make their homes safer.

Programmes for adults - we offer a range of interventions for victims including AIM - a therapeutic programme that educates victims on domestic abuse and the impact that it can have on them and the way they parent. In addition, we offer The Recovery Toolkit which is a programme that supports women to move on from an abusive relationship. The programme helps women to develop their own strengths, resources and healthy coping strategies.

Programmes for perpetrators - The Wish Centre has been delivering interventions for perpetrators since 2011 in Blackburn with Darwen and this has been extended to cover Lancashire. Group programmes and 1:1 interventions are being delivered across the geographical area. The Make the Change© programme has been developed over many years and the evidence shows the effectiveness in changing men's abusive behaviour. Gateway to Change© has been developed to precede our main programme and this raises awareness of domestic abuse. This helps some people who believe they do not require an intervention assess how Make the Change© could be beneficial.

Project CARA (cautioning and relationship abuse) - This strand of work is delivered by specialist staff. It is an early intervention programme aimed at perpetrators of domestic abuse and sits within the criminal justice system. People referred to the programme will have met specific criteria to be issued with a Conditional Caution. Under the new two-tier policing framework CARA will be used for offenders receiving a Diversionary Caution. The programme consists of two workshops held 4 weeks apart focusing on supporting perpetrators to make better behaviour choices in their relationships. It is hoped through this work people will be directed to access our Make the Change programme. Like our perpetrator programmes there will be a focus on ensuring the safety of victims and specialist CARA staff will link with victim services to ensure safeguarding and support for victims is at the forefront of the project. We are currently working with partners to embed this work.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Programmes for children & young people - a range of therapeutic programmes for children and young people are being delivered in our refuges and in the community. These include:

Young People's Recovery Toolkit, a therapeutic programme for young people that is informed by Trauma Focused Cognitive Behaviour Therapy.

Expect Respect which is a programme aimed at empowering young women to expect respect in their relationships. Through a range of engaging activities and discussions, this programme aims to enable participants to learn about domestic abuse and identify healthy and unhealthy relationships.

Growing Together addresses the challenging issues of personal space, awareness of acceptable and unacceptable behaviours, and safety planning. Three themes, called Protective Behaviours, are reinforced throughout the programme.

Parachute Programme is aimed at young people who have been identified as needing help in managing conflict in their relationships. Parachute is aimed at young people who may already have a history of resorting to violence to try and solve conflict. They may have a history of frequent conflict at home, in their relationships, or at school. This programme is being delivered in schools in Blackburn, Darwen and across Lancashire.

RYPP (Respect Young People's Programme) is a programme for families where children or young people aged between 10 and 16 are abusive or violent towards the people close to them, particularly their parents or carers. This abuse may be physical, verbal, financial, coercive or emotional and may include behaviour like hitting, making threats or causing damage in the home. The parent or carer and the young person both complete the programme.

IRISI - this programme which is new to Lancashire is in collaboration with Lancashire Victim Services, Fylde Coast Women's Aid and clinical leads from the NHS Lancashire and Cumbria Integrated Care Board. The programme embeds identification of domestic abuse and referral pathways in primary care ensuring victims are identified at an earlier stage and offered the right interventions and support.

Counselling - we have developed a counselling service that proactively responds to individual needs, especially where people have long waits for other counselling provision. Counselling is provided by both paid staff and trainee counsellors and is available for all adult service users. We now have therapists who can offer Cognitive Behavioural Therapy (CBT). We also offer counselling for children and young people where appropriate. Within our refuges we have an Animal Therapist who undertakes sessions with families. We have recently appointed a Counselling Co-ordinator who is overseeing all our counselling provision.

Communication with our communities - Using social media channels and our website we are committed to raising awareness within our local areas about domestic abuse. Enhancing people's knowledge about domestic abuse so people can recognise it and find support is crucial to individual and community safety. We have developed a communication strategy that ensures we use social media productively to distribute meaningful information, messages and ways of finding support. This has been valuable in helping people support friends and family, giving people the knowledge to recognise they are being abused and signpost people to support services. Our communication also helps those who want to change their abusive behaviour access support too. Year on year by communicating with our communities we increase the likelihood of people reaching out for support.

Where appropriate we will join with campaigns to influence social policy, raise awareness and call out wrongful practices.

Trauma informed practice - As previously stated all our staff team and volunteers are trained in trauma informed practice.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Support to colleagues from local agencies - alongside our direct support to people in the community we also act as a point of contact for professionals who require support whilst working with those affected by domestic abuse. Our well-respected staff team offer timely, well-researched advice and guidance to colleagues from the voluntary and statutory sectors. Many of our staff team also contribute to professional training locally, regionally and nationally. Many of our volunteers offer advice and guidance from the perspective of having lived experience.

Supporting strategic development - managers and staff members contribute to the strategic development of services, policy, guidance and legislation relating to violence against women and girls. Our Chief Executive sits on local and national forums ensuring positive responses to victims of domestic abuse, identifying ways to prevent abuse and developing partnerships across local agencies. She sits on the advisory panel for Children in Need. She also contributes to regional and national developments, for example, representing the VCF sector on the Safeguarding Adults Board and in the Primary Care Network meetings (PCNs) as well as representing the organisation at the Home Office.

Volunteers - as an organisation we are committed to enhancing the services we provide to the community by recruiting volunteers. We provide training and support for our volunteers and endeavour to offer them opportunities that will be fulfilling and enjoyable. Our volunteers get involved in many different aspects of our work.

The Wish Centre purpose and objectives

Our charity's purpose is set out in the objects contained in the company's memorandum and articles of association. The trustees believe we continue to act within our defined objects.

Our 2022-2025 strategic plan which is coming to an end has enabled our work to continue and develop.

Strategic themes:

- we listen - we are led by demand so we listen to all our stakeholders to ensure services are fit for purpose. We listen to services users when they reach out.
- we support - providing high quality support for service users.
- we empower - give families/individuals the tools they need to design and create their own futures and live life free from abuse.

Strategic priorities:

- ensure services are co-produced.
- collaborate with VAWG (violence against women and girls) sector partners.
- achieve the best outcomes for people who come to the Wish Centre for support.
- support our staff and volunteers to provide outstanding support to those who use our services.
- provide appropriate training and skills for families/individuals to safely reclaim their independence.

Delivering our priorities via key enablers:

- providing high quality services.
- governance and risk management.
- responding to external drivers.
- equality, diversity and inclusion.
- green thinking.

In assessing our strategic progress, we believe we have demonstrated how we have met our objectives, achieved our priorities, stayed true to our core values and principles and offered benefit to the public.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Reflecting on the year

Reviewing the past year provides us with an opportunity to look back, recognise our achievements, and reflect on our performance. We have continued to support large numbers of individuals and families and enabled many to leave abusive situations or change abusive behaviours.

In the last 12 months we have reviewed our organisational structure and governance, investing in improvements that strengthen our foundations for the future. We have remained alert to external factors influencing domestic abuse nationally and regionally and have played an active role in partnerships that shape social policy and drive positive change. We have kept abreast of devolution and are actively seeking to strengthen our local partnerships in readiness. We have continued to promote a culture where equality, diversity and inclusion are central to all that we do and our annual IIP review report reflects our determination to ensure we listen to our staff, review our wellbeing offer as well as our reward and recognition policy. We remain committed to the green agenda striving to minimise our environmental impact.

What follows is a summary of some of the year's key highlights.

Delivery of High-Quality Services

We have continued to deliver our core services, embedded our wellbeing service and strengthened our counselling offer. We have continued to support our families in refuge by ensuring that they are prioritised for counselling and families continue to receive support from the animal therapist.

Our IDVA service supported **2095** individuals, all of whom received safety plans. Of these, **415** were identified as being at the highest risk of serious harm or death. Every person who needed help was offered support. We have continued to collaborate with Lancashire Constabulary on Operation Provide, ensuring that first response visits to victims include both a police officer and an IDVA. Our IDVA team has offered dedicated support to victims who do not have recourse to public funds, older people, victims of stalking and younger victims who needed additional support with safety planning.

There were **399** referrals to our victim programmes, AIM and Recovery Toolkit. These programmes are a lifeline for many victims helping them to understand the abuse they have experienced, rebuild confidence, and move towards lives free from violence.

A total of **431** children and young people took part in our programmes, benefiting significantly from our interventions. We have moved our programme delivery from a community base to local schools and this has increased our reach and we have been able to support more young people.

We received **21** referrals for our behaviour change programmes, designed to stop abusive behaviour as part of a holistic approach to ending domestic abuse. These programmes continue to achieve positive outcomes and real behaviour change.

We received **130** referrals for safe accommodation and were able to house 30 women and their 52 children. Families and individual women continue to stay with us longer than needed due to a shortage of housing.

Our counselling service supported **60** people this year, and with its continued development, we expect to reach even more in the future.

We have seen an increase in the number of people presenting with additional needs and of those referred 1114 had mental health needs and 765 had issues related to drugs or alcohol. Strong links with local services have been vital in ensuring people receive comprehensive, joined-up support.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Partnership working remains essential to our approach, and we have continued to strengthen collaborations that enhance the support available to those who need it most.

Our training offer continues to grow and in the last 12 months we have delivered training to **560** people. This has included staff from Blackburn & Darwen Borough Council, Lancashire Police, BwD Foster Carers, NSPCC staff, GP's and practice staff and frontline practitioners and managers employed by Lancashire County Council.

Raising Awareness and Building Support

It is crucial that we can raise public awareness of domestic abuse and the services available to support victims and all those affected by the abuse. Our communications team has surpassed all expectations this year and we have increased our reach through our various social media channels. We have reached 155,200 through Facebook and Instagram. Interactions with our content has surpassed 11,000. For Facebook that is a 306% increase from last year. On LinkedIn we have reached 14,700 individuals. We have been invited to take part in media interviews with BBC Radio Lancashire and Bauer Media Group, podcasts and conferences and all these give us a platform to share knowledge and resources and share our perspective on "hot topics" in national and local media, such as the trial relating to the tragic death of Kiena Dawes, funds being released by the OPCC to tackle VAWG and the prisoner early release scheme. More reach means more information about our services is disseminated, support from donors is increased and there is more awareness about issues related to domestic abuse.

It is becoming increasingly challenging to secure sustained funding, we have therefore prioritised how we do this by ensuring we have a dedicated bid writer to support our funding applications. We have continued to invest in a fundraising consultant who has helped us with various events. These have included a Christmas Crafts evening; a Ladies Lunch; Morecambe Bay walk; Walk the Big One; Run for Wish to commemorate those lost through so called "Honour" based abuse and lots of supermarket collections (thanks to Forbes solicitors for support). We have gained excellent sponsorships from local firms, including Haydock Finance, Watson Ramsbottom solicitors, Blackburn Chemicals, Eco Giant and Cartwright King Solicitors to name just a few.

Sustaining our services requires ongoing funding. Investing in a dedicated, experienced fundraiser has significantly increased our unrestricted income, expanded our local networks, and strengthened relationships with businesses and the community. This year's fundraising initiatives included a fashion show, Walk the Big One (Blackpool), the Morecambe Bay Walk, our first charity Ball, and multiple supermarket collections-supported by Forbes Solicitors.

Organisation, governance and managing risk

- Investing in our staff team is key to ensuring they can offer the best service possible to those who need specialist support. Having a dedicated HR function has been valuable in enhancing this support, helping to make staff recruitment work better and investing time into reshaping our induction processes, training offer and management support. We have also begun to review the staffing structure to make sure it is fit for purpose and benefits our staff and volunteers. Sadly, due to withdrawal of some of our funding we had to make several staff redundant for the first time in 30 plus years. We were however able to keep the loss of staff to a minimum.
- In respect of governance our Articles of Association have been updated and adopted by the Board.
- We appointed an additional staff member whose role is to oversee governance processes in the organisation, support the Board and ensure it is meeting all its obligations. We now have more responsive processes to manage and review risk, scrutinise and audit our services, oversee the strategic plan and hold people to account. We have a strong governance framework in place.
- We have adopted the Charity Governance Code and use this to review our governance principles and help it to guide our scrutiny and development.
- We are making improvements in how we gather data, evaluate our effectiveness and use this to improve the way we plan our future direction.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

- We believe the work we have undertaken to review, develop and future proof the organisation will provide us with a firmer foundation so we can continue to provide services for many years to come.

Responding to external drivers

- We remain ever vigilant to the external environment we work within and are very conscious of the need to work with partners across Lancashire and beyond, collaborating to provide the best provision and outcomes for service users. We have very good relationships with other voluntary organisations across the county and are committed to working in partnership. Likewise, we work well with the statutory agencies, children and adults social care, health, police, police and crime commissioner, criminal justice services etc. However, we are never afraid to advocate on behalf of services users if we identify poor service and failings.
- We are acutely aware of the changes that are taking place regarding local government in Lancashire and the effects this may have on the Wish Centre. Our CEO and the Board have begun to formulate plans that would fit in with the new devolution deal.
- We have continued to campaign to change legislation where it is needed and are proud of the collaborative nature of our relationships with national organisations such as Women's Aid and SafeLives and local ones too. Our CEO, other staff members and trustees actively engage in networks and forums that advocate on behalf of our service users. In the last 12 months we have supported several campaigns that Women's Aid have led including the campaign to put children's safety first in family courts, their campaign during the last general election for the government to Invest to Save, Support Survivors and Prevent Abuse and the Women's Aid 2024 Euro's campaign No More Years of Hurt.

Equality, diversity and inclusion (EDI)

- We are committed to promoting equality, diversity and inclusion across all aspects of our work. We aim to ensure that anyone who would benefit from our services can access them freely and without bias. Our aim is to treat everyone fairly and with respect and support those who would ordinarily struggle to engage with us. We understand those who have additional needs may find it difficult to access services and we strive to make it as easy as possible for them to do so. We also want to ensure people from minoritised communities feel able to get the support they need. We have a diverse workforce that is representative of our community and this has paved the way for people to feel more able to come to us for support.
- As explained earlier we are advocates for co-production and feel passionate about working alongside our stakeholders to achieve the best outcomes for service users, partners and the community.
- We have spent time developing our staff and volunteer recruitment processes so we can attract people who do represent the community we work across. We have also reviewed many of our policies and procedures relating to employment to ensure we can offer flexible working arrangements, making appropriate adjustments for any employee who requires them and make working for the Wish Centre as positive and welcoming as possible.
- Embedding EDI principles across the organisation strengthens our ability to deliver valuable services that meets the needs of our community and enables people to feel safe when they turn to us for support. It also means that our work force feels valued and respected as they undertake their amazing work.

Green agenda

- We continue to be alert to the needs of our planet and whilst committing to maximise our impact in the community we are mindful of minimising our environmental impact.
- We have endeavoured wherever possible to purchase locally and use local contractors when needed.
- We have continued to work in a hybrid way so that staff members can work from home where possible and reduce their carbon footprint.
- Within our office space and at refuge we consider the actions we can take to reduce the impact on the environment, for example, regulating heating within our houses and flats, reducing reliance on printing, using Teams for meetings, being alert to switching off computers/screens when not in use. We know we have more work to do on this and we will continue to champion the issues within the organisation.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

- We take our social corporate responsibility seriously and strive to adhere to the highest ethical standards, considering at all times how our actions impact on the well-being of society and the environment.
- The trustees and staff at all levels understand the importance of environmental responsibility and we strive to reduce the Wish Centre's impact on the environment at every opportunity. We believe we are on a journey, reviewing our use of resources so we minimise waste, considering our procurement processes, encouraging recycling and reducing energy use.
- We have worked with staff and residents in refuge to improve our recycling rates, we have made better use of technology to reduce staff travel across the county, making use of online meetings etc. We have improved our operations to reduce paper use by utilising digital solutions.
- Responding to environmental challenges is integral to our long-term sustainability and to the contribution we can make to society. Our strategic planning includes environmental objectives, and we will continue to demonstrate our commitment to this agenda in our actions.

Delivering public benefit

The trustees confirm they have considered the Charity Commission's guidance on public benefit when planning the Wish Centre's activities. All our services and specific projects are geared to advancing our charitable objects, namely, to support adults and children who are suffering or at risk of suffering domestic abuse. Alongside this we made the decision over 14 years ago that to safeguard women who were victims of abuse we should tackle male violence and abuse head on. To this end we developed programmes that supported men to change their abusive behaviour. These programmes have proved beneficial in helping participants of our groups and 1:1 interventions to stop being abusive. Whilst this is positive for the men involved and to their current or future partners and children it is also of benefit to wider community safety.

Alongside the direct work we undertake with families and individuals we take pride in the development of our educative role through our work with children and young people in schools, colleges and our refuges, our training offer and work with local partners and our social media presence. Again, we believe this raises people's awareness and leads to safer communities. We have also undertaken campaigning in the year so that we can add our voices and those of service users to issues relating to violence against women and girls, social policy and legislative change.

We are advocates for co-production and ensure we work alongside services users to develop new services and projects, improve our refuge provision and come together to campaign for change. We have gained the Investing In Children Award for our participation work with children and young people. We have many processes in place to gather feedback on the services we provide, we hold consultation sessions, have regular meetings in refuge, have peer support groups run by volunteers with lived experience - all ways to make people feel able to give their views. We also ensure we learn from any complaints, comments and compliments that people want to share. We capture data that helps us to know what works and what needs reviewing and use all this information to improve our provision.

Having feedback from those who use our services is the best way to show what differences we are making to people's lives. Here are some examples of direct quotes and some narrative from case studies to show what has been beneficial to people.

Children and young people's programmes

Feedback we receive from schools and young people we support highlights the importance of the work we deliver. The Head teacher at the Primary school has said she "*does not want the Growing Together programme to end*".

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Some examples of the difference the Parachute Programme has made are highlighted below:

A young girl we have worked with witnessed domestic abuse between her parents, she no longer has any contact with her father. The impact of the trauma she had suffered meant she felt depressed and isolated. Her attendance at school had deteriorated. The practitioner who worked with her helped her to use safe coping strategies to manage her emotions, listened to her and provided emotional support. As a result of the interventions the young person has developed a better relationship with her mother and her attendance at school has improved.

Another example is when we worked with a young man, W, who had witnessed physical abuse between his mum and her partner. They had to leave and access refuge accommodation. W was angry and verbally and physically abusive towards his mum. Mum was heavily pregnant when the referral was made. In addition, there was an ongoing court case in relation to the domestic abuse the family had fled where mum and W had to give evidence. W engaged well on the programme, the delivery started when he was in refuge and the sessions ended as the family moved into their own home. Mum was very positive about the changes she had seen in W. The abusive behaviour had ceased, and they had a more positive relationship.

"I [now] stay away from conflict and concentrate on my education and building my future career" (Parachute)

"I've learnt that I need to be a better role model for my sibling. I can't let my mum down as she's been through a lot" (Parachute)

"It has worked [the programme] which proves it's better than the rest...it helped me be a better person with my mum. I'm not broken any more. I just needed to know where it all came from" (RYPP)

"I have future goals and plans to become successful" (Parachute)

Adult victim programmes

Q. What was the main learning point from this programme?

A. *"Recognising the cycle of abuse and the red flags"*

"The programme gave me a lot of knowledge and a huge amount of awareness"

"I was able to talk about my situation and recognise the signs and triggers of abuse. I enjoyed the programme"

Q. How will the programme help you in the future?

"It will stop me being blindsided and help me make my own choices"

"I will definitely be more confident and recognise when a relationship is unhealthy. I will stop blaming myself for everything that happened in my relationship"

"I have completed the programme which I failed to do a few years ago as at that time I was in an abusive relationship. Completing this programme has opened my eyes to how serious abuse is and how it can happen to anyone"

"I enjoyed these sessions very much and I learned a lot about self-confidence and more red flags for toxic partners and narcissistic personalities. I learned how to protect myself and my daughter from them"

"Looking at signs of trauma and signs you're healing from trauma. Thinking about changes I can make to improve my own mental health and reduce my anxieties"

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Behaviour change programmes

Q. Do you feel you have a better understanding of other people's feelings and perspectives?

A. *"Yeah - I can see that people have their own feelings on things and not everyone feels the same way"*

"In my relationship I said things because I really wanted to hurt her bad things that didn't even make sense we sat down we've talked about these issues in a nice calm talk and hearing from her really hit home what I was actually like" "I look back at it (my behaviour) and it was wrong. I could have gone a whole different way about it. I hold accountability for what took place"

"I feel like I can better put myself in someone else's shoes. The videos that we watched showed the effects that other people were experiencing, it was upsetting"

"Since learning from the programme I am now able to understand my feelings and can regulate my moods more positively than previously"

"For the future I want to be the best I can for my partner and for kids. Not going to react to stuff I've overreacted to in the past, leave it walkaway"

IDVA service

"I just want to thank you so much for your help. If it wasn't for you, I wouldn't have had the courage to go through all this. We are not there yet but everything seems to be going in the right direction"

This woman had to leave the family home and was found safe accommodation. The children moved with her and ultimately a new home was found for them all. She was supported to report the abuse to the police and manage the ordeal of court proceedings. A Prohibited Steps Order and Non-Molestation Order were put in place. The woman felt safe enough to go back to work.

From our Emotional Well-being Practitioner work - during the sessions the client became increasingly optimistic about her ability to work through her traumatic experiences and believed that she would ultimately be able to heal and move forward with her life. Client believed she would be able to have a home life with her child and they would be able to move on.

"There are millions of ways that Wish have been useful for but having the support from the Wish Centre made me feel safe and secure. My Wish worker went all out to make sure I had the protection me and my children needed. I came out of an abusive relationship and was so low, scared, wouldn't go out of the house but with the help of the Wish Centre I built my confidence, had equipment provided to keep me safe and also they helped financially. They were there when I needed someone to talk to"

The counselling service

"Anger was a problem for me but I have found ways to control it with J's guidance"

"Improvement in my relationship has been a big one and even other people are noticing I am calmer"

Refuge

"Thank you for helping me navigate my way through my darkest days here to keep us safe. You gave us hope. We are so thankful for everything you have done for us. You will always be a huge part of our story"

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

One woman's journey in refuge - risk identification checklist (RIC) undertaken, referral made to MARAC, referral for an in-house counsellor, registration with a GP, School places applied for, supported with school appeal, attended AIM, attending You And Me Mum, medical records locked down, DWP records secured, deed poll name change completed, referred for debt advice, attended weekly support sessions, attended animal therapist sessions, went to coffee mornings and other activities organised by refuge staff, made a Clare's Law application, supported to report abuse to the police, obtained WA Flea Fund, staff attended child protection meetings with the resident, the children were all supported too with their individual needs.

Training offer

"The session was fantastic. Really engaging session. Thank you" - Employer & HR Training

"The training was very informative, useful to my job role and well presented, facilitator was very knowledgeable" - Understanding Coercive Control

"Excellent session and would highly recommend all professionals have this to support their role. Brilliant delivery. Thanks" - Understanding Coercive Control

"The trainer was a great speaker and really helped to get discussions going and improve our understanding" - Enhancing Skills & Knowledge When Determining Primary Aggressor

It is invaluable to have feedback from people who use our services. It identifies the benefits to individuals and our communities and enables us to improve or develop services. It is always a privilege to hear about and see the impact we can have and how we can empower people to make changes in their lives that influence their future wellbeing.

Financial review

Trustees are aware of the deficit incurred during the year, which has arisen as a result of planned investment in the future growth of the charity. With the support of funders, we have continued to deliver services across Lancashire. We want to stay true to our core mission of supporting people suffering or at risk of suffering domestic abuse, however where we see opportunities to deliver better services, we look at ways to do this. This innovation often relies on securing the finances to carry it through. We are grateful therefore for all the individuals, organisations, grant bodies and commissions that help us maintain services and build on them.

Our financial strategy is regularly reviewed, and the Finance and Audit Committee oversees our budget, financial development, contracting and risk. We have successfully secured diverse funding streams that spread the risk to the organisation. Local fundraising and corporate support have helped us to create this diversity. It is very pleasing to report that we still end the year in a positive financial position.

As we look to implement our three-year strategy we want to ensure we maintain our services and continue to be a sustainable organisation.

The financial statement for the year ended 31 March 2025 shows a net deficit in funds of £84,258 (2024: surplus of £304,132). As outlined above the organisation is in a stable position and able to sustain the valuable work we deliver.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Policy on reserves

The Wish Centre is required to hold reserves to achieve its charitable objectives. Reserves enable current activities and liabilities to be met in the event of a significant drop in funding.

The Trustees have reviewed the reserves of the Charity. This review encompassed the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the nature of the reserves.

Reserves at 31 March 2025 amount to:

Designated reserves £2,157,954

Unrestricted reserves £300,000

Total Funds £2,457,954

Having taken into account economic uncertainties being faced by some of our funders, the Trustees have undertaken an assessment of need to support our current and future clients. This should ensure service users and clients are supported in a caring and structured manner if exiting from our services. As in recent accounting periods, the Trustees have balanced the longer term property investment ambitions with their commitment to service delivery. This is evidenced by the direct allocation of reserves to staffing posts that enable meeting the increasing demand for our services.

The Trustees have a stated long-term strategy to build up a sufficient level of reserves to enable The Wish Centre to enter into its next development stage of looking to build a portfolio of 'move-on' properties in the 2025-26 financial year. This initiative is now coming to fruition. The strategy is designed to enhance the charity's ability to provide safe, stable accommodation for individuals transitioning out of crisis situations, aligning with our core mission and strategic objectives. The Trustees are now confident that we have the processes and structures in place to deliver this next stage of development. To this aim, we have embarked upon a feasibility review of the options and this may see a potential property investment in excess of 70% of our current free cash reserves. In addition to the capital outlay required for this venture, the trustees are further cognisant of the associated fees and costs of this venture and that is reflected in the reserves.

Restatement of reserves

Following a discussion between the trustees, a conclusion was drawn that the accounts for 31 March 2024 represented the charity having more restricted funds than it realistically had, due to an underreporting of expenditure allocated to these funds.

A decision has been made to look back at the costing for the 2024 funds and restate the costs allocated towards them, in order to better represent the balances left at the end of the year and the implications this would have for the carried forward funds at the end of the current year being audited.

The redistribution of costs between those originally shown as unrestricted to restricted was done by looking at employees during the year ending 31 March 2024 and what projects they would have worked on. This formed the basis on which then the total staff costs, including employer National Insurance and pension contributions, could be calculated by reviewing the payroll reports.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Going concern

The Trustees have assessed the financial position of The Wish Centre and are confident that the organisation remains a going concern. The charity has maintained a strong financial foundation, with reserves significantly above the minimum threshold required to sustain operations.

The Trustees have a reasonable expectation that the organisation has adequate resources to continue operating for the foreseeable future. Over the next couple of years, a number of existing contracts will end which is why the Board has decided to increase the reserves held to ensure that the organisation can continue to deliver outstanding services whilst seeking additional funding. Given this, they continue to adopt the going concern basis in preparing the financial statements.

Principal funding sources

We are very grateful to the following funders and donors who enable us to deliver our vital services. Blackburn with Darwen Borough Council, Lancashire County Council, The Office of the Police & Crime Commissioner for Lancashire, Ministry of Justice, Children in Need, Department for Levelling Up Housing and Communities, Garfield Weston, Lancashire and South Cumbria Integrated Care Board, Reaching Communities and Spring North.

We are also grateful to the many local groups, significant local employers and individuals who have donated money, goods and services throughout the year.

Investment policy and objectives

The Trustees regularly review funds and designations of reserves. The Articles of Association contains powers to invest funds and the trustees and senior managers work with an investment advisor to develop an investment strategy. Funds have been duly invested having identified the most appropriate means of securing a good return and securing our money.

Structure, governance and management

The Wish Centre is registered as a charitable company limited by guarantee and was incorporated on 1 June 2006. It is also a registered charity, number 1116444.

The principal object of the company is to assist in the relief of women, men and children who have suffered or are at risk of suffering domestic abuse, through the provision of support, advice and accommodation. The organisation's principal beneficiaries are women and children.

Our Memorandum and Articles of Association provide a framework for the Wish Centre to conduct organisational business. It structures the way the Trustee Board functions and sets out the rules we abide by. The trustees worked with a lawyer, experienced in charity law to review our Articles and they were approved by resolution on the 10 October 2024.

The trustees delegate day to day running of the Wish Centre to the CEO, Shigufta Khan who, with the leadership team, determines the operational processes we need to have in place so that service users get the best provision possible. A goal of the Board is to ensure we offer a non-judgemental, non-discriminatory and inclusive service to individuals. Our senior leadership team also ensure that staff and volunteers are supported to undertake their roles and this is done with their welfare in mind.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

There are ten trustees at present. We have had a stable Board over the past 12 months with one new member. All trustees are also Directors of the Wish Centre given we are a charitable company. Trustees have all committed to achieving the vision and mission of the Wish Centre and are well versed in the responsibilities of being a trustee. In November 2024 we appointed a new SLT member whose responsibilities included supporting trustees and governance. This has resulted in some new ways of working, for example, new processes in place for managing risk, delegated authority, data collection, board reports, and holding meetings.

Our board is diverse, having members with a variety of backgrounds, knowledge and skills. We have people with lived experience who can speak with authority about domestic abuse. We continue to hold trustee days where we can review board effectiveness, skills gaps and consider developments for the future.

The board continues to meet bi-monthly, alternate meetings taking place face to face at a community venue with other meetings utilising Teams. This has proved successful in enabling trustees who live a distance from our offices to take part. It also helps trustees who are working. It is another way too that we can fulfil our commitment to reducing our carbon footprints by limiting travel. We have a Finance and Audit Committee which amongst other things undertakes a yearly pay and pension review, assesses financial risk and investments. Recommendations are passed to the board for approval. We have working groups that focus on particular areas such as HR and direct work. We are currently considering our committee structures to make changes to the way trustees are involved in decision making, risk management, action tracking and policy development.

Trustees work closely with the CEO and SLT and where appropriate the wider management team. The CEO has regular 1:1 catch up sessions and formal supervision with the Chair. Staff members are welcome to attend board meetings and contact trustees if required. There is a very open culture regarding communication. Service users can also attend meetings if they choose to. Trustees will attend team meetings and events that take place across the organisation where appropriate. The CEO undertakes a yearly consultation with refuge residents with feedback reported to board and other feedback from services users comes to board. Following a staff survey work has taken place on how best to communicate with staff and new things have been put in place, for example, SLT monthly updates, whole team drop in sessions on line. Communication is something that the trustees want SLT to keep under review so that staff feel connected to the organisation.

Appointment or election, induction and training of trustees

The recruitment process for new trustees is well embedded in the organisation. An interview is undertaken, references requested, a disclosure and barring check carried out and any further checks required that determines suitability to hold office. An induction pack is given to new trustees that include roles and responsibilities of a trustee, information from the Charity Commission, the Charity Governance Code and information about the organisation. They spend time with the CEO, Chair and staff to familiarise themselves with the Wish Centre activities. They can also undertake a volunteer training programme. Recruits are asked to attend three board meetings, excluding any confidential sections, before being confirmed by existing members. Our new Articles of Association determine the number of meetings that are required in the year and we now hold an annual meeting rather than an AGM where trustees who have reached the end of their term will step down. We now have fixed terms for trustees. The board chair also has a fixed term.

All trustees commit to declaring any personal interests and this is updated each year.

Trustees undertake a set of e-learning safeguarding training and Information Security and GDPR training to equip them for their role. Each member of the Board is encouraged to undertake additional training so they can contribute fully to the Board. There is a training budget to facilitate this.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Decision making

Trustees understand their strategic role within the organisation and that of the CEO who manages day to day operations. There is a clear board meeting structure where decisions are made and recorded. Reports are tabled by the CEO/SLT and managers which give an overview of the work taking place. Each board meeting has a financial section where the budget is formally approved, reviewed and scrutinised, a section regarding risk and one that offers an overview of relevant data, policy ratifications and decision papers. The strategic plan is reviewed at appropriate points in the year. Where there are any special resolutions to be considered a meeting of the whole membership is called. At present the membership exists solely of the trustees/directors. Our audited accounts are presented at the annual meeting, having been approved by the board.

Where decisions are made in an emergency, outside of normal board meetings trustees have the authority to do so. Where possible there are always at least three trustees who consult on the matter to be decided and this is then taken to the next board meeting for ratification. If needed the Chair will make an executive decision and update the other trustees as soon as possible. These processes are regularly reviewed.

Risk management

There is a process in place for managing risk within the organisation and on a day to day basis the CEO is responsible for overseeing this. We have undertaken a review of how we manage, record and review risk and have a process in place now where we have risk leads who have the responsibility to review risk on a quarterly basis. It is a dynamic process that each lead manages. Our risk register is freely available for trustees to scrutinise at any point. We are currently reviewing our financial processes and internal controls. We have a new HR database that allows trustees to see metrics relating to employees, for example, sickness rates and staff turnover.

The trustees are assured that we have a robust risk management process in place that ensures staff, stakeholders, services users and the organisation are secure and a process so that we can regularly review this.

Looking ahead

The focus of our new three year strategy is to provide quality services, demonstrate impact, increase our influence and reach and accelerate progress. We see the priorities as continuing to build the positive culture across the Wish Centre and our communication strategy, funding our future, caring for our environment, strengthening our systems and creating the best staffing and support structures we can. Alongside this, as always, we want to continue to provide high quality services. Our aims and priorities can be defined using three strands.

People: embed a well-being culture; ensure professional and informed support to service users; be a flexible employer; empower managers.

Performance: work within an accountability framework; have shared and measured KPIs and OKRs; utilise digital and AI systems; improve knowledge management. Improve environmental sustainability.

Reach: influence and develop our advocacy role, champion co-production and partnerships; ready ourselves for local government reorganisation and regional devolution.

We are excited to be looking ahead, resolute in our commitment to continue to support the community, provide services that people need and work towards our vision of seeing a world free from domestic abuse. We look forward to working with survivors, partners, supporters and funders to achieve our goals. We know there is still much more to do but our staff team and trustees are eager to do all in their power to achieve this. We know the coming years will hold many challenges and we have developed strategies to manage these. We welcome the new Charity Code of Governance and will use this to further develop governance of the Wish Centre.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

We know one of our priorities is to maintain funding for the valuable services we provide so diversifying our income streams is vital. We want to be ready for devolution and local government reorganisation. We understand the importance of working with partners and developing collaborative relationships so we can support each other, cooperating rather than competing. We want to continue to learn from all our stakeholders to make our services have meaning to the people who need to access them.

Our staff and volunteer team is crucial to the Wish Centre success, and we want to ensure they are cared for in the best possible way so they can carry on doing the amazing work they do.

We want to stay true to our values as we continue to work for and with people in our community. We want to listen, support and empower.

A final word

This has been an exciting year and one where we have been able to make a significant difference to people's lives. Referrals to our services increased again and with a real effort from our staff/volunteers we rose to this challenge. Feedback from services users and other organisations we work closely with gave us the information we needed to know we had made that difference.

We know the challenges that lay ahead and we are ready for them. We are in a strong financial position which means we can look at creating new opportunities for supporting people in our communities. We can focus on strengthening our existing core offer and developing new work strands. However, we are never complacent about our position and trustees and senior staff will work tirelessly to continue to achieve excellence. We have invested in valuable support staff to help us in our journey.

We are incredibly proud of our achievements over the past year, but these have only been possible because we have such an outstanding team. New staff have joined well-established, highly experienced practitioners and managers which has created a perfect mix. New staff with new ideas has again invigorated the team. We thank them all for their contributions, dedication and passion.

Our year has seen families and single women safely housed in our refuges, we have kept victims of abuse safe in our communities, helped men to change their abusive behaviour and provided individually focused support to children and young people. We have cared for people's mental health and wellbeing and at the core of all this we have listened, supported and empowered. Alongside our direct work we have also supported colleagues through our training and advocacy offer.

Thank you to everyone who has supported us throughout the year. From the child who brought in some Easter eggs to the companies who have donated thousands of pounds. It all makes a huge difference and means we can carry on our work, but it also says to victims and survivors we care about you. That is a powerful message.

Please do remember all those victims and survivors and all the women and children who have lost their lives through domestic abuse.

Blackburn and Darwen District Without Abuse Ltd

Trustees' Report

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 18 December 2025 and signed on its behalf by:

.....
Rabiya Gangreker
Trustee

.....
Pauline Geraghty MBE
Trustee

Blackburn and Darwen District Without Abuse Ltd

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Blackburn and Darwen District Without Abuse Ltd for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

Approved by the trustees of the charity on 18 December 2025 and signed on its behalf by:

.....
Rabiya Gangreker
Trustee

.....
Pauline Geraghty MBE
Trustee

Blackburn and Darwen District Without Abuse Ltd

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Ltd

Opinion

We have audited the financial statements of Blackburn and Darwen District Without Abuse Ltd (the 'charity') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Blackburn and Darwen District Without Abuse Ltd

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Ltd

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 21), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below.

Our approach to identifying and assessing the risks of material misstatement respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with trustees and other management, and from our knowledge and experience of the charity sector;

Blackburn and Darwen District Without Abuse Ltd

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Ltd

- we focussed on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charities Act 2011;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- we identified laws and regulations which were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures on material balances for which robust, substantive analytical procedures have been undertaken to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- investigated the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of noncompliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Blackburn and Darwen District Without Abuse Ltd

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Ltd

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

.....
Mark Heaton FCCA DchA (Senior Statutory Auditor)
For and on behalf of KM, Statutory Auditor

1st Floor, Block C
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

18 December 2025

Blackburn and Darwen District Without Abuse Ltd

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Unrestricted funds £	Restricted funds £	Total 2024 £
Income from:							
Donations	4	55,341	-	55,341	27,955	-	27,955
Charitable activities	5	842,760	495,354	1,338,114	905,812	694,242	1,600,054
Investment income	6	48,995	-	48,995	19,008	-	19,008
Other income	7	6,480	-	6,480	6,346	-	6,346
Total income		<u>953,576</u>	<u>495,354</u>	<u>1,448,930</u>	<u>959,121</u>	<u>694,242</u>	<u>1,653,363</u>
Expenditure on:							
Raising funds	8	(18,121)	(310)	(18,431)	(36,630)	-	(36,630)
Charitable activities	9	(872,025)	(642,732)	(1,514,757)	(486,780)	(825,821)	(1,312,601)
Total expenditure		<u>(890,146)</u>	<u>(643,042)</u>	<u>(1,533,188)</u>	<u>(523,410)</u>	<u>(825,821)</u>	<u>(1,349,231)</u>
Net income/(expenditure)		63,430	(147,688)	(84,258)	435,711	(131,579)	304,132
Transfers between funds		<u>397,967</u>	<u>(397,967)</u>	-	-	-	-
Net movement in funds		461,397	(545,655)	(84,258)	435,711	(131,579)	304,132
Reconciliation of funds							
Total funds brought forward		<u>1,996,557</u>	<u>545,655</u>	<u>2,542,212</u>	<u>1,560,846</u>	<u>677,234</u>	<u>2,238,080</u>
Total funds carried forward	20	<u><u>2,457,954</u></u>	<u><u>-</u></u>	<u><u>2,457,954</u></u>	<u><u>1,996,557</u></u>	<u><u>545,655</u></u>	<u><u>2,542,212</u></u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 20.

The notes on pages 29 to 37 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Ltd

(Registration number: 05834929) Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	15	598	1,949
Current assets			
Debtors	16	178,898	46,507
Investments	17	1,552,297	1,506,693
Cash at bank and in hand		<u>795,954</u>	<u>1,049,831</u>
		2,527,149	2,603,031
Creditors: Amounts falling due within one year	18	<u>(69,793)</u>	<u>(62,768)</u>
Net current assets		<u>2,457,356</u>	<u>2,540,263</u>
Net assets		<u>2,457,954</u>	<u>2,542,212</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		-	545,655
Unrestricted income funds			
Unrestricted funds		<u>2,457,954</u>	<u>1,996,557</u>
Total funds	20	<u>2,457,954</u>	<u>2,542,212</u>

The financial statements on pages 26 to 37 were approved by the trustees, and authorised for issue on 18 December 2025 and signed on their behalf by:

.....
Rabiya Gangreker
Trustee

.....
Pauline Geraghty MBE
Trustee

The notes on pages 29 to 37 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Ltd

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash (expenditure)/income		(84,258)	304,132
Adjustments to cash flows from non-cash items			
Depreciation	8	1,667	3,117
Investment income	6	<u>(48,995)</u>	<u>(19,008)</u>
		(131,586)	288,241
Working capital adjustments			
(Increase)/decrease in debtors	16	(132,390)	108,939
Increase/(decrease) in creditors	18	<u>7,025</u>	<u>(17,458)</u>
Net cash flows from operating activities		<u>(256,951)</u>	<u>379,722</u>
Cash flows from investing activities			
Interest receivable and similar income	6	3,391	19,008
Purchase of tangible fixed assets	15	(317)	-
Cash deposit investments		<u>-</u>	<u>(1,506,693)</u>
Net cash flows from investing activities		<u>3,074</u>	<u>(1,487,685)</u>
Net decrease in cash and cash equivalents		(253,877)	(1,107,963)
Cash and cash equivalents at 1 April		<u>1,049,831</u>	<u>2,157,794</u>
Cash and cash equivalents at 31 March		<u><u>795,954</u></u>	<u><u>1,049,831</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 29 to 37 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Unit 21 Business Development Centre

Eanam Wharf

Eanam Old Road

Blackburn

BB1 5BL

These financial statements were authorised for issue by the trustees on 18 December 2025.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Blackburn and Darwen District Without Abuse Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Income

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

Donations

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

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

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Furniture and equipment	33% per annum straight line basis

Current asset investments

Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors

Trade debtors are amounts due for services performed in the ordinary course of business.

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

3 Judgements and key sources of estimation uncertainty

Judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both periods.

Key sources of estimation uncertainty

There are no critical accounting estimates and judgements.

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

4 Income from donations

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations	55,341	55,341	27,955
	55,341	55,341	27,955
	55,341	55,341	27,955

5 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Housing benefit	239,233	-	239,233	230,642
Rents received	23,900	-	23,900	22,410
Government grants	555,489	383,531	939,020	1,260,512
Grants from other institutions	24,138	111,823	135,961	86,490
	842,760	495,354	1,338,114	1,600,054
	842,760	495,354	1,338,114	1,600,054

6 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable on bank deposits	48,995	48,995	19,008
	48,995	48,995	19,008
	48,995	48,995	19,008

7 Other income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Shop income	6,480	6,480	6,346
	6,480	6,480	6,346
	6,480	6,480	6,346

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

8 Expenditure on raising funds

a) Costs of trading activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Shop expenditure	3,213	310	3,523	12,147
Other direct costs of generating voluntary income	14,908	-	14,908	24,483
	<u>18,121</u>	<u>310</u>	<u>18,431</u>	<u>36,630</u>

9 Expenditure on charitable activities

		Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Charitable activities		262,564	106,596	369,160	290,861
Depreciation		1,668	-	1,668	3,117
Governance costs	10	13,050	-	13,050	7,850
Staff costs	12	594,743	536,136	1,130,879	1,010,773
		<u>872,025</u>	<u>642,732</u>	<u>1,514,757</u>	<u>1,312,601</u>

10 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Audit fees			
Audit of the financial statements	11,250	11,250	7,850
Legal fees	1,800	1,800	-
	<u>13,050</u>	<u>13,050</u>	<u>7,850</u>

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

11 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

12 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	1,009,270	906,451
Social security costs	88,960	76,360
Pension costs	32,649	27,962
	<u>1,130,879</u>	<u>1,010,773</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2025 No	2024 No
Employees	<u>41</u>	<u>41</u>

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £112,618 (2024 - £109,148).

13 Auditors' remuneration

	2025 £	2024 £
Audit of the financial statements	<u>11,250</u>	<u>7,850</u>

14 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

15 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2024	150,182	150,182
Additions	317	317
	150,499	150,499
At 31 March 2025	150,499	150,499
Depreciation		
At 1 April 2024	148,234	148,234
Charge for the year	1,667	1,667
	149,901	149,901
At 31 March 2025	149,901	149,901
Net book value		
At 31 March 2025	598	598
At 31 March 2024	1,948	1,948

16 Debtors

	2025 £	2024 £
Trade debtors	135,262	17,485
Prepayments	10,239	6,600
Accrued income	26,807	15,832
Other debtors	6,590	6,590
	178,898	46,507
	178,898	46,507

17 Current asset investments

	2025 £	2024 £
Current asset investments	1,552,297	1,506,693

18 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	7,803	935
Other taxation and social security	5,385	3,280
Accruals	56,605	58,553
	69,793	62,768
	69,793	62,768

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

19 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £32,649 (2024 - £27,962).

20 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General fund	245,163	953,576	(890,146)	(8,593)	300,000
Designated fund	<u>1,751,394</u>	<u>-</u>	<u>-</u>	<u>406,560</u>	<u>2,157,954</u>
Total unrestricted funds	1,996,557	953,576	(890,146)	397,967	2,457,954
Restricted funds	<u>545,655</u>	<u>495,354</u>	<u>(643,042)</u>	<u>(397,967)</u>	<u>-</u>
Total funds	<u><u>2,542,212</u></u>	<u><u>1,448,930</u></u>	<u><u>(1,533,188)</u></u>	<u><u>-</u></u>	<u><u>2,457,954</u></u>
	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General fund	362,846	959,121	(523,410)	(553,394)	245,163
Designated fund	<u>1,198,000</u>	<u>-</u>	<u>-</u>	<u>553,394</u>	<u>1,751,394</u>
Total unrestricted funds	1,560,846	959,121	(523,410)	-	1,996,557
Restricted funds	<u>677,234</u>	<u>694,242</u>	<u>(825,821)</u>	<u>-</u>	<u>545,655</u>
Total funds	<u><u>2,238,080</u></u>	<u><u>1,653,363</u></u>	<u><u>(1,349,231)</u></u>	<u><u>-</u></u>	<u><u>2,542,212</u></u>

Following a discussion between the trustees, a conclusion was drawn that the accounts for 31 March 2024 represented the charity having more restricted funds than it realistically had, due to an underreporting of expenditure allocated to these funds.

Further information can be found within the Trustees' Report.

Blackburn and Darwen District Without Abuse Ltd

Notes to the Financial Statements for the Year Ended 31 March 2025

21 Analysis of net assets between funds

	Unrestricted funds General £	Total funds at 31 March 2025 £
Tangible fixed assets	598	598
Current assets	2,527,149	2,527,149
Current liabilities	<u>(69,793)</u>	<u>(69,793)</u>
Total net assets	<u>2,457,954</u>	<u>2,457,954</u>

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	1,949	-	1,949
Current assets	2,057,376	545,655	2,603,031
Current liabilities	<u>(62,768)</u>	<u>-</u>	<u>(62,768)</u>
Total net assets	<u>1,996,557</u>	<u>545,655</u>	<u>2,542,212</u>

22 Related party transactions

There were no related party transactions in the year.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

England & Wales - Charity number 1116444

Accounts

Company registration number: 05834929

Charity registration number: 1116444

Blackburn and Darwen District Without Abuse Limited

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Blackburn and Darwen District Without Abuse Limited

Contents (continued)

Reference and Administrative Details	1 to 2
Trustees' Report	3 to 18
Statement of Trustees' Responsibilities	19
Independent Auditors' Report	20 to 22
Statement of Financial Activities	23 to 24
Balance Sheet	25
Statement of Cash Flows	26
Notes to the Financial Statements	27 to 40

Blackburn and Darwen District Without Abuse Limited

Reference and Administrative Details

Trustees	Pauline Geraghty, MBE, Chair Rabiya Gangreker, Treasurer Margaret Cairns Angela McDonagh-Kelly Sophia Isa Joan Whittaker Jonathan Atkinson Sarah Lynas Gillian Clarke
Secretary	Margaret Cairns
Patrons	Pauline Quinn, OBE Graham Liver
Senior Management / Leadership Team	Shigufta Khan, Chief Executive Officer Debbie Springham, Operational Manager
Charity Registration Number	1116444
Company Registration Number	05834929
Registered Office	Unit 21 Business Development Centre Eanam Wharf Eanam Old Road Blackburn Lancashire BB1 5BL
External Auditor	Beever and Struthers Chartered Accountants and Statutory Auditors Suite 9b The Beehive Lions Drive Shadsworth Business Park Blackburn BB1 2QS

Blackburn and Darwen District Without Abuse Limited

Reference and Administrative Details (continued)

Solicitors:

Watson Ramsbottom Solicitors
25 - 29 Victoria Street
Blackburn
Lancashire
BB1 6DN

Bankers

National Westminster
King William Street
Blackburn
Lancashire
BB1 7DJ

Blackburn and Darwen District Without Abuse Limited

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024.

We are pleased to be sharing the highlights for the year and our plans for the future. The report will give you a flavour of the services we offer and the people we support. It will demonstrate the outcomes we and our service users (this phrase will be used to denote the people who access our services and are our beneficiaries) have achieved and our public benefit. The report will also show how our charitable company is governed and how its charitable purpose and objectives are being met. For the purpose of this report we will refer to our working name, the Wish Centre.

This year has been a productive one and whilst there have been challenges to face the Wish Centre has again been successful in maintaining its community presence, supporting over 3,000 people and developing new work to meet identified needs, such as our well-being support work. Our staff team has grown and as ever we are mindful of the needs of our employees and have, for the first time, employed a HR manager who has the care and support of staff at the centre of her role.

Whilst we began the 2023 financial year in a healthy monetary position the trustees and senior managers have been mindful throughout the year of the increased difficulty of securing external funding from grants and commissions. To ameliorate this position we made the decision to bring in both a part-time funding consultant and fundraising consultant. These two posts have been incredibly valuable in securing longer term sustainability. Our funding consultant's role has been to apply for funding that meets our core business needs and he has been successful in securing some significant grants. Having these grants is positive for the Wish Centre but as securing funding becomes more competitive and this money is restricted to specific work and outcomes we identified the need to raise unrestricted funds. We have always found ways to build our unrestricted funds but this has been ad hoc and low key. We decided to employ an experienced fundraising manager on a consultancy basis. This shifted our fundraising activity strategy from something that existing staff would manage as part of other roles to having a dedicated post holder whose sole function was to focus on fundraising activities. This has proved very positive and we are now at a stage where we are considering if we should recruit to this post on a permanent basis. Not only have we been successful in building unrestricted funds but we have raised our local profile considerably, increasing local donations, attracting corporate sponsorship and building our allies base.

For many years we considered if we should have a charity shop that would supplement our income and in September 2023, after lots of work, we took the plunge and opened our first shop. Our CEO championed this and she finally got her wish. This has not been without its challenges but they are being managed by way of a dedicated working group that oversees the shop activities. We envisage that should we employ a fundraising manager the responsibility for the shop will sit within that role. We are building the business and have always accepted that it will take time to realise the potential of the shop. It is situated in a local community which has been very supportive of the new venture. There has been secondary benefits from having the shop in that it has raised our profile and given us a way to interact with local people, giving them another avenue for making contact with our domestic abuse services. We have considered if this is a model that can be replicated in other areas of the Borough. The shop acts as an informal hub where we can publicise the support we can offer, give a space for people to begin to be more confident about sharing their experiences of abuse, learn more about the nature of abuse and volunteer for us. We see this as a positive strand to our services and a way to educate more people about referral pathways etc.

We have remained focused on our core business which is to support people who have suffered, are at risk of suffering or affected by domestic abuse. In the report we will talk about both victims and survivors of domestic abuse and share service user experiences that illustrate what horrendous situations people have had to live through. We are privileged to meet many survivors whose strength, courage and resilience, coupled with the work our staff team undertake result in them enjoying life free from abuse.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

We have continued to deliver services across Lancashire and our staff team and volunteers have been able to work in a flexible, hybrid way that has benefited service users. Covid years taught us this was possible and it has proved positive to keep this style of working. Learning from people with lived experience has always been crucial for us and our services have benefited and developed because of this. As an organisation with a management and governance team that is creative and forward thinking we are able to quickly respond to change when necessary.

We have a highly experienced and well trained staff team and group of volunteers who focus sharply on the needs of service users. Our staff are supported by an able management and administration team. We offer a whole family approach to tackling abuse which is underpinned by in depth risk assessment, safety planning, and ongoing reviews. Personalised care is a key to the success of our work and all staff and volunteers understand the importance of trauma-informed practice. This is a strengths based model, which seeks to understand the effects of trauma on people's lives. Physical, psychological and emotional safety is crucial in enabling people to feel empowered to take control of their lives and build resilience for the future.

We are acutely aware that support for victims of abuse is strengthened when partners work together and over the years we have built up valuable relationships with an array of statutory and voluntary organisations. Our staff link with colleagues from other agencies on a daily basis, for example, attending meetings and forums, co-working with families, developing community strategies, training and educating.

We need to make people aware of our services and we have been able to do this by developing a focused communication and marketing strategy. We have staff whose role is to ensure our social media reach continues to expand and this year has seen outstanding work in this area. It has helped to publicise our services and improve referral rates, engage more supporters and donors, educate, highlight campaigns and give another avenue for lived experienced voices.

The Wish Centre has had a continuous presence in Blackburn and Darwen and now across Lancashire for the past 36 years. We have grown by responding to the needs that have become evident in our local communities. We are proud that we have supported thousands of people over the years. Our commitment has never wavered and our aim is to continue to provide specialist services into the future for adults, children and young people and perpetrators of abuse. We will continue to educate others and campaign with likeminded organisations to end violence against women and girls. We have had a recent national policing statement that identifies the violence against women and girls (VAWG) statistics for 2022/23. It is recognised as an epidemic scale of offending, 20% of all recorded crime. Acknowledging that domestic abuse is a gendered issue, the majority of victims being women we recognise the support that is needed to all victims of domestic abuse regardless of gender. One in every six murders is related to domestic abuse with suspected victim suicides following domestic abuse rising year on year. Domestic abuse remains one of the biggest demands on policing with arrest related offences rising by 22% in the year ending 2023. These are significant statistics. We can't rest, we continue to be motivated to end domestic abuse. We need a world free from abuse.

Our strategic themes embody what the Wish Centre is about and our work flows from these.

We Listen - We Support - We Empower

The annual report gives us the opportunity to thank our dedicated, hard-working staff team and volunteers. We also give thanks to our CEO, Shigufta Khan and the managers who support her to ensure we provide outstanding services. Without the commitment of our staff and volunteers we would not be able to undertake our life changing work, enabling people to live life free from abuse.

Without a doubt this annual report is dedicated to the courageous and resilient adults, children and young people who are victims and survivors of domestic abuse and continue to seek our support.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

We received the sad news of the death of our patron, Pauline Quinn OBE. Pauline was a supporter of the Wish Centre from its early years and then became a trustee. She helped the organisation blossom, sharing her expertise and skills and offering valuable advice. After Pauline stepped down as a trustee she was made patron because of her dedication and commitment. She went on to support us in any way possible and for that we will always be grateful. Our thoughts are with her family.

Objectives and activities

The Wish Centre purpose and objectives

Our charity's purpose is set out in the objects contained in the company's memorandum and articles of association. The trustees believe we continue to act within our defined objects.

Our 2022-2025 strategic plan continues to guide our service delivery and intrinsically links with our charitable objects. The operational plan developed from our strategy is regularly reviewed by the senior leadership team and trustees.

Strategic themes:

- we listen - we are led by demand so we listen to all our stakeholders to ensure services are fit for purpose
- we support - providing high quality support for service users
- we empower - give families/individuals the tools they need to design and create their own futures

Strategic priorities:

- ensure service users play a part in our design and development
- collaborate with VAWG (violence against women and girls) sector partners
- achieve the best outcomes for people who come to the Wish Centre for support
- support our staff and volunteers to provide outstanding support to those who use our services
- provide appropriate training and skills for families/individuals to safely reclaim their independence

Delivering our priorities via key enablers:

- providing high quality services
- governance and risk management
- responding to external drivers
- equality, diversity and inclusion
- green thinking

In assessing our strategic progress we believe we have demonstrated how we have met our objectives, achieved our priorities and stayed true to our core values and principles.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

The Wish Centre services

This is what we currently offer in our communities:

Safe accommodation - safe accommodation provided in Blackburn with Darwen consists of five individual houses with a staffed support block as well as 9 flats with a staffed flat. Emotional and practical support is provided to enable women to live a life free from abuse. Victim programmes and programmes for children are provided on site as well as counselling services. Resettlement support is provided to support residents to move on into their own accommodation and settle into their new communities.

IDVA / Advice service - support is offered to anyone who is impacted by domestic abuse and we welcome self-referrals, agency referrals and referrals from the police. Risk assessments and safety planning are undertaken with victims who may have been impacted by physical, sexual, psychological, emotional, economic abuse including forced marriages, so called honour-based abuse or female genital mutilation. To best serve the communities we work in and ensure that we can meet the needs of our service users we employ specialist ethnic minorities IDVAs, a specialist stalking ISAC case worker and an IDVA focusing on older people's needs. We have added to the team an Emotional Health & Well-being Practitioner recognising the emotional and psychological needs of service users from an early stage of engagement. We also work closely with the police delivering Operation Provide, a direct service to victims where police colleagues are responding to domestic abuse call outs. IDVAs and police officers will work hand in hand to support victims.

Sanctuary Scheme - as well as supporting victims to access alternative accommodation we also provide support to ensure that victims living in their own homes are safe. A range of safety measures are available, for example, personal alarms, window & door alarms, lock changes and CCTV that can be provided to individuals to make their homes safer.

Programmes for adults - we offer a range of interventions for victims including AIM - a therapeutic programme that educates victims on domestic abuse and the impact that it can have on them and the way they parent. In addition, we offer The Recovery Toolkit which is a programme that supports women to move on from an abusive relationship. The programme helps women to develop their own strengths, resources and healthy coping strategies.

Programmes for perpetrators - The Wish Centre has been delivering interventions for perpetrators since 2011 in Blackburn with Darwen and this has been extended to cover Lancashire. Group programmes and 1:1 interventions are being delivered across the geographical area. The Make the Change© programme has been developed over many years and the evidence shows the effectiveness in changing men's abusive behaviour. Gateway to Change© has been developed to precede our main programme and this raises awareness of domestic abuse. This helps some people who believe they do not require an intervention see how Make the Change© could be beneficial.

Project CARA (cautioning and relationship abuse) - This strand of work is delivered by specialist staff. It is an early intervention programme aimed at perpetrators of domestic abuse and sits within the criminal justice system. People referred to the programme will have met specific criteria to be issued with a Conditional Caution. Under the new two-tier policing framework CARA will be used for offenders receiving a Diversionary Caution. The programme consists of two workshops held 4 weeks apart focusing on supporting perpetrators to make better behaviour choices in their relationships. It is hoped through this work people will be directed to access our Make the Change© programme. Like our perpetrator programmes there will be a focus on ensuring the safety of victims and specialist CARA staff will link with victim services to ensure safeguarding and support for victims is at the forefront of the project. We are currently working with partners to embed this work.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Programmes for children & young people - a range of therapeutic programmes for children and young people are being delivered in our refuges and in the community. These include:

Young People's Recovery Toolkit which is a therapeutic programme for young people and is informed by Trauma Focused Cognitive Behaviour Therapy.

Expect Respect which is a programme aimed at empowering young women to expect respect in their relationships. Through a range of engaging activities and discussions, this programme aims to enable participants to learn about domestic abuse and identify healthy and unhealthy relationships.

Helping Hands addresses the challenging issues of personal space, awareness of acceptable and unacceptable behaviours, and safety planning. Three themes, called the Protective Behaviours, are reinforced throughout the programme

Parachute Programme is aimed at young people who have been identified as needing help in managing conflict in their relationships. Parachute is aimed at young people who may already have a history of resorting to violence to try and solve conflict. They may have a history of frequent conflict at home, in their relationships, or at school.

RYPP (Respect Young People's Programme) is a programme for families where children or young people aged between 10 and 16 are abusive or violent towards the people close to them, particularly their parents or carers. This abuse may be physical, verbal, financial, coercive or emotional and may include behaviour like hitting, making threats or causing damage in the home. The parent or carer and the young person both complete the programme.

IRISI - this programme which is new to Lancashire is in collaboration with Lancashire Victim Services, Fylde Coast Women's Aid and clinical leads from the NHS Lancashire and Cumbria Integrated Care Board. The programme embeds identification of domestic abuse and referral pathways in primary care ensuring victims are identified at an earlier stage and offered the right interventions and support.

Counselling - we have developed a counselling service that proactively responds to individual needs, especially where people have long waits for other counselling provision. Counselling is provided by both paid staff and trainee counsellors and is available for all adult service users. We now have therapists who can offer Cognitive Behavioural Therapy (CBT). We also offer counselling for children and young people where appropriate. Within our refuges we have an Animal Therapist who undertakes sessions with families. We have recently appointed a Counselling Co-ordinator who is overseeing all our counselling provision.

Communication with our communities - Using social media channels and our website we are committed to raising awareness within our local areas about domestic abuse. Enhancing people's knowledge about domestic abuse so people can recognise it and find support is crucial to individual and community safety. We have developed a communication strategy that ensures we use social media productively to distribute meaningful information, messages and ways of finding support. This has been valuable in helping people support friends and family, giving people the knowledge to recognise they are being abused and signpost people to support services. Our communication also helps those who want to change their abusive behaviour access support too. Year on year by communicating with our communities we increase the likelihood of people reaching out for support.

Where appropriate we will join with campaigns to influence social policy, raise awareness and call out wrongful practices.

Trauma informed practice - As previously stated all our staff team and volunteers are trained in trauma informed practice.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Support to colleagues from local agencies - alongside our direct support to people in the community we also act as a point of contact for professionals who require support whilst working with those affected by domestic abuse. Our well-respected staff team offer timely, well-researched advice and guidance to colleagues from the voluntary and statutory sectors. Many of our staff team also contribute to professional training locally, regionally and nationally. Many of our volunteers offer advice and guidance from the perspective of having lived experience.

Supporting strategic development - managers and staff members contribute to the strategic development of services, policy, guidance and legislation relating to violence against women and girls. Our Chief Executive sits on local and national forums ensuring positive responses to victims of domestic abuse, identifying ways to prevent abuse and developing partnerships across local agencies. She sits on the advisory panel for Children in Need. She also contributes to regional and national developments, for example, representing the VCF sector on the Safeguarding Adults Board and in the Primary Care Network meetings (PCNs) as well as representing the organisation at the Home Office.

Volunteers - as an organisation we are committed to enhancing the services we provide to the community by recruiting volunteers. We provide training and support for our volunteers and endeavour to offer them opportunities that will be fulfilling and enjoyable. Our volunteers get involved in many different aspects of our work.

Charity Shop support- we have opened a charity shop to help raise funds to continue our direct work. Having the shop in a local community means we can offer volunteer opportunities, we can raise our profile and signpost people to our services.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Achievements and performance

In reviewing the year it gives us an opportunity to look back and recognise our achievements and consider our performance. We have been able to continue to support significant numbers of individuals and families and enable many of them to leave abusive situations or change their abusive behaviour.

We have reviewed our organisational structure and governance and invested in making improvements to further strengthen our foundations. We have been mindful of the external drivers and how these affect the incidence of domestic abuse and been active in partnerships that influence social policy and effect change. We have continued to promote a culture where equality, diversity and inclusion are key aspects of our delivery and performance. Our commitment to the green agenda has been ever present as we strive to minimise our impact of the environment.

What follows is a flavour of some of the year's highlights.

Provision of high quality services

- Continued to provide our core services whilst listening to the suggestions of service users and creating new service strands. We were successful in securing Reaching Communities funding for three years to develop emotional health and well-being provision, employing new staff and building our counsellor base. Within refuge we have been able to employ the services of an Animal Therapist which has been really beneficial for all residents.
- Our IDVA service has worked with 2139 people ensuring they all had safety plans. Of these people 488 were assessed as at the greatest risk of death or serious harm. Regardless of the risk every person who needed support was offered a service. We have also continued to work together with Lancashire Constabulary in Operation Provide so that first response calls to victims have both a police officer and IDVA in attendance. We added a triage worker to the team and now have an IDVA who is working with older people so they get the support they require.
- There were 395 referrals for our victim programmes, AIM and Recovery Toolkit. These programmes are a life line for people, enabling them to understand the abuse they have been subjected to, building confidence, leading to lives free from abuse.
- 659 children/young people accessed our programmes and thrived from the interventions.
- 178 men attended our behavioural change programmes with the aim of stopping their abusive behaviour. These programmes have been developed as part of a holistic approach to eradicating domestic abuse and are successful in changing patterns of behaviour.
- We have had 140 referrals for access to our safe accommodation and were able to house 36 women with their 53 children. Unfortunately as the housing crisis deepens and move on accommodation becomes harder to secure families have to stay in refuge for longer periods of time. This means we have less capacity to offer safe space.
- Our counselling service has supported 51 people through the year. With the development of this service we know we will be able to increase these numbers going forward.
- We have worked with people with more complex needs and from what people tell us 36% of those referred to us have mental health vulnerabilities and 17% issues with drugs and alcohol. Linking with other local services is an important part of our intervention ensuring people get the best support.
- It is vital that we work in partnership with other services and organisations to offer the best support to people when they require it. We have continued to build on our existing partnerships and welcome the advantages this gives people.
- Trained a cohort of CARA staff ready for implementation of the project.
- We are proud of the work we have been undertaking with primary care services through the IRISi initiative. We have been able to training significant numbers of primary care workers across GP practices with the aim of enabling them to identify domestic abuse at an early stage.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

- Our training offer has expanded in the year and our training manager has developed new opportunities for colleagues both internally and externally. Some examples of the partners we have supported through training. Lancashire MIND; Children's Social Care; Chorley & South Ribble Borough Council and Foster Care Associates North West. Here are a few comments from participants "Thank you for this opportunity. The training was very informative", "The trainer was a great speaker and really helped to get discussion going and improve our understanding", "Very good course, presenter knowledge was outstanding. Thank you".
- Continuation of our monthly The Wish Centre Behaviour Change Programme newsletter has been well received by colleagues across an array of services. It promotes our programmes but also gives a wealth of information on all matters relating to domestic abuse.
- It is crucial that we can raise public awareness of domestic abuse and the services available to support victims and all those affected by the abuse. Our communications team has surpassed all expectations this year and we have been able to reach so many more people through our various social media channels. We have reached 79,300 through Facebook and Instagram. For Facebook that is a 91% increase from last year. We have been invited to take part in media interviews, podcasts and conferences and all these give us a platform to share knowledge and resources. More reach means more information about our services is disseminated, support from donors is increased and there is more awareness about the issues.
- To ensure we keep services running we need sustained funding. Investing in fundraising by employing a dedicated, experienced staff member, supported by other staff has not only raised more unrestricted income it has also improved our profile amongst local businesses and within the local community. It has significantly widened our networks. This has paid dividends as more people have supported us financially but also with gifts in kind. It has also given us the opportunity to diversify our funding streams which is crucial to a sustainable future. We embarked on many new fundraising ventures: a fashion show; Walk the Big One (at Blackpool); Morecambe Bay walk; our first Ball and lots of supermarket collections (thanks to Forbes solicitors for support). We have gained excellent sponsorships from local firms, including Haydock Finance, Watson Ramsbottom solicitors, Herbert Parkinson and Pierce Business Advisory and Accountancy Group to name just a few. We also brought in a consultant to work with the senior leadership team to identify and apply for new funding so we can maintain our core services and build on the successes with new strands of work.
- We were able to open our first charity shop in September 2023. We are building up our customer base and developing a position within the community we trade in. We have had incredible support from people who have donated items for the shop. We must thank too the volunteers who have worked in the shop. We are on a learning curve but we hope that in time the revenue we make from the shop will be able to fund some of our ongoing work.

Organisation, governance and managing risk

- Investing in our staff team is a key to ensuring we provide the best possible support to people who access our services. With a new HR Manager in post we believe we can enhance the way we promote staff well-being. Refining employment processes, improving onboarding, developing training opportunities etc will create a better organisation to work for. Our staff team has grown and the way each team works together strengthens our offer. We are proud to hold the Investors In People accreditation.
- We have been supported in the year by a consultant who has helped us to review our governance structure and processes, including risk management. Alongside trustee away days and the review of our strategic plan we believe the organisation is in a strong and secure position. We have also worked with a solicitor to refresh our Memorandum and Articles of Association. We have been able to update these and make them more appropriate to our needs at the current time.
- We have been developing new ways to capture outcomes so we can continue to be confident that we are developing the best services for people, that we are meeting need and most importantly making a real difference to people's lives. Improving our systems so we are able to fully capture data that informs our future developments is key to knowing how best we can meet local need.
- Through the work we have been undertaking it became clear that to maintain a firm governance foundation, develop our risk management, audit our provision and be confident that outcomes for services users are being met that we should consider a new staff post to oversee all these areas of work and ensure we are continually improving. We are now at a stage to take this forward.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

- We believe the work we have undertaken to review, develop and future proof the organisation will provide us with a firmer foundation so we can continue to provide services for many years to come.

Responding to external drivers

- We want to remain a leader in our field and to do this we know we need to collaborate with partners, remain on top of policy and legislation and continue to be aware of the evolving impacts of poverty, mental health, environmental changes and other influences. In the year we have succeeded in doing all these things. Our CEO and other staff members are linked in to networks and forums, sit on relevant bodies where they can influence change and have kept abreast of changes in legislation that affect our work. Where appropriate we will campaign with others, for example, Women's Aid and the Domestic Abuse Commissioner to highlight concerns, call for change and champion the needs of the most vulnerable in society.
- Our partnership work at a local level directly impacts on the quality of services that people experience. We are committed to continuing to work with others and build new allegiances where we know it will benefit our service users.

Equality, diversity and inclusion

- Ensuring our services are inclusive, equitable and free from bias and judgement is vital to ensuring we provide the correct support to people. We have reviewed our policies and procedures relating to this so we are confident they are fit for purpose. We will continue to scrutinise this to uphold the values we hold dear.
- Within our governance, organisational review we have considered how we make it a priority to engage with people from minoritised groups. Our services are now more community based and this has increased the opportunities for people from underrepresented groups to engage with us.
- We have improved our recruitment processes to make it easier for underrepresented groups to consider working for the Wish Centre. We have a diverse staff group and this has paved the way for us to work more proactively within the communities we serve.
- Co-production is important to us and we have found many ways to include service users throughout the year. We are very proud of the work being undertaken with young people and this has been acknowledged by again achieving the Investing In Children Award.

Green agenda

- We continue to be alert to the needs of our planet and whilst committing to maximise our impact in the community we are mindful of minimising our environmental impact.
- We have endeavoured wherever possible to purchase locally and use local contractors when needed.
- We have continued to work in a hybrid way so that staff members can work from home where possible and reduce their carbon footprint.
- Within our office space and at refuge we consider the actions we can take to reduce the impact on the environment, for example, regulating heating within our houses and flats, reducing reliance on printing, using Teams for meetings, being alert to switching off computers/screens when not in use. We know we have more work to do on this and we will continue to champion the issues within the organisation.
- We take our social corporate responsibility seriously and strive to adhere to the highest ethical standards, considering at all times how our actions impact on the well-being of society and the environment.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Delivering public benefit

Our charitable objects are aimed at supporting our local communities and ensuring services exist for people who are affected by domestic abuse. We also have an educative role in raising awareness of the issues and working with others to eradicate domestic abuse.

We believe we have achieved positive outcomes for those women, men, children and young people who have reached out to us in the year and improved community safety. We have delivered public benefit through our direct services, our social media presence, training portfolio, education work in schools and colleges, collaboration with partners and campaigning.

Ensuring we listen to our stakeholders, our beneficiaries is vital to ensuring we are providing services that are needed and are fit for purpose, for example, 1:1 feedback as people exit services; group consultations; focus groups and fun activities. We also have formal processes in place to gather outcomes data so we can measure the differences we make to people's lives. We learn too from any complaints, comments and compliments we receive. The senior leadership team report to the trustees on a regular basis so all the information we gather can be used to inform our strategic planning. As previously stated we have used feedback from services users and other stakeholders to develop new strands of work and change practice.

Direct feedback from those who use our services is one of the best ways to hear if we are achieving our objectives and supporting people in the most positive way possible. We welcome constructive criticism so we can use this to review our services and where appropriate change them. Here are some of the comments we have received through the year which highlight the ways we have made a difference.

Feedback from young people:

"learned more ways of coping and dealing with problems"

"I've started to cope with things in a healthy way and better way that doesn't do harm to others or me"

"Better with conflict"

"It has worked which proves it's better than the rest....it has helped me be a better person to my mum"

IDVA services

"There are a million ways that Wish has been useful but having the support from the Wish Centre has made me feel safer and secure"

"Never felt alone, the support from M was amazing. I will never forget it"

"I built my confidence, had equipment provided that kept me safe and also they helped me financially with food banks. They were there when I needed someone to talk to"

Victim Programmes

"The Aim Programme and Recovery Toolkit have been amazing. They have helped open my eyes and see things from another perspective I hadn't thought of"

"I have learned so much and I intend to keep learning and striving for my goals"

"I am a different person now, I am not the same person from 12 months ago"

Behaviour Change Programmes

"By attending the programme I have gained insight into how my behaviour affected my relationship and how my actions have been seen by other people"

"Before the programme I would probably have said that my belief was right/completely correct. But as time has gone on, you're not always right and other people's values and beliefs are respected"

"I can recognise when and how my thoughts, beliefs and actions have been abusive and I accept responsibility for my actions"

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

“Actions are greater than words and so she needed to see that I was willing to change”

Refuge

In a therapeutic craft group and child drew a heart with a plaster on it and said “My heart was broken before I came here and now it’s fixed. That’s why I’ve drawn a plaster on”

From an evaluation form a child gave us this feedback this (not all the feedback details) - Did you feel safe at the refuge - “Yes”, How did you feel about the support whilst at refuge - “Brilliant”, Do you feel your quality of life has improved - “Yes”

This is from an Independent Reviewing Officer “I feel the family would be in a much more vulnerable state if it was not for you and the support you have provided”

And finally

“I wouldn’t be the person I am today without them. They have given me my life back and gave me the tools and knowledge to ensure I never end up in an abusive relationship again”

The words speak for themselves and we are proud to have been able to change the future for so many people.

Achievements and performance

Financial review

This has been a financially secure year enabling valuable services to be maintained. With the support of funders, we have continued to deliver services across Lancashire. We want to stay true to our core mission of supporting people suffering or at risk of suffering domestic abuse, however where we see opportunities to deliver better services, we look at ways to do this. This innovation often relies on securing the finances to carry it through. We are grateful therefore for all the individuals, organisations, grant bodies and commissions that help us maintain services and build on them.

Our financial strategy is regularly reviewed, and the Finance and Audit Committee oversees our budget, financial development, contracting and risk. We have successfully secured diverse funding streams that spread the risk to the organisation. Local fundraising and corporate support have helped us to create this diversity. It is very pleasing to report that we end the year in a positive financial position.

As we implement our three-year strategy we want to ensure we maintain our services and continue to be a sustainable organisation.

The financial statement for the year ended 31 March 2024 shows a net surplus in funds of £304,132 (31 March 2023 £508,114). As outlined above the organisation is in a stable position and able to sustain the valuable work we deliver.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Policy on reserves

The Wish Centre is required to hold reserves to achieve its charitable objectives. Reserves enable current activities and liabilities to be met in the event of a significant drop in funding.

The Trustees have reviewed the reserves of the Charity. This review encompassed the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the nature of the reserves.

Reserves at 31st March 2024 amount to:

Designated reserves £1,751,394

Unrestricted reserves £100,798

Restricted reserves £690,020

Total Funds £ 2,542,212

The trustees can report that the Board has approved an increase in the contingency fund given the current financial climate and the likelihood that new funding will be more difficult to secure. The Board has also approved the use of designated reserves to maintain 9 months running/winding down costs, particularly in light of three significant contracts ending in March 2025. The organisation must remain committed to innovation and further advancement and therefore the Board has agreed to designated funds being set aside to enable staff to continue to develop much needed services.

Going concern

The trustees are aware that contracts with Blackburn with Darwen Unitary Authority, the Office of the Police and Crime Commissioner and Lancashire County Council are all due to end on 31st March 2025 and there is uncertainty whether the organisation will retain this funding. We are still awaiting the new tenders to be published, but fully expect the contracts will be retained. Trustees have a reasonable expectation that there are adequate resources to continuing to operate services albeit, if certain funding ceases, it may mean a change in the direction and the delivery of services.

Cashflow forecasts have been prepared, excluding the funding which may not be renewed and trustees note the impact on going concern. With this in mind, the Board agreed to increase the reserves to enable the continued funding of existing services for 9 months in the unlikely event that the organisation is unsuccessful in retaining the funding. This will ensure the organisation can continue to deliver outstanding services whilst seeking additional funding.

Principal funding sources

We are very grateful to the following funders and donors who enable us to deliver our vital services. Blackburn with Darwen Borough Council, Lancashire County Council, Blackpool Council, The Office of the Police & Crime Commissioner for Lancashire, Ministry of Justice, Children in Need, Department for Levelling Up, Housing and Communities, Garfield Weston, Charles Hayward Foundation, Lancashire and South Cumbria Integrated Care Board.

We are also grateful to local groups, companies and individuals who have donated money, goods and services throughout the year.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Investment policy and objectives

The Trustees agree to keep a specific designated amount in reserves each year. The rest of the funds are utilised to provide services for our service users. The Articles of Association contains powers to invest funds and the trustees and senior managers worked with an investment advisor to develop an investment strategy. Funds have been duly invested having identified the most appropriate means of securing a good return and securing our money.

Looking ahead

As we contemplate the future we are beginning the final year of our 2022-2025 strategic plan. We are pleased at the progress to date and feel that we will achieve our goals in the coming year. Never being complacent we know there is still much to do to realise our vision of a world without domestic abuse. We will begin to plan ahead and start the work to develop our new strategy for the coming years. These are challenging, yet exciting times and we are looking forward to the new developments we are planning.

- Maintain high quality, high impact services that fit our core business
- Realise our work from the governance review
- Develop a more robust reporting process and outcomes framework
- Review our fundraising strategy
- Continue to invest in bid writing to promote sustainability
- Review our charity shop strategy
- Continue to work with partners to achieve the best outcomes for service users
- Ensure that the ethos of equality, diversity and inclusion runs through all we do
- Care for our environment

We will continue to innovate and respond to the needs of our local communities. We will not stand still as we know there is much more we can achieve. Co-production will remain a goal of ours and we will build on the work that is already taking place. We want people to feel valued and that their ideas are important to us.

Structure, governance and management

Nature of governing document

The Wish Centre is registered as a charitable company limited by guarantee and is constituted under a Memorandum and Articles of Association dated 26.09.2006. It is also a registered charity, number 1116444.

The principal object of the company is to assist in the relief of women, men and children who have suffered or are at risk of suffering domestic abuse, through the provision of support, advice and accommodation. The organisation's principal beneficiaries are women and children.

Our Memorandum and Articles of Association provide a framework for the Wish Centre to conduct organisational business. It structures the way the Trustee Board functions and sets out the rules we abide by.

Through the year we have been working with a legal advisor to update our Articles and these will be ready for approval at our next AGM.

The trustees delegate day to day running of the Wish Centre to the CEO, Shigufta Khan who with the leadership team determine the operational processes we need to have in place so that service users get the best provision possible. A goal of the Board is to ensure we offer a non-judgemental, non-discriminatory and inclusive service to individuals. Our senior leadership team also ensure that staff and volunteers are supported to undertake their roles and this is done with their welfare in mind.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

There are nine trustees at present. We have had a stable Board over the past 12 months. All trustees are also Directors of the Wish Centre given we are a charitable company. Trustees have all committed to achieving the vision and mission of the Wish Centre and are well versed in the responsibilities of being a trustee. We have held trustee review days, working on plans for the future. We have been looking at ways to improve our structure and accountability and have been working with a consultant to achieve this. Looking at different ways to measure our outcomes, improve our reporting mechanisms, developing more sub groups and honing our risk management processes. It is probable we will appoint to our senior leadership team recognising the need to have someone managing the day to day requirements flowing from the governance review.

Our board is diverse but we will continue to review our skills by undertaking a yearly audit. Alongside the Board we have had two patrons Pauline Quinn OBE, ex-Head of Midwifery for East Lancs Hospital Trust, who sadly passed away through the year and Graham Liver, a radio and television presenter who is well known locally and regionally. We also have a number of co-opted members we can call upon for their specific skills.

The Board continue to meet bi-monthly, alternate meetings taking place face to face at our community offices with other meetings utilising Teams. This has proved successful in enabling trustees who live a distance from our offices to take part. It also helps trustees who are working. It is another way too that we can fulfil our commitment to reducing our carbon footprints by limiting travel. We have a Finance and Audit Committee which amongst other things undertakes a yearly pay and pension review. Recommendations are passed to the Board for approval. We have had a HR working group which we propose to change to a formal sub-group.

Trustees work closely with the CEO and where appropriate the wider management team. The newly appointed HR Manager has been a positive addition to the team and will be conducting staff surveys for the trustees so we are aware of any staffing issues as they occur. We have begun to review staff benefits. The CEO has weekly 1:1 catch up sessions with the Chair and formally supervision on a regular basis. Staff members are welcome to attend Board meetings and contact trustees if required. There is a very open culture regarding communication. Service users can also attend meetings if they wish. Trustees will attend whole team meetings and events that take place across the organisation. The CEO undertakes a yearly consultation with refuge residents with feedback reported to Board. The CEO sends out a weekly communication to staff and trustees with relevant news and information. This continues to be valued by all and is very useful as we have more staff who are home based.

Recruitment and appointment of trustees

The recruitment process for new trustees is well embedded in the organisation. An interview is undertaken, references requested, a disclosure and barring check carried out and any further checks required that determines suitability to hold office. An induction pack is given to new trustees that include roles and responsibilities of a trustee, information from the Charity Commission, the Charity Governance Code and information about the organisation. They spend time with the CEO, Chair and staff to familiarise themselves with the Wish Centre activities. They can also undertake a volunteer training programme. Recruits are asked to attend three Board meetings, excluding any confidential sections, before being confirmed by existing members. Currently at each AGM a third of Board members are required to retire. Those longest in office since election retire first and all are eligible for re-election. The three officer positions are re-elected each year. This is not determined in our Articles but we believe it ensures accountability and gives opportunities to others on the Board. With the review of our Articles we are looking to trustees having fixed terms rather than rotating as we do now.

All trustees commit to declaring any personal interests and this is updated each year.

Trustees undertake a set of e-learning safeguarding training and Information Security and GDPR training to equip them for their role. Each member of the Board is encouraged to undertake additional training so they can contribute fully to the Board. There is a training budget to facilitate this.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Organisational structure

Trustees understand their strategic role within the organisation and that of the CEO who manages day to day operations. The CEO reports to the Board at each meeting and this includes a review of our financial position. Individual staff members feed into the CEO report and managers will attend some of the meetings to update directly.

There is a formal process for decision making, papers are presented at Board meetings with opportunities to discuss and debate issue and then where required voting takes place. Where there are any special resolutions to be considered a meeting of the whole membership is called. At present the membership exists solely of the trustees/directors. Overtime other members have resigned and many have chosen to become allies of the Wish Centre.

We hold our AGM each year in September and all those involved with the Wish Centre internally are invited, along with other stakeholders. Our audited accounts are presented at the meeting, having been approved at the Board.

Where decisions have to be made in an emergency, outside of normal Board meetings Trustees have the authority to do so. Where possible there are always at least three Trustees who consult on the matter to be decided and this is then taken to the next Board meeting for ratification. If needed the Chair will make an executive decision and update the other trustees as soon as possible. These processes are regularly reviewed.

Risk management

There is a process in place for managing risk within the organisation and on a day to day basis the CEO is responsible for overseeing this. The ultimate responsibility lies with trustees and it has been recently decided that we needed a wholesale review of our processes and this is currently being undertaken. We are reviewing our internal controls and processes for reporting risk, service outcomes, employee information etc. and believe once new structures are in place it will make organisational management significantly more robust.

Whilst our review is taking place the trustees are satisfied that our ongoing processes are rigorous and timely and there are no significant risks that would put at risk the organisation, our services, our staff and volunteers and most importantly our service users.

Members' liability

The members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

A final word

This has been a vibrant year where we have been able to develop new work strands which enhance our core offer. Our work makes a real difference to the individuals who come to us for support but also positively impacts our communities. We are proud of the achievements over the year.

Those achievements are only possible because of the tremendous team we have built up over the years. Long standing experienced and skilful practitioners have been joined by a number of new staff members and we are excited to have them on board.

With the ongoing financial challenges faced by charities there is a constant battle to sustain our services but we have risen to those challenges and will continue to strive to identify the funding we need to maintain our much needed provision.

We have provided valuable accommodation for women and children, kept people safe, given people the tools to live abuse free lives, helped men change their abusive behaviour and supported children and young people to regain their childhoods. We have raised awareness with colleagues and within the community about domestic abuse and believe this will lead to better outcomes for those who live under the shadow of domestic abuse.

Thank you to everyone who has supported us this year in so many ways, allies, grant givers, commissioners, donors big and small. None of our work can be done without this outstanding help.

Finally please remember all those victims and survivors of domestic abuse, some who have sadly and tragically lost their lives. The Wish Centre is here for you.

We will stay true to our values of listening, supporting and empowering.

Our vision remains a world without domestic abuse.

Blackburn and Darwen District Without Abuse Limited

Statement of Trustees' Responsibilities

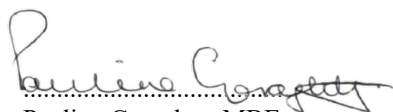
The trustees (who are also the directors of Blackburn and Darwen District Without Abuse Limited for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

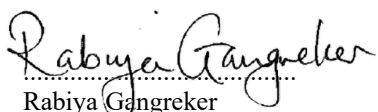
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 11th September 2024 and signed on its behalf by:



Pauline Geraghty, MBE
Trustee



Rabiya Gangreker
Trustee

Blackburn and Darwen District Without Abuse Limited

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Limited

Opinion

We have audited the financial statements of Blackburn and Darwen District Without Abuse Limited (the 'charity') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

Blackburn and Darwen District Without Abuse Limited

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Limited (continued)

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 19), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Blackburn and Darwen District Without Abuse Limited

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Limited (continued)

We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.

- We obtained an understanding of laws and regulations that could reasonably be expected to have a material effect on the financial statements through discussion with management and those charged with governance, including financial reporting and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations. We remained alert to any indications of non-compliance throughout the audit.
- We addressed the risk of fraud through management override by reviewing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making key accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business that we come across throughout the audit.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Beever and Struthers

.....
Suzanne Lomax (Senior Statutory Auditor)
For and on behalf of Beever and Struthers, Statutory Auditor

Suite 9b
The Beehive
Lions Drive
Shadsworth Business Park
Blackburn
BB1 2QS

Date: 16.10.24.....

Blackburn and Darwen District Without Abuse Limited

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Grants and donations	3	680,715	694,241	1,374,956	1,420,685
Charitable activities	4	253,052	-	253,052	257,613
Trading Income	5	6,346	-	6,346	-
Investment income	6	19,008	-	19,008	4,618
Total income		<u>959,121</u>	<u>694,241</u>	<u>1,653,362</u>	<u>1,682,916</u>
Expenditure on:					
Raising funds	7	(36,630)	-	(36,630)	-
Charitable activities	8	(631,145)	(681,455)	(1,312,600)	(1,174,802)
Total expenditure		<u>(667,775)</u>	<u>(681,455)</u>	<u>(1,349,230)</u>	<u>(1,174,802)</u>
Net income		<u>291,346</u>	<u>12,786</u>	<u>304,132</u>	<u>508,114</u>
Net movement in funds		291,346	12,786	304,132	508,114
Reconciliation of funds					
Total funds brought forward		<u>1,007,452</u>	<u>677,234</u>	<u>1,684,686</u>	<u>1,729,966</u>
Total funds carried forward	17	<u><u>1,298,798</u></u>	<u><u>690,020</u></u>	<u><u>1,988,818</u></u>	<u><u>2,238,080</u></u>

The notes on pages 27 to 40 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Limited

Statement of Financial Activities for the Year Ended 31 March 2024 (continued) (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Grants and donations	3	612,848	807,837	1,420,685
Charitable activities	4	257,613	-	257,613
Investment income	6	4,618	-	4,618
Total income		<u>875,079</u>	<u>807,837</u>	<u>1,682,916</u>
Expenditure on:				
Charitable activities	8	<u>(560,584)</u>	<u>(614,218)</u>	<u>(1,174,802)</u>
Total expenditure		<u>(560,584)</u>	<u>(614,218)</u>	<u>(1,174,802)</u>
Net income		<u>314,495</u>	<u>193,619</u>	<u>508,114</u>
Net movement in funds		314,495	193,619	508,114
Reconciliation of funds				
Total funds brought forward		<u>1,246,351</u>	<u>483,615</u>	<u>1,729,966</u>
Total funds carried forward	17	<u><u>1,560,846</u></u>	<u><u>677,234</u></u>	<u><u>2,238,080</u></u>

The notes on pages 27 to 40 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Limited

(Registration number: 05834929)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	12	1,949	5,066
Current assets			
Debtors	13	46,507	155,446
Cash at bank and in hand	14	<u>2,556,524</u>	<u>2,157,794</u>
		2,603,031	2,313,240
Creditors: Amounts falling due within one year	15	<u>(62,768)</u>	<u>(80,226)</u>
Net current assets		<u>2,540,263</u>	<u>2,233,014</u>
Net assets		<u>2,542,212</u>	<u>2,238,080</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		690,020	677,234
Unrestricted income funds			
Unrestricted funds		<u>1,852,192</u>	<u>1,560,846</u>
Total funds	17	<u>2,542,212</u>	<u>2,238,080</u>

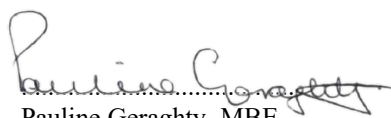
For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006, although an audit has been carried out under section 144 of the Charities Act 2011.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 23 to 40 were approved by the trustees, and authorised for issue on 11th September 2024 and signed on their behalf by:



Pauline Geraghty, MBE
Trustee

The notes on pages 27 to 40 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Limited
Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income		304,132	508,116
Adjustments to cash flows from non-cash items			
Depreciation	7	3,117	4,945
Investment income	6	<u>(19,008)</u>	<u>(4,618)</u>
		288,241	508,443
Working capital adjustments			
Decrease/(increase) in debtors	13	108,939	(50,953)
(Decrease)/increase in creditors	15	<u>(17,458)</u>	<u>23,878</u>
Net cash flows from operating activities		<u>379,722</u>	<u>481,368</u>
Cash flows from investing activities			
Interest receivable and similar income	6	19,008	4,618
Purchase of tangible fixed assets	12	<u>-</u>	<u>(4,056)</u>
Net cash flows from investing activities		<u>19,008</u>	<u>562</u>
Net increase in cash and cash equivalents		398,730	481,930
Cash and cash equivalents at 1 April		<u>2,157,794</u>	<u>1,675,864</u>
Cash and cash equivalents at 31 March		<u><u>2,556,524</u></u>	<u><u>2,157,794</u></u>
Reconciliation of net cash flow to movement in net funds			
Increase in cash		398,730	481,930
Net funds at 1 April 2023		<u>2,157,794</u>	<u>1,675,864</u>
Net funds at 31 March 2024		<u><u>2,556,524</u></u>	<u><u>2,157,794</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 27 to 40 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Accounting policies

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Unit 21
Business Development Centre Eanam Wharf
Eanam Old Road
Blackburn
Lancashire
BB1 5BL

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Blackburn and Darwen District Without Abuse Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

1 Accounting policies (continued)

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of approval of the financial statements.

The trustees are aware that contracts with Blackburn with Darwen Unitary Authority, the Office of the Police and Crime Commissioner and Lancashire County Council are all due to end on 31st March 2025 and there is uncertainty whether the organisation will retain this funding. We are still awaiting the new tenders to be published, but fully expect the contracts will be retained. Trustees have a reasonable expectation that there are adequate resources to continuing to operate services albeit, if certain funding ceases, it may mean a change in the direction and the delivery of services.

Cashflow forecasts have been prepared, excluding the funding which may not be renewed and trustees note the impact on going concern. With this in mind, the Board agreed to increase the reserves to enable the continued funding of existing services for 9 months in the unlikely event that the organisation is unsuccessful in retaining the funding. This will ensure the organisation can continue to deliver outstanding services whilst seeking additional funding.

Income and endowments

Income is recognised when the Charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations and legacies

Cash donations are recognised on receipt. Other donations are recognised once the Charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the Charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Gifts in kind

Gifts in kind are recognised as a reasonable estimate of their fair value or where the monetary value of gifts cannot be reliably measured, they will be included in the accounts when they are sold and the amount actually realised. Donated stock is not valued in the balance sheet as the Trustees believe the cost of determining the amount exceeds the benefits.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

1 Accounting policies (continued)

Donated services and facilities

Donated services are included at the value to the Charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Charitable activities

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

Tangible fixed assets

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures and Fittings	33% straight line

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

1 Accounting policies (continued)

Financial instruments

Classification

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There are no critical accounting estimates and judgements.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and legacies;				
Donations	27,955	-	27,955	22,356
Grants, including capital grants;				
Government grants	615,200	645,311	1,260,511	1,280,849
Grants	<u>37,560</u>	<u>48,930</u>	<u>86,490</u>	<u>117,480</u>
	<u>680,715</u>	<u>694,241</u>	<u>1,374,956</u>	<u>1,420,685</u>

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

4 Income from charitable activities

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Housing benefit - Refuge 1	124,196	124,196	119,565
Housing benefit - Refuge 2	106,446	106,446	112,322
Rent received from tenants - Refuge 1	10,650	10,650	14,813
Rent received from tenants - Refuge 2	11,760	11,760	10,913
	253,052	253,052	257,613

5 Income from other activities

	Unrestricted funds General £	Total funds £	Total 2023 £
Trading income;			
Shop income from sale of donated goods and services	6,346	6,346	-
	6,346	6,346	-

6 Investment income

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Interest receivable and similar income;			
Interest receivable on bank deposits	19,008	19,008	4,618
	19,008	19,008	4,618

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

7 Expenditure on raising funds

a) Costs of generating fundraising income

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Direct fundraising costs	8,252	8,252	-
	8,252	8,252	-

b) Costs of trading activities

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Fundraising trading costs;			
Shop expenditure	12,147	12,147	-
	12,147	12,147	-

c) Total expenditure on raising funds

	Direct costs £	Allocated support costs £	Total 2024 £
Costs of generating donations and legacies	8,252	-	8,252
Costs of trading activities	12,147	16,231	28,378
	20,399	16,231	36,630

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

8 Expenditure on charitable activities

	Activity support costs £	2024 £	2023 £
Staff costs	994,542	994,542	904,798
Depreciation	3,117	3,117	4,945
Consultancy	23,709	23,709	17,655
Travel expenses	16,545	16,545	16,740
Legal & professional fees	26,504	26,504	19,275
Bank charges	1,384	1,384	584
Establishment costs	150,342	150,342	138,229
Repairs and maintenance	23,520	23,520	17,856
Office expenses	54,255	54,255	36,275
Printing, postage, stationery & advertising	7,283	7,283	9,161
Subscriptions & donations	3,197	3,197	2,334
Sundry expenses	7,147	7,147	5,006
Cleaning	1,055	1,055	1,944
	<u>1,312,600</u>	<u>1,312,600</u>	<u>1,174,802</u>

£631,145 (2023 - £560,584) of the above expenditure was attributable to unrestricted funds and £681,455 (2023 - £614,218) to restricted funds.

In addition to the expenditure analysed above, there are also governance costs of £7,850 (2023 - £7,500) which relate directly to charitable activities. See note 9 for further details.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

9 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Audit fees			
Audit of the financial statements	7,850	7,850	7,500
	7,850	7,850	7,500
	7,850	7,850	7,500

10 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

11 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	906,451	810,068
Social security costs	76,360	75,210
Pension costs	27,962	19,521
	1,010,773	904,799
	1,010,773	904,799

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2024 No	2023 No
Employees	41	38
	41	38
	41	38

The average number of full-time and part-time employees during the year was 29 and 19 respectively (2022/23: 27/17), an estimated number of full-time equivalent employees of 41 (2022/23: 38).

No employee received emoluments of more than £60,000 during the year.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

11 Staff costs (continued)

The trustees consider the key management personnel of the charity to be the CEO and the Operational manager. Total employee benefits including employers' pension contributions were £109,148 (2023 - £91,249).

12 Tangible fixed assets

	Fixtures & Fittings Furniture and equipment £	Total £
Cost		
At 1 April 2023	150,182	150,182
At 31 March 2024	150,182	150,182
Depreciation		
At 1 April 2023	145,116	145,116
Charge for the year	3,117	3,117
At 31 March 2024	148,233	148,233
Net book value		
At 31 March 2024	1,949	1,949
At 31 March 2023	5,066	5,066

13 Debtors

	2024 £	2023 £
Trade debtors	17,485	133,000
Prepayments	6,600	6,473
Other debtors	22,422	15,973
	46,507	155,446

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

14 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	2,551,077	2,154,013
Other cash and cash equivalents	5,447	3,781
	<u>2,556,524</u>	<u>2,157,794</u>

15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	935	24,538
Other taxation and social security	3,280	5,282
Other creditors	46,209	35,897
Accruals	12,344	14,509
	<u>62,768</u>	<u>80,226</u>

16 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £
Land and buildings	
Within one year	<u>850</u>

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

17 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General	362,846	959,121	(667,775)	(553,394)	100,798
Designated	1,198,000	-	-	553,394	1,751,394
Total unrestricted funds	1,560,846	959,121	(667,775)	-	1,852,192
Restricted funds	677,234	694,241	(681,455)	-	690,020
Total funds	2,238,080	1,653,362	(1,349,230)	-	2,542,212
	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
General	362,846	959,121	(667,775)	(553,394)	100,798
Designated	1,198,000	-	-	553,394	1,751,394
	1,560,846	959,121	(667,775)	-	1,852,192
Restricted funds					
Henry Smith	23,828	-	-	-	23,828
Children in Need	75,168	10,000	(16,488)	-	68,680
Selnet	2,185	-	-	-	2,185
WEA	855	-	-	-	855
Awards For All	9,802	-	-	-	9,802
Lancashire Perpetrator Programme	211,796	271,420	(71,737)	-	411,479
PCC	317,600	351,392	(518,416)	-	150,576
Charles Haywood	16,000	18,000	(21,525)	-	12,475
Blackpool Council	20,000	22,500	(32,360)	-	10,140
LVS	-	20,930	(20,930)	-	-
Total restricted funds	677,234	694,242	(681,456)	-	690,020
Total funds	2,238,080	1,653,363	(1,349,231)	-	2,542,212

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

17 Funds (continued)

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted funds				
General	48,351	875,079	(560,584)	362,846
Designated	<u>1,198,000</u>	<u>-</u>	<u>-</u>	<u>1,198,000</u>
Total unrestricted funds	1,246,351	875,079	(560,584)	1,560,846
Restricted funds	<u>483,615</u>	<u>807,837</u>	<u>(614,218)</u>	<u>677,234</u>
Total funds	<u><u>1,729,966</u></u>	<u><u>1,682,916</u></u>	<u><u>(1,174,802)</u></u>	<u><u>2,238,080</u></u>

The specific purposes for which the funds are to be applied are as follows:

Restricted funds comprise the unexpended balances of donations and grants held on trust for specific purposes.

The Board has approved an increase in the designated fund as the likelihood of a significant drop in funding is possible in the current financial climate. The Board has agreed to use the designated reserves to maintain 9 months running/winding down costs and believes the organisation must remain committed to innovation and further advancement. Therefore, the Trustees have designated funds to allow staff to continue developing much-needed services.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

18 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	1,949	-	1,949
Current assets	1,913,011	690,020	2,603,031
Current liabilities	(62,768)	-	(62,768)
Total net assets	1,852,192	690,020	2,542,212
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	5,066	-	5,066
Current assets	1,555,780	757,460	2,313,240
Current liabilities	-	(80,226)	(80,226)
Total net assets	1,560,846	677,234	2,238,080

19 Related party transactions

There were no related party transactions in the year.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

England & Wales - Charity number 1116444

Accounts

Company registration number: 05834929

Charity registration number: 1116444

Blackburn and Darwen District Without Abuse Limited

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Blackburn and Darwen District Without Abuse Limited

Contents (continued)

Reference and Administrative Details	1
Trustees' Report	2 to 21
Statement of Trustees' Responsibilities	22
Independent Auditors' Report	23 to 25
Statement of Financial Activities	26
Balance Sheet	27
Statement of Cash Flows	28
Notes to the Financial Statements	29 to 38

Blackburn and Darwen District Without Abuse Limited

Reference and Administrative Details

Trustees	Pauline Geraghty, MBE, Chair Rabiya Gangreker, Treasurer Margaret Cairns Angela McDonagh-Kelly Sophia Isa Joan Whittaker Kristin Hodgkinson (resigned 08 September 22) Jonathan Atkinson Sarah Lynas (appointed 08 September 22) Gillian Clarke (appointed 01 February 23)
Secretary	Margaret Cairns
Patrons	Pauline Quinn, OBE Graham Liver
Senior Management / Leadership Team	Shigufta Khan, Chief Executive Officer Debbie Springham, Operational Manager
Charity Registration Number	1116444
Company Registration Number	05834929
Registered Office	Unit 21 Business Development Centre Eanam Wharf Eanam Old Road Blackburn Lancashire BB1 5BL
External Auditor	Beever and Struthers Chartered Accountants and Statutory Auditors One Express 1 George Leigh Street Ancoats Manchester M4 5DL
Solicitors:	Watson Ramsbottom Solicitors 25 - 29 Victoria Street Blackburn Lancashire BB1 6DN
Bankers	National Westminster King William Street Blackburn Lancashire BB1 7DJ

Blackburn and Darwen District Without Abuse Limited

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2023.

Our 2022-2023 annual report will highlight the tremendous work that has taken place over the year and some of the exciting developments we are able to share with you as we look ahead. The report is a way of giving you a snap shot of the services we deliver, the people we support, our public benefit and the amazing outcomes we have achieved. Alongside this we demonstrate the way the organisation is governed and how it is meeting its charitable purpose, fulfilling its mission, staying true to its values and pursuing its vision. For the purpose of this report we will refer to our working name, The Wish Centre. Our beneficiaries will be known as service users.

2022 saw the majority of legal restrictions related to Covid - 19 ending and the UK coming to terms with a post-Covid world. The impact on services like ours was immense and the challenges to continue our services through the pandemic were great. We nevertheless rose to the challenges and began the 2022 financial year in good shape, knowing we had supported our service users throughout the pandemic years. Of course this was down to our staff team adapting to new ways of working and demonstrating commitment and passion for their work by getting the job done.

We learnt how flexible and innovative we could be, we learnt more about the resilience of our service users and trustees and senior managers learnt more about the resilience of our staff. We also knew that we could deliver services in a different way that fit the needs of people who required support. Working patterns changed forever, not simply because it was how we had been doing it through the restrictions but because adults and children were telling us that it worked for them. Over the many years we have provided services we have always championed the need to listen to service users and alter services or develop new ones that meet their needs.

As Shigufta Khan, our CEO has commented “We continue to work in challenging times, so I am especially proud of what we have achieved in the last 12 months, through our: direct delivery of vital services for children, young people, victims and perpetrators Pan Lancashire. We have remained focussed on ensuring our core services are delivered to the highest standard as well as focussing on creativity, innovation and partnership working. We remain focussed on ensuring that we deliver services that meet the needs of our communities and Listen to our service users and stakeholders, we want to ensure we achieve the best outcomes for the people who come to us for Support by providing high quality services and we want to Empower people who access our services by giving them the tools they need to design and create their own futures.”

As the year started we began to see an increase in referrals for support, the gates were opening and people who were confined by restrictions, in sometimes horrendous situations, were able to make that necessary contact. We received 11% more referrals than our previous year total but our community and accommodation services were ready to respond. In our refuges, which of course remained open all through the pandemic, the excellent work continued and the many women and children who were resident with us received excellent, personalised care and support. Providing service users with a high quality, high impact service is one of our strategic objectives and that has never ceased.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Some staff are able to work in a blended way and spend part of the week working from home and part in our office base, others are wholly home based, whilst of course our accommodation staff have to be based in our refuges. Last year we moved to a new office base as we were able to downsize given the new ways of working. This has proved a positive change and enabled us to direct funding to frontline services. Experienced, professional staff and volunteers are crucial to our success and a vital resource and their welfare has to be considered at all times. During the financial year we agreed a 5% pay award for staff, increased employer contributions to staff pensions and improved leave allocation. We also continued to offer a health and wellbeing provision for all staff.

We recognise the importance of having a presence in the community and ensuring people know about our services and can access them according to their needs. To this end we ensure we have links with a range of other voluntary and statutory services and attend forums and groups to maintain our visibility. We go to where people need us to be. Where appropriate we will work in partnership with other services and organisations to ensure service users get the best outcomes possible.

We have weathered the storm of the pandemic, we know we are resilient and our staff and volunteer team is exceptional. This has been both a year of consolidation ensuring we maintain our much needed services and a year developing some new work streams and ideas.

Personalised care is at the forefront of our work and all our staff and volunteers understand the importance of trauma informed practice. Practice that is grounded in and directed by a complete understanding of how trauma exposure affects service users' neurological, biological, psychological and social development. As a domestic abuse service we work on the premise that everyone needs to have physical, psychological and emotional safety in their lives so they are able to rebuild a sense of control and empowerment. We also understand the significance of using a whole family approach when supporting individuals within families so they are able to use their collective strengths to build resilience. A whole family approach is not a model that can be used with all service users as the risks posed to individuals have to be considered and assessed and this is skilfully undertaken by staff members.

In the 35 years we have been providing support to victims and survivors of domestic abuse we have learnt so much and developed our approaches as we have grown, for example working with perpetrators, working in the health arena and providing in-house counselling. We are proud of what we have achieved and proud that we have been able to support thousands of people in our community, both in Blackburn with Darwen and across Lancashire.

We believe, throughout this year and in past years we have been true to our philosophy we listen - we support - we empower.

We want to enable people to live their lives free from abuse and to achieve this aim we will continue to provide targeted interventions for victims of domestic abuse, adults, children and young people and those who perpetrate abuse. We will help to educate and train colleagues and the general public about abuse and will campaign with likeminded organisations to end violence against women and girls. This recognises the gendered nature of domestic abuse but we also acknowledge the need to ensure services for men are available.

The Wish Centre started its journey in 1988 (then as Blackburn & Darwen District Women's Aid, to be changed to Blackburn & Darwen District Without Abuse in 2013) offering refuge provision to women and children. Our service was limited back in the 1990s but we saw the need to grow and we have done this over the years. We now have two separate refuges catering for 14 families and thriving community services. We have a pro-active approach to developing services and respond to the needs of the community which is why our offer has grown.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

As always our annual report is dedicated to the courageous adults and children who seek our support and are survivors of domestic abuse. It is wonderful to have the opportunity to say thank you to our dedicated staff team and to our volunteers who give their time freely. Say thank you also to our CEO, Shigufta Khan for her leadership throughout the year and the management team who support her. Without the commitment of staff and volunteers we would not be able to provide our valuable services and consequently people would not be able to find the local support to live their lives free from abuse.

Objectives and activities

Purpose & aims

Our charity's purpose is set out in the objects contained in the company's memorandum and articles of association. The trustees believe we continue to act within our defined objects as stated below.

1. Direct Services.

- 1.To further develop support services and ensure that service users/residents contribute to planning those services.
- 2.To ensure that the support needs of Black, Asian and minority ethnic women and children are met.
- 3.To ensure that women and children are provided with appropriate support throughout the re-settlement process and after leaving the refuge.

2. Services to Children.

- 1.To ensure that children/young people who are resident in the Refuge have access to/are supported by relevant services which meet their social, emotional, developmental and educational needs.
- 2.To ensure children/young people accessing other support receive the appropriate responses from the Wish Centre and other organisations/services.

3. Inter-Agency Working.

- 1.To raise the profile of the Wish Centre and awareness of the range of services we provide throughout Blackburn & Darwen district and Lancashire.
- 2.To contribute to inter-agency working in Blackburn with Darwen and Lancashire, relating to domestic abuse.

4. Financial and Resource Management.

- 1.To ensure the Wish Centre has sufficient funds to maintain core services in the short and long term.
- 2.To ensure the refuge buildings, resources and working practices meet recognised standards for quality, security and health and safety.

5. Development of Organisation and Staff.

- 1.To maintain an effective management and staffing structure.
- 2.To ensure that staff and volunteers have the knowledge and skills to deliver services to required standards.
- 3.Trustees ensure effective governance, set clear strategy and monitor organisational effectiveness.
- 4.To remain affiliated to Women's Aid England and utilise the help and support available to develop the organisation.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

The Wish Centre offer

We opened our first refuge in 1991 and at that time offering safe accommodation was the main focus of our work. Listening to service users and other stakeholders we learnt we needed to offer more targeted services and we have been developing and honing these over the years. This is what we currently offer:

Safe accommodation - safe accommodation provided in Blackburn with Darwen consists of five individual houses with a staffed support block as well as 9 flats with a staffed flat. Emotional and practical support is provided to enable women to live a life free from abuse. Victim programmes and programmes for children are provided on site as well as counselling services. Resettlement support is provided to support residents to move on into their own accommodation and settle into their new communities.

IDVA / Advice service - support is offered to anyone who is impacted by domestic abuse and we welcome self-referrals, agency referrals and referrals from the police. Risk assessments and safety planning are undertaken with victims who may have been impacted by physical, sexual, psychological, emotional, economic abuse including forced marriages, so called honour-based abuse or female genital mutilation. To best serve the communities we work in and ensure that we can meet the needs of our service users we employ specialist ethnic minorities IDVAs, a specialist stalking ISAC case worker and an IDVA focusing on older people's needs. We also work closely with the police delivering Operation Provide, a direct service to victims where police colleagues are responding to domestic abuse call outs. IDVAs and police officers will work hand in hand to support victims.

Sanctuary Scheme - as well as supporting victims to access alternative accommodation we also provide support to ensure that victims living in their own homes are safe. A range of safety measures are available, for example, personal alarms, window & door alarms, lock changes and CCTV that can be provided to individuals to make their homes safer.

Programmes for adults - we offer a range of interventions for victims including AIM - a therapeutic programme that educates victims on domestic abuse and the impact that it can have on them and the way they parent. In addition, we offer The Recovery Toolkit which is a programme that supports women to move on from an abusive relationship. The programme helps women to develop their own strengths, resources and healthy coping strategies.

Programmes for perpetrators - The Wish Centre has been delivering interventions for perpetrators since 2011 in Blackburn with Darwen and this has been extended to cover Lancashire, including Blackpool. Group programmes and 1:1 interventions are being delivered across the geographical area. The Make the Change© programme has been developed over many years and the evidence shows the effectiveness in changing men's abusive behaviour. Gateway to Change© has been developed to precede our main programme and this raises awareness of domestic abuse. This helps some people who believe they do not require an intervention see how Make the Change© could be beneficial.

Project CARA (cautioning and relationship abuse) - This is a new strand of work that will be delivered by specialist staff. It is an early intervention programme aimed at perpetrators of domestic abuse and sits within the criminal justice system. People referred to the programme will have met specific criteria to be issued with a Conditional Caution. Under the new two-tier policing framework CARA will be used for offenders receiving a Diversionary Caution. The programme consists of two workshops held 4 weeks apart focusing on supporting perpetrators to make better behaviour choices in their relationships. It is hoped through this work people will be directed to access our Make the Change© programme. Like our perpetrator programmes there will be a focus on ensuring the safety of victims and specialist CARA staff will link with victim services to ensure safeguarding and support for victims is at the forefront of the project.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Programmes for children & young people - a range of therapeutic programmes for children and young people are being delivered in our refuges and in the community. These include:

Young People's Recovery Toolkit which is a therapeutic programme for young people and is informed by Trauma Focused Cognitive Behaviour Therapy.

Expect Respect which is a programme aimed at empowering young women to expect respect in their relationships. Through a range of engaging activities and discussions, this programme aims to enable participants to learn about domestic abuse and identify healthy and unhealthy relationships.

Helping Hands addresses the challenging issues of personal space, awareness of acceptable and unacceptable behaviours, and safety planning. Three themes, called the Protective Behaviours, are reinforced throughout the programme.

Parachute Programme is aimed at young people who have been identified as needing help in managing conflict in their relationships. Parachute is aimed at young people who may already have a history of resorting to violence to try and solve conflict. They may have a history of frequent conflict at home, in their relationships, or at school.

RYPP (Respect Young People's Programme) is a programme for families where children or young people aged between 10 and 16 are abusive or violent towards the people close to them, particularly their parents or carers. This abuse may be physical, verbal, financial, coercive or emotional and may include behaviour like hitting, making threats or causing damage in the home. The parent or carer and the young person both complete the programme.

IRISi - this programme which is new to Lancashire is in collaboration with Lancashire Victim Services, Fylde Coast Women's Aid and clinical leads from the NHS Lancashire and Cumbria Integrated Care Board. The programme embeds identification of domestic abuse and referral pathways in primary care ensuring victims are identified at an earlier stage and offered the right interventions and support.

Counselling - we have developed a counselling service that proactively responds to individual needs, especially where people have long waits for other counselling provision. Counselling is provided by both paid staff and trainee counsellors and is available for all adult service users. We now have therapists who can offer Cognitive Behavioural Therapy (CBT). We also offer counselling for children and young people where appropriate.

Trauma informed practice - As previously stated all our staff team and volunteers are trained in trauma informed practice.

Student placement - we provide placements for students undertaking social work degrees and counselling degrees. We also provide short term placements for police officers during their training year, medical students and mental health practitioners.

Support to colleagues from local agencies - alongside our direct support to people in the community we also act as a point of contact for professionals who require support whilst working with those affected by domestic abuse. Our well-respected staff team offer timely, well-researched advice and guidance to colleagues from the voluntary and statutory sectors. Many of our staff team also contribute to professional training locally, regionally and nationally. Many of our volunteers offer advice and guidance from the perspective of having lived experience.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Supporting strategic development - managers and staff members contribute to the strategic development of services, policy, guidance and legislation relating to violence against women and girls. Our Chief Executive sits on local and national forums ensuring positive responses to victims of domestic abuse, identifying ways to prevent abuse and developing partnerships across local agencies. She sits on the advisory panel for Children in Need. She also contributes to regional and national developments, for example, representing the VCF sector on the Safeguarding Adults Board and in the Primary Care Network meetings (PCNs) as well as representing the organisation at the Home Office.

Volunteers - as an organisation we are committed to enhancing the services we provide to the community by recruiting volunteers. We provide training and support for our volunteers and endeavour to offer them opportunities that will be fulfilling and enjoyable. Our volunteers get involved in many different aspects of our work.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Strategic report

In 2022 we produced a new strategic plan that set out our future objectives for the following three years. We developed those objectives based on the philosophy of listening, supporting and empowering. Sitting under the strategic plan is our operational plan which has been reviewed quarterly through the year. Our strategic aims and objectives meet our charitable objects. We believe we have met those strategic aims and are proud of the work that has taken place to achieve this. We identified how we wanted to achieve our objectives as illustrated below and this report will demonstrate some of the ways we have done that.

Provision of High Quality Services

1. Maintain our core services ensuring they remain of a high standard and we constantly strive to be the best we can
2. Recruit, train and support our staff and volunteers so they are able to deliver a premium service
3. Maintain and develop new funding streams and local and corporate support to fund the work we want to deliver and increase our sustainability
4. Increase our reach on social media platforms, in face to face dialogue, campaigning, information and education to increase understanding of what we do and the impacts of domestic abuse

Governance & Risk

1. Ensure we have processes in place to fulfil the Wish Centre's governance and legal responsibilities
2. Continually assess and review any risks the Wish Centre faces so we are able to respond swiftly to mitigate those risks
3. Review and where necessary develop our corporate policies and procedures to ensure we are a continuously improving organisation

Respond to External Drivers

1. Keep up to date with changing legislation, guidance etc so we can be leaders in our field, sharing expertise and knowledge
2. Collaborate with partners to develop the best services for those affected by domestic abuse
3. Champion the needs of our service users identifying the impact of poverty, mental health, environmental changes and other social and political influences

Equality, Diversity & Inclusion

1. Ensure our services are inclusive, provided in an equitable way and free from bias and judgement
2. Promote the development and advancement of underrepresented groups in the Wish Centre: service users; staff and volunteers
3. Foster a culture in the Wish Centre that demonstrates a commitment to equality and diversity

Environmental Impact, Climate Change, Sustainability

1. Assess and continuously review the way we work so we can understand the impact we have on the environment and find solutions to promote a "greener" agenda and promote sustainability

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Investing in services

We are pleased to report we have been able to maintain our core services with the support of funders and commissioners and where necessary by utilising our reserves. This has meant that we have not needed to compromise our services, except in Blackpool where we have had to reduce our young people's provision as local authority funding has not been continued. We hope that with negotiations this position may change. We have always strived for high quality services and have in place a robust management structure that ensures this continues. The management team oversees all our direct work, regularly reviews processes and procedures, supports practitioners practice and welfare and maintains a focus on providing safe, trauma informed and personalised services for all those seeking support. We offer a range of specialist services developed over many years and our experienced senior leadership team continually review what we offer and shape new services identified to meet local need.

We have fair and stringent recruitment processes in place for both our employed staff and volunteers. Our recruitment and selection policy has been reviewed and updated during the year. We are supported by a firm of HR consultants and have a trustee who is a specialist HR professional. All staff and volunteers receive a thorough induction, regular supervision and appraisal. Each staff and volunteer has a line manager who supports them. Team meetings take place as agreed by individual teams and everyone is brought together in a whole team meeting twice each year. Staff consultations take place which the Trustee Board are appraised of. Yearly salary and pensions reviews take place to determine pay awards. The cost of living crisis has hit our staff team and we have been mindful of this when assessing our financial position and our ability to award pay increases. In 2022-23 we were able to give a pay award and also agreed a lump sum that would help to alleviate some of the concerns staff members had about their own financial positions. We have also continued to offer a comprehensive health insurance package to support staff welfare.

In the year funding was identified to progress some new, exciting areas of work. Our IRISi work has commenced and we will be launching our CARA project with Lancashire Constabulary and Hampton Trust in September 2023. It is always rewarding when we can add new work to our portfolio. Our staff who have concentrated on local fundraising have built good partnerships and we are very grateful to our supporters who have helped financially and in kind.

To help to secure future financial sustainability it was agreed that we would seek to employ both a fundraising and a bid writing specialist. Two highly respected consultants will be joining the Wish Centre team to enhance our abilities in seeking new funding. This will help us to find ways to increase our fundraising activities and network with more local and corporate supporters to build unrestricted funds whilst having someone to focus on bid writing will help us to identify new streams of diverse funding to maintain services and hopefully add to them.

We have been working on a very exciting project to set up our first charity shop which we hope to open in September 2023. This has been something we have been pondering for several years and we finally made the decision to go ahead. We have taken advice from an array of colleagues and we are grateful for their involvement. This is a complete change of direction for us but we think it will have many advantages. It will help with sustaining funding and raising our profile, we hope it will be a source of support to the community where the shop is opening and it will be of help for women and children who come to refuge without any clothing, toys and toiletries. We will employ two members of staff and recruit volunteers who will support the shop and hopefully gain new skills and build friendships. The trustees have taken a very active role in managing this project and thanks go to them.

The Wish Centre has always been committed to ensuring local communities have relevant information about domestic abuse so individuals can seek help when required but also people in communities can support those who are suffering or at risk of suffering abuse. This takes many forms, for example, work we do in schools, work we undertake in families, training in agencies/organisations, using social media, producing leaflets and blogs, attending events and campaigning with our allies. We have been able to do all these things this year and this has not only helped in raising awareness it as also raised our profile.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Our profile on social media has increased across all our platforms providing us with an opportunity to share information, advocate on behalf of service users and collaborate with partner organisations. On Facebook we reached 48484 accounts as well as increasing the number of followers. We have increased our followers on Instagram and Twitter and launched our TikTok page. On LinkedIn our search appearance has increased by 155% and engagement on our posts is good. Our website which provides resources and information was accessed by 8,100 people, 7,800 are new users and our resources have been downloaded 3000 times and over 2000 people have accessed videos and files we have uploaded.

We believe having a more significant presence on social media has helped to increase our referral rates and the support we have received from the community, for example, with donations of clothes and goods when people have been moving on from refuge accommodation. Training opportunities we facilitate have also helped to improve referral rates as colleagues understand more about domestic abuse and the support we can offer.

We have a constant process in place so we are able to hear the views of service users when reviewing our services: yearly consultations; feedback at the end of service; focus groups; co-production in developing new streams of work, new paperwork, leaflets etc. Under development at present is a Young People's Board that will be linked to the Trustee Board. This is an exciting opportunity to really embed young people within the heart of the Wish Centre. Once this has been established we want to replicate this with an adult Board. There has been some excellent work undertaken with young people and we have again been granted the Investing in Children Award to acknowledge the involvement of children and young people in our services. We value greatly the involvement of service users in the growth of the organisation and will continue to champion those relationships.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

We want the Wish Centre to be an organisation that ensures our services are accessible to all who require support and to this end we have a comprehensive set of policies and procedures that lay out the expectations of who we work with and how we deliver our work. We strive to make sure people are afforded support and if we are unable to offer that directly we will ensure they are signposted to the appropriate services. We have a wide community of service users of differing ethnicities and we endeavour to match that with the composition of staff we employ and volunteers we recruit. We want the Wish Centre and all who are involved to embrace a philosophy of equality, diversity and inclusion. We aim to create an environment where everyone is treated fairly, justly, with respect and with recognition of an individual's unique characteristics and needs. These factors are important when we recruit staff and volunteers, when we collaborate with partners and when we work in the community. The diversity of our staff and trustee team and the service users we support, the partners we work with and the communities we embrace speaks for itself in illustrating how we foster a positive culture and safe environment for all. Our Equality and Diversity Policy and Procedures are reviewed regularly to ensure they remain valid and fit-for-purpose.

Investing in governance

As in every year the trustees and senior managers have ensured our governance and legal processes are fit for purpose. Policies and procedures across the organisation have been reviewed and updated where necessary. The CEO and Chair of Trustees lead on this and the Board ratify new policies and any changes required. Safeguarding and the management of risk is carefully considered by both operational and strategic managers and the CEO reports regularly to the Board on these factors. We have processes in place to mitigate risk but also review risk on an ongoing basis. We do not stand still as an organisation and when we see a need to improve we do it.

The Trustee Board has been strengthened again over the year and we now have the added expertise of both HR and business development specialists. These were two gaps we identified when we did the last Board skills audit.

To develop quality within our operational and governance processes we are currently looking at creating a post that will focus on, in part, quality, audit, risk and compliance. As the Wish Centre has grown we think such a post will enhance and add more rigour to the organisation.

We are mindful of the Charity Governance Code and have adopted it in our work. In the coming year we will be using the code as our guide in reviewing our governance structure in relation to the seven principles.

The trustees and senior managers have been working with a financial advisor to develop opportunities to secure our money through investment. We are working on a new financial strategy which we hope will maximise the money we hold so we are able to direct it to sustaining our work, funding new developments and ultimately supporting our service users.

Cyber security has been a focus this year and working with our IT team and Database provider we have been able to strengthen our security processes. We have updated our staff/volunteer/trustee development plan so everyone has to undertake mandatory IT/cyber security training. Our insurance cover has been increased to take into account the risks from cyber security breaches. This will be kept under review given the fast pace of change related to this area.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Investing in communities

We have continued to be leaders in the field by ensuring all staff and volunteers are equipped with the most up to date knowledge so they are able to fulfil their roles, support colleagues in other agencies/organisations and enable the best outcomes for service users. On going training for staff and volunteers is crucial to offering the best provision we can. Staff are able to access training that enhances their roles and develops them as competent practitioners. The Wish Centre is well respected locally and nationally and this gives confidence to partners, funders and the community that we are able to deliver high quality services. This has been proven as we have secured a role in the IRISi project and the CARA commission.

We work with numerous partners and are part of many local and national forums and groups where we can share our expertise. We pride ourselves on being collaborative and all our staff, but particularly our CEO, work well with an array of partners. Our CEO is well regarded by colleagues both internally and externally and she, along with other staff and trustees are able to champion the needs of service users. Alongside offering crucial services to those who seek our support staff advocate for people so other services are held to account in providing the best outcomes. This year has been a struggle for many people and the impact of societal and financial factors have been great. We have seen individuals suffer and we have done our best to alleviate that suffering. In refuge, staff have supported residents emotionally and financially where necessary, providing food and goods and ensuring they access all they are entitled to. In our community services staff have also had to support people who have not been able to cope with adverse personal circumstances. A hardship fund has been established that service users can make use of. Local supporters have been wonderful in responding to requests to help people both in our refuges and the community. We are all part of the community we deliver our services in and recognise our responsibilities to others. The community never lets us down when, in turn, we need support for our service users.

We are very proud to have been chosen by the Soroptimist International Blackburn as their charity of the year and look forward to working in partnership with them.

Investing in the environment

Over the year we have continued to assess our environmental impact and make changes were we are able. Here are a few of the things we have done. Changing working patterns to enable some staff to work from home has significantly cut down staff travel and fuel use. Undertaking online meetings both for staff and trustees also contributes to less travel and fuel use.

Having a smaller community office base has made us more energy efficient.

Using a new cloud based IT system means that the use of paper based files etc has ceased. We have chosen a recycling company who takes any confidential waste on the basis that they send all the shredded paper to companies that reuse it.

When using contractors and suppliers we will always attempt to use local organisations reducing our carbon footprint.

We know we have more to do on this journey but we will continue to review our progress.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Looking back

This has been a highly successful year where we have met our objectives and ensured thousands of people have received valuable services. Our staff and volunteers have supported some of the most vulnerable people in our communities and have done so with professionalism and tenacity. Working for the voluntary sector has its challenges, for example, lack of investment, short term funding which impacts on sustainability, reduced ability to meet demand, getting our voice heard. We have risen to the challenges and continued to support victims and perpetrators of domestic abuse, manage our finances well and plan new and exciting developments. Our senior leadership team, including trustees have worked tirelessly in steering the organisation so we are able to end the year in a successful position.

We have continued to work in partnership with local and national voluntary and statutory organisations reaping the benefit of collaborative relationships. We have received outstanding support from our funders and donors, many who are local to the Wish Centre. Without this we would certainly not be able to continue our high quality, specialist work. We have worked hard to build up a positive reputation in the community and this means people are more willing to support us when we make calls for help. It is amazing just how generous people in the community are and we want to offer our thanks to everyone who has supported us over the past year and to all stakeholders we have worked with.

We will continue to campaign to ensure that supporting victims of domestic abuse remains high on local and national agendas so one day we can achieve our vision of a world without abuse.

Delivering public benefit

The Wish Centre exists solely to support its service users and has wholly charitable objects. The trustees believe our work provides public benefit in meeting our charitable purposes. We pride ourselves on achieving positive outcomes for the women, men and children/young people who reach out for support.

Feedback from our stakeholders is crucial in ensuring we are meeting the needs of people in our community. Having mechanisms in place so those who receive direct services, those who refer people to us or have involvement in other ways e.g. through training can comment on the benefits of our services. Hearing how services have been from refuge residents, those accessing programmes and those working with an IDVA/ISAC is the bedrock of learning for us. It helps us to continue the work that counts and review and develop new work that would impact on people's lives. The consultation processes we have in place ensures we actively seek people's views so we can be sure we are delivering services that make a difference. We learn too from any complaints, comments and compliments we receive and where necessary adapt and change services to be the best they can.

The services we provide are tailored to protecting those in our community at risk of harm from domestic abuse - those directly harmed and those indirectly affected by the abuse. Our victims' services are well respected and over the year we have had many examples of positive feedback. Here are some of those relating to our refuge provision, young people's work, victims programmes and the IDVA/ISAC and advice service.

Our refuge provision is crucial for women and children who need to move from their home to a safe place. The upheaval for women and their families is immense and the care they get from staff when they arrive at refuge is crucial to their recovery. Women stay in the refuge for differing periods of time but all get personalised support to help them in refuge and also at the point of moving on to their new homes. Here are some of the benefits in their own words.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Arriving at refuge “Not knowing what to expect from him. I was frightened of every shadow and more worried what he would do if he found me. And now “I live my life to the full. I am no longer scared and we do things as a family to make amazing memories.”

One woman who successfully moved on from refuge sent a message back “I’m just sending a message as I’m sat here in my big bed, in my beautiful home and the boys are tucked up in their beds...It still all feels very surreal but I can’t thank you guys enough for everything you did for us because without you guys none of this would have been possible. The boys have both settled into their new schools and thriving and I am now working as a housekeeper and I’m enjoying it.”

A final comment from a resident “your support has been overwhelming”

During 2022/23 we had 53 women stay in refuge and 72 children/young people. The referrals were much higher 229 women and 239 associated children/young people. This is a 50% increase in referrals for safe space. Unfortunately we are aware of the lack of refuge places across the country and have joined in campaigns to highlight this.

The work our IDVAs and ISAC undertake and the advice given by the team is key in ensuring victims are able to remain safe in their communities. They are also able to access monies to protect themselves in their homes e.g. with alarms, locks, doors etc.

“Thank you for making me feel safe in my own home. After the assault I didn’t think that I would ever feel safe again.”

There was a 10% increase during the year in referrals to this service, meaning we received 2114 requests for support. There was also an 18% increase in referrals for high risk victims. Safety planning is key to the work undertaken by the team and all those referred for a service would have an individualised safety plan in place. This may result in legal remedies to protect victims which staff would support people to access. Court appearances may be necessary and IDVAs will accompany people to the hearings.

“I didn’t want to go to court. I was feeling sick inside, thank you for helping me, taking me to court everyday and sitting with me.”

A woman who did not want to go into a refuge was supported by a staff member to move to a dispersed property with her five children. She was then helped to find a permanent property and also to apply for a DDV (destitution domestic violence) Concession. She is now applying for leave to remain in the country so she can settle with her children. Her mental health has improved and she and her children are safe. She told us that she is happy in her new property and looking forward to have her application to remain accepted. Certainly a successful outcome for this family.

Many years of experience and learning has focused on the need to work with perpetrators of abuse, to change their behaviour and thus protect victims. Developing our Make the Change Programme© and Gateway to Change© has been a real step in challenging abusive behaviour.

One participant who attended the Make the Change Programme© said the programme had helped and the worker had guided him to look at ongoing support:

“I have started seeking support for my mental health and I am attending talking therapy. I hope it helps me to manage my emotions better. I want to give all my children a safe and healthy environment and to be a better parent”

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

On completion of the programme two men were asked for their comments and this is what they said:

“I’ve enjoyed it. I got everything I needed from it. I came here with questions and I’ve had those questions answered. I’ve got solutions to my problems and my behaviour. I’ve been given the tools I needed. I’ve got everything from the course. My relationship is better than when I started, my partner and I talk lots more. It’s a much happier household.”

“I’m a lot different to when I first started. I didn’t think how much of an effect it would have on me - in a positive way. I took something away from pretty much every session. It’s helped me in my new relationship and day to day life. I found it a massive help.”

In the year we have had 220 referrals to our perpetrator programmes. Referrals have fallen by 13% this year and we feel this is due to colleagues in other organisations not recognising the benefits of the programme for their clients. We are able to work with men Pan-Lancashire and offer groupwork and 1:1 sessions, which have proved valuable so individual timings can be agreed that fit in with, for example, work life. Not all referrals can be accepted dependant on the circumstances, attitude of the potential participant and a comprehensive assessment. This referral process is carefully managed by the programme staff.

We have developed a regular newsletter that goes out to organisations and agencies to make people aware of the programme and also signpost to useful articles and resources. This has proved very useful and our mailing list has grown. We hope too that this will increase awareness of the value of the programmes and will in turn increase referrals.

The other programmes we provide are very well attended and very successful in terms of their outcomes. The children and young people’s programmes and education work is well established across Lancashire and sought after. There has been a 25% increase in referrals to RYPP (Respect Young People’s Programme) and Parachute - 532 in total. In some instances we have to manage a waiting list.

One young person fed back “I learnt to try to keep calm and tell an adult and don’t build stuff up.”

S, aged 16 said they learnt about “Talking about domestic abuse and being safe. Learning about feelings and looking after myself.”

H, aged 13 told us that they “learnt what to do in a toxic relationship.” and J aged 15 was asked what he achieved as a participant on the young people’s programme “I feel better and calmer at home and school”.

Our other children/young people’s programmes are crucial in enabling participants to make sense of their experiences, learn about healthy relationships and feel valued. L, aged 12 said “I learnt to accept myself.” 123 referrals were made to these programmes.

Work in schools has taken place for many years across Blackburn with Darwen and has made a real impact to the children and young people who experience it. From assemblies to groupwork and 1:1 sessions our schools worker is really experienced in engaging with pupils. The practitioner who leads on this work also supports staff members, equipping them with information and skills to develop their understanding of how to work with pupils in relation to domestic abuse and understanding healthy relationships.

The work we undertake with children/young people and the co-production that takes place with them to develop new work, assemblies and groups has been acknowledged by the Investing in Children Award. This is an excellent accolade to receive.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

We have been providing adult victim programmes for many years and have developed a bespoke and successful offer. Our referral rates for these programmes increased by 42% meaning we received 411 referrals.

A participant in the AIM programme said, "It was the first time ever I've been able to process stuff that happened to me."

"I cannot thank you enough for everything. From the Aim programme to the Recovery Toolkit programme I have come a VERY long way. Thanks to you I have been able to open up completely about my past which is helping me on the road to recovery from abuse. You've seen things in me that I could never see."

"I just wanted to say how amazing the Aim programme and the Wish Centre is. You helped me understand the terrible abuse I went through and how to work on me to come back to the strong independent businesswoman that I am again now! You helped me with my self-esteem lack of confidence and regain my self-worth! I then moved on to the recovery programme and you helped me with my triggers, my mind set and again self-worth and confidence! I want to thank you both for being my saviour! And showing me the right path in my mind and all the tools I need to continue my recovery and become the woman I once was."

Our in house counselling service has been very successful and has meant that people can receive a responsive service in a timely way. Having experienced long waiting times for external counsellors people have suffered from lack of provision which encouraged us to develop our service. We have some paid counsellors for more complex cases and we have a bank of counsellors who are completing their training under intensive supervision. We are very pleased we can offer this in the community and support people when they need it.

I think the above quotes speak for themselves and show the worth of the services we offer and the outcomes we achieve. We see survivors and we see people who change their behaviour so they stop being victims and perpetrators stop abusing. People are empowered to live their lives free from abuse. Above is some of the evidence of how we deliver a benefit to the public.

Alongside our direct work we also support other professionals in the community so they are better equipped to deal with people who come to them for a service, for example, police, children's and adult's social care, education staff, residential staff and health workers. We do this by offering training sessions, advising people, creating resources and co-working. This results in better responses to victims of domestic abuse and safer communities.

Through our social media work and campaigning we also strive to inform the wider community about issues relating to domestic abuse. We have managed some very successful campaigns this year that have improved knowledge, raised our profile and helped people to access support when required. A wider public benefit that will hopefully impact and enable people to recognise abuse, challenge it and ultimately reduce it.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Achievements and performance

Financial review

This has been a financially secure year enabling valuable services to be maintained. With the support of funders, we have continued to deliver services across Lancashire. We want to stay true to our core mission of supporting people suffering or at risk of suffering domestic abuse however where we see opportunities to deliver better services we look at ways to do this. This innovation often relies on securing the finances to carry it through. We are grateful therefore for all the individuals, organisations, grant bodies and commissions that help us maintain services and build on them.

Our financial strategy is regularly reviewed and the Finance and Audit Committee oversees our budget, financial development, contracting and risk. We have successfully secured diverse funding streams that spread the risk to the organisation. Local fundraising and corporate support have helped us to create this diversity. It is very pleasing to report that we end the year in a positive financial position.

As we implement our three year strategy we want to ensure we maintain our services and continue to be a sustainable organisation.

The financial statement for the year ended 31 March 2023 shows a net surplus in funds of £ 508,114, (31 March 2022 £658,351). As outlined above the organisation is in a stable position and able to sustain the valuable work we deliver.

Policy on reserves

The Trustees have reviewed the reserves of the Charity. This review encompassed the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the nature of the reserves.

Reserves at 31st March 2023 amount to:

Designated reserves £ 1, 510,846

Unrestricted reserves £ 50,000

Restricted reserves £677,234

Total Funds £ 2, 238, 080

The Trustees are pleased to report that the Board has approved an increase in the contingency fund as the likelihood of a significant drop in funding is possible in the current financial climate. The Board has agreed to use the designated reserves to maintain 6 months running/winding down costs and believes the organisation must remain committed to innovation and further advancement. Therefore, the Trustees have designated funds to allow staff to continue developing much-needed services.

Going concern

The Trustees have a reasonable expectation that the organisation has adequate resources to continue operating for the foreseeable future. Given this, they continue to adopt the going concern basis in preparing the financial statements.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Principal funding sources

We are very grateful to the following funders and donors who enable us to deliver our vital services.

Blackburn with Darwen Borough Council, Lancashire County Council, Blackpool Council, The Office of the Police & Crime Commissioner for Lancashire, Ministry of Justice, Children in Need, Department for Levelling Up, Housing and Communities, Henry Smith, Garfield Weston, Charles Hayward Foundation.

We are also grateful to local groups, companies and individuals who have donated money, goods and services throughout the year.

Investment policy and objectives

The Trustees agree to keep a specific designated amount in reserves each year. The rest of the funds are utilised to provide services for our service users. The Articles of Association contains powers to invest funds and the trustees and senior managers have been working with an investment advisor to identify the most appropriate means of securing a good return on investments and securing our money.

Looking ahead

We have successfully achieved our first year objectives for our three year strategic plan and the operational plan linked to it. We are pleased with the progress and recognise that we have things we want to achieve in year two.

- We want to maintain our high quality, high impact services
- Build our fundraising base and invest in bid writing to sustain and where possible add to our income streams
- Open our charity shop
- Review our governance processes and develop the idea of a new post to concentrate on strategic and operational excellence.
- Continue our partnership working so that service users get the best outcomes possible
- Ensure that the ethos of equality, diversity and inclusion runs through all we do
- Care for our environment

Shigufta Khan, CEO will develop our second year operational plan, working with the leadership team to ensure our strategic aims are met.

We want to stay true to our charitable objects and make certain our core business continues and that we achieve the very best for people who come to the Wish Centre for support. We want people to have confidence in our services and our responses. We want staff and volunteers to feel supported so they can provide outstanding service.

However we do not want to stand still, we want to be innovative and respond to new opportunities. We want to listen to service users and develop our co-production plans so people feel valued and connected to the Wish Centre and they can take an active role in helping to review and develop services.

Partnership working has always formed a base for our work and we will continue to embrace this through the coming year. We believe in working with local communities so we are able to develop the services needed, the ones that will achieve the most. Collaboration with others is also a vital part of our campaigning role so we are able to impact the violence against women and girls agenda and bring about change.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Structure, governance and management

Nature of governing document

The Wish Centre is registered as a charitable company limited by guarantee and is constituted under a Memorandum and Articles of Association dated 26.09.2006. It is also a registered charity, number 1116444.

The principal object of the company is to assist in the relief of women, men and children who have suffered or are at risk of suffering domestic abuse, through the provision of support, advice and accommodation. The organisation's principal beneficiaries are women and children.

Our Memorandum and Articles of Association provide a framework for the Wish Centre to conduct organisational business. It structures the way the Trustee Board functions and sets out the rules we abide by. The trustees made the decision to consider updating the articles and have been working with a legal advisor to consider what changes may be pertinent. This will conclude in the coming year.

The trustees delegate day to day running of the Wish Centre to the CEO, Shigufta Khan who with the leadership team determine the operational processes to have in place so that service users get the best provision possible. A goal of the Board is to ensure we offer a non-judgemental, non-discriminatory and inclusive service to individuals. Our senior leadership team also ensure that staff and volunteers are supported to undertake their roles and this is done with their welfare in mind.

There are nine trustees at present. One trustee, Kristin left us during the year to pursue another role. We were however joined by Gillian, a HR specialist who complements the team well. One of our trustees Sarah was recognised in the last annual report but formally joined us at the 2022 AGM. All trustees are also Directors of the Wish Centre given we are a charitable company. Trustees have all committed to achieving the vision and mission of the Wish Centre and are well versed in the responsibilities of being a trustee. Our board is diverse but we will continue to review our skills by undertaking a yearly audit. Alongside the Board we have two patrons Pauline Quinn OBE, ex-Head of Midwifery for East Lancs Hospital Trust and Graham Liver, a radio and television presenter who is well known locally and regionally. We also have a number of co-opted members we can call upon for their specific skills.

The Board continue to meet bi-monthly, alternate meetings taking place face to face at our community offices. We also hold meetings using Teams. This has proved successful in enabling trustees who live a distance from our offices to take part. It also helps trustees who are working. It is another way too that we can fulfil our commitment to reducing our carbon footprints by limiting travel. We have a Finance and Audit Committee which amongst other things undertakes a yearly pay and pension review. Recommendations are passed to the Board for approval. There is a HR group too that considers all personnel issues.

Trustees work closely with the CEO and where appropriate the wider management team. A yearly staff survey is led by the Chair of Trustees and reported to the Board. This year's survey raised issues about our pay levels in comparison to other similar charities/organisations and the trustees are currently reviewing this. The CEO has weekly 1:1 catch up sessions with the Chair and formal supervision on a regular basis. Staff members are welcome to attend Board meetings and contact trustees if required. There is a very open culture regarding communication. Service users can also attend meetings if they wish. Trustees will attend whole team meetings and events that take place at our refuges so they can meet people face to face. Consultations are undertaken by trustees and the CEO with service users and findings reported to the Board. The CEO sends out a weekly communication to staff and trustees with relevant news and information. This continues to be valued by all and is very useful as we have more staff who are home based.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Recruitment and appointment of trustees

The recruitment process for new trustees is well embedded in the organisation. An interview is undertaken, references requested, a disclosure and barring check carried out and any further checks required that determines suitability to hold office. An induction pack is given to new trustees that include roles and responsibilities of a trustee, information from the Charity Commission, the Charity Governance Code and information about the organisation. They spend time with the CEO, Chair and staff to familiarise themselves with the Wish Centre activities. They can also undertake a volunteer training programme. Recruits are asked to attend three Board meetings, excluding any confidential sections, before being confirmed by existing members. At each AGM a third of Board members are required to retire. Those longest in office since election retire first and all are eligible for re-election. The three officer positions are re-elected each year. This is not determined in our Articles but we believe it ensures accountability and gives opportunities to others on the Board.

All trustees commit to declaring any personal interests and this is updated each year.

Trustees undertake a set of e-learning safeguarding training and Information Security and GDPR training to equip them for their role. Each member of the Board is encouraged to undertake additional training so they can contribute fully to the Board. There is a training budget to facilitate this.

Organisational structure

Trustees are mindful of their strategic role within the organisation and that of the CEO who manages day to day operations. The CEO reports to the Board at each meeting and this includes a review of our financial position. Individual staff members feed into the CEO report and managers will attend some of the meetings to update directly. We had a small, historical membership of six people who have all made the decision to resign as members and become allies. The trustees are all members of the Wish Centre by virtue of their role.

We hold our AGM each year in September and all those involved with the Wish Centre internally are invited along with other stakeholders. This is an opportunity to showcase our work alongside the formal business of presenting our audited accounts and electing officers and trustees.

Where decisions have to be made in an emergency, outside of normal Board meetings Trustees have the authority to do so. Where possible there are always at least three Trustees who consult on the matter to be decided and this is then taken to the next Board meeting for ratification. If needed the Chair will make an executive decision and update the other trustees as soon as possible. These processes are regularly reviewed.

Risk management

The Trustee Board is responsible for establishing and monitoring internal control systems within the Wish Centre. The Board and CEO regularly reviews the risks that could impact the organisation. Some of the significant risks include future pandemics, loss of sustainable funding; cost of living crisis and effects on staff welfare; competitive fundraising environment; shortage of qualified staff and risk to reputation.

The Trustees are satisfied that the process for reviewing risk is rigorous and timely. At the present time the risks identified have been ameliorated and as a consequence the trustees are confident the organisation offers a safe environment for service users and we are able to sustain our services for the foreseeable future. We believe our processes for ensuring health and safety and safeguarding are robust and there are no risks that have currently been identified. There are well developed reporting processes in place that means the CEO reports any concerns, exceptions, risks etc.

Blackburn and Darwen District Without Abuse Limited

Trustees' Report (continued)

Members' liability

The members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

Responsibilities of the Trustee Board

Company law requires the Trustee Board to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the Trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is not appropriate to assume that the company will continue on that basis.

The Board of Trustees is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 1985. The Board of Trustees is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Per company law, as the company's directors, we certify that, so far as we are aware, there is no relevant information of which the company's auditors are unaware and as the directors of the company we have taken all steps in order to make ourselves aware of any relevant information and to establish that the charity's auditors are aware of that information.

A final word

This year has been a vibrant one where we have risen to the challenge of increased numbers of people seeking support. The feedback we have received about our services has been positive and we know we have changed people's lives, helping them to live free from abuse. Our work with perpetrators has successfully changed abusive behaviours and has therefore had significant impact on victims of abuse. We believe supporting children and young people affected by domestic abuse is a key part of our service and we are eager to sustain and develop this work.

Our skilful team of staff and volunteers is key to the positive outcomes we have achieved and their resilience, integrity and tenacity is to be celebrated. Our senior leadership team and Board of Trustees have worked tirelessly to ensure our services are maintained and the Wish Centre is well respected in our community.

The year ahead is exciting as we welcome new staff and invest in new ventures. We know there will be challenges ahead as there always is for the charitable sector but we are ready to rise to those challenges.

We end by thanking all those who support the Wish Centre in whatever way they can: allies; grant givers; commissioners; partners; supporters; donators and the local community. This support is vital to us so we are able to continue to provide our services.

A final thank you goes to the survivors of domestic abuse who share their lived experiences, demonstrate their courage and make us understand how vital our work is.

We will stay true to our values of listening, supporting and empowering.

Our vision remains a world without domestic abuse.

Blackburn and Darwen District Without Abuse Limited

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Blackburn and Darwen District Without Abuse Limited for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Approved by the trustees of the charity on 22 December 2023 and signed on its behalf by:



Pauline Geraghty, MBE
Chair



Rabiya Gangreker
Treasurer

Blackburn and Darwen District Without Abuse Limited

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Limited

Opinion

We have audited the financial statements of Blackburn and Darwen District Without Abuse Limited (the 'charity') for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Blackburn and Darwen District Without Abuse Limited

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Limited (continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 22), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Blackburn and Darwen District Without Abuse Limited

Independent Auditor's Report to the Members of Blackburn and Darwen District Without Abuse Limited (continued)

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.

- We obtained an understanding of laws and regulations that could reasonably be expected to have a material effect on the financial statements through discussion with management and those charged with governance, including financial reporting and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- We inquired of management and those charged with governance as to any known instances of noncompliance or suspected non-compliance with laws and regulations. We remained alert to any indications of non-compliance throughout the audit.
- We addressed the risk of fraud through management override by reviewing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making key accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business that we come across throughout the audit.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Beever and Struthers

.....
Helen Knowles (Senior Statutory Auditor)
For and on behalf of Beever and Struthers, Statutory Auditor

One Express
1 George Leigh Street
Ancoats
Manchester
M4 5DL

22 December 2023

Blackburn and Darwen District Without Abuse Limited

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Grants and donations	3	612,848	807,837	1,420,685	1,500,912
Charitable activities	4	257,613	-	257,613	242,220
Investment income	5	4,618	-	4,618	51
Total income		<u>875,079</u>	<u>807,837</u>	<u>1,682,916</u>	<u>1,743,183</u>
Expenditure on:					
Charitable activities	6	<u>(560,584)</u>	<u>(614,218)</u>	<u>(1,174,802)</u>	<u>(1,084,830)</u>
Total expenditure		<u>(560,584)</u>	<u>(614,218)</u>	<u>(1,174,802)</u>	<u>(1,084,830)</u>
Net income		<u>314,495</u>	<u>193,619</u>	<u>508,114</u>	<u>658,353</u>
Net movement in funds		314,495	193,619	508,114	658,353
Reconciliation of funds					
Total funds brought forward		<u>1,246,351</u>	<u>483,615</u>	<u>1,729,966</u>	<u>1,071,613</u>
Total funds carried forward	14	<u><u>1,560,846</u></u>	<u><u>677,234</u></u>	<u><u>2,238,080</u></u>	<u><u>1,729,966</u></u>

The notes on pages 29 to 38 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Limited

(Registration number: 05834929)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	5,066	5,955
Current assets			
Debtors	11	155,446	104,493
Cash at bank and in hand	12	<u>2,157,794</u>	<u>1,675,864</u>
		2,313,240	1,780,357
Creditors: Amounts falling due within one year	13	<u>(80,226)</u>	<u>(56,346)</u>
Net current assets		<u>2,233,014</u>	<u>1,724,011</u>
Net assets		<u>2,238,080</u>	<u>1,729,966</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		677,234	483,615
Unrestricted income funds			
Unrestricted funds		<u>1,560,846</u>	<u>1,246,351</u>
Total funds	14	<u>2,238,080</u>	<u>1,729,966</u>

For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006, although an audit has been carried out under section 144 of the Charities Act 2011.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 26 to 38 were approved by the trustees, and authorised for issue on 22 December 2023 and signed on their behalf by:



Pauline Geraghty, MBE
Chair

The notes on pages 29 to 38 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Limited
Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		<u>481,368</u>	<u>596,642</u>
Net cash flows from operating activities		<u>481,368</u>	<u>596,642</u>
Cash flows from investing activities			
Interest received		4,618	51
Acquisitions of tangible assets		<u>(4,056)</u>	<u>(4,044)</u>
Net cash flows from investing activities		<u>562</u>	<u>(3,993)</u>
Net increase in cash and cash equivalents		481,930	592,649
Cash and cash equivalents at 1 April		<u>1,675,864</u>	<u>1,083,215</u>
Cash and cash equivalents at 31 March		<u><u>2,157,794</u></u>	<u><u>1,675,864</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 29 to 38 form an integral part of these financial statements.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Accounting policies

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Unit 21
Business Development Centre Eanam Wharf
Eanam Old Road
Blackburn
Lancashire
BB1 5BL

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Blackburn and Darwen District Without Abuse Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments

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

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

1 Accounting policies (continued)

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Charitable activities

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

Tangible fixed assets

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures and Fittings	33% straight line

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

1 Accounting policies (continued)

Financial instruments

Classification

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There are no critical accounting estimates and judgements.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Donations and legacies;				
Donations	22,356	-	22,356	30,201
Grants, including capital grants;				
Grants	590,492	807,837	1,398,329	1,470,711
	<u>612,848</u>	<u>807,837</u>	<u>1,420,685</u>	<u>1,500,912</u>

4 Income from charitable activities

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Housing benefit - Refuge 1	119,565	119,565	107,852
Housing benefit - Refuge 2	112,322	112,322	107,567
Rent received from tenants - Refuge 1	14,813	14,813	16,408
Rent received from tenants - Refuge 2	10,913	10,913	10,393
	<u>257,613</u>	<u>257,613</u>	<u>242,220</u>

5 Investment income

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Investment income	4,618	4,618	51

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

6 Expenditure on charitable activities

	Activity support costs £	2023 £	2022 £
Staff costs	904,798	904,798	795,776
Depreciation	4,945	4,945	5,988
Management fee	17,655	17,655	29,185
Motor expenses	16,740	16,740	16,156
Legal & professional fees	19,275	19,275	23,064
Bank charges	584	584	713
Establishment costs	138,229	138,229	132,520
Repairs and maintenance	17,856	17,856	22,045
Office expenses	36,275	36,275	39,650
Printing, postage & stationery	9,161	9,161	9,941
Subscriptions & donations	2,334	2,334	2,212
Sundry expenses	5,006	5,006	2,202
Cleaning	1,944	1,944	5,378
	<u>1,174,802</u>	<u>1,174,802</u>	<u>1,084,830</u>

£560,584 (2022 - £316,254) of the above expenditure was attributable to unrestricted funds and £614,218 (2022 - £768,576) to restricted funds.

In addition to the expenditure analysed above, there are also governance costs of £7,500 (2022 - £5,100) which relate directly to charitable activities. See note 7 for further details.

7 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Audit fees			
Audit of the financial statements	7,500	7,500	5,100
	<u>7,500</u>	<u>7,500</u>	<u>5,100</u>

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	810,068	731,305
Social security costs	75,210	51,726
Pension costs	19,520	12,745
	<u>904,798</u>	<u>795,776</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2023 No	2022 No
Employees	<u>38</u>	<u>36</u>

No employee received emoluments of more than £60,000 during the year.

The trustees consider the key management personnel of the charity to be the CEO and the Operational manager. Total employee benefits including employers' pension contributions were £91,249 (2022 - £86,606).

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

10 Tangible fixed assets

	Oasis-Lagoon F&F £	IT Equipment £	Fixtures & Fittings Refuge Equipment £	Furniture and equipment £	Total £
Cost					
At 1 April 2022	40,091	44,939	4,545	56,550	146,125
Additions	-	4,056	-	-	4,056
At 31 March 2023	<u>40,091</u>	<u>48,995</u>	<u>4,545</u>	<u>56,550</u>	<u>150,181</u>
Depreciation					
At 1 April 2022	40,091	38,984	4,545	56,550	140,170
Charge for the year	-	4,945	-	-	4,945
At 31 March 2023	<u>40,091</u>	<u>43,929</u>	<u>4,545</u>	<u>56,550</u>	<u>145,115</u>
Net book value					
At 31 March 2023	<u>-</u>	<u>5,066</u>	<u>-</u>	<u>-</u>	<u>5,066</u>
At 31 March 2022	<u>-</u>	<u>5,955</u>	<u>-</u>	<u>-</u>	<u>5,955</u>

11 Debtors

	2023 £	2022 £
Trade debtors	133,000	77,670
Prepayments	6,473	6,090
Other debtors	15,973	20,733
	<u>155,446</u>	<u>104,493</u>

12 Cash and cash equivalents

	2023 £	2022 £
Cash at bank	2,154,013	1,671,600
Other cash and cash equivalents	3,781	4,264
	<u>2,157,794</u>	<u>1,675,864</u>

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	24,538	5,117
Other taxation and social security	5,282	2,693
Other creditors	35,897	34,237
Accruals	14,509	14,299
	80,226	56,346

14 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted funds				
<i>General</i>				
General	48,351	875,079	(560,584)	362,846
Designated	1,198,000	-	-	1,198,000
	1,246,351	875,079	(560,584)	1,560,846
Restricted funds				
Restricted	483,615	807,837	(614,218)	677,234
Total funds	1,729,966	1,682,916	(1,174,802)	2,238,080

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
<i>General</i>					
General	46,858	817,749	(316,256)	(500,000)	48,351
Designated	698,000	-	-	500,000	1,198,000
	744,858	817,749	(316,256)	-	1,246,351
Restricted					
Restricted	326,757	925,434	(768,576)	-	483,615
Total funds	1,071,615	1,743,183	(1,084,832)	-	1,729,966

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

14 Funds (continued)

Designated funds relate to a transfer of funds by the trustees to cover up to 6 months of the charity running costs. The Board has agreed to increase the monies in the contingency fund as the likelihood of a significant drop in funding is possible in the current financial climate. In light of the worsening cost of living crisis and rising rate of inflation, the Board has decided to create a hardship fund for service users and staff to support their wellbeing in these worrying times.

Blackburn and Darwen District Without Abuse Limited

Notes to the Financial Statements for the Year Ended 31 March 2023 (continued)

15 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	5,066	-	5,066
Current assets	1,555,780	757,460	2,313,240
Current liabilities	-	(80,226)	(80,226)
Total net assets	1,560,846	677,234	2,238,080
	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2022 £
Tangible fixed assets	5,955	-	5,955
Current assets	1,240,396	483,615	1,724,011
Total net assets	1,246,351	483,615	1,729,966

16 Related party transactions

There were no related party transactions in the year.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

England & Wales - Charity number 1116444

Accounts

Charity registration number 1116444

Company registration number 05834929 (England and Wales)

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Pauline Geraghty MBE - Chair Rabiya Gangreker - Treasurer Margaret Cairns - Secretary Angela McDonagh-Kelly Sophia Isa Joan Whittaker Kristin Hodgkinson Jonathan Atkinson
Patrons	Pauline Quinn, OBE Graham Liver
Senior Management Team	Shigufta Khan, Chief Executive Officer Debbie Springham, Operational Manager
Charity number	1116444
Company number	05834929
Registered office	Unit 21, The Business Development Centre Eanam Wharf Blackburn Lancashire Lancashire BB1 5BL
Auditor	Azets Audit Services St. Crispin House St. Crispin Way Haslingden Rossendale Lancashire United Kingdom BB4 4PW
Bankers	National Westminster King William Street Blackburn Lancashire BB1 7DJ
Solicitors	Watson Ramsbottom Solicitors 25-29 Victoria Street Blackburn Lancashire BB1 6DN

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

CONTENTS

	Page
Trustees' report	1 - 19
Statement of trustees' responsibilities	20
Independent auditor's report	21 - 24
Statement of financial activities	25
Balance sheet	26
Statement of cash flows	27
Notes to the financial statements	28 - 36

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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) (effective 1 January 2019)".

The Wish Centre

Welcome to our annual report for 2021-2022 which captures the work that has taken place throughout the year, identifying the things we want to celebrate and the challenges we have faced. It will also demonstrate the importance of confident governance, ensuring our organisation is fit for purpose in meeting the needs of all our beneficiaries across our community. For the purpose of the report our working name The Wish Centre will be used.

Like everyone we had to rise to the ongoing challenges of Covid-19 whilst ensuring the needs of service users were kept in focus in an ever-changing landscape of rules and regulations. For those experiencing domestic abuse home is often not the safe place it should be. This was compounded by lockdowns and enforced isolation making it incredibly difficult for our beneficiaries to deal with. The Wish Centre has been a safe haven for many in our community and we are proud of the help we have been able to give them.

Our strapline is We Listen – We Support – We Empower and we believe we have lived up to these values, focusing on the needs of those who put their faith in our services, improving wellbeing and life chances and enabling people to live life without abuse. One of the ongoing achievements of the Wish Centre is how we are able to give confidence to those who have faced great adversities, empowering them to make sustained and positive changes in their lives.

We know the importance of having a professional workforce and volunteer team who are able to bring to life our mission and values. It has therefore been important to understand the needs of our staff and volunteers throughout the year and identify ways to support them so they could continue their life changing work. Our staff and volunteers have shown tremendous resilience and flexibility as they embraced and embedded new ways of working but we have been mindful of the toll working through the pandemic has taken on staff well-being.

We are a different organisation than we were twelve months ago, having made some fundamental changes to the way we work with those seeking support. These changes have been made after listening to the views of beneficiaries and other stakeholders and being mindful of the ever-changing Covid environment. We also undertook a consultation with staff about their preferences of either a full return to office working or a blended work model. They were overwhelmingly in favour of a hybrid office/home model and a blend of face to face and online contact with service users. As a result of these changes, we have moved our office base to accommodate hybrid working. We have responded to the needs of beneficiaries and now offer online/remote opportunities, for example, to join our empowerment programmes and undertake safety planning. This does not negate the need for face-to-face contact and that continues to be offered to those who need it.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

What is clear to see is that our doors remained open again this year, not least at our refuges where women and children continued to find a safe space whilst being supported by highly skilled staff. Living in refuge is a necessity for the many families who come to join us, and it is crucial individuals feel it is their home for the time they spend with us. This is the environment staff members have created over the past year, even when people had to isolate because they contracted Covid.

Challenges have been thrown at us, but we can proudly say we have met those challenges and offered sanctuary and hope for the thousands of people who relied on the Wish Centre services.

When The Wish Centre was formed in 1988 (then Blackburn & Darwen District Women's Aid) our sole aim was to provide refuge accommodation for women and their children who were fleeing domestic abuse. We continue to maintain our refuge provision but added to that we have built up valuable community services that provide targeted support to those who are at high risk of domestic abuse whilst living in the community, perpetrators of domestic abuse who want to change their behaviours, children and young people who require interventions and all those individuals who want to be empowered to live their lives free from abuse.

We hope you enjoy reading about the year at The Wish Centre. The report is dedicated to the survivors we have had the privilege to meet and support, to our dedicated, resilient staff team and to our volunteers who give their time freely and with the upmost commitment.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Objectives and activities

Our charity's purpose is set out in the objects contained in the company's memorandum and articles of association. The trustees believe we continue to act within our defined objects as stated below.

1. Direct Services

- To further develop support services and ensure that service users/residents contribute to planning those services.
- To ensure that the support needs of Black, Asian and minority ethnic women and children are met.
- To ensure that women and children are provided with appropriate support throughout the re-settlement process and after leaving the refuge.

2. Services to Children.

- To ensure that children/young people who are resident in the Refuge have access to/are supported by relevant services which meet their social, emotional, developmental, and educational needs.
- To ensure children/young people accessing other support receive the appropriate responses from the Wish Centre and other organisations/services.

3. Inter-Agency Working.

- To raise the profile of the Wish Centre and awareness of the range of services we provide throughout Blackburn & Darwen district and Lancashire.
- To contribute to inter-agency working in Blackburn with Darwen and Lancashire, relating to domestic abuse.

4. Financial and Resource Management.

- To ensure the Wish Centre has sufficient funds to maintain core services in the short and long term.
- To ensure the refuge buildings, resources and working practices meet recognised standards for quality, security and health and safety.

5. Development of Organisation and Staff.

- To maintain an effective management and staffing structure.
- To ensure that staff and volunteers have the knowledge and skills to deliver services to required standards.
- Trustees ensure effective governance, set clear strategy, and monitor organisational effectiveness.
- To remain affiliated to Women's Aid England and utilise the help and support available to develop the organisation.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

What the Wish Centre offers

The Wish Centre formed in 1988 and has provided refuge provision in Blackburn and Darwen since 1991. We are commissioned by Blackburn with Darwen Unitary Authority to provide refuge and community-based services throughout the Borough. We are also commissioned by Lancashire County Council, The Office of the Police and Crime Commissioner for Lancashire and Blackpool Unitary Authority to provide services that span across the pan-Lancashire footprint.

Our ethos is to ensure we can work utilising a whole family approach, recognising the inter-related needs of all family members. For every person being abused there is someone who perpetrates abuse resulting in adults and children being harmed. We want to ensure that where appropriate we can work with all family members, including the person causing the abuse. We know this approach works. Our Make the Change© programme which has been running for over 10 years focuses on those demonstrating harmful, abusive behaviour. Other services are directed at victims and survivors of domestic abuse enabling them to be safe and empowered. Our staff and volunteers are skilled in supporting people with multiple issues that affect their lives and compound the abuse they are facing or have faced, for example substance misuse, debt, housing problems and mental illness. Our practice is trauma informed.

Our work with children and young people is a key provision we have built up over many years so we can offer positive therapeutic interventions that recognise children and young people as the hidden victims of abuse.

Safe accommodation - safe accommodation provided in Blackburn with Darwen consists of five individual houses with a staffed support block as well as 9 flats with a staffed flat. Emotional and practical support is provided to enable women to live a life free from abuse. Victim programmes and programmes for children are provided on site as well as counselling services. Resettlement support is provided to support residents to move on into their own accommodation.

IDVA / Advice service - support is offered to anyone who is impacted by domestic abuse, and we welcome self-referrals, agency referrals and referrals from the police. Risk assessments and safety planning are undertaken with victims who may have been impacted by physical, sexual, psychological, emotional, economic abuse including forced marriages, so called honour-based abuse or female genital mutilation. To best serve the communities we work in and ensure that we can meet the needs of our service users we employ specialist ethnic minorities IDVAs, a specialist stalking ISAC case worker and an IDVA focusing on older people's needs.

Sanctuary Scheme - as well as supporting victims to access alternative accommodation we also provide support to ensure that victims living in their own homes are safe. A range of safety measures are available, for example, personal alarms, window & door alarms, lock changes and CCTV that can be provided to individuals to make their homes safer.

Programmes for adults - we offer a range of interventions for victims including AIM - a therapeutic programme that educates victims on domestic abuse and the impact that it can have on them and the way they parent. In addition, we offer The Recovery Toolkit which is a programme that supports women to move on from an abusive relationship. The programme helps women to develop their own strengths, resources, and healthy coping strategies.

Programmes for perpetrators - The Wish Centre has been delivering interventions for perpetrators since 2011 in Blackburn with Darwen and this has been extended to cover Lancashire, including Blackpool. Group programmes and 1:1 interventions are being delivered across the geographical area. The Make the Change© programme has been developed over many years and the evidence shows the effectiveness in changing men's abusive behaviour. Gateway to Change© has been developed to precede our main programme and this raises awareness of domestic abuse. This helps some people who believe they do not require an intervention see how Make the Change© could be beneficial.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Programmes for children & young people - a range of therapeutic programmes for children and young people are being delivered in our refuges and in the community. These include:

Young People's Recovery Toolkit which is a therapeutic programme for young people and is informed by Trauma Focused Cognitive Behaviour Therapy.

Expect Respect which is a programme aimed at empowering young women to expect respect in their relationships. Through a range of engaging activities and discussions, this programme aims to enable participants to learn about domestic abuse and identify healthy and unhealthy relationships.

Helping Hands addresses the challenging issues of personal space, awareness of acceptable and unacceptable behaviours, and safety planning. Three themes, called the Protective Behaviours, are reinforced throughout the programme

Parachute Programme is aimed at young people who have been identified as needing help in managing conflict in their relationships. Parachute is aimed at young people who may already have a history of resorting to violence to try and solve conflict. They may have a history of frequent conflict at home, in their relationships, or at school.

RYPP (Respect Young People's Programme) is a programme for families where children or young people aged between 10 and 16 are abusive or violent towards the people close to them, particularly their parents or carers. This abuse may be physical, verbal, financial, coercive, or emotional and may include behaviour like hitting, making threats or causing damage in the home. The parent or carer and the young person both complete the programme.

Counselling - we have developed a counselling service that proactively responds to individual needs, especially where people have long waits for other counselling provision. Counselling is provided by both paid staff and trainee counsellors and is available for all adult service users. We now have therapists who can offer Cognitive Behavioural Therapy (CBT). We also offer counselling for children and young people where appropriate.

Student placement - we provide placements for students undertaking social work degrees and counselling degrees. We also provide short term placements for police officers during their training year, medical students and mental health practitioners.

Support to colleagues from local agencies - alongside our direct support to people in the community we also act as a point of contact for professionals who require support whilst working with those affected by domestic abuse. Our well-respected staff team offer timely, well-researched advice and guidance to colleagues from the voluntary and statutory sectors. Many of our staff team also contribute to professional training locally, regionally and nationally. Many of our volunteers offer advice and guidance from the perspective of having lived experience.

Supporting strategic development - managers and staff members contribute to the strategic development of services, policy, guidance and legislation relating to violence against women and girls. Our Chief Executive sits on local and national forums ensuring positive responses to victims of domestic abuse, identifying ways to prevent abuse and developing partnerships across local agencies. She sits on the advisory panel for Children in Need. She also contributes to regional and national developments, for example, representing the VCF sector on the Safeguarding Adults Board and in the Primary Care Network meetings (PCNs) as well as representing the organisation at the Home Office.

Volunteers - as an organisation we are committed to enhancing the services we provide to the community by recruiting volunteers. We provide training and support for our volunteers and endeavour to offer them opportunities that will be fulfilling and enjoyable. Our volunteers get involved in many different aspects of our work.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Strategic report

In our 2020-21 annual report we identified the goals we wanted to achieve. It is our belief that we have achieved these goals, again whilst managing to navigate the difficulties still being caused by Covid-19.

1. Provide outstanding support and services to all those who come to us for help
2. Enhance and develop our services to meet the increasingly complex issues experienced by domestic abuse victims/survivors.
3. Manage our charity effectively and efficiently by investing in our people, our fundraising and our brand.
4. Continue to raise awareness of the domestic abuse agenda locally and nationally.

What has been interesting is the way that dealing with the national pandemic has influenced our development over the past year. Whilst we had to radically change the way we all worked in 2020-21 we recognised that some of the changes were advantageous and assisted our beneficiaries. Given this we did change the way we provided our services. We learned that using a hybrid working model was beneficial to both staff and service users and that it did not reduce the quality of our service delivery. In fact in some respects it enhanced our service offer, making some of our services more readily accessible to people, for example, 1:1 and group programmes on line. We are now embedding this way of working and it is proving positive. In principle the pandemic was the catalyst for innovation.

At the commencement of the 2021-2022 year the trustees and senior leaders reflected on the way we had managed through the past year and what the new year would hold. We were proud that we had continued to offer our invaluable services to people, proud of how staff members had responded to the challenges we faced and proud of the way the Wish Centre continued to flourish. We wanted this to continue and knew that this was a time of consolidation and re-energising. As we near the end of our 2019-2022 strategic plan we have taken the opportunity to review and redefine our goals and feel that we approach a new operational year stronger than ever.

As our CEO, Shigufta Khan, said "in the 2021 annual report, I highlighted how we had risen to the challenges that the pandemic had brought to our door. I was proud then of how the Wish Centre had risen to the challenge that was extraordinary and unprecedented. Our initial expectations were that the changes we made to work safely in the pandemic would be short-term, however over 800 days later we have fundamentally changed the way we work. The aftermath of the pandemic has seen an increase in social pressures. The cost of living increases have further compounded the crises that people in our communities face. If I was proud of the resilience staff, volunteers and trustees showed then I am even more proud of the organisation now when challenges we face don't have an end date"

In March 2022 we produced a report "The Wish Centre: Our Impact Report. Growth and Development 2011-2021. Creating the report offered an opportunity to take stock of how we developed over the past 10 years and more importantly reflect on how we achieved what we have. It illustrates how we can better serve our beneficiaries. It also acknowledges that learning and change should never be ignored as we strive to make services ever more pertinent to the needs of people in our communities.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

High quality services

We believe we have been able to continue to provide outstanding support and services to all those who come to us for help. We have sustained funding and secured additional funding to keep our services running and provide new strands, for example, an IDVA to work with older people, extension of our perpetrator work into Blackpool and a CIDVA (children's IDVA) to work across schools.

We have collaborated with partners with the aim of improving domestic abuse services. As the commissioned service for Blackburn with Darwen local authority we have worked with others, health, children and adult social care, police and probation, to support the delivery of the new MARRAC (Multi Agency Risk Reduction Assessment Co-ordination) model. Co-working in this way ensures the best outcomes for those at high risk from domestic abuse. It fits in too with our philosophy of working with the whole family.

We have continued to work pro-actively with Lancashire Constabulary in the East of the County to deliver Operation Provide. This intervention supports victims following an incident of abuse. An IDVA, based in the safeguarding team contacts the victim following a police call out and attends with police colleagues to reduce risk.

Our Respect Young People's Programme has been extended as we received continued funding and has been very well received by families and partners. This is a Respect accredited programme delivered in partnership with family support workers in Blackburn with Darwen and with the family safeguarding teams across Lancashire. In Blackpool our young people's workers manage their cases alone.

The Make the Change© programme has continued to be delivered across the County after we received additional funding. The programme has had some redesign to improve content and make it more culturally focused. We have developed a short awareness raising programme Gateway to Change© that prepares participants for the main programme.

Responding to the needs of service users during the height of the pandemic but continuing as restrictions were lifted we moved many of our services online. We particularly used this approach with our victims programmes, AIM and Recovery Toolkit. This has been very successful and resulted in greater numbers of people accessing this service.

Consulting with service users has identified that the blended way of delivery works well for people. Flexibility means that people who cannot travel to meet a member of staff can be reached by telephone or online. We are better able to provide programmes in the evening as staff work flexibly. We have focused in the past on offering face to face groups but many of our service users have advised they felt more comfortable in 1:1 sessions especially when sharing very personal information. Some service users have accessed 1:1 provision and then when they felt more confident joined one of the groups.

Face to face delivery will always remain in place but technology means we can offer more options to people catering for their individual needs e.g. childcare and other caring commitments, people's employment circumstances and those with mobility issues. We are really pleased that we have made our services more accessible.

We have developed a great many resources focussing on safety which we shared online. By doing this we hoped that people in our communities and frontline practitioners would have access to safety planning advice. We know that these resources have been well used.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The tasks that our volunteers were able to undertake through the pandemic were severely curtailed although our counsellors continued to meet clients needs. This past year has seen the re-establishment of volunteer recruitment and existing volunteers have recommenced their contact with service users. Volunteers work across all services and enhance the support we are able to give people and we are indebted to them for their time.

Our refuges remained open through the height of the pandemic and have continued to provide a safe space for women and children in very challenging times. We have highly experienced staff who have supported our residents throughout their stay and offered outreach support when they moved on. This support is vital to enable residents to recover from their trauma. When a woman or family come to live in refuge there is a plethora of support given, for example, arranging GPs, health care, education and finances. Therapeutic interventions for both women and children benefit their emotional well-being. Refuges offer a life line for so many people and we are proud of the amazing outcomes achieved by our residents, enabling them to move forward with their lives.

Over the year we, again, have been aware of the ever increasing complexities of the people we work with. Our staff have risen to the occasion and offered high quality support in sometimes exacting situations. We have developed positive interventions to manage the need and have been successful in providing effective outcomes and reached a diverse audience.

We were active in feeding in experiences and views to shape the Domestic Abuse Act 2021 which passed into law on the 29th April 2021. We were encouraged to see the changes the law will bring about, creating a statutory definition of domestic abuse to include emotional, controlling, coercive and economic abuse. It also recognises children as victims in their own right for the first time. The Domestic Abuse Commissioner was established in law and we are pleased to have already engaged with the Commissioner and her office. There are new protections in the family and civil courts for survivors, including a ban on abusers from cross-examining their victims. There is also a legal duty on local authorities to fund support for people in 'safe accommodation' and a guarantee that all survivors will be in priority need for housing and will keep a secure tenancy in social housing if they need to escape an abuser. The new Act has significant gaps, and not all women will be protected by the new law, for example, the government has failed to deliver equal protection and support for migrant women. We are concerned that the Act talks about local authorities funding 'accommodation based' services but does not use the word 'refuge'. We know that it is crucial that the guidance and regulations must make it clear that funding should be directed to specialist women's refuges like ours.

In recognition of the high quality service we provide and the outstanding contributions to improving the UK's health and wellbeing we were one of 10 charities that won the GSK Impact Award in partnership with The King's Fund. We received a £30,000 donation plus two places on a training and development programme and an invitation to join the GSK Impact Awards Development Network. Being involved with the network and development programme has had positive effects on our workforce and the delivery of our services.

Investing in our people

Staff and volunteers are our most important asset and given this we focus on ensuring we invest in their training, development and support. We have increased our staff numbers this year and our volunteer numbers are rising again. We have invested in a more robust leadership team and senior practitioners so that individual services are able to function well. We have learned from working through the pandemic and now offer a more flexible, blended working environment where possible. We consult with staff through staff surveys so that we can capture the feelings of employees and where appropriate make changes to their working conditions. One of our surveys gauged people's views about flexible working arrangements and as a result of this we made changes. Staff have told us this blended way of working supports their work experience and environment. We have been able to plan for a cost of living increase for 2022-2023 to support staff through economically difficult times. Our staff well-being programme enables individuals to access health and emotional support when required.

We have moved our office space to fit in with our hybrid working policy and the Wish Centre occupies a unit at the Business Development Centre at Eanam Wharf, Blackburn. Staff have welcomed the move and senior managers and trustees believe this office accommodation is safer and more welcoming for staff and visitors.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Our fundraising

The pandemic significantly affected our fundraising strategy but the past year has seen some growth and as ever we are indebted to some of our local partners, supporters and the general public. We have planned some targeted fundraising, for example, to replace some kitchens at our refuges and to support individual families when they have moved on from refuge. The kindness we see never ceases to amaze us and the difference this support makes to people's lives is remarkable. Our goal for the coming year is to increase corporate fundraising with the aim of not only raising monies to support our work but to raise the profile of domestic abuse in workplaces etc so that anyone affected by abusive situations have a place to go to seek support. We are excited to extend our reach in this way and make our services available to more people.

Our brand

At the height of the pandemic our social networking grew as we wanted to ensure we got clear messages out the public about domestic abuse and where they could go for support. This has continued during the past year and we are pleased to say our reach has significantly increased. Our PR, social media profile has changed out of all recognition over the past few years and has really taken off.

We welcomed a new member of staff to our media and communication team and she has been able to develop new and vibrant ways of increasing our profile so that we are able to improve the way we communicate with the general public, our supporters and stakeholders. As previously mentioned we have been making resources accessible on our website and through social media posts so people have had up to date and accurate information and activities etc to use so that an increasing number of people could benefit e.g. resources for schools to use in class.

Raising our brand profile fits in well with our goal of raising awareness of the domestic abuse agenda locally and nationally. Representatives of the Wish Centre are active in working groups, forums and the media so that we can keep the issues in the spotlight. As previously stated whilst we are encouraged by the Domestic Abuse Act 2021 we will continue to campaign for more clarity and to ensure all women are equally protected through law.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The Wish Centre fit for purpose

We believe that the Wish Centre offers quality services to all those who need our support. Our individual service strands are all fit for purpose. We are accredited through Respect and Women's Aid and we have IIP, acknowledging the support we are able to give to staff. We have again been successful in retaining the Investing in Children Award, giving national recognition for the good practice and active inclusion of children and young people in our organisation and how dialogue with them influences change.

We have also had positive feedback from our partners and stakeholders endorsing the work we have carried out over the year. Most importantly the comments and compliments we have received from service users has shown the impact of our work and the differences it has made to people's lives.

All the feedback we receive in the year helps us to review our services. The trustees and senior managers have met to identify the progress we have made against our objectives and targets. Our final strategy review day to look back on 2021-2022 showed we had met our targets and have fulfilled our objectives. We have also stayed true to our mission and values.

We are emerging from the pandemic and the way we had to work through 2020-21 and seeing business return to some normality but it is a new normal and we feel this will strengthen the work we do and the support we are able to give.

The CEO, trustees and managers worked together to steer the organisation through the year and support staff along the way. Trustees have continued to meet bi-monthly to ensure we were complying with Covid-19 legislation, delivering services safely, maintaining financial controls and reviewing our sustainability. The CEO and chair of the Trustee Board have also continued to meet on a weekly basis to keep lines of communication open. This helps to ensure strategic and operational matters are aligned for the benefit of the organisation.

We have again been fortunate this year to welcome a new trustee designate who has a wealth of knowledge in business development which will enhance the working of the Board. We are also working with another person who is interested in becoming a trustee who has a long history of HR experience. In our yearly skills gap analysis we identified the need to have a trustee with such a background to compliment the support we get from our paid consultants. We are looking forward to having another new trustee on board. We feel the Board is well tuned to supporting the development of the Wish Centre going forward.

We are in a firm financial position but are never complacent about our funding position. We have a Finance and Audit Committee which oversees our finances and reports to the Board. An objective of the Committee is to ensure our ongoing sustainability, identify any concerns and make plans to remedy them. Our processes are robust and guided by the Treasurer, Assistant Treasurer and Operational Finance Manager.

We are currently finalising our new strategic plan for 2022-2025 and have held some away days and consultations with relevant people to shape this. We remain confident our services support the local community and each strand is valuable and necessary so we want to maintain them over the next three years. We are very good at responding to need and past experience has shown us that we are innovative in seeking funding when we see the need.

We are well respected locally, regionally and nationally and as such when we identify need we are able to engage the relevant people to support our innovation.

We have sound operational processes in place overseen by the CEO and we have a well-functioning Board that oversees governance procedures. We regularly review our policies and procedures ensuring they are fit for purpose and meet our legislative duties and that services are provided in a safe, equitable and focused way.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

As the year ends..

We have had an exceptional year and are proud we have continued to support people affected by domestic abuse. Yes we have met challenges but we have managed to deal with these in a positive way and carried on delivering. It is clear that this has been possible by the tireless work of our staff and volunteers, trustees and partners. Our local communities too have continued to support our work by fundraising, donating money and goods, spreading the word as allies of the Wish Centre and helping to sustain the organisation in any way they can. Our thanks go out to them and our corporate partners who never give up supporting us. It is this kindness and compassion that underpins all we do.

The Trustees are confident that we end the financial year in a positive position. We have a team of staff and volunteers who can deliver the specialist, high quality provision the Wish Centre is well known for. We continue to strengthen our Trustee Board so it can continue to plan the strategic direction of the organisation and ensure staff and volunteers are supported to carry on their amazing work.

Each year we learn new things, develop new ways of supporting service users and carry on the campaign to challenge domestic abuse wherever we see it. We are energised to look ahead knowing we are in a financially secure position, wanting to maintain our excellent services but seeking opportunities to innovate, finding ways to overcome challenges by using our experiences and skills and working with stakeholders to ensure domestic abuse remains on the local and national agenda.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

How our activities deliver public benefit

The Wish Centre's work focuses on anyone who is affected by domestic abuse – those who suffer directly and indirectly. People who access our services are our beneficiaries, as are the communities we engage with and it is for them our organisation exists. We have included some words from service users to illustrate their experiences of Wish Centre services.

The services we provide have the aims of protecting people from harm and empowering them to live lives free from abuse but we also work with people who have perpetrated abuse so we can help to change their behaviours that are causing harm. We provide training to professionals and attempt through our social media channels to educate the general public about domestic abuse. We feel by increasing people's knowledge within agencies, other organisations and our community we can reduce violence against women and girls.

"I feel strong and empowered"

"I now understand that I was abused and in understanding that I feel I can now work towards moving on"

"I just wanted to say how wonderful the Wish Centre is and how brilliant the programmes are"

"Overall home life has massively improved"

We have a wonderful team of volunteers who all come from our local communities and complement the interventions staff members make. Our volunteers give their time freely to the Wish Centre and we know that many of our volunteers gain skills and experience with us and go on to attend higher education courses in associated subjects or secure employment in social care professions. We are also able to offer placements for students so they can learn first hand from working at the Wish Centre. Again most of our students come from the local community.

Our staff team get involved in training colleagues from other agencies and organisations to develop their skills and knowledge about domestic abuse. We offer bespoke training on request and have been involved in training, for example, dental nurses, police officers, social care staff and many other disciplines. We also support employers who wish to develop appropriate employee welfare support to their staff so that anyone experiencing domestic abuse can be confident they will get the correct response and care.

Our data for the past 12 months shows we have provided support to 3376 service users. This is an increase of 567 from the previous year. Of the people referred this year 450 were assessed as high risk at the point of referral meaning they were at the greatest risk of death or serious harm. Our IDVA service has supported 1934 people ensuring people had a safety plan and other services they required, for example, access to the Sanctuary scheme to keep them physically safe in their homes. 463 people were referred to MARAC. IDVAs also supported services users if they were involved with the legal and court systems. Supporting the health and wellbeing of services users by referring them for other, crucial services is a key part of a staff member's role. Over the past year we have successfully referred 81 people for additional mental health support, 69 people for drug and alcohol services and 492 people for benefits and housing advice and guidance.

"I feel happy that there was a service out there who really understood me and you showed me so much empathy throughout"

303 referrals were received for our victims programmes, AIM and Recovery Toolkit. These programmes focus on empowering participants to lead lives free from abuse and consultations with services users accessing these programmes have shown how valuable these are to people.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

We have provided programmes for children and young people within the community, in our refuges and in schools. We have a behaviour change programme for young people where adolescent to parent violence is taking place and a long standing programme, Parachute, which is also a behaviour change programme. 427 young people were referred for these interventions and 182 referrals were taken for our other children and young people's programmes.

"I'm starting to envisage a positive future for myself and for my daughter"

"I tried staying positive like you told me to and stayed in class all week and didn't walk out, so they treated me to a hot chocolate"

For 11 years we have worked with perpetrators of abuse with the aim of changing their abusive behaviour. This year we developed an additional programme, Gateway to Change© which is an awareness raising course that precedes Make the Change© and helps those men who are reticent to get involved in the full programme or need some basic understanding about their behaviour so they can acknowledge the need for change. Over the year we have received 254 referrals for these programmes.

"We are a family now and all because you helped me get this far"

"I'm leaving here a lot better man than when I first walked through the door"

We are very proud of our counselling service which was developed specifically to support people who had suffered domestic abuse. We became aware that there were lengthy waiting lists for counselling services and we heard from many women that it would be more advantageous to them if they could build a therapeutic relationship with counsellors who were skilled in dealing specifically with domestic abuse. 123 people have accessed counselling from the Wish Centre. This has grown as we were only able to offer counselling to 34 people last year.

"I feel ready for the next chapter, with renewed confidence and excitement"

"I was initially in a very dark place with everything that was going on around me and felt very low"

Specialist refuge accommodation is crucial for some women as they have no alternatives but to flee from their homes. Our refuges cater for single women and women with children and we have a refuge that can support larger families. Skilled staff ensure that women and children are safe but have access to all the other support they need whilst residing with us. Support is important whilst people live at refuge but it is equally important when they move on as this enables families to settle in their chosen community on leaving. Refuge provision is our longest standing service and we pride ourselves on the high quality support this has offered people throughout the years. This year we have had 153 requests for refuge and 39 women and 58 children came to live with us. We had families who stayed with us longer than usual because of continued Covid restrictions and the aftermath of the pandemic. Women have faced increased difficulty in finding move on accommodation because of housing shortages so we are seeing people stay with us longer which is positive in one way as women and children can continue to benefit from the valuable support we offer but it does mean we are not able to respond to all the referrals we receive.

"the family is now doing well; health issues are being managed...[our resident is] empowered as a survivor"

"I am stronger, wiser and more confident than I was even before my abusive relationship"

"I thank you from the bottom of my heart"

All strands of our service have seen an increase in demand over the year and we are pleased to have responded by being able to provide the appropriate interventions when needed.

"The Wish Centre is a very responsive organisation – its strengths match its growing remit and scale"

"The people at the Wish Centre from their trustees to their support workers, down to their volunteers are hell bent on restoring your dignity and they do it in the most respectful, seamless way"

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Equality and diversity

Equality, diversity and human rights are central to our core principles of empowerment and freedom from abuse. These principles are vital to the way we deliver services and support individuals. We aim to create an environment where everyone is treated fairly, justly, with respect and with recognition of an individual's unique characteristics and needs. This relates to access to services, employment, volunteering opportunities and our internal processes. Our Equality and Diversity Policy and Procedures are reviewed regularly to ensure they remain valid and fit-for-purpose. We are committed to creating a positive and safe environment for service users, staff, volunteers, trustees, partners and contractors.

Financial review

This has been a financially secure year enabling valuable services to be maintained. With the support of funders, we have also been able to develop the work we do and extend it to different areas across Lancashire. We want to stay true to our core mission of supporting people suffering or at risk of suffering domestic abuse however where we see opportunities to deliver better services we look at ways to do this. This innovation often relies on securing the finances to carry it through. We are grateful therefore for all the individuals, organisations, grant bodies and commissions that help us maintain services and build on them.

Our financial strategy is regularly reviewed, and the Finance and Audit Committee oversees our budget, financial development, contracting and risk. We have successfully secured diverse funding streams that spread the risk to the organisation. Local fundraising and corporate support have helped us to create this diversity. It is very pleasing to report that we end the year in a positive financial position.

As we develop our new three-year strategy we again want to ensure we maintain our services and continue to be a sustainable organisation. Our decision to move to new office premises was a response to the new way of working we embraced post pandemic, but it has also released funds to direct to frontline service delivery.

The financial statements for the year ended 31 March 2022 shows a net surplus in funds of £658,353 (31 March 2021 : £578,111). As outlined above the organisation is in a stable position and able to sustain the valuable work we deliver.

Reserves policy

The Trustees have reviewed the reserves of the Charity. This review encompassed the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the nature of the reserves.

Reserves as at 31st March 2022 amount to:

Designated reserves £1,198,000

Unrestricted reserves £48,351

Restricted reserves £483,615

Total Funds £1,729,966

The current reserves policy is to hold a 6 month designated fund for the purpose of running and/or winding down costs. This would ensure we continue to meet our commitments to beneficiaries and also offer staff members more security. Our unrestricted reserves support the development of new initiatives as we identify new local needs. Continuing to develop our fundraising strategy will help us to maximise unrestricted reserves.

Going concern

The Trustees have a reasonable expectation that the organisation has adequate resources to continue operating for the foreseeable future. Given this, they continue to adopt the going concern basis in preparing the financial statements.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Principal funding sources

We are very grateful to the following funders and donors who enable us to deliver our vital services.

Blackburn with Darwen Borough Council, Lancashire County Council, Blackpool Council, The Office of the Police & Crime Commissioner for Lancashire, Ministry of Justice, National Lottery Community Fund, Awards for All, Children in Need, Ministry of Housing, Communities and Local Government, Henry Smith, Lloyds Bank Foundation, Garfield Weston, Pilgrim Trust, Charles Hayward Foundation.

We are also grateful to local groups, companies and individuals who have donated money, goods and services throughout the year.

Investment policy

The Trustees agree to keep a specific amount in reserves each year. The rest of the funds are utilised to provide services for our beneficiaries. The Articles of Association contains powers for the Trustees to invest funds however the Wish Centre is not investing any monies at present. We do gain interest on some of our money.

The Board will be seeking advice regarding responsible investment options for the charity in the near future.

Risk management

The Trustee Board is responsible for establishing and monitoring internal control systems within the Wish Centre. The Board and CEO regularly reviews the risks that could impact the organisation. Some of the significant risks include future pandemics, loss of sustainable funding; cost of living crisis and effects on staff welfare; competitive fundraising environment; shortage of qualified staff and risk to reputation.

The Trustees are satisfied that the process for reviewing risk is rigorous and timely. At the present time the risks identified have been ameliorated and as a consequence the trustees are confident the organisation offers a safe environment for service users and we are able to sustain our services for the foreseeable future. We believe our processes for ensuring health and safety and safeguarding are robust and there are no risks that have currently been identified. There are well developed reporting processes in place that means the CEO reports any concerns, exceptions, risks etc.

Members' liability

The Trustees and members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Looking ahead

Our 2022-2025 strategic plan identifies our objectives for the next three years.

Our overarching aim is to stay true to our philosophy and be an organisation where we listen, we support and we empower. In doing this we want to :

- Achieve the best outcomes for people who come to the Wish Centre for support
- Support our staff and volunteers to provide outstanding support to those who use our services
- Listen and learn from all our stakeholders and ensure service users play a part in our design and development
- Collaborate with other in the Violence Against Women and Girls (VAWG) sector to empower women and girls and end violence of all kinds

Our strategic objectives fall under the following headings:

Provision of High Quality Services

- Maintain our core services ensuring they remain of a high standard and we constantly strive to be the best we can
- Recruit, train and support our staff and volunteers so they are able to deliver a premium service
- Maintain and develop new funding streams and local and corporate support to fund the work we want to deliver and increase our sustainability
- Increase our reach on social media platforms, in face-to-face dialogue, campaigning, information and education to increase understanding of what we do and the impacts of domestic abuse

Governance & Risk

- Ensure we have processes in place to fulfil the Wish Centre's governance and legal responsibilities
- Continually assess and review any risks the Wish Centre faces so we are able to respond swiftly to mitigate those risks
- Review and where necessary develop our corporate policies and procedures to ensure we are a continuously improving organisation

Respond to External Drivers

- Keep up to date with changing legislation, guidance etc so we can be leaders in our field, sharing expertise and knowledge
- Collaborate with partners to develop the best services for those affected by domestic abuse
- Champion the needs of our service users identifying the impact of poverty, mental health, environmental changes and other social and political influences

Equality & Diversity

- Ensure our services are inclusive, provided in an equitable way and free from bias and judgement
- Promote the development and advancement of underrepresented groups in the Wish Centre: service users; staff and volunteers
- Foster a culture in the Wish Centre that demonstrates a commitment to equality and diversity

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Environmental Impact, Climate Change, Sustainability

- Assess and continuously review the way we work so we can understand the impact we have on the environment and find solutions to promote a “greener” agenda and promote sustainability

We are well on our way to recovering from the disruptions caused by the pandemic. We have developed a new blended way of working that ensures both the continuation of services and staff welfare. We have a new office base which will complement our hybrid working model and is a safe and secure base for staff. The way we work with services users has changed because of our experiences and feedback from those receiving our services. It is more flexible and mindful of the changing needs of people as they too recover from the pandemic. We believe we can achieve our revised objectives over the next three years and ensure the delivery of high quality services.

A final word

This year has been one of re-emerging from the demands and restrictions of the pandemic. Having made changes to the way we work and deliver services we can see a clear way forward. We have a skilled and experienced workforce and dedicated volunteers who with renewed commitment and drive will ensure service users get the best provision possible. We reiterate how proud we are of everyone who has managed the stormy years with resilience, determination and integrity. The year ahead is secure yet exciting and as we welcome new staff and volunteers to the team, we are ready for the challenges ahead but with one focus to deliver the best services. This year has seen an increase in people needing our support and we will be there for all those who need it.

The Domestic Abuse Act 2021 gives an opportunity to provide better safeguards for victims of domestic abuse. We welcome the legislation with open arms appreciating that there is still more to be done to enable all victims to receive the equitable support they need. We will continue to campaign for this and the eradication of violence against women and girls. Too many women have been murdered at the hands of partners or ex-partners.

We end by thanking all those who have supported us, in many ways, throughout the year: supporters; funders; partners; colleagues and our local community. This support is vital to us and helps us to continue our life enhancing work.

A very special thank you must go to all our service users whose lived experiences, feedback and resilience spurs the team on, keeps us focused on what matters and amaze us every day.

Our vision is a world without domestic abuse

We Listen We Support We Empower

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management

The Wish Centre is registered as a charitable company limited by guarantee and is constituted under a Memorandum and Articles of Association dated 26.09.2006. It is also a registered charity, number 1116444.

The principal object of the company is to assist in the relief of women, men and children who have suffered or are at risk of suffering domestic abuse, through the provision of support, advice and accommodation. The organisation's principal beneficiaries are women and children.

Our Memorandum and Articles of Association provide a framework for the Wish Centre to conduct organisational business. It structures the way the Trustee Board functions and sets out the rules we abide by. In 2022 the trustees reviewed, with the support of a legal advisor, our Articles and believed no changes were necessary. The trustees are committed to keeping these under review. Day to day running of the Wish Centre is delegated to the CEO, Shigufta Khan, who along with the leadership team determine the operational processes so that service users get the very best response they can when they seek support. We provide high quality, non-discriminatory, focused services that meet individual needs.

There are currently eight trustees, one trustee designate and one person going through an induction process to become a trustee. All trustees are also Directors of the Wish Centre given our limited company status. As previously stated, we undertook a skills audit and found a need to identify someone who could join the board with HR skills. Having succeeded in doing this we believe we have a diverse board. All trustees are fully committed to achieving the vision and mission of the organisation and work tirelessly to achieve this. Complementing the Board we have two Patrons, Pauline Quinn OBE, ex-Head of Midwifery for East Lancs Hospital Trust and Graham Liver, a radio and television presenter who is well known locally and regionally. We also have a number of co-opted members we can call upon for their specific skills.

The Trustee Board has continued to meet bi-monthly alternating between face to face and online meetings. A resolution at the Board was passed to enable this way of conducting meetings and it is proving a positive move enabling more accessibility. Additional meetings have been arranged when necessary e.g. Finance and Audit and Remuneration Committees.

Trustees work closely with the CEO and the wider management and staff team to provide a meaningful service for all those affected by domestic abuse. The CEO receives regular 1:1 support from the Chair of Trustees and they meet on a weekly basis for "catch up" sessions. Trustees are accessible to all staff via email and as we opened up the opportunities for face-to-face meetings, trustees attend whole team meetings and other events where they can meet staff. The CEO sends out a weekly communication to all staff and trustees to inform them of news from the Wish Centre, new developments, activities etc. This has been an excellent vehicle to improve communication across the organisation. This has become more crucial as we have new staff members who are home based or are working in a hybrid way.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Appointment or election, induction and training of trustees

The recruitment process for new trustees is well embedded in the organisation. An interview is undertaken, references requested, a disclosure and barring check carried out and any further checks required that determines suitability to hold office. An induction pack is given to new trustees that include roles and responsibilities of a trustee, information from the Charity Commission and information about the organisation. They also spend time with the CEO, Chair and staff to familiarise themselves with the Wish Centre activities. They can also undertake a volunteer training programme. Recruits are asked to attend three Board meetings, excluding any confidential sections, before being confirmed by existing members. At each AGM a third of Board members are required to retire. Those longest in office since election retire first and all are eligible for re-election. The three officer positions are re-elected each year. This is not determined in our Articles but we believe it ensures accountability and gives opportunities to others on the Board.

Trustees undertake a set of e-learning safeguarding training to equip them for their role. Each member of the Board is encouraged to undertake additional training so they can contribute fully to the Board. There is a training budget for the Board.

Organisational structure and decision making

Trustees are mindful of their strategic role within the organisation and that of the CEO who manages day to day operations. The CEO reports to the Board at each meeting and this includes a review of our financial position. Individual staff members feed into the CEO report and managers will attend some of the meetings to update directly. All staff members, volunteers and service users are welcome to attend meetings if they wish. A review has taken place of the wider membership and a refined process put in place to better serve members and encourage them to be involved in the life of the Wish Centre.

We hold our AGM each year in September and all those involved with the Wish Centre internally are invited along with other stakeholders. We were able to hold our 2021 AGM in person and we are pleased we can now get back to face to face meetings.

Where decisions have to be made in an emergency, outside of normal Board meetings Trustees have the authority to do so. Where possible there are always at least three Trustees who consult on the matter to be decided and this is then taken to the next Board meeting for ratification. If needed the Chair will make an executive decision and update the other trustees as soon as possible. These processes are regularly reviewed.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

The trustees, who are also the directors of Blackburn and Darwen District Without Abuse Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).


Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:


- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The trustees' report was approved by the Board of Trustees on 8 September 2022.



Pauline Geraghty MBE, Chair



Rabiya Gangreker, Treasurer

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Opinion

We have audited the financial statements of Blackburn and Darwen District Without Abuse Limited (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Ward (Senior Statutory Auditor)
For and on behalf of Azets Audit Services

4 / 11 / 2022 .
.....

Chartered Accountants
Statutory Auditor

St. Crispin House
St. Crispin Way
Haslingden
Rossendale
Lancashire
United Kingdom
BB4 4PW

Azets Audit Services

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

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

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:							
Donations and grants	3	575,478	925,434	1,500,912	622,467	596,706	1,219,173
Charitable activities	4	242,220	-	242,220	252,690	-	252,690
Investments	5	51	-	51	135	-	135
Total income		817,749	925,434	1,743,183	875,292	596,706	1,471,998
Expenditure on:							
Charitable activities	6	316,254	768,576	1,084,830	467,863	426,024	893,887
Net income for the year/ Net movement in funds		501,495	156,858	658,353	407,429	170,682	578,111
Fund balances at 1 April 2021		744,856	326,757	1,071,613	337,427	156,075	493,502
Fund balances at 31 March 2022		1,246,351	483,615	1,729,966	744,856	326,757	1,071,613

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	10		5,955		7,900
Current assets					
Debtors	11	104,494		30,585	
Cash at bank and in hand		1,675,863		1,083,215	
		<u>1,780,357</u>		<u>1,113,800</u>	
Creditors: amounts falling due within one year	12	<u>(56,346)</u>		<u>(50,087)</u>	
Net current assets			1,724,011		1,063,713
Total assets less current liabilities			<u>1,729,966</u>		<u>1,071,613</u>
Income funds					
Restricted funds	13		483,615		326,757
<u>Unrestricted funds</u>					
Designated funds	14	1,198,000		698,000	
General unrestricted funds		<u>48,351</u>		<u>46,856</u>	
			1,246,351		744,856
			<u>1,729,966</u>		<u>1,071,613</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 8 September 2022



Pauline Geraghty MBE, Chair

Company Registration No. 05834929

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Cash flows from operating activities					
Cash generated from operations	18		596,641		595,063
Investing activities					
Purchase of tangible fixed assets		(4,044)		(7,514)	
Investment income received		51		135	
Net cash used in investing activities			(3,993)		(7,379)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			592,648		587,684
Cash and cash equivalents at beginning of year			1,083,215		495,531
Cash and cash equivalents at end of year			1,675,863		1,083,215

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Blackburn and Darwen District Without Abuse Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is Unit 21 Business Development Centre Eanam Wharf, Eanam Old Road, Blackburn, Lancashire, BB1 5BL, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

In carrying out their duties in respect of going concern, The Trustees have carried out a review of the Charity's financial position and cash flow forecasts for a period of twelve months from the date of approval of these financial statements. The forecasts have been based on a comprehensive review of funding streams, expenditure and cash flows, taking into account specific sector. The forecasts indicate that the organisation has sufficient funds to meet its liabilities as they fall due for that period.

The Charity is reliant on income in the form of grant funding from the local authority and other bodies to sustain its operations. These forecasts assume that grant funding will be at a level sufficient to meet the organisation's liabilities as they fall due over the going concern assessment period.

The Charity continues to meet its financial obligations as they fall due. Accordingly, the Trustees have presented the financial statements on a going concern basis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

Charitable activities and Governance costs are costs incurred on the company's educational operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	33% straight line
-----------------------	-------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies (Continued)

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

There are no critical accounting estimates and judgements.

3 Donations and grants

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Donations and gifts	30,201	-	30,201	35,806	-	35,806
Grants	545,277	925,434	1,470,711	586,661	596,706	1,183,367
	<u>575,478</u>	<u>925,434</u>	<u>1,500,912</u>	<u>622,467</u>	<u>596,706</u>	<u>1,219,173</u>

4 Charitable activities

	2022	2021
	£	£
Housing benefit - Refuge 1	107,852	105,069
Housing benefit - Refuge 2	107,567	123,500
Rent received from tenants - Refuge 1	16,408	9,512
Rent received from tenants - Refuge 2	10,393	14,609
	<u>242,220</u>	<u>252,690</u>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

5 Investments

	2022 £	2021 £
Interest received	51	135

6 Charitable activities

	2022 £	2021 £
Staff costs	795,776	634,702
Depreciation and impairment	5,988	7,328
Management fee	29,185	29,150
Motor expenses	16,156	3,517
Legal and professional fees	17,964	35,214
Bank charges	713	483
Establishment costs	132,520	113,602
Repairs and maintenance	22,045	10,254
Office expenses	39,650	40,059
Printing, postage and stationary	9,941	6,841
Subscriptions and donations	2,212	1,025
Sundry expenses	2,202	3,997
Cleaning	5,378	3,915
	<u>1,079,730</u>	<u>890,087</u>
Share of governance costs	5,100	3,800
	<u>1,084,830</u>	<u>893,887</u>
Analysis by fund		
Unrestricted funds	316,254	467,863
Restricted funds	768,576	426,024
	<u>1,084,830</u>	<u>893,887</u>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

7	Net movement in funds	2022	2021
		£	£
	Net movement in funds is stated after charging/(crediting)		
	Fees payable to the company's auditor for the audit of the company's financial statements	5,000	5,000
	Depreciation of owned tangible fixed assets	5,988	3,160
		<u> </u>	<u> </u>

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
	36	28
	<u> </u>	<u> </u>

Employment costs

	2022	2021
	£	£
Wages and salaries	731,305	585,271
Social security costs	51,726	41,699
Other pension costs	12,745	7,732
	<u> </u>	<u> </u>
	795,776	634,702
	<u> </u>	<u> </u>

The trustees consider the key management personnel to be the CEO and the Operational manager. Total employee benefits including employers' pension contributions were £86,606 (2021: £78,953).

No employee received remuneration amounting to more than £60,000 in either year.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

10 Tangible fixed assets

	Fixtures and fittings £
Cost	
At 1 April 2021	142,082
Additions	4,044
	<hr/>
At 31 March 2022	146,126
	<hr/>
Depreciation and impairment	
At 1 April 2021	134,183
Depreciation charged in the year	5,988
	<hr/>
At 31 March 2022	140,171
	<hr/>
Carrying amount	
At 31 March 2022	5,955
	<hr/> <hr/>
At 31 March 2021	7,900
	<hr/> <hr/>

11 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Other debtors	98,403	23,604
Prepayments and accrued income	6,091	6,981
	<hr/>	<hr/>
	104,494	30,585
	<hr/> <hr/>	<hr/> <hr/>

12 Creditors: amounts falling due within one year

	2022 £	2021 £
Other taxation and social security	2,693	3,047
Trade creditors	5,117	8,290
Other creditors	34,238	26,620
Accruals and deferred income	14,298	12,130
	<hr/>	<hr/>
	56,346	50,087
	<hr/> <hr/>	<hr/> <hr/>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

13 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

Balance at 1 April 2020	Movement in funds		Balance at 1 April 2021	Movement in funds		Balance at 31 March 2022
	Incoming resources	Resources expended		Incoming resources	Resources expended	
£	£	£	£	£	£	£
156,075	596,706	(426,024)	326,757	925,434	(768,576)	483,615

The restricted fund relates to grants received in relation to employment costs.

14 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

Balance at 1 April 2020	Transfers	Balance at 1 April 2021	Transfers	Balance at 31 March 2022
£	£	£	£	£
290,000	408,000	698,000	500,000	1,198,000
290,000	408,000	698,000	500,000	1,198,000

Designated funds relate to a transfer of funds by the trustees to cover up to 6 months of the charity running costs. The Board has agreed to increase the monies in the contingency fund as the likelihood of a significant drop in funding is possible in the current financial climate. In light of the worsening cost of living crisis and rising rate of inflation, the Board has decided to create a hardship fund for service users and staff to support their wellbeing in these worrying times.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

15 Analysis of net assets between funds

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:						
Tangible assets	5,955	-	5,955	7,900	-	7,900
Current assets/ (liabilities)	1,240,396	483,615	1,724,011	736,956	326,757	1,063,713
	<u>1,246,351</u>	<u>483,615</u>	<u>1,729,966</u>	<u>744,856</u>	<u>326,757</u>	<u>1,071,613</u>

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	1,004	2,006
Between two and five years	-	1,004
	<u>1,004</u>	<u>3,010</u>

17 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

18 Cash generated from operations

	2022 £	2021 £
Surplus for the year	658,353	578,111
Adjustments for:		
Investment income recognised in statement of financial activities	(51)	(135)
Rounding	1	-
Depreciation and impairment of tangible fixed assets	5,988	7,328
Movements in working capital:		
(Increase)/decrease in debtors	(73,909)	5,538
Increase in creditors	6,259	4,221
Cash generated from operations	<u>596,641</u>	<u>595,063</u>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

England & Wales - Charity number 1116444

Accounts

Charity Registration No. 1116444

Company Registration No. 05834929 (England and Wales)

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Margaret Cairns - Secretary Rabiya Gangreker - Treasurer Pauline Geraghty MBE - Chair Janet Grimshaw (resigned on 10/09/2020) Angela McDonagh-Kelly - Assistant Treasurer David Moore (resigned on 10/09/2020) Sophia Isa Joan Whittaker Kristin Hodgkinson Jonathan Atkinson
Patrons	Pauline Quinn, OBE Graham Liver
Senior Management Team	Shigufta Khan, Chief Executive Officer Debbie Springham, Operational Manager
Charity number	1116444
Company number	05834929
Registered office	Kings Head Business Centre 43 King Street Blackburn United Kingdom BB2 2DH
Auditor	Azets Audit Services St. Crispin House St. Crispin Way Haslingden Rossendale Lancashire United Kingdom BB4 4PW
Bankers	National Westminster King William Street Blackburn Lancashire BB1 7DJ
Solicitors	Watson Ramsbottom Solicitors 25-29 Victoria Street Blackburn Lancashire BB1 6DN

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

CONTENTS

	Page
Trustees' report	1 - 18
Statement of trustees' responsibilities	19
Independent auditor's report	20 - 23
Statement of financial activities	24
Balance sheet	25 - 26
Statement of cash flows	27
Notes to the financial statements	28 - 36

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's [governing document], the Companies Act 2006 and "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) (effective 1 January 2019)".

The Wish Centre

Welcome to our annual report for 2020-2021. We are a charitable company that focuses on supporting people who are affected by domestic abuse. At the start of our charity in 1988 our vision was to provide refuge accommodation for women fleeing domestic abuse. We succeeded in doing that but today we have grown to a multi-faceted service that provides targeted support to people who are at high risk of domestic abuse living in the community, perpetrators of abuse, children and young people and those who want to be empowered to live their lives free from abuse. Of course we still provide safe accommodation for women and their children who are unable to remain living in their communities.

Our report will highlight the work that has taken place over the past year and the lives we have changed along the way. This year has been significantly challenging, a year like no other, as we managed our services through the Covid-19 pandemic.

Our staff and volunteer team had to adapt at a fast pace but were committed to continuing to provide high quality services, albeit in very different ways. We have stayed true to our charitable objectives and supporting our beneficiaries. We believe we have kept people safe in the most exacting of circumstances. We have been able to continue as we have because of the support of local and national partners and funders.

Our report will highlight our work over the year and the achievements of our staff and volunteers as they continued to serve people who required assistance. It will identify the work that the trustees and senior managers undertook to keep services running and most importantly it will identify the resilience and fortitude of those who were living in such difficult situations through such a difficult year.

This report is dedicated to those people who have been brave enough to reach out for support and have made remarkable changes in their lives. We will continue to serve people who want to make a life free from abuse.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities

Our charity's purpose is set out in the objects contained in the company's memorandum and articles of association. Throughout the report we will use our working name the Wish Centre.

The Trustees believe the aims of the organisation fully reflect the purpose the Wish Centre, (Blackburn & Darwen District Without Abuse) was set up for. It continues to act within the objects below.

1. Direct Services

- To further develop support services and ensure that service users/residents contribute to planning those services.
- To ensure that the support needs of Black, Asian and minority ethnic (BAME) women and children are met.
- To ensure that women and children are provided with appropriate support throughout the re-settlement process and after leaving the refuge.

2. Services to Children.

- To ensure that children/young people who are resident in the Refuge have access to/are supported by relevant services which meet their social, emotional, developmental and educational needs.
- To ensure children/young people accessing other support receive the appropriate responses from the Wish Centre and other organisations/services.

3. Inter-Agency Working.

- To raise the profile of the Wish Centre and awareness of the range of services we provide throughout Blackburn & Darwen district.
- To contribute to inter-agency working in Blackburn with Darwen, relating to domestic abuse.

4. Financial and Resource Management.

- To ensure the Wish Centre has sufficient funds to maintain core services in the short and long term.
- To ensure the refuge buildings, resources and working practices meet recognised standards for quality, security and health and safety.

5. Development of Organisation and Staff.

- To maintain an effective management and staffing structure.
- To ensure that staff and volunteers have the knowledge and skills to deliver services to required standards.
- Trustees ensure effective governance, set clear strategy and monitor organisational effectiveness.
- To remain affiliated to Women's Aid England and utilise the help and support available to develop the organisation.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

What the Wish Centre offers

The Wish Centre formed in 1988 has provided domestic abuse services for Blackburn and Darwen since 1991 when the first refuge was opened. We are currently the local authority commissioned domestic abuse service. It provides support at the point of crisis via safe accommodation to an IDVA/ISAC service that is able to provide safety advice and risk assessments via phone or in a face to face setting.

We provide a range of services that offer targeted support to adults, children and young people. Our practice is based on a whole family approach, recognising we need to identify all those that need support when domestic abuse affects individuals. This is why we have developed our work with perpetrators through our Make the Change© programme and holistic interventions. Our work with children and young is crucial to ensure they are not the hidden victims of domestic abuse. There are a range of holistic services ranging from therapeutic programmes for adults, children and young people, support to access housing, mental health support, debt advice and support to access substance misuse services.

Safe accommodation - safe accommodation provided in Blackburn with Darwen consists of five individual houses with a staffed support block as well as 9 flats with a staffed flat. Emotional and practical support is provided to enable women to live a life free from abuse. Victim programmes and programmes for children are provided on site as well as counselling services. Resettlement support is provided to support victims to move on into their own accommodation.

IDVA / Advice service - support is offered to anyone who is impacted by domestic abuse and we welcome self-referrals, agency referrals and referrals from the police. Risk assessments and safety planning is undertaken with victims who may have been impacted by physical, sexual, psychological, emotional, economic abuse including forced marriages, honour based abuse or female genital mutilation. To best serve the communities we work in and ensure that we are able to meet the needs of our service users we employ specialist ethnic minorities IDVAs as well as a specialist stalking ISAC case worker.

Sanctuary Scheme - as well as supporting victims to access alternative accommodation we also provide support to ensure that victims living in their own homes are safe. A range of safety measures are available, for example, personal alarms, window & door alarms, lock changes and CCTV that can be provided to individuals to make their homes safer.

Programmes for adults - we offer a range of interventions for victims including AIM - a therapeutic programme that educates victims on domestic abuse and the impact that it can have on them and the way they parent. In addition, we offer The Recovery Toolkit which is a programme that supports women to move on from an abusive relationship. The programme helps women to develop their own strengths, resources and healthy coping strategies.

Programmes for perpetrators - The Wish Centre has been delivering interventions for perpetrators since 2011 in Blackburn with Darwen. In April 2019 we became the commissioned provider for Lancashire County Council and in January 2020, thanks to new funding from the Home Office, we were commissioned to deliver perpetrator interventions in Blackpool. Group programmes are being delivered in Blackburn with Darwen, Burnley, Preston, Lancaster, Blackpool and from June 2021 in Skelmersdale. The Make the Change© programme has been developed over many years and is very effective in changing men's abusive behaviour.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Programmes for children & young people - a range of therapeutic programmes for children and young people are being delivered in our refuges and in the community. These include:

Young People's Recovery Toolkit which is a therapeutic programme for young people and is informed by Trauma Focused Cognitive Behaviour Therapy.

Expect Respect which is a programme aimed at empowering young women to expect respect in their relationships. Through a range of engaging activities and discussions, this programme aims to enable participants to learn about domestic abuse and identify healthy and unhealthy relationships.

Helping Hands addresses the challenging issues of personal space, awareness of acceptable and unacceptable behaviours, and safety planning. Three themes, called the Protective Behaviours, are reinforced throughout the programme

Parachute Programme is aimed at young people who have been identified as needing help in managing conflict in their relationships. Parachute is aimed at young people who may already have a history of resorting to violence to try and solve conflict. They may have a history of frequent conflict at home, in their relationships, or at school.

RYP (Respect Young People's Programme) is a programme for families where children or young people aged between 10 and 16 are abusive or violent towards the people close to them, particularly their parents or carers. This abuse may be physical, verbal, financial, coercive or emotional and may include behaviour like hitting, making threats or causing damage in the home. The parent or carer and the young person both complete the programme.

Counselling - we have developed a counselling service that proactively responds to individual needs, especially where people have long waits for other counselling provision. Counselling is provided by both paid staff and volunteers and is available for all adult service users. We now have therapists who can offer Cognitive Behavioural Therapy (CBT).

Student placement - we provide placements for students undertaking social work degrees and counselling degrees. We also provide short term placements for police officers during their training year, medical students and mental health practitioners.

Support to colleagues from local agencies - alongside our direct support to people in the community we also act as a point of contact for professionals who require support whilst working with those affected by domestic abuse. Our well-respected staff team offer timely, well-researched advice and guidance to colleagues from the voluntary and statutory sectors. Many of our staff team also contribute to professional training locally, regionally and nationally. Many of our volunteers offer advice and guidance from the perspective of having lived experience.

Supporting strategic development - managers and staff members contribute to the strategic development of services, policy, guidance and legislation relating to violence against women and girls. Our Chief Executive sits on local forums ensuring positive responses to victims of domestic abuse, identifying ways to prevent abuse and developing partnerships across local agencies. She also contributes to regional and national developments, for example, representing the VCF sector on the Adults Safeguarding Board and the Children's Quality Assurance Committee, representation on the Primary Care Network meetings (PCNs) as well as representing the organisation at the national Marac Scrutiny Panel at the Home Office.

Volunteers - as an organisation we are committed to enhancing the services we provide to the community by deploying volunteers. We provide training and support for our volunteers and endeavour to offer them opportunities that will be fulfilling and enjoyable. Our volunteers get involved in many different aspects of our work.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Strategic report

In our 2019-20 annual report we identified goals we wanted to achieve in 2020-21. What we didn't expect was having to strive to achieve these goals during the height of a pandemic that has continued to affect everyone's daily lives.

The Impact of Covid-19 on Domestic Abuse - in mid-March 2020 following the announcement from the Government on lockdown we had to radically change our service delivery whilst being mindful that lockdown would have a devastating impact on domestic abuse victims. Our refuge staff remained on site at times delivering services face to face and at others, depending on circumstances and Government advice, remotely. Our IDVA/Advice service and all our programme delivery went online during lockdown and then face to face as restrictions eased. The impact of Covid-19 has been so significant that we have produced a report on how we have reacted to the pandemic and this can be found on our website, www.thewishcentre.org

New funding and developments

We have been fortunate to receive new funding through the year to develop new initiatives and expand our work to reach more people requiring support.

Operation Provide - The Wish Centre have been involved in the implementation of a new project Operation Provide - this is a joint initiative between Lancashire Police and the Wish Centre and covers East Lancashire. The project aims to ensure that specialist domestic abuse support is provided to victims as quickly as possible after the incident.

RYPP – Respect Young People's Programme is a new addition to our prevention work, and we are delighted to work with partners from the statutory sector in the co-delivery of this new project. The programme is accredited by Respect and practitioners delivering the project have all received training and will continue to receive practice supervision sessions from Respect. RYPP is being delivered across Blackburn with Darwen, Blackpool and Lancashire.

Perpetrator interventions - we have worked in collaboration with Rise Mutual CIC & Humraaz to embed a cultural thread in the programme we are now delivering. It was important for us to reflect the diverse communities that we are working in and ensure that the programme we are delivering reflects the cultures and practices of all our communities. We have also developed an awareness raising programme as precursor to the perpetrator programmes which is ready for delivery. This has been developed in collaboration with practitioners working with the refugee and asylum-seeking communities.

Male IDVA – to ensure we meet the needs of male victims funding secured from the Home Office has enabled us to employ a male staff member to work directly with men referred for support.

Social media and communication – this year more than ever we have ensured the growth of our social media presence and developed our communication strategy. It has been vital to keep in touch with people during lockdowns, knowing that people's movements were restricted and many people were living in households where domestic abuse was occurring. In September 2020 we launched our new website www.thewishcentre.org

Investing in a communications officer who is skilled in producing resources, disseminating information using many different formats has made certain that service users and stakeholders have been kept informed about services and had access to essential resources through our website. There is now a dedicated page to resources. We have produced a number of reports addressing the impact of domestic abuse on mental health and also the impact on children. These can be accessed on our website too.

A new chat facility was developed at the height of lockdowns giving another avenue for people to contact the Wish Centre.

We have been able to publicise fundraising events, ask the general public for support and raise awareness about domestic abuse and violence against women and girls.

We have launched a You Tube channel and are also utilising the Reels facility on Instagram to connect with different audiences, whilst maintaining our Facebook and Twitter presence.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Accreditations - In June 2020 the Wish Centre were successful in being awarded the Women's Aid Quality Mark (stage 1). The panel were impressed by the wide range of services including two refuges, a helpline, a crisis service run by IDVA's, a drop in, educational groups for survivors, and children and young people. A counselling service and a programme for perpetrators, which is a county-wide service commissioned by Lancashire County Council and is Respect accredited.

In April 2020 the Wish Centre gained the full Respect Accreditation, the panel were very impressed by the services we offered and commented on the quality of our commitment and delivery of services in the context of Lancashire. They highlighted 'the strength of our equality strategy and approaches taken to ensure that we offered "services for all". This is noted as an area that is a challenge for many organisations, but the Wish Centre stands out as an agency who is clearly doing this to a high standard with skilled practice throughout all aspects of service delivery'.

The Wish Centre has for many years been IIP accredited and underwent a full re-accreditation process in September 2020. The organisation received positive feedback which included –

- There is a clear purpose and vision in place which people understand.
- Open and trusting leadership and consistent line management.
- People are given ownership and responsibility of their roles.
- Teamwork is very strong.

Since the last IIP review the service has expanded and new staff have been recruited. So it is extremely positive to receive the above comments from IIP.

We continue to hold the Investing in Children Award.

Recruiting new staff – We are pleased to announce that we have been able to recruit new staff through the year to manage the demands of our extended service. Our recruitment and induction processes are robust and learning and development are acknowledged to be crucial to continue to provide the highest calibre of services. All our new staff have brought significant benefits to the team. We have undertaken recruitment in very different ways this year but it has been successful and it is invigorating to see an expanding, cohesive team being formed, even with the restrictions of the year.

Allies – we wanted to find a new way to engage with the public and developed our Allies campaign. We have been fortunate that people have engaged with this and we now have a growing number of allies who help us to signpost people to the Wish Centre, openly challenge negative views about violence against women and girls, call out domestic abuse when they see it or hear about it and help educate our communities. We are very grateful to have such valuable, local support.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

Achieving our goals – each year the trustees and senior managers review our progress and identify how we have performed against our objectives. We have had to work in a very different way this year and we are proud of our staff and volunteers who have risen to the challenge, adapted how they work with service users and been incredibly flexible. Whilst most staff have adapted to working from home and online our staff at the refuges have continued to offer face to face support where-ever possible and permitted. They have had to deal with residents self-isolating and manage the anxieties about their own health and that of their families. It is difficult to put into words how proud we are of the way staff have performed over this year and demonstrated their dedication to service users. It is gratifying to have feedback from many service users who have appreciated the support they have received in such challenging times.

Strategically the CEO, trustees and managers worked together to steer the organisation through the year. Trustees continued to meet every other month to ensure we were complying with Covid-19 legislation, delivering services safely, maintaining financial controls and reviewing our sustainability. The CEO and chair of the Trustee Board have met on a weekly basis and will be continuing to do this for the foreseeable future. This has been useful to ensure open communication, deal with crisis and respond in a timely way, pro-actively update risk assessments and plans and offer support when required.

We believe we have fulfilled our goals for the year, responding to service users' needs wherever possible and monitoring the quality of these services. We continued to review the objectives we set for the year: effective budget planning with a focus on the funding we were able to access from grant makers etc. relating to the pandemic; using resources effectively, for example IT provision to ensure people could work from home; continuing to identify fundraising opportunities – the general public and local organisation were very supportive of the needs of service users. We ensured that staff were being supported and as our delivery changes again to face to face contact that staff feel safe and secure returning to the Wish Centre base. We have also continued to campaign to end violence against women and girls by our involvement in consultations, individual campaigns and raising awareness about the new Domestic Abuse Act.

What has surprised everyone across the organisation is our ability to grow some of our work through the year. This has been particularly gratifying given the restrictions of the pandemic.

We believe we have met the goals we set and stayed true to our core values and mission. We have achieved this during a pandemic and also managed to develop new parts to the overall service.

Investing in and supporting staff and volunteers has continued to be crucial throughout the year given people have had to work in highly stressful settings, for example, our refuges, support people with increasingly complex needs and anxieties and deal with their own anxieties given the pandemic. Our managers across the organisation have offered this support and found ways to bring staff together who have been working remotely. Volunteers who have been able to continue their roles have been supported by the volunteer co-ordinator. Having such a professional, knowledgeable and dedicated staff team and committed volunteers has been the key to our continuing services.

We have been fortunate this year to welcome a new trustee who comes with a wealth of legal experience. As a local solicitor who specialises in cases that involve domestic abuse she is able to add to the skill base of the Trustee Board.

As we enter a new year it is pleasing to note that we are in a firm financial position but appreciate that we also need to ensure our ongoing sustainability. We have processes in place to achieve this.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Our current strategic plan ends in 2022 so we will begin to look forward to developing our new three year plan. We are confident that our services are valuable to the local community and continue to be needed. We have good service models in place that have proved beneficial to service users. We continue to provide good outcome measures so funders, staff members and more importantly service users can identify what difference our interventions make to people's lives. Maintaining all the correct processes in our day-to-day work and governance procedures ensures we provide services that are safe, fair and focused. Our policies and procedures are regularly reviewed to provide confidence for service users that we meet our legislative duties.

The support of local people has been very important this year. Monetary support, donations of essential items and people's time to support service users has resulted in the ability to support more people. We cannot thank people enough for their kindness and compassion. We are also building our corporate relationships and thank all the companies and organisations that have supported us throughout the year.

This year has thrown up its challenges but we have continued to work with valued partners by delivering work together, jointly bidding for new funding and progressing the domestic abuse and violence against women and girls agenda. Bringing together different organisations' skills mean we can offer more to our beneficiaries. We have sustained existing partnerships and formed new ones and will continue to work actively to build relationships with others to advance the work we undertake. We have continued to work with partners locally, regionally and nationally to develop new initiatives to tackle domestic abuse. Our CEO is pro-active in working with the local Domestic Abuse Board, Lancashire Domestic Abuse Forum, LSCB and LSAB and an array of other fora. She continues to be part of Government processes to improve services for those affected by domestic abuse.

The Trustees are confident that we end the financial year in a positive position. We have a team of staff and volunteers who can deliver the specialist, high quality provision the Wish Centre is well known for. We have a strengthened Trustee Board that can continue to plan the strategic development of the organisation.

This has been an exceptional year and we are proud we have maintained services, expanded our reach and developed new ways of working throughout a pandemic. We end the year fortunate we have such a superb team, financially secure and with new learning that equips us to move forward and sustain the organisation.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

How our activities deliver public benefit

The Wish Centre exists to support those suffering or at risk of suffering domestic abuse and anyone who is affected by this abuse. These are our beneficiaries and the absolute focus of our work.

We provide services that directly impacts on individuals and protects them from harm and we help to change behaviours that cause harm. These outcomes are crucial in enabling people to live life free from abuse. We provide safe accommodation that enables women and children to be protected but also empower them to move on and build their lives again. By raising people's awareness in the community about domestic abuse and violence against women and girls we aim to educate people so they too can help to eradicate abuse and violence.

Below are some highlights about the benefits to individuals and communities.

In the last 12 months we have supported 2809 service users, 1395 of our service users have had additional vulnerabilities including substance misuse and mental health.

It is heartening to find that over 90% of our service users have said that they feel safer, able to access services as a result of our interventions and their quality of life has improved. As service delivery had to change this year, we are pleased that the outcomes for service users have stayed positive. Our case management system links records together therefore we can ensure that victim's safety is at the forefront of our work. In addition, by providing services to young people, adult victims, and perpetrators under one service we are able to ensure effective communication and information sharing.

Our volunteers are a valuable and vital resource for us providing support in all areas of our work. During the last 12 months some of our activities have been restricted which has impacted the volunteering opportunities we have been able to provide, however our volunteers have remained connected and where possible we have utilised their valuable skills. The Wish Centre is also a placement provider for students as well as an organisation that supports training and development of staff across the voluntary and statutory sector so that our collective response to domestic abuse improves. We believe that giving access to these roles within in our organisation we enhance the skills and knowledge of people in our community.

In the last 12 months our reach has expanded, and we are providing perpetrator interventions as well as interventions for families impacted by adolescent to parent violence across Lancashire and Blackpool. This is in addition to the work we undertake in Blackburn with Darwen.

Along with our services our team has also expanded from 24 staff members to 39. We have also expanded our counselling team from 5 to 7 counsellors and in the last 12 months 34 service users have accessed counselling services. All our team bring with them a wealth of knowledge and experience from disciplines such as police, probation and social care. We are proud of our induction and training process and ensure that on-going training and development opportunities are provided to all staff members and volunteers.

Within our refuge provision we have received 169 referrals for safe accommodation. 41 women and 76 children have been housed with us and provided with the necessary support. Referral rates have remained as high as the previous year but we have housed less families as the effects of the pandemic meant families were not able to move on as quickly as previous years. This resulted in families remaining with us for longer periods of time. Whilst staff members have worked in different ways supporting families in refuge they have remained on site and in regular contact with people. Staff continued to resettle families within their chosen communities and offer ongoing reassurances, linking people with local amenities etc.

Of those referred to our services we have been able to support 102 people through the sanctuary scheme, ensuring their safety within their own homes. 416 people have been supported by specialist IDVAs to access the criminal and civil courts. Attending court can be a terrifying experience for many people and having someone alongside is crucial to counterbalance the effects of these processes.

As previously stated, the therapeutic and behaviour change programmes have been delivered in different ways this year. The important point however is that they continued to be delivered and accessed by significant numbers of people. When it was permissible some of the perpetrator programmes returned to group sessions but on the whole the sessions were either run on a 1:1 basis or small online groups.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

During the year our adult victim programmes were accessed by 264 service users. As we prepare for a new cohort, we currently have 31 people waiting to start the AIM programme in September 2021.

We have engaged with 206 children/young people in the last 12 months. Due to the pandemic we have also engaged with 113 parents sending them resources they were able to use to support their children. The resources have also been available through our website so they could be accessed by a wider audience of those directly affected by domestic abuse or those professionals supporting families. Many of our referrals come from educational settings and the impact of school closures and many children being sent home to isolate resulted in difficulties for our staff to maintain their normal communication with school and college staff. Things are improving again and we are confident that the new school year in September 2021 will see a rise in referral rates.

Like our victims and children & young people's programmes our behaviour change programmes have been affected through the year. We have been fortunate to have access to data collected by police analysts highlighting that 74% of men who have engaged on the Make the Change© programme have not reoffended 6 months and 12 months after completion. This is encouraging information and contributes to our evaluation of the programme. We believe that the additional, individual support those who participate on the programme receive help to facilitate that sustained behavioural change.

One of the impacts of the pandemic has been the use of 1:1 sessions for our programmes work when groupwork was unadvisable or impractical. We have learnt that there are significant benefits from 1:1 sessions for some service users and given this we will be continuing to offer this facility for the foreseeable future. As restrictions ease we will also be returning to face to face groups from September 2021.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

What do our beneficiaries say

It is always important and valuable to gather the views of service users. We want to hear from all our stakeholders about their experiences of our services.

Service user feedback:

'the first time I went to the Wish Centre it was hard but staff made me feel welcome'

'I feel I've been able to make changes in my life and it's down to the support and good advice I've received from the Wish Centre'

'staff made me feel better, put me at ease and helped me feel less anxious'

'I can talk to her and tell her anything about my background and she doesn't judge me'

'they make me feel really safe and when I am really stressed they help me. I talk to them when I am really stressed'

'To be valued in such a way whilst learning about how multifaceted abuse can be has been of such immense benefit'

'I no longer blame myself and when I am feeling a bit wobbly I go back to my notes and am able to move on'

'You have made me interested in the programme, you have made me want to learn, I have looked forward to our sessions'

'I couldn't have made the changes without you and I can't thank you enough for your honesty and commitment to me and my family'

'Staff taught me not to blame myself, that I was in denial which I now recognise and to value myself'

'Staff have been amazing'

'I'm beginning to trust myself and not only that I'm starting to envision a positive future for me and my daughter'

'I think the life skills sessions should be taught in schools and be made mandatory as part of the curriculum and also taught in communities'

Other stakeholder feedback:

'in my view the Make the Change programme is a highly valuable resource for the Probation Service'

'I would like to say a massive thank you to yourself and your team for the dedication and ethics towards safeguarding victims of domestic abuse'

'The staff at the Wish Centre are highly approachable and helpful in responding to any queries that I have'

'You have gone above and beyond to assist clients I have had in your area when you didn't have to. I find your service to be totally professional and supportive of clients and other services alike'

'What was even more helpful that the Wish Centre continued to offer the programme during the Covid-19 pandemic via zoom classes'

We are awaiting an independent evaluation of some of our services and this will be published in due course. This will include service user and other stakeholder feedback.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Equality and diversity

Equality, diversity and human rights are central to our core principles of empowerment and freedom from abuse. These principles are vital to the way we deliver services and support individuals. We aim to create an environment where everyone is treated fairly, justly, with respect and with recognition of an individual's unique characteristics and needs. This relates to access to services, employment and volunteering opportunities and our internal processes. Our Equality and Diversity Policy and Procedures are reviewed regularly to ensure they remain valid and fit-for-purpose. We are committed to creating a positive and safe environment for service users, staff, volunteers, trustees, partners and contractors.

Financial review

We began the year concerned about the effects of the pandemic on our financial position. We are pleased to report that we have been able to successfully maintain all our services and consequently support our beneficiaries. We have been fortunate to receive assistance over the year from many of our funders offering additional monetary support. We have also secured new funding to develop and expand some of our work. Our funding has been directed at ensuring we continue to meet our charitable objectives and strive for a society free from domestic abuse.

We have a clear funding strategy that is regularly reviewed to ensure it is fit for purpose. Our planned fundraising activities have been curtailed this year but we have found new ways to attract local and corporate donations. There has been an impact on our unrestricted income but not to the level we expected. We are immensely grateful to all who have supported us. At the close of the year, our financial position whilst threatened has ended in a positive way. We would not have been able to do this without excellent external support from an array of supporters and partners.

As we look ahead to a new financial year the Trustees report a positive position. Our focus will be to consolidate our practice base, work with partners to attract new funding to secure and where appropriate expand our core work and revitalise our fundraising strategy.

The financial statement for the year ended 31 March 2021 shows a net surplus in funds of £578,111, 31 March 2020 £223,162. As outlined above the organisation is in a stable position and able to sustain the valuable work we deliver.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Reserves policy

The Trustees have reviewed the reserves policy; this review considered the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the state of the reserves. We are mindful of the ongoing importance of securing funding and constantly seek to bid for new sources to enable our service provision to continue, and ensure we continue to meet our commitments to beneficiaries while also offering staff members more security.

The Trustees have decided to maintain four months running costs in designated reserves and not increase to 6 months costs at this stage. Instead, the Board has agreed to create a contingency fund in the event of a significant drop in funding, this will allow the charity to continue its current activities while considering ways in which additional funds may be raised. However, this will be monitored regularly on a case-by-case basis, and new funding is continually being sought to minimise the likelihood of a drawdown from reserves.

Funding grants that cover core costs such as the Wish Centre (a valued community space) have come to an end, and therefore the trustees have agreed to designate funds to cover the shortfall while additional funding is sought. Our unrestricted reserves support the development of new initiatives as we identify new local needs.

Reserves at 31st March 2021 amount to:

Designated £698,000
Unrestricted reserves £46,856
Restricted reserves £326,757
Total Funds £1,071,613

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Principal funding sources

We are very grateful to the following funders who enable us to deliver our vital services.

Blackburn with Darwen Borough Council

Lancashire County Council

Office of the Police & Crime Commissioner for Lancashire

The National Lottery

Children in Need

Ministry of Housing, Communities and Local Government

The Henry Smith Charity

Lloyds Bank Foundation

Charles Hayward Foundation

Brian Mercer Trust

CAF (Charities Aid Foundation)

Lancashire Covid -19 Community Support Fund

Tesco Bags of Help Covid -19 Communities Fund

The Clothworkers' Foundation

We are also grateful to local groups, companies and individuals who have donated money, goods and services throughout the year.

Investment policy

The Trustees agree to keep a specific amount in reserves each year. The rest of the funds are utilised to provide services for our beneficiaries. The Articles of Association contains powers for the Trustees to invest funds however the Wish Centre is not investing any monies at present. We do gain interest on some of our money.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Risk Management

The Trustee Board is responsible for establishing and monitoring internal control systems within the Wish Centre. The Board regularly reviews the major risks which may impact the organisation. Some of the significant risks include recovery from the pandemic, securing sustainable funding; public sector funding cuts; a very competitive fundraising environment; challenges recruiting experienced and qualified staff when required to facilitate growth and risk from competitors. The Trustees are satisfied that the process for reviewing risk is robust and timely and that at present the risks identified have been ameliorated to ensure the safe and sustainable running of the Wish Centre. Processes are in place to ensure compliance with health and safety and safeguarding requirements.

There are well developed reporting processes in place that means the CEO reports any concerns, exceptions, risks etc.

Members' liability

The Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

Going concern

The Trustees have a reasonable expectation that the organisation has adequate resources to continue operating for the foreseeable future. Given this, they continue to adopt the going concern basis in preparing the financial statements.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Looking ahead

We are in our final year of our three year plan and will be starting work to develop our new plan. For the final year we will continue with our objectives.

1. Provide outstanding support and services to all those who come to us for help
2. Enhance and develop our services to meet the increasingly complex issues experienced by domestic abuse victims.
3. Manage our charity effectively and efficiently by investing in our people, our fundraising and our brand.
4. Continue to raise awareness of the domestic abuse agenda locally and nationally.

We also want to fully recover from the restrictions of the pandemic. Staff have started to return to our office base but we have agreed that for the foreseeable future we will use a hybrid model and have staff working from both the office and home. Our refuge based staff have returned to working wholly face to face with residents and have restarted group sessions. Our group programmes are shortly to become face to face again. We anticipate that our AGM will be held in person. We will continue to review progress, ensuring the safety of staff and service users is paramount.

The future

We have weathered the storm of the Covid-19 pandemic and with the tremendous resilience of the staff and volunteer team have adapted to ensure all our services have continued. This has been an amazing achievement. We have to pay tribute to every team member who has helped us to continue to provide those valuable services.

We enter a new year with vigour and will to achieve our goals laid down in our strategic and operational plan. We have learnt from the last year, about new ways to deliver our services, about our resilience, about the support we have from our funders and partners, about practice we want to keep and that we want to return to. We have grown our work in the past year and we are immensely proud of that and want to ensure those who have put their trust in us are not disappointed by our performance.

What has been fundamental to our learning is that domestic abuse was still prevalent and people needed our services more than ever. The storm is passing and we have been able to survive it, sadly women and children have died through the year, the victims of domestic abuse. That makes our resolve greater to be here for all those who need our services.

We have helped many people to live their lives free of domestic abuse. We have worked with partners because we know we have all to work together to achieve this. We welcome the Domestic Abuse Act, we will continue to campaign to achieve more for women and children's safety and make sure their voices are heard locally and nationally.

Thank you to all those who have helped us through the year, supporters, funders, partners, colleagues, our local community. That help has ensured we continued the vital work we do. Thank you too to all our service users whose feedback is invaluable in helping us develop meaningful services.

Our vision is a world without domestic abuse.

We Listen We Support We Empower

Finally we would like to remember Shaheda (Shaz) Rashid who sadly passed away from illness during the year. She was a committed worker and team member and worked tirelessly for those who needed support and advocacy. She is missed by all her colleagues.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management

Constitution and Organisation

The Wish Centre is registered as a charitable company limited by guarantee and is constituted under a Memorandum and Articles of Association dated 26.09.2006. It is also a registered charity, number 1116444.

The principal object of the company is to assist in the relief of women, men and children who have suffered or are at risk of suffering domestic abuse, through the provision of support, advice and accommodation. The organisation's principal beneficiaries are women and children.

The Wish Centre is structured and managed in a way that ensures all victims of domestic abuse and those affected by such abuse can access high-quality, non-discriminatory services that meet individual needs. Our specialist services have been developed over time for this end.

The Board of Trustees currently has eight members who bring a variety of skills, knowledge and experience. Having reviewed processes, membership and function the Board is confident in its ability to lead the organisation. All members are committed to fulfilling the vision and mission of the organisation.

The Wish Centre has two patrons, Pauline Quinn OBE, ex-Head of Midwifery for East Lancs Hospital Trust brings much knowledge and expertise to the organisation and Graham Liver, a radio and television presenter who is well known locally and regionally. Where possible Pauline and Graham are involved in the life of the organisation and are available for advice and guidance. We have a number of co-opted members who we can call upon for their specific skills. The Trustee Board has continued to meet remotely every other month so there has been no disruption in our meeting cycle. Additional meetings have been arranged when necessary e.g. Finance and Remuneration Committees.

Our CEO, Shigufta Khan has day to day responsibility for the management of the organisation, supported by the Operational Manager, Debbie Springham. We have also developed a new managerial structure with staff who are able to oversee specific areas of practice. This was necessary because of the number of new team members.

Trustees work closely with the CEO and the wider management and staff team to provide a meaningful service for all those affected by domestic abuse. The CEO receives regular 1:1 support from the Chair of Trustees. All staff are able to contact any of the trustees if required. Whilst it has not been possible for trustees to meet face to face with staff this year there have been opportunities for staff to attend the Board meetings. There have been regular communications with staff and the CEO sends out a weekly newsletter 'Friday Words' to keep everyone informed of the life of the Wish Centre and other interesting events, information etc.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Appointment or Election, Induction and Training of Trustees

The management of the Wish Centre is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum and Articles of Association. The Trustees delegate the day to day running of the organisation to our CEO, Shigufta Khan.

The Board holds annual reviews to determine if there are any skills gaps and if so how to fill these. Another trustee has joined the Board after realising there was a skills gap around legal knowledge and experience.

The recruitment process for new trustees is well embedded in the organisation. An interview is undertaken, references requested, a disclosure and barring check carried out and any further checks required that determines suitability to hold office. An induction pack is given to new trustees that include roles and responsibilities of a trustee, information from the Charity Commission and information about the organisation. They also spend time with the CEO, Chair and staff to familiarise themselves with the Wish Centre activities. They can also undertake a volunteer training programme. Recruits are asked to attend three Board meetings, excluding any confidential sections, before being confirmed by existing members. At each AGM a third of Board members are required to retire. Those longest in office since election retire first and all are eligible for re-election. The three officer positions are re-elected each year. This is not determined in our constitution but we believe it ensures accountability and gives opportunities to others on the Board.

Trustees undertake a set of e-learning safeguarding training to equip them for their role. Each member of the Board is encouraged to undertake additional training so they can contribute fully to the Board. There is a training budget for the Board.

Organisational Structure and Decision Making

Trustees are aware of their roles and responsibilities as members of the Board and take these responsibilities very seriously. The Board currently meets every other month ensuring the continuous development of the organisation. Where appropriate additional meetings or sub-groups are arranged to deal with specific issues, projects etc. The CEO reports to the Board at each meeting including a financial update. Individual staff members feed into the CEO report ensuring Trustees have direct information from staff members. Any staff member, volunteer or service user can attend Board meetings, excluding confidential sections, at any time.

Where decisions have to be made in an emergency, outside of normal Board meetings Trustees have the authority to do so. Where possible there are always at least three Trustees who consult on the matter to be decided and this is then taken to the next Board meeting for ratification. This process is regularly reviewed.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The trustees, who are also the directors of Blackburn and Darwen District Without Abuse Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

The trustees' report was approved by the Board of Trustees on 8 September 2021.



Pauline Geraghty MBE, Chair



Rabiya Gangreker, Treasurer

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Opinion

We have audited the financial statements of Blackburn and Darwen District Without Abuse Limited (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Jonathan Ward
Azets Audit Services

15 / September 2021

Chartered Accountants
Statutory Auditor

St. Crispin House
St. Crispin Way
Haslingden
Rossendale
Lancashire
United Kingdom
BB4 4PW

Azets Audit Services

Azets Audit Services is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
<u>Income from:</u>							
Donations and grants	3	622,467	596,706	1,219,173	502,415	356,600	859,015
Charitable activities	4	252,690	-	252,690	245,519	-	245,519
Investments	5	135	-	135	501	-	501
Total income		875,292	596,706	1,471,998	748,435	356,600	1,105,035
<u>Expenditure on:</u>							
Charitable activities	6	467,863	426,024	893,887	604,975	276,898	881,873
Net income for the year/ Net movement in funds		407,429	170,682	578,111	143,460	79,702	223,162
Fund balances at 1 April 2020		337,427	156,075	493,502	193,967	76,373	270,340
Fund balances at 31 March 2021		744,856	326,757	1,071,613	337,427	156,075	493,502

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	10		7,900		7,714
Current assets					
Debtors	11	30,585		36,123	
Cash at bank and in hand		1,083,215		495,531	
		<u>1,113,800</u>		<u>531,654</u>	
Creditors: amounts falling due within one year	12	<u>(50,087)</u>		<u>(45,866)</u>	
Net current assets			1,063,713		485,788
Total assets less current liabilities			<u>1,071,613</u>		<u>493,502</u>
Income funds					
Restricted funds	13		326,757		156,075
<u>Unrestricted funds</u>					
Designated funds	14	698,000		290,000	
General unrestricted funds		<u>46,856</u>		<u>47,427</u>	
			744,856		337,427
			<u>1,071,613</u>		<u>493,502</u>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 8 September 2021



Pauline Geraghty MBE, Chair

Company Registration No. 05834929

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	18		595,063		224,503
Investing activities					
Purchase of tangible fixed assets		(7,514)		(5,316)	
Interest received		135		501	
Net cash used in investing activities			(7,379)		(4,815)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			587,684		219,688
Cash and cash equivalents at beginning of year			495,531		275,843
Cash and cash equivalents at end of year			<u>1,083,215</u>		<u>495,531</u>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Blackburn and Darwen District Without Abuse Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is The Wish Centre, 43 King Street, Blackburn, BB2 2DH, United Kingdom.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006 and "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) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

In carrying out their duties in respect of going concern, The Trustees have carried out a review of the Charity's financial position and cash flow forecasts for a period of twelve months from the date of approval of these financial statements. The forecasts have been based on a comprehensive review of funding streams, expenditure and cash flows, taking into account specific sector risks including the impact of Covid 19 and the uncertainties brought about by the current economic environment. The forecasts indicate that the organisation has sufficient funds to meet its liabilities as they fall due for that period.

The Charity is reliant on income in the form of grant funding from the local authority and other bodies to sustain its operations. These forecasts assume that grant funding will be at a level sufficient to meet the organisation's liabilities as they fall due over the going concern assessment period.

The Charity continues to meet its financial obligations as they fall due. Accordingly, the Trustees have presented the financial statements on a going concern basis.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, 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 classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

Charitable activities and Governance costs are costs incurred on the company's educational operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	33% straight line
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The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and grants

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations and gifts	35,806	-	35,806	19,970	-	19,970
Grants	586,661	596,706	1,183,367	482,445	356,600	839,045
	<u>622,467</u>	<u>596,706</u>	<u>1,219,173</u>	<u>502,415</u>	<u>356,600</u>	<u>859,015</u>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

4 Charitable activities

	2021 £	2020 £
Housing benefit - Refuge 1	105,069	123,211
Housing benefit - Refuge 2	123,500	103,051
Rent received from tenants - Refuge 1	9,512	9,126
Rent received from tenants - Refuge 2	14,609	10,131
	<u>252,690</u>	<u>245,519</u>

5 Investments

	2021 £	2020 £
Interest received	<u>135</u>	<u>501</u>

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

6 Charitable activities

	2021 £	2020 £
Depreciation and impairment	7,328	5,632
Management fee	29,151	28,012
Motor expenses	3,517	24,445
Legal and professional fees	35,214	33,752
Bank charges	483	412
Employment costs	626,969	585,680
Employers pension contribution	7,732	6,494
Establishment costs	113,602	114,947
Repairs and maintenance	10,254	15,960
Office expenses	40,059	34,752
Printing, postage and stationary	6,841	17,742
Subscriptions and donations	1,025	1,088
Sundry expenses	3,997	5,002
Cleaning	3,915	2,816
Other charitable expenditure	-	919
	<u>890,087</u>	<u>877,653</u>
Share of governance costs (see note)	3,800	4,220
	<u>893,887</u>	<u>881,873</u>
Analysis by fund		
Unrestricted funds	467,863	604,975
Restricted funds	426,024	276,898
	<u>893,887</u>	<u>881,873</u>

7 Net movement in funds

	2021 £	2020 £
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	5,000	5,000
Depreciation of owned tangible fixed assets	7,328	3,160
	<u>12,328</u>	<u>8,160</u>

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

9 Employees

The average monthly number of employees during the year was:

2021 Number	2020 Number
28	28

The trustees consider the key management personnel to be the CEO and the Operational manager. Total employee benefits including employers' pension contributions were £87,895 (2019: £83,567).

No employee received remuneration amounting to more than £60,000 in either year.

10 Tangible fixed assets

	Fixtures and fittings £
Cost	
At 1 April 2020	134,568
Additions	7,514
At 31 March 2021	142,082
Depreciation and impairment	
At 1 April 2020	126,854
Depreciation charged in the year	7,328
At 31 March 2021	134,182
Carrying amount	
At 31 March 2021	7,900
At 31 March 2020	7,714

11 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Other debtors	23,608	29,186
Prepayments and accrued income	6,981	6,937
	30,589	36,123

BLACKBURN AND DARWEN DISTRICT WITHOUT ABUSE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

15 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	7,900	-	7,900	7,714	-	7,714
Current assets/ (liabilities)	736,956	326,757	1,063,713	358,899	126,889	485,788
	<u>744,856</u>	<u>326,757</u>	<u>1,071,613</u>	<u>366,613</u>	<u>126,889</u>	<u>493,502</u>

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	2,006	8,081
Between two and five years	1,004	3,010
	<u>3,010</u>	<u>11,091</u>

17 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).

18 Cash generated from operations

	2021 £	2020 £
Surplus for the year	578,111	223,162
Adjustments for:		
Investment income recognised in statement of financial activities	(135)	(501)
Depreciation and impairment of tangible fixed assets	7,328	5,632
Movements in working capital:		
Decrease/(increase) in debtors	5,538	(8,222)
Increase in creditors	4,221	4,432
Cash generated from operations	<u>595,063</u>	<u>224,503</u>