

NATIONAL UGLY MUGS

England & Wales · Charity number 1122461

Details

Other names	UK NETWORK OF SEX WORK PROJECTS
Status	Registered
Legal form	CIO
Registered	2008-01-24
Register	View on the Charity Commission register

Contact

Address	National Ugly Mugs Units 209 The Green Fish Resource Centre 46 -50 Oldham St Manchester M4 1LE
Phone	01616299861
Email	admin@uglymugs.org
Website	www.uglymugs.org

Activities

Objects: The objects of the CIO are:The relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage and in furtherance of this:i) To promote public safety and the prevention of crime by the provision of safety training, information and resources;ii) To preserve, protect and promote good health by providing information and support services;iii) To promote the rights and entitlements of sex workers as equal citizens by providing advocacy, information and support servicesNothing in this constitution shall authorise an application of the property of the CIO for the purposes which are not charitable in accordance with [section 7 of the Charities and Trustee Investment (Scotland) Act 2005] and [section 2 of the Charities Act (Northern Ireland) 2008].

Activities: Provides greater access to justice and protection for sex workers who are often targeted by dangerous individuals, but are frequently reluctant to report these incidents to the police. We provide a reporting and alerting service along with access to full professional support throughout the UK.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** THE UNITED KINGDOM.
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£430,584	£562,835	-	-
2024-03-31	£617,877	£685,447	£206,747	17
2023-03-31	£621,457	£666,715	£274,317	17
2022-03-31	£555,053	£564,910	£319,575	15
2021-03-31	£948,711	£792,455	£329,432	16

Trustees

Name	Role	Appointed
Megan Prescott	Chair	2024-09-17
Dr Laura Graham		2019-11-15
Dr Laura Jane Connelly		2025-01-23
Emily Kenway		2022-12-07
MICHAEL EDMONDS		2024-01-24
Patrick Vignal		2022-12-07

NATIONAL UGLY MUGS

England & Wales - Charity number 1122461

Accounts

National Ugly Mugs

Report and financial statements
For the year ended 31 March 2025



Trustee's Annual Report 2024-25

National Ugly Mugs

www.nationaluglymugs.org
admin@nationaluglymugs.org
0161 629 9861

National Ugly Mugs
209 Green Fish Resource Centre
46-50 Oldham Street
Manchester, M4 1LE

Registered Charity No. 1122461 | SC053979

National Ugly Mugs
Trustees' annual report
for the year ended 31st March 2025

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Charity number 1122461 / SCO53979

Registered office and operational address

Unit 209, Green Fish Resource Centre, 46-50 Oldham Street, Manchester M4 1LE

National Ugly Mugs (NUM) (formerly known as The UK Network of Sex Work Projects (UKNSWP))

Trustees Trustees who served during the year and up to the date of this report were as follows:

Megan Prescott	Chair (appointed September 2024)
Sian Prime	Chair (left August 2024)
Michael Edmonds	Treasurer (appointed August 2024)
James Osborne	Treasurer (left August 2024)
Emily Kenway	Trustee
Patrick Vignal	Trustee
Dr. Laura Graham	Trustee
Dr Laura Connelly	Trustee

Key management personnel	Dr Raven Bowen	Chief Executive Officer (left 01/07/25)
	Lynsey Walton	Chief Executive Officer (appointed 14/04/25)

Bankers

CAF(Charities Aid Foundation) Bank

25 Kings Hill Avenue, West Malling, Kent, ME19 4TA

Lloyds Bank

25 Gresham Street, London, EC2 7HN

Independent examiners

Jennifer Daniel FCCA DChA

Slade & Cooper Limited

Beehive Mill, Jersey St, Manchester, M4 6JG

A Message from the Trustees

National Ugly Mugs (NUM) achieved considerable success in 2024/5, reaching major milestones and expanding its offer in innovative ways. Notably, NUM's membership reached 10,000 for the first time, ensuring many more sex working people have access to resources and reporting functions which improve their safety. We also received 29 per cent more reports of crime or harm than in the previous year; this produces vital intelligence for the community and for policymakers. We have continued to listen to our community to embed their needs in our reporting system: based on findings from our Racial Justice Project, we launched a 'reporting professionals' tool, the UK's first civil society mechanism to report harm from public officials. Finally, we have continued to tackle image-based abuse (including so-called 'revenge porn') by expanding our support for members to remove unwanted personal content from the internet.

Aside from our expanding digital reporting service, our hands-on support increased too. Sex workers may feel concerned by stigma when approaching services for support after sexual violence. Based on this knowledge, we introduced dedicated Independent Sexual Violence Adviser (ISVA) services for sex workers in Manchester and expanded provision with a relaunch in London. We also funded over 120 individual therapy sessions and doubled the number of free sessions in our therapy package offered to sex workers. We complemented this individualised support by piloting new mental health drop-in and crisis services at NUMbrella Lane, Glasgow.

We are proud that our vocational support programme was co-designed by people with lived experience of the sex industry as well as expertise in lifelong learning. This dual knowledge ensures our offer is appropriate for our membership, improving its efficacy for those who wish to change or augment their work lives. This year, over 500 sex workers engaged in the service, with £5,000 distributed in bursaries to support career planning too. Recognising the value of peer spaces, we also hosted regular peer-led hangouts on themes such as CV development and navigating earning within precarious industries. Feedback from people using this multi-faceted programme found that they felt more confident, less isolated and more in control of their potential futures.

NUM continued to draw on its membership's expertise, its extensive data and academic partnerships to contribute to the national research and policy agenda. We are pleased to report that we formed strategic partnerships with three health-focused organisations: the National Institute for Health and Care Research, the UK Health Security Agency and National Voices. Through these partnerships and beyond, NUM has influenced national inclusion health policy, making sure sex worker voices are not only heard but embedded at the heart of decision-making, so policies are grounded in real lived experience.

In February 2025, NUM was also formally registered as a charity in Scotland, strengthening our governance and ensuring we can deliver our mission UK-wide with accountability across all nations.

Sex work policy continues to be contested and challenging terrain. In 2024/5, NUM drew on

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its extensive institutional knowledge of sex work to contribute to the National Police Chiefs' Council consultation on sex work guidance. We also submitted evidence to parliament in support of full decriminalisation in England and Scotland. Of course, policy is made in the public arena as much as in the corridors of power. To that end, we strive to bring sex workers' safety and rights into civic and cultural spaces. We continued our successful partnership with the Vagina Museum, using a co-created merchandise collection as a platform to spark public conversations and challenge stigma. We also partnered with Open Clasp Theatre on Mycelial, a touring performance which amplified sex worker voices. Finally, we published three new editions of our zine, Under the Red Umbrella, exploring harm, healing, rights, and resistance, using the words and imagery of experts by experience: our community.

This is a substantial list of achievements for a team of under 15 people operating in a challenging fundraising and political context. The trustees extend their gratitude and respect to all the staff who have made this work possible and all the community members who make NUM what it is: vibrant, vital, and always innovating.

This message is shared on behalf of NUM's Board of Trustees.

The following report summarises the financial year ending March 2025.

Trustees Report – Year End 31st March 2025

The trustees present their report and the unaudited financial statements for the financial year end 2025. Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed/constitution and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Main Objectives and Activities

National Ugly Mugs (NUM) began as a pilot project, founded in 2012 after 10 years of advocacy to the Home Office for a centralised service that managed reports of harm to sex workers. We're now the largest violence prevention and survivor support service for sex workers in the UK, working by, for and with sex workers to offer digital and in-person services for workers of all genders, backgrounds and types of work. Ultimately, our aim is to improve the rights, safety and leadership of sex workers, working through policy, community development and service provision to end all forms of violence against sex workers.

Our Mandate

Ending all forms of violence against sex workers and ending the conditions that lead to survival sex work.

Our Principles

All of NUM's work, prioritisation and decision-making is guided by our three core principles:

Sex Workers First

NUM privileges lived experiences in sex industries as a primary way of knowing and responding to the safety, health, and rights priorities of these populations.

NUM hires and collaborates with sex workers and sex worker-led groups in the UK and around the world that work towards ending all forms of violence, oppression, and poverty.

Safety is a top priority for NUM, and we believe that sex workers have the right to be safe while in sex industries.

Quality Support

NUM works in a practical sense with sex workers to prevent violence or to support victims and survivors in seeking justice, health, and recovery from the harms that they experience.

NUM tackles achievable goals around ending the conditions that lead to destitution and survival sex work, such as poverty and fighting for the equitable inclusion and treatment of sex workers in all aspects of civil society

Learning and Innovation

As a learning organisation, NUM creates ways to learn and grow. It's not about perfection, it's about finding ways to best support our beneficiaries and ensure that our services are relevant and sustainable.

Innovating helps NUM to be dynamic in its approach to delivering on its mission and guides **What** (services/research/education/advocacy) we do, **Why** we do it (outcome/impact to sex workers), **How** (approach/methodology) and **When** (now/later/never).

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for the year ended 31st March 2025

In January 2025, the Board of Trustees passed a resolution to amend NUM's charitable objects, aligning them with the broader relief of those in need and ensuring compliance with charity law across England & Wales, Scotland and Northern Ireland.

The objects of the CIO are:

The relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage and in furtherance of this:

1. To promote public safety and the prevention of crime by the provision of safety training, information and resources.
2. To preserve, protect and promote good health by providing information and support services.
3. To promote the rights and entitlements of sex workers as equal citizens by providing advocacy, information and support services.

Nothing in this constitution shall authorise an application of the property of the CIO for purposes which are not charitable in accordance with section 7 of the Charities and Trustee Investment (Scotland) Act 2005 and section 2 of the Charities Act (Northern Ireland) 2008.

Main Aims

In line with these objects, NUM's main aims are:

1. Increasing sex worker safety and the prevention of crimes and harms against this diverse population of adults.
2. Supporting sex workers in generating knowledge and sharing experiences in ways that advance wellbeing, increase social inclusion, and combat discrimination, criminalisation and violence.
3. Providing survivor-centred, trauma-informed services and facilitating sex workers in safely accessing the public services of their choosing, ensuring that:
 - Sex workers are the ones characterising their work and defining their circumstances, needs and priorities.
 - Services are informed about sex workers' needs and priorities to promote accessibility, meaningful engagement, and non-judgemental treatment.
 - All sex workers – irrespective of class, race, gender, sexuality, disability, immigration status, or type of work – receive consistent, protective responses from police and public services when they ask for help.
 - Sex workers inform justice, victim support, anti-violence and inclusion health initiatives in ways that improve wellbeing and increase their engagement in civil society.

Charitable Activities

To achieve these aims, NUM delivers a wide range of services and initiatives, including:

- Victim/survivor support casework, ensuring quality care to sex workers who survive violence.
- Harm prevention information and digital tools, including the operation of reporting, alerting and checker tools.
- The provision of emergency resources to those fleeing abuse or needing to take breaks from sex work, reducing forced labour or survival sex.
- Identifying barriers and discrimination facing sex workers, and supporting them to navigate and secure support within NUM, their communities, and public services.
- Providing in-person and online sex worker-only spaces, events and activities, as well as anti-isolation and community education programmes.
- Developing research and policy positions on the rights, safety and wellbeing of sex workers in the UK and internationally, and pushing to change the structures, policies and practices that contribute to violence.
- With the consent of sex workers, sharing information and intelligence in pursuit of offenders to improve overall community and public safety, and to advance human and labour rights agendas, systems and policy change.

These amended objects replace those previously agreed and were formally adopted by trustee resolution in January 2025

The trustees review the aims, objectives, and activities of the charity each year. This report looks at what NUM has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remain focused on its stated purposes. The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

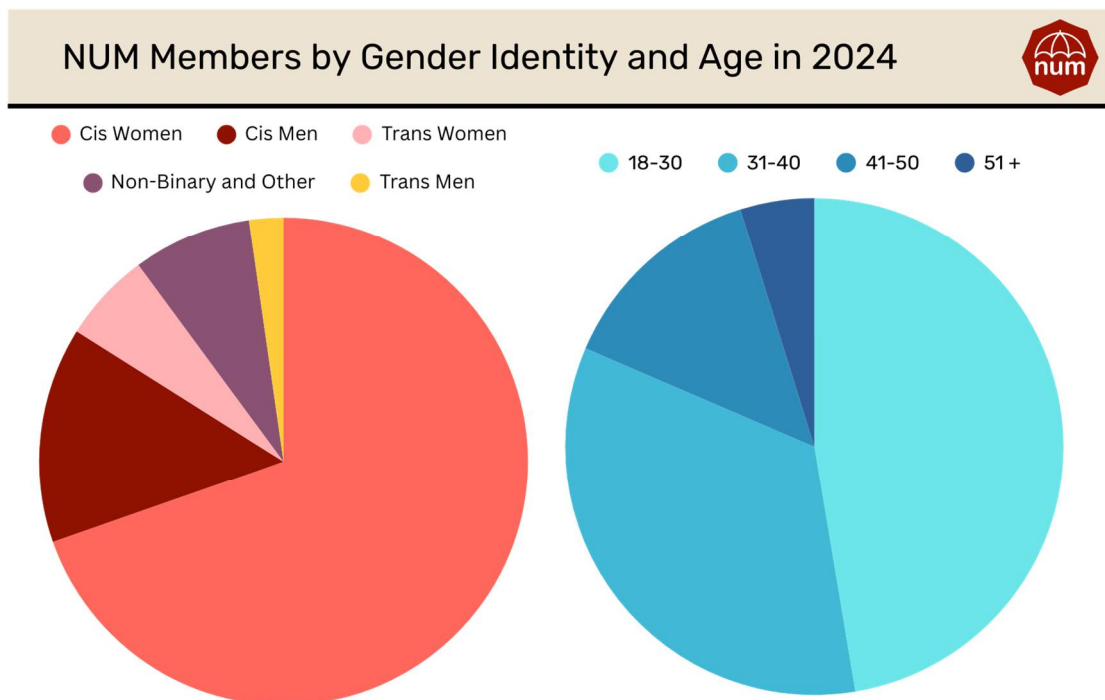
NUM's Main Activities

NUM's charitable activities are undertaken in furtherance of our mandate and charitable purposes and are for public benefit.

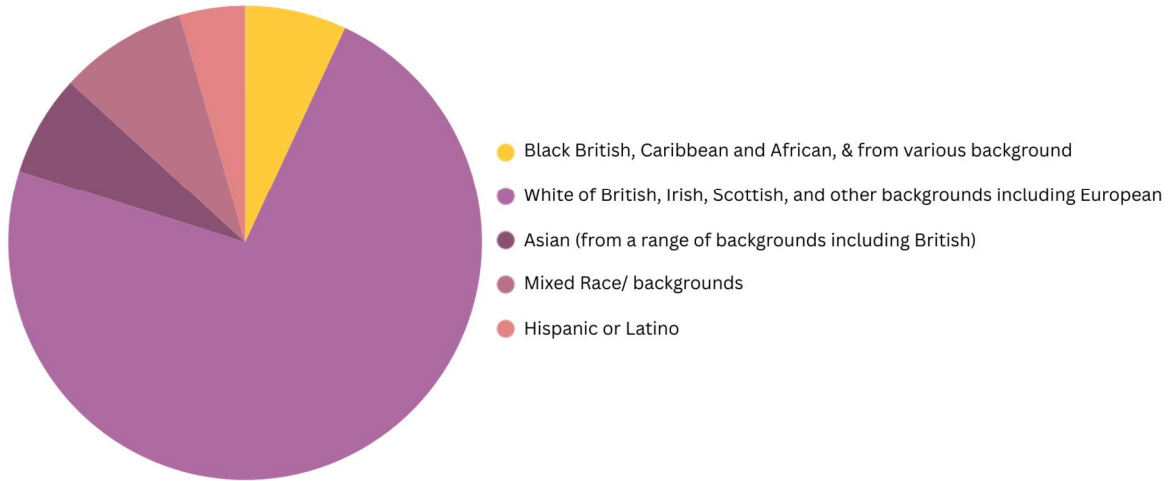
NUM in NUMbers - Membership Statistics

In 2024, NUM reached a milestone as our membership grew to **10,238** people and organisations, compared to 9382 in 2023. This growth included **629** newly registered independent sex workers, alongside sex worker organisations and venues joining throughout the year. Active UK-based sex workers continued to make up the vast majority of our membership at around **85%** overall, with the remainder comprising of industry venues (**2%**) and organisations, shelters, doctors' surgeries, and other community partners were sex industry venues (**14%**).

Among members who disclosed their gender identity (n=567), the largest group were cis women, representing almost **70%**. Cis men accounted for just over **14%**, with trans women making up **5.9%**, trans men **2.3%**, and a further **7.9%** identifying as non-binary or other gender minorities. Data on ethnicity (n=447, independent workers only) shows a similarly diverse membership. The majority of members, **72.9%**, identified as White of British, Irish, Scottish, or other backgrounds; **6.9%** identified as Black, including Black British, Caribbean, and African backgrounds; **6.9%** identified as Asian; **8.7%** as mixed heritage; and **4.5%** as Hispanic, Latino/a, or Latinx. Age disclosure (n=437) showed that nearly half of our members (**47.7%**) were between 18 and 30, a third (**34.1%**) were aged 31–40, and the remainder were split between those aged 41–50 (**13.7%**), 51–60 (**4.1%**), and over 60 (**0.7%**).



NUM Members by Race and Culture in 2024



Digital Services

NUM's digital services are more than tools, they are frontline interventions designed with and for sex workers, enabling members to protect themselves, share intelligence, and stay connected to care. Our **NUM Checker** continues to grow, with design and development improvements making it more accessible and user-friendly.

Report something
Has something happened to you? [Report it here](#)

Alert tool
Sign up for alerts for people to watch out for

Checker tool
Check details of clients to stay safe

Remove online content
Get unwanted online content taken down

If you need quick access to a Case Worker

Call 0161 629 9861

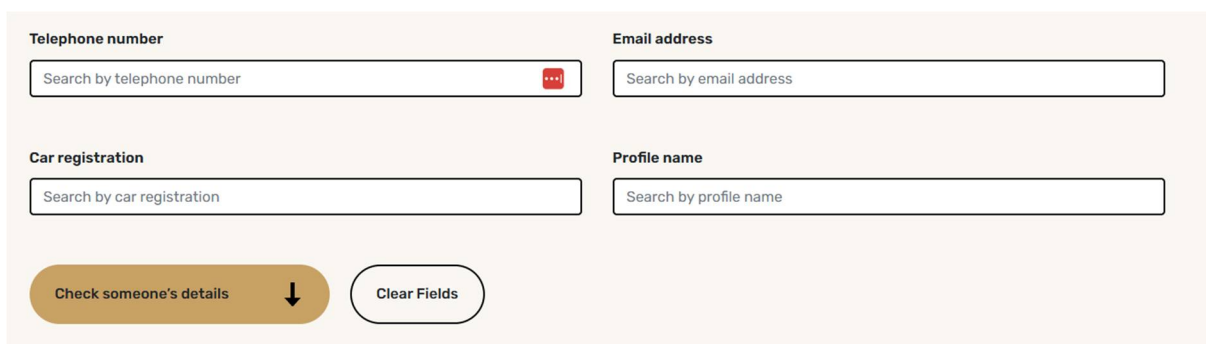
[Other ways you can get in touch](#)

To strengthen integration, we developed a Checker API linking our reporting and alerting tools with trusted partners, and expanded Content Removal support to help members manage online abuse and non-consensual content. Alongside this, we launched a new e-learning platform, beginning with a vocational video series and workbooks, and started developing a Competency Dictionary to help sex workers identify and articulate their transferable skills.

Alerting Mechanism and NUMChecker

NUM's alerting system allows members to receive warnings of reported harm in real time, tailored to the locations they choose. Reports can be submitted directly online, or with support from our caseworkers via phone, email, or chat. Once processed, these reports feed into NUM's secure database, powering the **NUMChecker** tool.

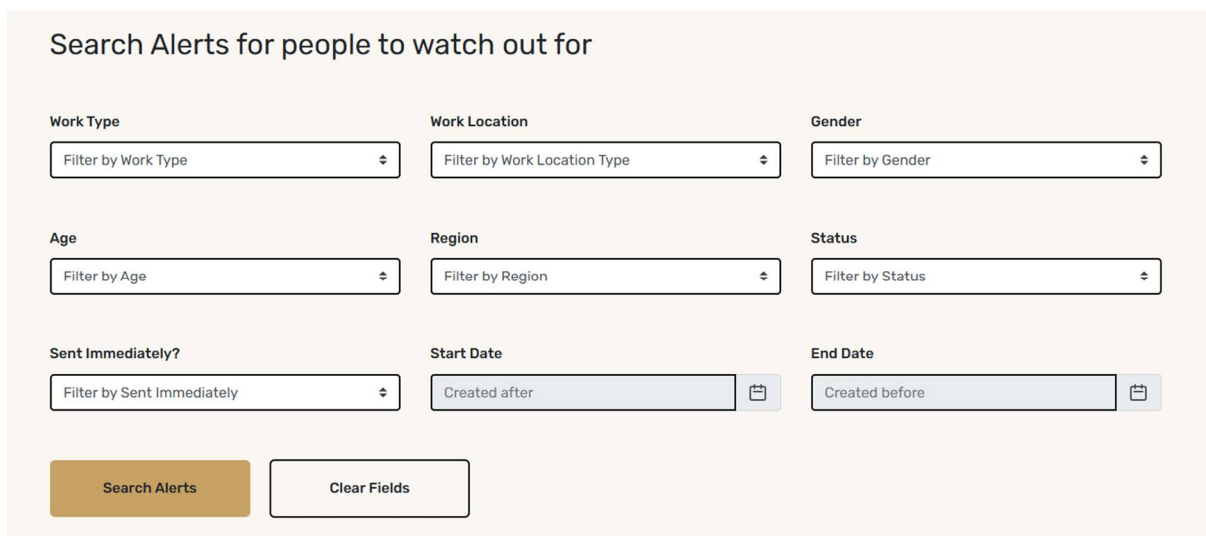
Through the Checker, sex workers can screen clients by searching phone numbers, emails, usernames, or car registration plates against reports of harm. They can also browse historic alerts using filters such as work type, age, or region. This ability to check and screen clients gives sex workers greater autonomy and the information needed to make safer, informed choices.



The screenshot shows the NUMChecker search interface. It features four search input fields arranged in a 2x2 grid: 'Telephone number' (with a placeholder 'Search by telephone number' and a red eye icon), 'Email address' (with a placeholder 'Search by email address'), 'Car registration' (with a placeholder 'Search by car registration'), and 'Profile name' (with a placeholder 'Search by profile name'). Below these fields are two buttons: a blue button labeled 'Check someone's details' with a downward arrow, and a white button labeled 'Clear Fields'.

The **NUMChecker** enables sex workers to search by phone number, email, username, or car registration - giving control over who they engage with.

All of these tools are accessed via our secure, members-only area of the website, developed through a bespoke WordPress build with safety and privacy at its core. In this space, created **by and for sex workers**, members can use our safety tools, access tailored advice and resources, and stay up to date with the latest news.



The screenshot shows the 'Search Alerts for people to watch out for' interface. It features a grid of filter dropdown menus: 'Work Type' (placeholder 'Filter by Work Type'), 'Work Location' (placeholder 'Filter by Work Location Type'), 'Gender' (placeholder 'Filter by Gender'), 'Age' (placeholder 'Filter by Age'), 'Region' (placeholder 'Filter by Region'), and 'Status' (placeholder 'Filter by Status'). Below these are three more filters: 'Sent Immediately?' (placeholder 'Filter by Sent Immediately'), 'Start Date' (placeholder 'Created after' with a calendar icon), and 'End Date' (placeholder 'Created before' with a calendar icon). At the bottom are two buttons: a blue button labeled 'Search Alerts' and a white button labeled 'Clear Fields'.

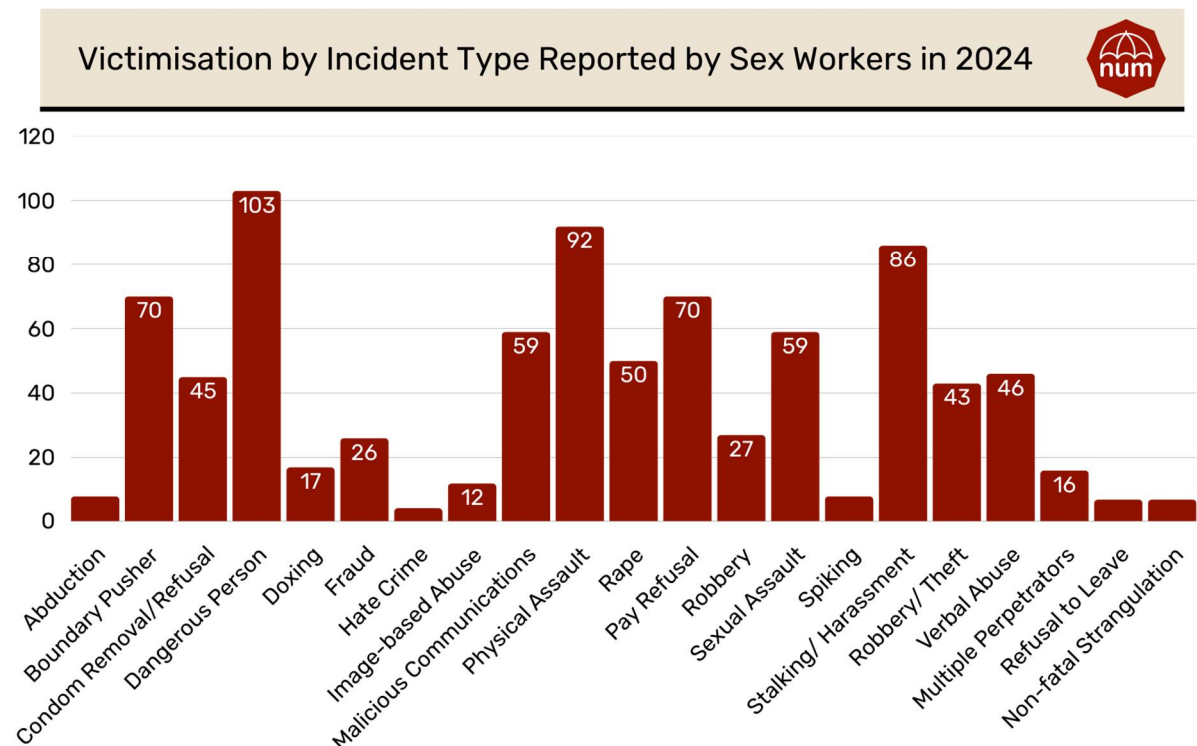
NUM's alert system lets members filter historic reports by work type, age, gender, region, or status - creating a safer, more informed decision-making process.

Reports of Harm, Alerts, and Victimization

In 2024, NUM received **756** reports of violence against sex workers, containing **917** distinct accounts of harm. This represents a **29%** increase on the previous year and reflects the scale, complexity and severity of harms of the challenges sex workers continue to face.

Through our alerting system, we issued over **1 million** warnings (**1,087,262** in 2024), enabling sex workers to take informed decisions to protect their safety. Since NUM was founded, we have sent more than **4.4 million** alerts to the community. The most common harms reported included physical assault, stalking and harassment, boundary violations, refusal to pay, malicious communications, and sexual assault. These patterns highlight the ongoing risks faced by sex workers, and the vital role of survivor-led reporting in prevention and safety.

On average, NUM caseworkers processed **63** reports per month. Most reports (**75%**) came directly from sex workers, with **17%** submitted by partner support organisations and **8%** originating from the police.



Distribution of harms reported to NUM in 2024

Reports Originating from Police Forces and Consents

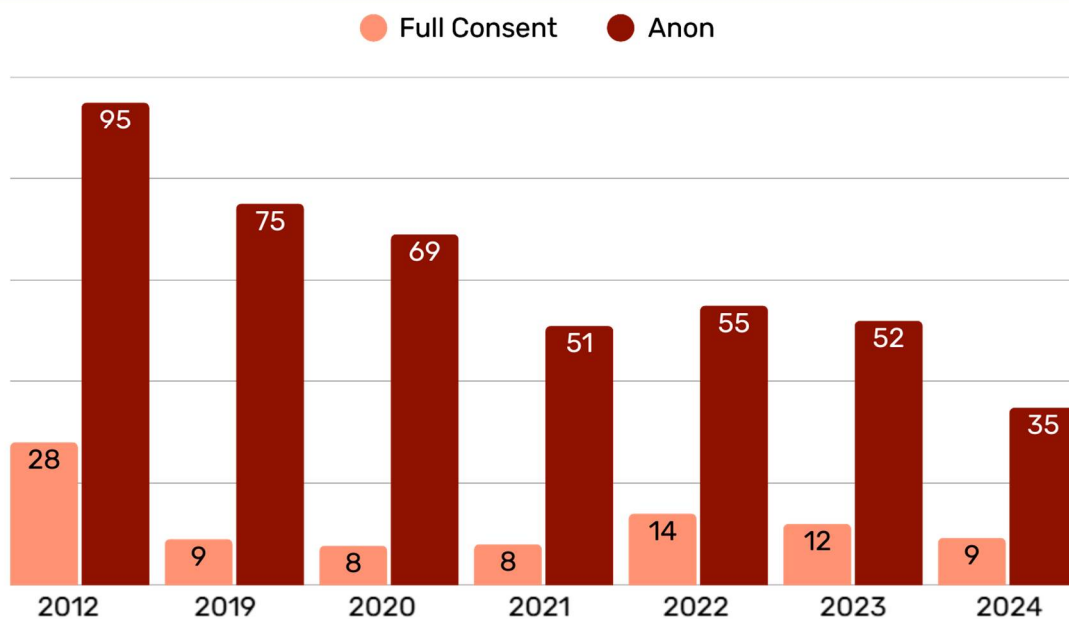
In 2024, NUM processed **59** reports submitted by police forces, an **11%** increase on the previous year. These reports were used to disseminate safety alerts and, where requested, to provide casework support to sex workers.

Consent remains central to our approach. In 2024, **35%** of survivors consented to anonymous sharing of their reports with police intelligence, and just **9%** consented to full information sharing. The vast majority, around **9 out of 10** sex workers, chose not to involve police at all.

These figures continue a long-term trend: in 2012, **95%** of survivors consented to anonymous sharing with police, falling to **55%** in 2022 and **52%** in 2023. Full consent has dropped from **28%** in 2012, to **14%** in 2022, to **12%** in 2023, and now to **9%** in 2024.

This sharp decline reflects both wider public concerns about policing and the specific risks sex workers face in engaging with law enforcement. NUM's commitment is clear: no report is ever shared without explicit consent, ensuring safety, dignity, and survivor choice remain at the heart of our work.

Full and Anonymous Consent Rates by Percentage (2012-24)



Consent trends for sharing reports with police, 2012–2024

Our digital services and our support services are not separate silos, they feed into one another. Every alert leads to a survivor who may need casework support, and every drop-in or therapy session helps us strengthen our digital safety net. Together, they form a holistic system designed with sex workers, for sex workers.

Support Services

Alongside managing digital safety tools, our specialist casework team provides a broad range of direct support to sex workers. This includes one-to-one trauma-informed casework, emergency financial assistance for individuals and sex worker-led organisations, in-person drop-ins and wellbeing spaces, and access to paid therapy packages and tailored mental health support. Looking ahead, our London and Manchester-based SWISVAs will also begin offering drop-in sessions and information events, further strengthening our local presence and expanding in-person support.

Casework

In 2024, the team supported **1,279** sex workers, a **25%** increase on the previous year. This included:

- **212** brief interventions offering initial advice, information or vouchers
- **109** in-depth victim support cases
- **680** follow-ups from reports submitted through our platform
- **182** instances of grocery or fuel support, reducing survival sex work linked to food poverty, supplemented by our small foodbank at NUMbrella Lane

Support during this time become more responsive through new out-of-hours live chat and phone shifts, ensuring sex workers could reach skilled staff for crisis vouchers, information, and reassurance beyond office hours. Funded through cost-of-living support, this extended service proved its worth immediately, giving members confidence that help was there whenever they needed it.

This year also marked an important expansion of our Independent Sexual Violence Advisor (ISVA) provision. A new Manchester-based SWISVA role was created as part of our partnership project with Basis Yorkshire and POW Nottingham, while in early 2025, funding from the City Bridge Foundation enabled NUM to once again appoint a dedicated London-based ISVA. This is the first time since 2018 that NUM has had a visible casework presence in London, and represents a vital step in restoring localised, specialist support in a city where so many of our members live and work.

"It only takes one person to believe in you before you start believing in yourself." – NUM member

Case Study: Standing Beside Survivors

One NUM member, who had experienced multiple incidents of violence, turned to our casework team at a moment of deep distress. Stigma and isolation compounded her trauma,

but she described how simply having someone listen, check in, and provide consistent reassurance gave her the strength to continue.

Her words remind us that impact is not only measured in reports logged or cases closed, but in the quiet, transformative moments where care and belief help rebuild confidence. This is the foundation on which safety, justice, and recovery are built.

Our approach remains survivor-centred and rooted in lived experience, combining professional expertise with a “small but mighty” team ethos. Every report is met with care and belief, reflecting our unwavering commitment to safety, justice, and wellbeing.

Mental Health Support Services

NUM's [mental health services](#) are designed to be inclusive, accessible, and rooted in the realities of sex workers' lives. They are non-coercive, non-judgemental, and grounded in lived experience, recognising that mental health cannot be separated from hostile environments such as policing, immigration enforcement, online surveillance, and economic marginalisation.

In 2024, NUM funded **120** therapy sessions with qualified, sex worker-friendly practitioners. In early 2025, we doubled our therapy package from three to six free sessions, recognising that longer-term, flexible care is essential. Our [Directory of Sex Worker-Friendly Therapists](#) has now grown to over **89** practitioners across the UK, including many offering multilingual services. Every therapist listed has signed NUM's declaration of values, affirming support for decriminalisation, the right to safety, and the principles of integrity, inclusion, compassion, and contribution.

Those marked with a NUM symbol offer free **3** or **6** session therapy packages, fully funded by NUM and available to any sex worker referred through our casework team. These packages reduce the emotional labour of finding support and ensure that sex workers can access help quickly, confidentially, and without cost.

“Honestly having this therapy has saved my life. For the first time I felt I wasn't judged... I've managed to get back to my outgoing self thanks to the therapy NUM offered.” – NUM member

Our in-house therapist continues to host online drop-ins, while we also build tailored resources such as [hypnotherapy resources](#) and [video sessions](#) exploring grief, loss, and self-care. On awareness days like Mental Health Awareness Week, World Suicide Prevention Day, and the [International Day to End Violence Against Sex Workers](#), we use our platforms to raise awareness, reduce stigma, and share safety planning tools.

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We also recognise the need to care for our own staff. Following the loss of a colleague in 2024, we facilitated one-to-one counselling and reflective team sessions, creating space for grief and resilience within the organisation.

“I’ve always found it difficult to open up because of my past and the shame I carry. Knowing there are sex worker-friendly therapists available through NUM made it easier to take that first step.” – NUM member

Mental health support is not a luxury but a necessity. By combining funded therapy packages, an expanding therapist directory, online resources, and community advocacy, NUM is building pathways to healing that honour sex workers’ dignity and strength.

NUMbrella Lane

[NUMbrella Lane](#) has cemented its role as Scotland’s only wellbeing hub designed by and for sex workers. Supported by The National Lottery Community Fund and The Robertson Trust, the space is grounded in NUM’s harm reduction ethos and provides essential resources, connection, and care to some of Scotland’s most marginalised communities. In the past year, we delivered **636** hours of face-to-face support through drop-ins, casework, and mental health services.



In 2024, NUMbrella Lane welcomed **269** sex workers to drop-ins in Glasgow and Edinburgh, providing immediate crisis aid and ongoing advocacy. Over **178** sex workers have accessed sexual health testing and supplies through the hub since 2022, and in the past year alone **109** workers received supplies directly, while **278** were supported with food and essentials from our in-house foodbank.

The hub is also a centre for creativity and community. Across 2024, NUMbrella Lane hosted **52** events, attended by 213 sex workers, from arts workshops and zine-making sessions to brunches and peer-led discussions. In total, this formed part of **111** drop-ins and community activities that brought together more than **400** attendees over the year. Members tell us these gatherings are more than events:

“The events always lift my spirits and remind me that I’m part of a community.”

Weekly craft sessions remain at the heart of our wellbeing offer, while collaborations with Arika, the Sex Workers' Union, and Scotland for Decriminalisation ensured that racialised, migrant, trans, and disabled sex workers had space to lead and be heard. Outreach extended into Edinburgh saunas, strip clubs, and community spaces, embedding harm reduction resources where workers were most likely to engage on their own terms. We also deepened partnerships with Crew2000, the Simon Community, and Lothian Sexual Health.

Case Study: Housing Support

One member who regularly attended NUMbrella Lane had been homeless for over a year after leaving an abusive relationship. Sofa surfing and facing repeated housing rejections left them exhausted and isolated. With the support of our caseworker, the member received both practical help to navigate housing systems and the encouragement to keep going. Together, we secured a permanent tenancy, furnishings, and vital local grants to rebuild stability.

“It only took one conversation to make me see my situation clearly. I was stuck, but NUM gave me the tools and encouragement to move forward. Now, I finally have a home.” – NUM member

2024 also marked a new chapter for NUMbrella Lane as we relocated to Baltic Chambers in Glasgow. The new premises are more welcoming, accessible, and supportive of staff wellbeing, positioning the hub strongly for future growth. Looking ahead, we aim to expand vocational opportunities through NUMbrella Lane, building on our national programme with tailored sessions for Scotland-based workers.

Beyond direct service delivery, NUMbrella Lane has amplified sex workers' voices in national debates, including contributions to the Women's Support Project's Migrant Sex Worker webinar and the Scottish Government's Circle Event on Empowering Women. These interventions ensure that sex workers' lived realities are part of conversations on gender equality and inclusion health.

National Ugly Mugs
Trustees' annual report
for the year ended 31st March 2025

In June 2024, NUMbrella Lane received a [Special Commendation for Community Impact](#) at the SCVO Scottish Charity Awards. Out of 39 finalists, only two organisations received this recognition, a proud moment that reflects the safety, connection, and opportunity NUMbrella Lane creates for sex workers in Scotland.

Watch out team receive the award [here](#).



NUMbrella Lane team receive SCVO award

Vocational Support

NUM's [Vocational Support Service](#) (VSS) continued to expand in 2024-25, delivering tailored, sex worker-led support for those exploring career development, income diversification, or transitions in or out of the sex industry. Thanks to support from the National Lottery Community Fund and an ongoing partnership with Vivastreet now in its tenth year, VSS has become a core part of NUM's national offer and a key area for future growth.

Welcome to
NUM's Vocational Support Services!

Support for sex workers should never depend on whether they choose to leave the industry, but sex workers who do choose to leave must be able to access appropriate support to do so.

We are thrilled to introduce a groundbreaking initiative tailored for sex workers, providing the freedom to explore diverse career and education options in a safe and judgement-free environment. Our innovative service is designed by, for, and with sex workers, offering the resources and support needed to achieve both professional and personal goals.

"WITH THIS IN OUR BACK POCKET, I GENUINELY FEEL WE'RE ONE STEP AHEAD... AND THAT'S WHILE WEARING PLEASERS!"

Cherry, Workshop Participant

WORKshops

WORKspace

CaseWORK

WORK in your own time

Maps and Tools

Project History

Donate

Section 1 WORKshops

Our series of vocational support WORKshops have been designed by sex workers, for sex workers, to provide space for anyone who does sex work to explore their career, financial and educational goals – and how to make these happen! Our collaborative sessions take place on Zoom, and run for approximately 2 hours with plenty of time for discussion and breaks.

★★★★★

Great service! I felt safe and understood

— Anonymous

★★★★★

Very helpful support, we face a lot of stigma and it is great to get advice from other sex workers

— Anonymous

National Ugly Mugs
Trustees' annual report
for the year ended 31st March 2025

NUM's approach to VSS is grounded in the principle that career support for sex workers must be free from judgement or coercion. True choice requires material stability, access to mental health care, and safety from violence, not criminalisation or welfare conditionality. The VSS team blends academic expertise, PGCE specialisms in social inclusion, victim support casework and lived experience in the sex industry. Together, they design resources and user journeys that integrate trauma-informed mental health support with practical career planning, now fully embedded into NUM's wider casework and digital services.

In 2024, NUM delivered **12** rounds of live WORKshops reaching **419** participants more widely. Feedback was consistently positive: workshops were rated **4.8/5** for content, **4.7/5** for engagement, and **5/5** for feeling safe to participate. Participants told us they valued not only the practical skills covered, from CV building and freelance project work to navigating DBS checks and confidence-building, but also the peer support and non-judgemental environment.

Alongside live delivery, we piloted pre-recorded "[Work in Your Own Time](#)" modules, voiced by our vocational team and complete with subtitles and downloadable workbooks. These were accessed **335** times, with a total of **57 hours** of watch time, and complemented by **408** views of related content and **419** visits to the booking page. Other key developments included the creation of a **Competency Dictionary** to help sex workers translate their skills into mainstream employment language; the expansion of zines, toolkits, and updated online service maps; and the introduction of accelerated workshops tailored for student sex workers, carers, and those with unstable schedules.

One participant described the workshops as ***"a priceless piece of kit for the toolbox of providing for yourself in a cutthroat world of business"***, while another reflected: ***"NUM really cares about people like us and what we've been through."***

"I have been supported with mental health, with confidence building, vocational experience and inspiration... I have felt validated and empowered through the experience and have always had someone to contact." – NUM member

Our dedicated Vocational Support Caseworker, funded by the National Lottery Community Fund, also delivered **36** individualised one-to-one support cases in 2024, integrating trauma support with vocational planning. In addition, we distributed **£5,000** in bursaries to support members' vocational goals and funded **31** therapy sessions for VSS participants.

As pressures on sex workers intensify through increased policing, anti-sex work rhetoric, and economic insecurity, NUM's vocational services remain a vital alternative to punitive "exit" frameworks. We meet people where they are, support their goals (whether staying, diversifying, or leaving) and make sure they are not navigating those changes alone.

Racial Justice for Sex Workers

Racialised sex workers in the UK sit at the sharp intersection of structural racism and anti-sex worker discrimination, navigating hostile systems across policing, healthcare, housing, education, and support services. NUM's [Racial Justice for Sex Workers Project - Rights, Recognition and Redress](#) was created to confront these realities, reclaim narratives, and ensure that racialised sex workers' expertise shapes the future of policy and practice. The project is funded by the Joseph Rowntree Community Trust as part of their Rights & Justice priority.

The first phase of the project produced a series of [policy briefs](#), co-created with racialised sex workers across the UK. These briefs map how racism and anti-sex worker discrimination intersect in everyday life, from medical neglect and unsafe housing, to retaliatory expulsion from education, and outline the systemic changes needed to achieve equality, accessibility, and justice. The work also established a national Working Group of Racialised Sex Workers, creating the UK's first dedicated platform for leadership and visibility in shaping public policy.

Phase One, completed in 2023, focused on research and documentation. Working with racialised sex workers across the UK, we co-created a series of [policy briefs](#) mapping how racism and anti-sex worker discrimination intersect in everyday life. These outlined harms such as [medical neglect](#), unsafe [housing](#), and retaliatory expulsion from [education](#), while also setting out [systemic changes](#) needed to improve equality, accessibility, and justice. The project also established a national Working Group of Racialised Sex Workers, the first of its kind in the UK, ensuring ongoing leadership and visibility in shaping public policy.

“Racialised sex workers are experts in their own safety and survival. For too long, their experiences have been sidelined or erased. This project is about putting their knowledge at the centre of policy and advocacy, where it belongs.” – NUM member

Phase Two began in January 2025. Building on the findings and momentum of Phase One, this stage is focused on turning evidence into action. Our priorities include:

- Informing policymakers of the structural changes needed to improve the lives of racialised sex workers.
- Creating accessible policy resources and advocacy campaigns grounded in lived experience.
- Expanding opportunities for racialised sex workers to lead through paid roles in research, creative expression, and public education.

Embedding the **Reporting Professionals Service**, a new casework stream enabling sex workers to safely report racism, discrimination, or abuse of power by individuals in positions of public trust, such as police officers, housing officials, or doctors. This service, guided by the Working Group, closes a longstanding gap in accessible, survivor-led justice routes and connects directly into NUM's wider reporting and casework infrastructure.

Taking a public health perspective, the project recognises both social exclusion and sex work as public health issues. Systems that criminalise sex workers and racialised people are drivers of harm; addressing these systems is central to improving safety, wellbeing, and inclusion.

Looking ahead, Phase Two will continue throughout 2025 and beyond, pushing for systemic change while amplifying the leadership of racialised sex workers themselves. The project now stands as a permanent part of NUM's strategy: transforming lived realities into political change, and ensuring that policymakers, funders, and services can no longer ignore the voices of racialised sex workers.

Specialist Sex Worker Independent Sexual Violence Advisor (SWISVA) Partnership Project

In July 2024, NUM, Basis Yorkshire, and POW Nottingham were awarded three years of funding from the National Lottery Community Fund to deliver the Specialist [Sex Worker Independent Sexual Violence Advisor \(SWISVA\) Partnership Project](#). This collaborative initiative is designed to improve health outcomes for sex workers, expand access to recovery and healing spaces, provide coordinated crisis support across regions, and strengthen sex workers' experiences of reporting, particularly within the criminal justice system, ensuring consistent, specialist support is available in Greater Manchester, Nottingham, West Yorkshire, and beyond.

NUM recruited our dedicated Manchester-based SWISVA in December 2024, marking the first time we have had a specialist ISVA role embedded in the city. In their first months they took on complex cases of sexual violence, supporting survivors through early recovery, safety planning, and justice pathways. They also built strong partnerships with St Mary's Sexual Assault Referral Centre (SARC), the Greater Manchester ISVA Forum, and the RASSO unit, where they successfully advocated for sex workers to have access to plain-clothed officers when reporting violence. Alongside this, they organised themed monthly drop-ins, offering practical support, crisis resources, and safe peer connection shaped directly around community feedback, and represented sex workers in Greater Manchester Combined Authority's sex work strategy discussions to ensure that lived experience remains central to local policy. The three SWISVAs (NUM, Basis and POW) meet regularly to align practice, share expertise, and troubleshoot barriers faced by sex workers. The partnership combines NUM's national reporting infrastructure with the regional depth of POW and Basis, creating a unique blend of frontline delivery and systemic advocacy.

Looking ahead, the SWISVA Partnership is laying the foundations for long-term systemic change. Together, we will continue regional and national advocacy, using frontline evidence to influence policing, health, and justice policies; strengthen data collection and localised reporting to build an evidence base for reform; and expand drop-ins and outreach, drawing on NUMbrella Lane's peer-led model to design safe, supportive community spaces. This project represents a significant step forward: specialist, sex worker-led ISVA support is no longer the exception, but a coordinated reality across three major regions of England, with

NUM ensuring Manchester's sex workers have the tailored, trauma-informed advocacy they deserve.

SWERV! – Sex Workers Evaluate Reporting Violence

Sex
Workers
Evaluate
Reporting
. Violence

In May 2024, NUM launched [SWERV! \(Sex Workers Evaluate Reporting Violence\)](#), a 30 month national study in partnership with the **London School of Hygiene and Tropical Medicine** and **Brunel University**, funded by the **National Institute for Health Research**.

This is the first independent evaluation of NUM's safety model, examining how our alerts, NUMChecker tool, reporting system, and casework support impact sex workers' safety, mental health, and quality of life. Oversight comes from an advisory group of sex workers, survivor advocates, and violence-prevention experts, ensuring the research is rooted in lived experience.

While groundwork began in 2024, the main phase of community engagement will run through 2025–26. Findings will guide the future of NUM's services, strengthen survivor-centred practice across the sector, and provide a powerful evidence base for sex worker-led approaches to violence prevention and justice.

This study is a historic opportunity to prove what sex workers have always known - that safety is strongest when we design the systems meant to protect us.

Systemic Advocacy, Strategic Partnerships & Community Education

Throughout 2024-25, NUM's advocacy championed the rights and needs of sex workers across policy, public health, policing, culture, and media, pushing for evidence-led change and safer systems.

Policy Advocacy & Public Voice

In Scotland, NUM commissioned a [YouGov poll](#) in May 2024 that revealed only **13%** of Scots believe all sex work is inherently violence, while nearly half (**47%**) disagreed. These findings provided a powerful evidence base against criminalisation-focused policy, undermining attempts to introduce a Nordic Model approach.

NUM also played a central role in shaping the [National Police Chiefs' Council \(NPCC\) Sex Work Guidance](#), consulting with over **100** sex workers through an anonymous survey co-run with the English Collective of Prostitutes. The consultation revealed that most sex workers want police to use respectful terminology, acknowledged that adult services websites are a safer working environment, and strongly opposed brothel-keeping laws that criminalise workers for sharing premises. [NUM's submission](#) ensured these perspectives shaped the final NPCC guidance for 2025.

At Westminster, NUM submitted evidence on the [Crime and Policing Bill](#), opposing amendments that would criminalise clients, advertising, or support for sex workers and supporting reforms to remove outdated offences such as "loitering or soliciting." These interventions continue to place sex worker voices at the heart of national debates.

Strategic Partnerships & Movement Building

NUM strengthened collaborations with cultural, feminist, and grassroots partners, including:

- **Arika, SWU, and Scotland for Decriminalisation:** co-hosting rights-based workshops and creative events in Glasgow and Edinburgh.
- **Vivastreet:** sustaining funding and strategic development of NUM's vocational support.
- **[Cloudwater Brewery](#):** launching a custom International Women's Day beer can, blending culture, humour, and advocacy.
- **Open Clasp Theatre Company:** touring [Mycelia!](#) with post-show discussions in five cities.
- **The Vagina Museum:** co-creating stigma-disrupting collaborations, fundraising initiatives, and [sex worker-designed](#) merchandise.

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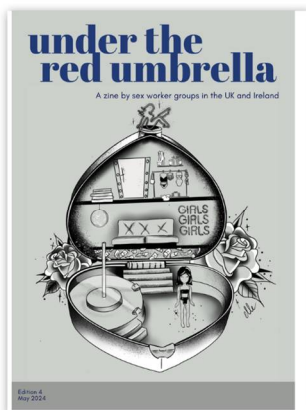
Highlights of NUM's advocacy, outreach, and cultural partnerships in 2024–25 — from zines and stickers to theatre tours, workshops, and public campaigns.

Education, Outreach & Public Engagement

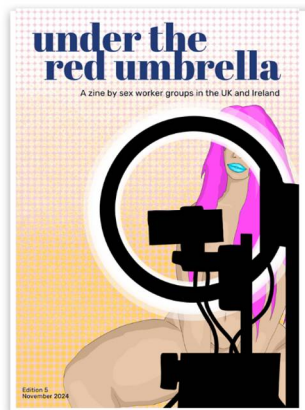
NUM's public engagement work connects safety, culture, and community - amplifying sex workers' voices in spaces where they are too often silenced.

On [International Day to End Violence Against Sex Workers](#) (17 December 2024), we co-hosted a stall with MASH at Manchester's Christmas Market, distributing care packages and premiering a [memorial video](#) of 199 names voiced by actor Megan Prescott and NUM Board Chair. The film honoured those lost to violence, stigma, and neglect, while reminding the public why this day matters: *they are why we fight for better*.

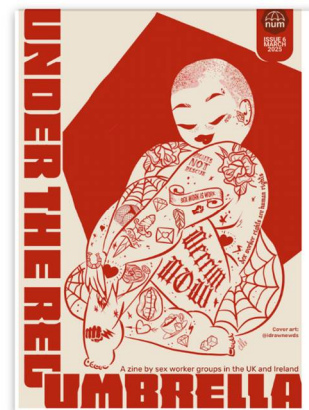
We continued to expand our creative platforms for sex worker expression. Three new issues of *Under the Red Umbrella*, our zine on harm, healing, rights, and resistance, were published online and at events. These zines, illustrated and written by sex workers, offer unapologetic testimony and art, and have become a key tool for outreach and education.



[Issue 4 – June 2024](#)



[Issue 5 – December 2024](#)



[Issue 6 – March 2025](#)

Cover pages from 'Under The Red Umbrella' Zine: Issues 4, 5 and 6

Outreach also focused on younger and student sex workers, with engagement at Northumbria University Freshers' Fair and the delivery of workshops on online safety, migrant rights, and decriminalisation in collaboration with ESWA, Arika, and SWU. These sessions provided practical resources while tackling stigma head-on.

Through partnerships with Anawim, Crew2000, Simon Community, and the Women's Support Project, we helped strengthen access to housing, mental health, and justice services. Ensuring our advocacy reaches beyond NUM and builds capacity across the wider sector. With UKHSA, we shaped mpox prevention advice so that it was accurate, inclusive, and stigma-free.

Looking Ahead

NUM's work in the last 12 months has remained firmly aligned with our [Strategic Vision 2023–2027](#), which set priorities across safety, support, and systems change. Guided by our principles - *Sex Workers First, Quality Support, and Learning & Innovation* - we strengthened digital safety tools, expanded casework and ISVA provision, grew our Vocational Support Services, and embedded sex worker voices in policy and cultural spaces nationwide.

Projects such as SWERV!, the **SWISVA Partnership**, our Racial Justice for Sex Workers Project, and NUMbrella Lane demonstrate how our vision is being realised: combining practical support with systemic advocacy to reduce harm and expand justice.

Looking forward, NUM is entering a new chapter. With a new CEO in post from April 2025, we are preparing a refreshed strategic framework. This will build on our current progress while sharpening our focus on advocacy, inclusion health, digital innovation, and sustainable service delivery. The new framework will be published in the coming year, setting out the next phase of NUM's work to end violence against sex workers.

Structure, governance and management

National Ugly Mugs converted to a Charitable Incorporated Organisation (CIO) on 30th October 2019 to better serve the objectives of the organisation. It was previously registered as a charity with the Charity Commission, constituted under a trust deed dated June 2002 and now works to its Constitution.

Appointment of trustees

As set out in the Constitution, trustees are elected by existing trustees of the CIO at Annual General meetings and serve for a period of 3 years.

Trustee induction and training

All trustees will initially join the board for a 6-month induction period. At the end of this period, they will meet with the Chair and another board member to discuss their experience and decide whether they wish to continue as a trustee. During this meeting, the Chair will also provide feedback on the trustee's contributions throughout the induction. All trustees are required to review and sign a code of conduct and are fully supported by the existing board throughout their tenure.

Related parties and co-operation with other organisations

Our trustees do not receive any remuneration or benefits for their work with the charity. Any connections between a trustee or senior manager and a service provider must be fully disclosed to the board of trustees, in line with the standard procedure for any contractual relationships involving related parties. No related party transactions were reported during the current year.

Organisation

The board of trustees oversees the administration of the charity and typically meets quarterly throughout the year. As required by the constitution, a minimum of two ordinary meetings must be held annually. To manage the charity's daily operations, the trustees appoint a Chief Executive. The charity actively furthers its purposes for the public benefit by successfully preventing crime, bringing perpetrators of serious offences to justice, and enhancing the safety of sex workers. The trustees confirm that they have adhered to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives, planning future activities, and setting policies for the year.

Investment powers and policy

The trustees, considering the charity's liquidity needs for ongoing operations, have maintained available funds in an interest-bearing deposit account.

Financial Review

NUM reported an overall deficit of £132,251 in 2024-25 (compared with a deficit of £67,570 in 2023-24). This reflects both the increasing cost of service delivery and the continued strain on fundraising across the UK voluntary sector.

Income for the year totalled £430,584, the majority from charitable trusts and foundations, including the National Lottery Community Fund, Joseph Rowntree Charitable Trust, John Ellerman Foundation, Esmée Fairbairn Foundation, and NIHR (for the SWERV! project). Further support came from Vivastreet, corporate donations, consultancy, individual giving, and merchandise sales.

Expenditure for the year was £562,835, with the largest proportion allocated to staff costs, digital services, and direct project delivery including therapy packages, emergency food provision, and research activity.

At 31 March 2025, NUM's unrestricted reserves stood at £20,649, of which £9,649 are free reserves. Trustees continue to aim for a level of free reserves equivalent to three months of unrestricted expenditure, a target not met this year. Replenishing reserves is therefore a priority for 2025-26, alongside ongoing diversification of income through donations, consultancy, and partnerships.

Despite the challenging financial context, NUM secured multi-year commitments that provide a strong foundation going forward, including continued funding from the National Lottery Community Fund (ISVA Partnership), Joseph Rowntree Charitable Trust, NIHR, and City Bridge Trust. We are also pursuing statutory contracts and new earned income opportunities, such as our eLearning platform, to strengthen financial sustainability.

Since year end, NUM has also secured significant additional multi-year grants from the Robertson Trust, the National Lottery Community Fund Scotland, the Paul Hamlyn Foundation Youth Fund (a new funder); and four years in unrestricted funding from the Esmée Fairbairn Foundation. Together, these commitments provide a secure foundation of more than half a million pounds over the coming years, combining restricted project funding with unrestricted investment in NUM's core work.

Coupled with a positive projected cashflow trajectory in 2025-26 (with end funds projected to rise from £88,434 to £168,555 across the year), the trustees consider it appropriate to prepare the accounts on a going concern basis. We also expect awareness of NUM and donations to grow following high-profile media coverage, the International Day to End Violence Against Sex Workers, our Memorial Map, and the appointment of our new Ambassador, Megan Barton-Hanson.

Risk Management

The trustees have carefully assessed the risks to which the charity is exposed and are satisfied that appropriate systems are in place to manage these risks effectively. A risk register is maintained by staff and reviewed quarterly during trustee meetings. The charity trustees have identified three principal risks and uncertainties facing the organization. Below is a summary of these risks and the strategies in place to mitigate them:

Financial Sustainability

The wider financial environment for UK charities remains challenging, and NUM's unrestricted reserves remain below the target level. The trustees are aware that the reserves policy of maintaining approximately three months of running costs (£150,000) has not been met. Steps are being taken to increase unrestricted reserves, including close monitoring of income and expenditure, diversifying income sources, and prioritising fundraising for core costs. Trustees continue to review financial performance regularly and are committed to achieving the target level of reserves in due course.

Staff Wellbeing and Service Delivery

The ongoing pressures facing the charity sector are considerable, and NUM's unique role in advocating for the rights and safety of sex workers amplifies these challenges. Mental and emotional stress, leading to staff "burnout," remains a significant concern.

To address this, the charity actively monitors risks related to staff burnout and provides access to a network of therapists and mental health professionals at no cost to employees in need. Plans are in place to further develop staff resources, adding capacity to the team and reducing workload pressures to support long-term wellbeing and effective service delivery.

Reputational Risks

Operating in a sensitive and often politicised field, trustees recognise the importance of safeguarding the charity's reputation and influence. NUM manages this risk through careful communications, partnership-building, and active advocacy in policy arenas. This includes contributions to the NPCC Sex Work Guidance, evidence to the Scottish Parliament consultation, and cultural collaborations with organisations such as Open Clasp and the Vagina Museum. These activities strengthen public understanding of NUM's mission while countering stigma and hostility, ensuring continued credibility with beneficiaries, funders, and partners.

Digital and Data Risks

With NUM's services delivered largely through digital platforms, including NUMChecker, online reporting forms, and the members' area, data security and confidentiality are critical. Trustees recognise the risks of cyber-attacks, data breaches, or misuse of sensitive information. These are mitigated through robust GDPR compliance, secure hosting infrastructure, regular system testing, and ongoing collaboration with trusted digital partners. Staff are trained in data handling and safeguarding protocols, ensuring that members' information is protected at every stage.

Acknowledgements

Above all, we thank the sex workers who have been at the heart of NUM's community. Your trust in us - whether by using our services, contributing to our research and consultations, or joining us in organising - means that together we change our world!

We stand in solidarity with sex workers, those who survive, resist, organise, and support one another in a world that too often looks away. Your strength shapes NUM's mission.

We're proud of our staff, volunteers, and members, whose dedication drives this work forward. And we're grateful to the donors, funders, and allies who choose to stand with us in unwavering efforts in the fight to end violence, building safety, dignity, and justice for sex workers across the UK. We also deeply appreciate the invaluable support from individual donors and the charitable funders who enable our work to continue.



The Tudor Trust, Joseph Rowntree Charitable Trust, NLCF England, The Robertson Trust, The Esmée Fairbairn Foundation, Trust for London, The John Ellerman Foundation, The Garfield Weston Foundation, NLCF Scotland, Manchester City Council, Glasgow Council for the Voluntary Sector, Digital Ventures, UK Government – Cost-of-Living Fund, Worshipful Company of Information Technologists

Trustees Responsibilities in Relation to the Financial Statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper 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 Charities Act 2011. 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 are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees on 28/11/2025 and signed on their behalf by:

Megan Prescott (Chair)

Independent examiner's report
to the members of
National Ugly Mugs

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st March 2025 which are set out on pages 34 to 54.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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

Jennifer Daniel FCCA DChA
Slade & Cooper Limited, Chartered Certified Accountants
Beehive Mill, Jersey Street, Ancoats
Manchester, M4 6JG

Date: 21/01/2026

National Ugly Mugs
Statement of Financial Activities
for the year ended 31 March 2025

	Note	Unrestricted funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	3	109,631	-	109,631	230,058
Charitable activities	4	-	251,817	251,817	363,230
Other trading activities	5	69,101	-	69,101	24,433
Investments	6	35	-	35	156
Total income		178,767	251,817	430,584	617,877
Expenditure on:					
Raising funds	7	334	-	334	6,868
Charitable activities:	8	326,995	235,506	562,501	678,579
Total expenditure		327,329	235,506	562,835	685,447
Net income / (expenditure) before net gains / (losses) on investments		(148,562)	16,311	(132,251)	(67,570)
Net income / (expenditure) for the year	10	(148,562)	16,311	(132,251)	(67,570)
Transfer between funds		27,044	(27,044)	-	-
Net movement in funds for the year		(121,518)	(10,733)	(132,251)	(67,570)
Reconciliation of funds					
Total funds brought forward		142,167	64,580	206,747	274,317
Total funds carried forward		20,649	53,847	74,496	206,747

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

A full comparative SOFA is available on the last page of the financial statements.

National Ugly Mugs

Balance Sheet as at 31 March 2025

	Note	2025	2024
		£	£
Fixed assets			
Tangible assets	15	978	2,567
Intangible assets	16	10,022	-
Total fixed assets		11,000	2,567
Current assets			
Debtors	17	8,143	5,755
Cash at bank and in hand	18	88,434	230,247
Total current assets		96,577	236,002
Liabilities			
Creditors: amounts falling due in less than one year	19	(33,081)	(31,822)
Net current assets		63,496	204,180
Net assets		74,496	206,747
Funds of the charity:			
Restricted income funds	20	53,847	64,580
Unrestricted income funds	21	20,649	142,167
Total charity funds		74,496	206,747

The notes on pages 37 to 54 form part of these accounts.

Approved by the trustees on 28/11/2025 and signed on their behalf by:

Megan Prescott (Chair)

Michael Edmonds (Treasurer)

National Ugly Mugs
Statement of Cash Flows
for the year ending 31 March 2025

	Note	2025 £	2024 £
Cash provided by / (used in) operating activities	23	(130,712)	(53,244)
<i>Cash flows from investing activities:</i>			
Dividends, interest, and rents from investments		35	156
Purchase of tangible fixed assets		-	(2,935)
Purchase of intangible fixed assets		(11,136)	-
Cash provided by / (used in) investing activities		(11,101)	(2,779)
Increase/(decrease) in cash and cash equivalents in the year		(141,813)	(56,023)
Cash and cash equivalents at the beginning of the year		230,247	286,270
Cash and cash equivalents at the end of the year		88,434	230,247

Notes to the accounts for the year ended 31 March 2025

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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), second edition - October 2019 (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Accounting Practice.

The accounts (financial statements) have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 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), second edition - October 2019, rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

National Ugly Mugs meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis, which assumes that the charity will continue in operational existence for the foreseeable future. At the year end, the charity held net current assets of £63,496 and unrestricted free reserves of £9,649. The forecast to 31 March 2026 projects a positive cash balance of £168,555. The trustees recognise that reserves are below the target level of three months' running costs and are committed to taking all possible steps to strengthen the charity's financial position. This includes increasing unrestricted income, building reserves, and maintaining close oversight of cashflow and expenditure.

Given the challenging funding climate, contingency plans are in place to reduce costs and restructure operations if required. Cashflow is monitored regularly, and the trustees are confident that sufficient reserves are available to meet liabilities and, if necessary, to wind down the charity in an orderly manner. It is therefore not considered necessary to restate the assets and liabilities of the charity at this time.

Notes to the accounts for the year ended 31 March 2025 (continued)

c Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

d Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of commercial trading including fundraising, marketing and their associated support costs.
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 8.

i Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Computers & office equipment	33.33% on cost
------------------------------	----------------

k Intangible assets

Individual intangible assets costing £500 or more are capitalised at cost and are amortised over their estimated useful economic lives on a straight line basis as follows:

Website	10% on cost
---------	-------------

Notes to the accounts for the year ended 31 March 2025 (continued)

l Debtors

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

m Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

n Creditors and provisions

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

o Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

2 Legal status of the charity

The charity is a charitable incorporated organisation, registered as a charity in England & Wales.

3 Income from donations and legacies

Current reporting period	Unrestricted £	Restricted £	Total 2025 £
Donations	24,556	-	24,556
General grants:			
Esmee Fairbairn Foundation	5,000	-	5,000
Garfield Weston Foundation	30,000	-	30,000
John Ellerman Foundation	49,500	-	49,500
Other	575	-	575
Total	109,631	-	109,631
Previous reporting period	Unrestricted £	Restricted £	Total 2024 £
Donations	10,378	-	10,378
General grants:			
Esmee Fairbairn Foundation	66,180	-	66,180
John Ellerman Foundation	49,500	-	49,500
University College London Hospitals NHS Foundation Trust	25,000	-	25,000
Tudor Trust	79,000	-	79,000
Total	230,058	-	230,058

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

4 Income from charitable activities

Current reporting period	Unrestricted £	Restricted £	Total 2025 £
Restricted grants:			
City Bridge	-	32,750	32,750
JRCT	-	16,088	16,088
London School of Hygiene & Tropical Medicine	-	14,711	14,711
National Lottery Community Fund Reaching Communities	-	84,613	84,613
National Lottery Community Fund Scotland	-	71,150	71,150
National Lottery Community Fund SWISVA	-	32,505	32,505
Total	-	251,817	251,817
Previous reporting period	Unrestricted £	Restricted £	Total 2024 £
Restricted grants:			
Esmee Fairbairn Foundation	-	8,240	8,240
JRCT	-	27,126	27,126
National Lottery Community Fund Cost of Living	-	67,269	67,269
National Lottery Community Fund Reaching Communities	-	84,606	84,606
National Lottery Community Fund Scotland	-	63,389	63,389
Robertsons Trust	-	39,600	39,600
Trust for London	-	58,000	58,000
Worshipful Company of Information Technologists	-	15,000	15,000
Total	-	363,230	363,230

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

5 Income from other trading activities

	2025 £	2024 £
Consultancy and Public Speaking	12,990	600
Corporate income	52,475	21,750
E-learning	-	1,250
Events	-	400
Merchandise	3,636	433
	<u>69,101</u>	<u>24,433</u>

All income from other trading activities is unrestricted.

6 Investment income Current reporting period

	Unrestricted £	Restricted £	Total 2025 £
Income from bank deposits	35	-	35
	<u>35</u>	<u>-</u>	<u>35</u>
Previous reporting period	Unrestricted £	Restricted £	Total 2024 £
Income from bank deposits	156	-	156
	<u>156</u>	<u>-</u>	<u>156</u>

7 Cost of raising funds

	2025 £	2024 £
Fundraising fees	216	396
Merchandise costs	-	5,065
Advertising and marketing	118	1,407
	<u>334</u>	<u>6,868</u>

All expenditure on cost of raising funds is unrestricted.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

8 Analysis of expenditure on charitable activities

Current reporting period	Total 2025 £
Amortisation	1,114
Bulk emailing and texting	23,564
Conferences	1,237
Depreciation	1,589
Emergency food provision and support	7,719
Minor equipment	614
Project costs	17,435
Refreshments	1,604
Staff costs	375,462
Subscriptions	11,106
Office sundries	3,174
Telephone	1,755
Website costs	31,625
Governance costs (see note 9)	2,556
Support costs (see note 9)	81,947
	562,501
	2025 £
Restricted expenditure	235,506
Unrestricted expenditure	326,995
	562,501

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

8 Analysis of expenditure on charitable activities (continued)

<i>Previous reporting period</i>	<i>Total 2024 £</i>
<i>Bulk emailing and texting</i>	23,144
<i>Conferences</i>	244
<i>Depreciation</i>	2,317
<i>Emergency food provision</i>	12,374
<i>IT costs</i>	6,978
<i>Minor equipment</i>	5,221
<i>Post, printing & stationery</i>	947
<i>Project costs</i>	29,483
<i>Refreshments</i>	3,744
<i>Staff costs</i>	458,460
<i>Subscriptions</i>	5,146
<i>Sundries</i>	892
<i>Telephone</i>	1,631
<i>Training</i>	65
<i>Website costs</i>	53,042
<i>Governance costs (see note 9)</i>	3,398
<i>Support costs (see note 9)</i>	71,493
	678,579
	2024
	£
Restricted expenditure	264,743
Unrestricted expenditure	413,836
	678,579

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

9 Analysis of governance and support costs

Current reporting period	Basis of apportionment	Support £	Governance £	Total 2025 £
Accountancy fees	type of expense	3,166	2,448	5,614
Bank charges	type of expense	327	-	327
Consultancy	type of expense	30,411	-	30,411
Staff costs	type of expense	6,125	-	6,125
Staff training	type of expense	1,382	-	1,382
Rent	type of expense	30,617	-	30,617
Insurance	type of expense	1,718	-	1,718
Payroll bureau	type of expense	1,053	-	1,053
Staff and project travel	type of expense	6,013	-	6,013
Trustee travel	type of expense	-	108	108
Management and supervision	type of expense	1,135	-	1,135
		81,947	2,556	84,503

Previous reporting period	Basis of apportionment	Support £	Governance £	Total 2024 £
Accountancy fees	type of expense	8,443	2,328	10,771
Bank charges	type of expense	285	-	285
Consultancy	type of expense	14,114	-	14,114
Staff costs	type of expense	4,776	-	4,776
Staff training	type of expense	3,354	-	3,354
Professional fees	type of expense	209	-	209
Rent	type of expense	24,338	-	24,338
Insurance	type of expense	1,889	-	1,889
Payroll bureau	type of expense	1,172	-	1,172
Staff travel	type of expense	7,778	-	7,778
Trustee travel	type of expense	-	1,070	1,070
Management and supervision	type of expense	5,135	-	5,135
		71,493	3,398	74,891

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

10 Net income / (expenditure) for the year

This is stated after charging/(crediting):	2025 £	2024 £
Amortisation	1,114	-
Depreciation	1,589	2,317
Independent examiner's remuneration - accountancy fees	1,470	2,800
Independent examiner's fees	570	1,080

11 Staff costs

Staff costs during the year were as follows:

	2025 £	2024 £
Wages and salaries	331,664	406,637
Social security costs	25,219	30,456
Pension costs	18,579	21,367
	375,462	458,460

No employee has employee benefits in excess of £60,000 (2024: Nil).

The average number of staff employed during the period was 13 (2024: 17).

The average full time equivalent number of staff employed during the period was 13 (2024: 12).

The key management personnel of the charity comprise the trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £64,394 (2024: £66,663).

12 Trustee remuneration and expenses, and related party transactions

1 trustee received remuneration or reimbursed expenses during the year of £33 (2024: nil).

1 trustee received travel and subsistence expenses during the year of £108 (2024: £681).

Aggregate donations with conditions from related parties were nil (2024: nil).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2024: nil).

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

13 Government grants

The government grants recognised in the accounts were as follows:

	2025 £	2024 £
University College London Hospitals		
NHS Foundation Trust	-	25,000
	-	25,000

There were no unfulfilled conditions and contingencies attached to the grants.

14 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

15 Fixed assets: tangible assets

Cost	Office equipment £	Computer equipment £	Total £
At 1 April 2024	2,251	23,449	25,700
Additions	-	-	-
Disposals	-	-	-
At 31 March 2025	2,251	23,449	25,700
Depreciation			
At 1 April 2024	1,422	21,711	23,133
Charge for the year	414	1,175	1,589
Disposals	-	-	-
At 31 March 2025	1,836	22,886	24,722
Net book value			
At 31 March 2025	415	563	978
At 31 March 2024	829	1,738	2,567

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

16 Fixed assets: intangible assets

Cost	Website £	Total £
At 1 April 2024	-	-
Additions	11,136	11,136
Disposals	-	-
At 31 March 2025	11,136	11,136
Amortisation		
At 1 April 2024	-	-
Charge for the year	1,114	1,114
Disposals	-	-
At 31 March 2025	1,114	1,114
Net book value		
At 31 March 2025	10,022	10,022
At 31 March 2024	-	-

17 Debtors

	2025 £	2024 £
Grants receivable	3,675	250
Other debtors (rent deposit, staff costs control)	1,227	2,053
Prepayments and accrued income	3,241	3,452
	8,143	5,755

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

18 Cash at bank and in hand

	2025 £	2024 £
Cash at bank and on hand	88,434	230,247
	<u>88,434</u>	<u>230,247</u>

19 Creditors: amounts falling due within one year

	2025 £	2024 £
Other creditors and accruals	17,004	12,507
Taxation and social security costs	16,077	19,315
	<u>33,081</u>	<u>31,822</u>

20 Analysis of movements in restricted funds

Current reporting period	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Restricted grants:					
City Bridge	-	32,750	(4,290)	(3,802)	24,658
EFF	8,240	-	(4,320)	(3,920)	-
JRCT	8,187	16,088	(16,493)	(1,462)	6,320
London School of Hygiene & Tropical Medicine	-	14,711	(10,445)	(2,739)	1,527
National Lottery Community Fund Reaching Communities	(24,654)	84,613	(69,437)	(2,096)	(11,574)
National Lottery Community Fund Scotland	20,548	71,150	(61,239)	(8,000)	22,459
National Lottery Community Fund SWISVA	-	32,505	(13,965)	(8,083)	10,457
Robertsons Trust	5,115	-	(18,762)	13,647	-
Trust for London	36,084	-	(20,627)	(15,457)	-
WCIT	11,060	-	(15,928)	4,868	-
	<u>64,580</u>	<u>251,817</u>	<u>(235,506)</u>	<u>(27,044)</u>	<u>53,847</u>

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

20 Analysis of movements in restricted funds (continued)

<i>Previous reporting period</i>	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers £</i>	<i>Balance at 31 March 2024 £</i>
Catalyst	123	-	-	(123)	-
Comic Relief	(13,204)	-	-	13,204	-
EFF	-	8,240	-	-	8,240
Glasgow Fund	8,428	-	-	(8,428)	-
J Butler Educational Trust	900	-	-	(900)	-
JRCT	32,166	27,126	(47,221)	(3,884)	8,187
London Community Foundation (MOPAC)	3,523	-	-	(3,523)	-
Manchester City Council	(3,824)	-	-	3,824	-
National Lottery Community Fund Covid	4,812	-	-	(4,812)	-
National Lottery Community Fund Digital	(616)	-	-	616	-
National Lottery Community Fund Org Development	80	-	-	(80)	-
National Lottery Community Fund Reaching Communities	(23,362)	84,606	(76,901)	(8,997)	(24,654)
National Lottery Community Fund Scotland	3,341	63,389	(38,182)	(8,000)	20,548
National Lottery Cost of Living	-	67,269	(6,367)	(60,902)	-
Robertsons Trust	23,673	39,600	(51,289)	(6,869)	5,115
Trust for London	27,907	58,000	(44,783)	(5,040)	36,084
WCIT	-	15,000	-	(3,940)	11,060
	<u>63,947</u>	<u>363,230</u>	<u>(264,743)</u>	<u>(97,854)</u>	<u>64,580</u>

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

20 Analysis of movements in restricted funds (continued)

Name of restricted fund	Description, nature and purposes of the fund
Catalyst	Universal credit project with CAST
City Bridge	Restricted to London for victim support case work
Comic Relief	Restricted case work for women only
EFF	Expanding impact and opportunities in healthcare spaces
Glasgow Fund	Restricted to Glasgow
J Butler Educational Trust	Funding for brochures for Romanian sex workers in London
JRCT	Racial justice
London Community Foundation (MOPAC)	Covid in London
London School of Hygiene & Tropical Medicine	NIHR research project
Manchester City Council	Government grant for ISVA case work to Manchester residents
National Lottery Community Fund Covid	National Covid emergency response project
National Lottery Community Fund Digital	Digital build funding
National Lottery Community Fund Org Development	Org development contract for digital
National Lottery Community Fund Reaching Communities	Victim and Vocational support services - England only
National Lottery Community Fund Scotland	Restricted to Scotland
National Lottery Community Fund SWISVA	Partnership project restricted to England/Manchester support services
National Lottery Cost of Living	Cost of living response project in financial year 2023-24
Robertsons Trust	Restricted to Scotland, NUMbrella Lane
Trust for London	Vocational Support Services Development - London only
WCIT	Digital build funding

21 Analysis of movement in unrestricted funds

Current reporting period	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	As at 31 March 2025 £
General fund	142,167	178,767	(327,329)	27,044	20,649

Previous reporting period	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	As at 31 March 2024 £
General fund	210,370	254,647	(420,704)	97,854	142,167

Name of unrestricted fund	Description, nature and purposes of the fund
General fund	The free reserves after allowing for all designated funds

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

22 Analysis of net assets between funds

Current Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	978	-	-	978
Intangible fixed assets	10,022	-	-	10,022
Other net current assets/(liabilities)	9,649	-	53,847	63,496
Creditors of more than one year	-	-	-	-
Total	20,649	-	53,847	74,496
Previous Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	2,567	-	-	2,567
Other net current assets/(liabilities)	139,600	-	64,580	204,180
Creditors of more than one year	-	-	-	-
Total	142,167	-	64,580	206,747

23 Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net income / (expenditure) for the year	(132,251)	(67,570)
Adjustments for:		
Amortisation charge	1,114	-
Depreciation charge	1,589	2,317
Dividends, interest and rents from investments	(35)	(156)
Decrease/(increase) in debtors	(2,388)	5,807
Increase/(decrease) in creditors	1,259	6,358
Net cash provided by / (used in) operating activities	(130,712)	(53,244)

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2025 (continued)

24 Prior Year Statement of Financial Activities (including Income and Expenditure account)

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	230,058	-	230,058	243,734
Charitable activities	4	-	363,230	363,230	333,783
Other trading activities	5	24,433	-	24,433	43,698
Investments	6	156	-	156	242
Total income		254,647	363,230	617,877	621,457
Expenditure on:					
Raising funds	7	6,868	-	6,868	793
Charitable activities:	8	413,836	264,743	678,579	665,922
Total expenditure		420,704	264,743	685,447	666,715
Net income / (expenditure) before net gains / (losses) on investments		(166,057)	98,487	(67,570)	(45,258)
Net income / (expenditure) for the year	10	(166,057)	98,487	(67,570)	(45,258)
Transfer between funds		97,854	(97,854)	-	-
Net movement in funds for the year		(68,203)	633	(67,570)	(45,258)
Reconciliation of funds					
Total funds brought forward		210,370	63,947	274,317	319,575
Total funds carried forward		142,167	64,580	206,747	274,317

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

NATIONAL UGLY MUGS

England & Wales - Charity number 1122461

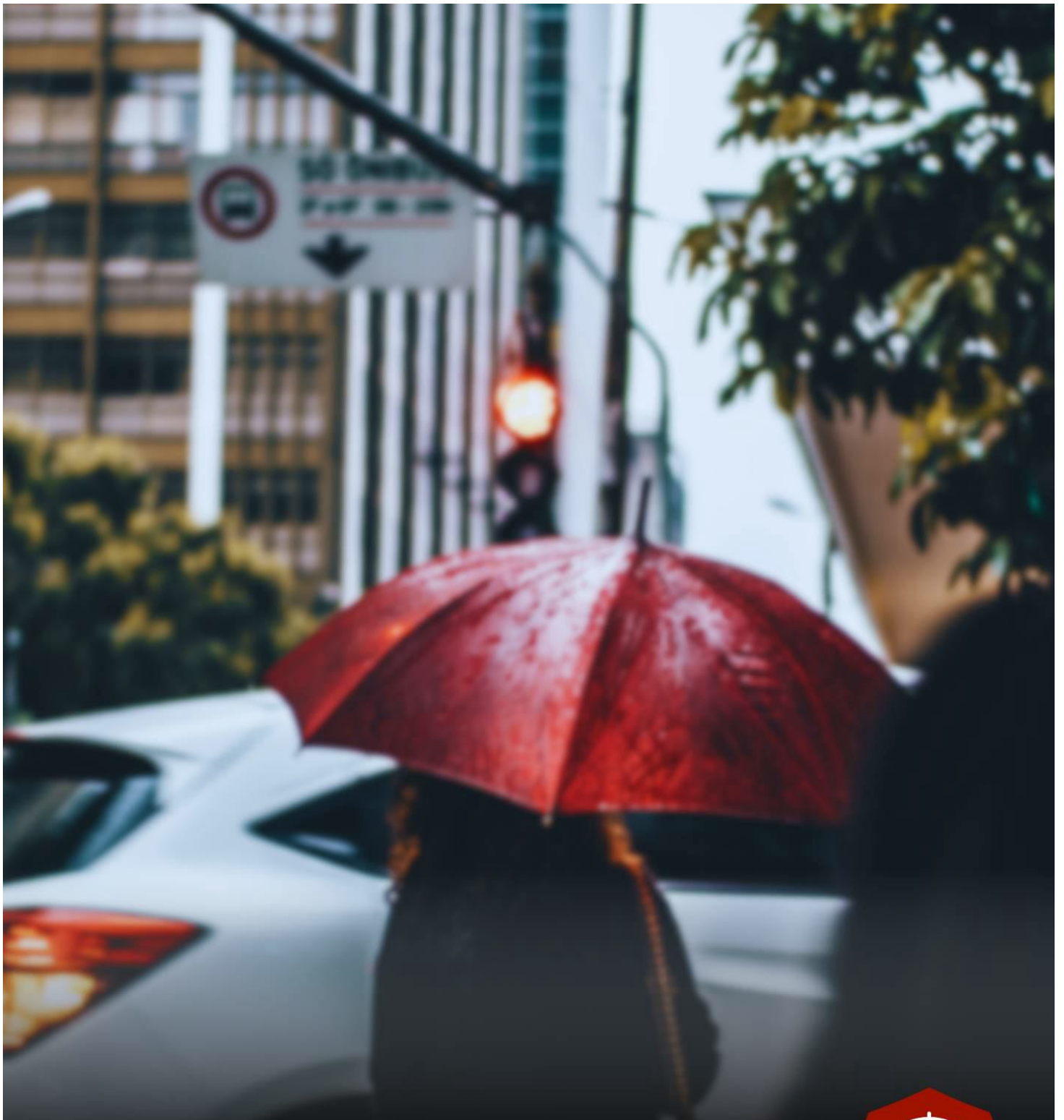
Accounts

Charity Number: 1122461

National Ugly Mugs

Report and financial statements

For the year ended 31 March 2024



Trustee's Annual Report 2023-24

National Ugly Mugs



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209 Green Fish Resource Centre
46-50 Oldham Street
Manchester, M4 1LE

Registered Charity No. 1122461

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National Ugly Mugs
Trustees' annual report
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National Ugly Mugs
Reference and administrative information
for the year ended 31st March 2024

Charity number: 1122461

Registered office and operational address:

Unit 209, Green Fish Resource Centre, 46-50 Oldham Street, Manchester M4 1LE

National Ugly Mugs (NUM) (formerly known as The UK Network of Sex Work Projects (UKNSWP))

Trustees Trustees who served during the year of this report were as follows:

Sian Prime	Chair
James Osborne	Treasurer
Dr. Mary Laing	Academic Lead (Left Jan. 2024)
Dr. Laura Graham	Academic Lead
Megan Prescott	Trustee
Emily Kenway	Trustee
Patrick Vignal	Trustee
Michael Edmonds	Trustee

Key management personnel Dr. Raven Bowen Chief Executive Officer

Bankers

CAF (Charities Aid Foundation) Bank

25 Kings Hill Avenue, West Malling, Kent, ME19 4TA

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National Ugly Mugs
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for the year ended 31st March 2024

A Message from the Trustees

This has been an exciting and demanding year for National Ugly Mugs (NUM), situated in the ongoing context of the Cost-of-Living crisis, the changes to work and living created by the COVID-19 pandemic, and a turbulent political environment. Despite these challenges, NUM has continued to develop and augment its offerings, providing a range of services to improve the safety and welfare of sex workers across the UK.

NUM has increased its membership over the last year, exceeding its target of **10K** members. **83%** of the NUM's members are active sex workers, who are able to manage risks and increase their safety by accessing our successful digital platform and using the checker tools available there. NUM's casework team – who remain at the core of the organisation's business – have helped over **1000** sex workers individually this year, an increase of **40%** from 2022-2023. **70** of these sex workers have received long term support. These figures demonstrate both the increased reach of, and the growing need for, the organisation. NUM has sent over **850K** alerts this year, based largely on reports from sex workers, and a smaller number from the police; only a small percentage of sex workers reporting to NUM are willing to share the information shared with the police through NUM. The increased demand on the small casework team, as well as the increasing lack of trust from sex workers in state mechanisms of seeking justice, highlight the necessity of continued funding and support for NUM to meet this demand.

Through funding, including from the Cost-of-Living Community Fund, NUM has been able to provide financial and practical support to sex workers in the face of the Cost-of-Living crisis. Out-of-hours support has been temporarily available, and NUM has provided food vouchers and referrals to food, heat and fuel banks. Importantly, this support also helps to reduce risks associated with survival sex work linked to poverty.

NUM has also continued to provide mental health resources. Alongside the in-house therapist and therapy packages that have been available for several years, this year NUM has provided Social Media Mental Health days, video resources, and an expanded directory of approved therapists. NUM has also worked hard to consolidate the work of NUMbrella Lane in Scotland, including a food bank for sex workers, safer sex supplies, and a drop in space. This vital space, accessed this year by **281** sex workers, provides a warm and safe venue for sex workers to build community and access supplies and support. NUMbrella Lane has held **16** events this year, including workshops with local groups and community-based sessions. The attendance at these is demonstrative of the impact of such a space on this marginalised community.

Finally, NUM has continued its research, community education and policy development work. The research team has worked on projects on Rights, Recognition and Redress, Fighting for Fair Treatment, and Leaving the Game. This latter project has been developed alongside NUM's ground-breaking vocational support service, which provides, among other things, WORKshops to support sex workers to achieve their career, financial and educational goals. NUM has also created eLearning courses, police courses, has developed fundraising events, reports to national governments and police, and developed strategic partnerships. The broad array of work done by the

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NUM team this year is testament to the excellence and hard work of the whole staff team, which is commended by the Board of Trustees.

The following report summarises the FYE ending March 2024.

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Trustees Report – Year End 31st March 2024

The trustees present their report and the unaudited financial statements for the financial year end 2024.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed/constitution and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Main Objectives and Activities

National Ugly Mugs (NUM) began as a pilot project, founded in 2012 after 10 years of advocacy to the Home Office for a centralised service that managed reports of harm to sex workers. We're now the largest violence prevention and survivor support service for sex workers in the UK, working by, for and with sex workers to offer digital and in-person services for workers of all genders, backgrounds and types of work.

Ultimately, our aim is to improve the rights, safety and leadership of sex workers, working through policy, community development and service provision to end all forms of violence against sex workers.

Our Mandate

Ending all forms of violence against sex workers and ending the conditions that lead to survival sex work.

Our Principles

All of NUM's work, prioritisation and decision-making is guided by our three core principles:

Sex Workers First

NUM privileges lived experiences in sex industries as a primary way of knowing and responding to the safety, health, and rights priorities of these populations.

NUM hires and collaborates with sex workers and sex worker-led groups in the UK and around the world that work towards ending all forms of violence, oppression, and poverty.

Safety is a top priority for NUM, and we believe that sex workers have the right to be safe while in sex industries.

Quality Support

NUM works in a practical sense with sex workers to prevent violence or to support victims and survivors in seeking justice, health, and recovery from the harms that they experience.

NUM tackles achievable goals around ending the conditions that lead to destitution and survival sex work, such as poverty and fighting for the equitable inclusion and treatment of sex workers in all aspects of civil society

Learning and Innovation

As a learning organisation, NUM creates ways to learn and grow. It's not about perfection, it's about finding ways to best support our beneficiaries and ensure that our services are relevant and sustainable.

Innovating helps NUM to be dynamic in its approach to delivering on its mission and guides **What** (services/research/education/advocacy) we do, **Why** we do it (outcome/impact to sex workers), **How** (approach/methodology) and **When** (now/later/never).

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Charitable Objectives

1. To promote public safety and the prevention of crime by the provision of safety training, information, and resources.
2. To preserve, protect and promote good health by providing information and support services.
3. To promote the rights and entitlements of sex workers as equal citizens by providing advocacy, information, and support services.

NUM's definition of violence includes both interpersonal violence and structural or state violence. As such, our main charitable activities include:

- The provision of victim/survivor support casework, ensuring quality care to sex workers who survive violence.
- Harm prevention information and digital tools, including the operating of reporting, alerting and checker tools.
- The provision of emergency resources to those fleeing abuse or needing to take breaks from sex work, and to reduce forced labour or survival sex.
- Identifying barriers and discrimination facing sex workers and supporting workers in navigating and securing support within NUM, their communities, and public services.
- Providing in-person and online sex worker-only spaces, events and activities, as well as anti-isolation and community education programmes.
- Developing research and policy positions on the rights, safety and wellbeing of sex workers in the UK and internationally, and pushing to change the structures, policies and practices that contribute to violence against sex workers.

Furthermore, with the consent of sex workers, we share information and intelligence in pursuit of offenders to improve overall community and public safety and towards advancing human and labour rights agendas, systems, and policy change.

Main Aims

1. Increasing sex worker safety and the prevention of crimes and harms against this diverse population of adults
2. Supporting sex workers in generating knowledge and sharing experiences in ways that advance the wellbeing of their communities, increase the social inclusion of sex workers, and combat discrimination, criminalisation and violence.
3. Providing survivor-centred, trauma-informed services and facilitating sex workers in safely accessing the public services of their choosing, ensuring that:
 - a. Sex workers are the ones characterising their work and defining their circumstances, needs and priorities.

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- b. Services are informed about sex workers' needs and priorities to promote accessibility, meaningful engagement, and non-judgemental treatment.
- c. All sex workers - irrespective of class, race, gender, sexuality, disability, immigration status, or type of work - receive consistent, protective responses from police and public services when they ask for help.
- d. Sex workers inform justice, victim support, anti-violence and inclusion health initiatives in ways that improve their wellbeing and increase their engagement in civil society.

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

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

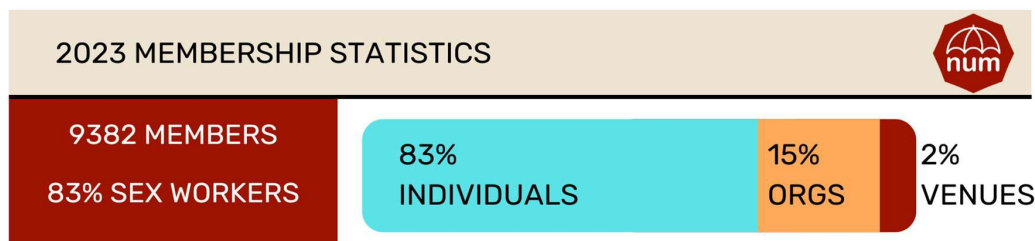
NUM's Main Activities

NUM's charitable activities are undertaken in furtherance of our mandate and charitable purposes and are for public benefit.

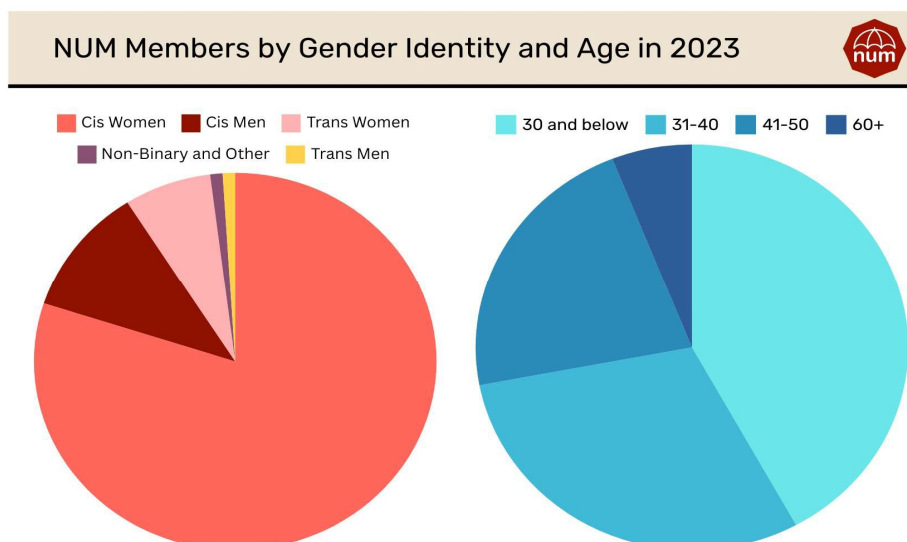
NUM in NUMbers

Membership Statistics

In 2023, NUM had **9,382** members, with **541** sex workers, sex worker organisations and venues joining throughout the year. **7,768 (83%)** were active UK-based sex workers and **235 (3%)** were sex industry venues. The remainder **1,379 (14%)** comprised sex worker support organisations, shelters, doctors' surgeries, and other community partners.



Among a subsample of NUM members who disclosed their gender identities (n=484), **80%** were Cis Women; **7%** were Trans Women; **11%** were Cis Men; **1%** were Trans Men; and less than **1%** were non-binary or other sexual minority groups. With respect to age (n=579), the majority were 30 years of age and under, representing **42%** of our subsample; **30%** were between 31 and 40; **22%** were between 41 and 50; and **6%** were over 60 years old.



In terms of race and culture, in a subsample of members (n=193), **8%** identified as Black British, Caribbean and African, and from various backgrounds; **78%** identified as White of British, Irish and other backgrounds; **8%** identified as Asian, from a range of backgrounds; and **9%** of the sample

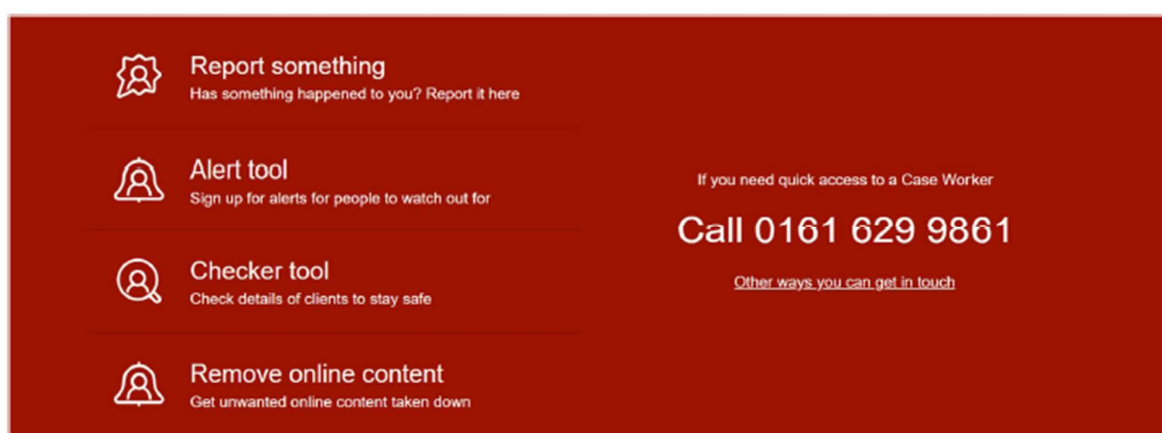
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identified as being of mixed heritage.

Digital Services

Sex workers and practitioners can submit reports of harm they experience within their work, which are triaged and processed by our casework team. For more information on the co-creation process behind our digital platform, see our [Sex Work and Safety Online](#) report.

In addition to reporting harm and violence, we went live with our **Time Wasters** reporting form in 2023, which will support sex workers to sharing information about nuisance contacts and annoyances that negatively impact their emotional wellbeing and time.



Our casework team offer support to each sex worker reporting harm and, with their consent, create safety alerts which are disseminated to our membership, flagging a report of harm and providing details on the alleged perpetrator like location, physical description, and type of work or worker targeted.

Alerting Mechanism and NUMChecker

Members can choose to receive alerts of harm based on their location and can choose as many locations as they want. Alongside our reporting form, our caseworkers are contactable through phone, email and online chat, and can walk sex workers through the reporting process if they wish. The information processed in our alerts is then added to NUM's database, which drives our checker tool. Members can check phone numbers, email addresses, usernames and car registration plates against our database of harms and can search old alerts for other identifiable information like work type, age and region. This ability to screen clients keeps sex workers safer and gives them the autonomy to make informed choices over the clients they engage with.

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Checker tool

You can use our NUM checker tool to search for Email addresses, Mobile / landline telephone numbers, profile handles (e.g Adultwork) and vehicle registrations. Simply type or paste in the details you want to check.

If there is a match on our database you will receive a warning message. Contact our Case Work Team if you have any questions: Monday to Friday between 10am and 4pm on 0161 629 9861 or email casework@uglymugs.org

Telephone number
Search by telephone number

Email address
Search by email address

Car registration
Search by car registration

Profile name
Search by profile name

Check someone's details ↓ Clear Fields

Search Alerts for people to watch out for

Work Type: Filter by Work Type

Work Location: Filter by Work Location Type

Gender: Filter by Gender

Age: Filter by Age

Region: Filter by Region

Search Alerts Clear Fields

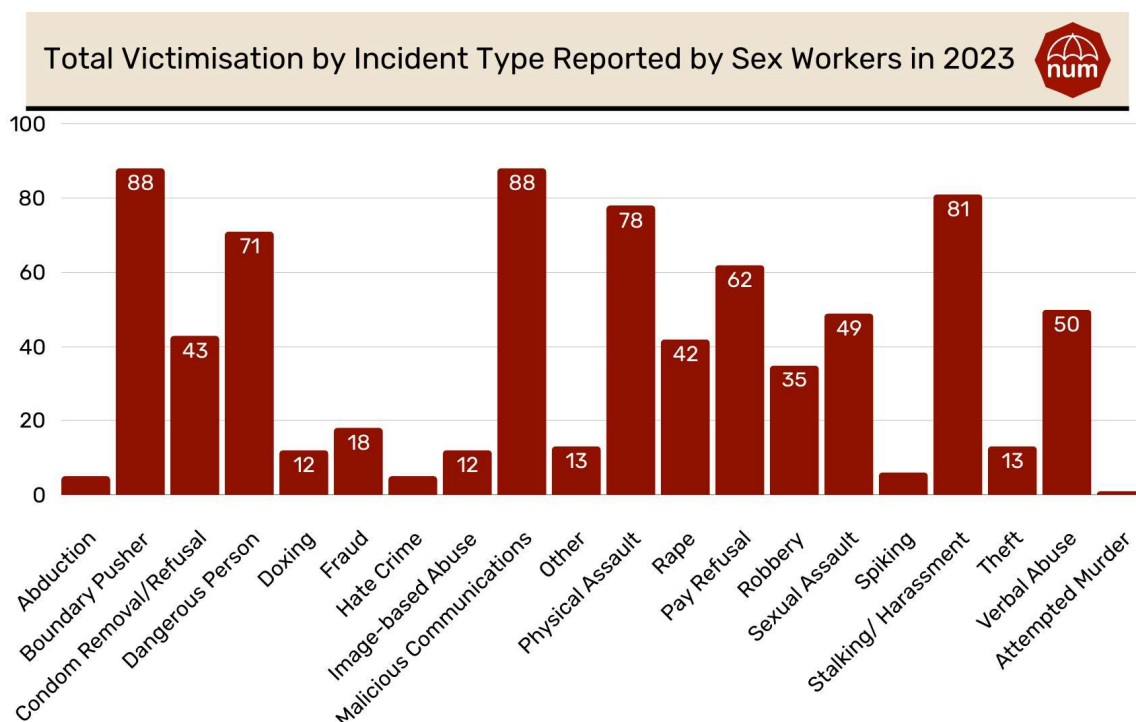
All of this is accessible within our online members' only area, a sex-workers-only part of the website that was developed securely through a bespoke, security-first WordPress build. Here, members can navigate our safety tools, search for advice or resources, and explore relevant news in a safe area designed by sex workers for sex workers.

Reports of Harm, Alerts, and Victimisation

In 2023, NUM received **585** reports of violence against sex workers, an increase of **12%** from the previous year. We sent just under **850,000** alerts to sex workers last year, warning them of dangerous individuals and conditions to help prevent further violence, bringing the total alerts sent by NUM since inception to over **3.33 million**.

NUM caseworkers processed an average of **48** reports per month, with the majority coming directly from active sex workers. While these numbers are still below pre-pandemic levels, the complexity of harm and support needs of sex workers seeking help has increased. The table below portrays total victimisation by incident type reported by sex workers in 2023, with **812** accounts of harm within the **585** reports processed.

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The most prevalent forms of harm include boundary pushing, malicious communications, stalking & harassment, as well as physical assault. Rape, sexual assault, and stealthing (condom removal), remain a concern, in addition to sex workers encountering dangerous people and refusal to pay.

Regarding geographical region, 23.5% of reported incidents were perpetrated against sex workers in the Northwest of England, 17% in London, 15.5% in the Midlands and 8% in the Southwest. Reported incidents most commonly occurred outdoors or in a vehicle (37%), with other common locations being over the phone (34%), in the sex worker's home (30%), working premises/hotels (26%) or in the perpetrator's home (14%).

Reports Originating from Police Forces and Consents

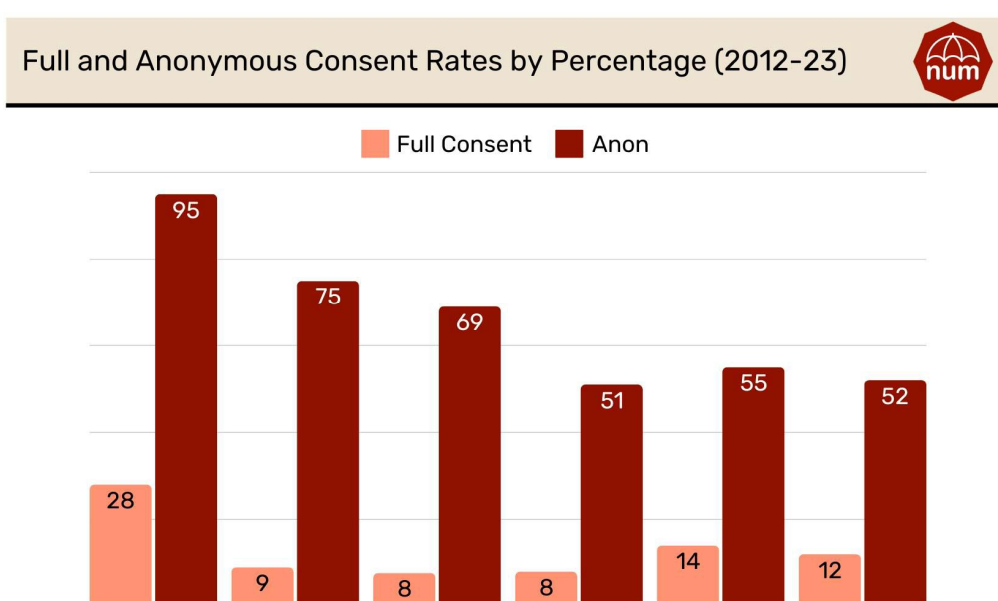
We have continued engaging with several police forces about reporting harm, pursuing those who victimise sex workers, and supporting sex workers in seeking justice. We processed **53** reports from police forces in 2023, disseminating safety alerts and offering casework support to sex workers who chose to access law enforcement.

Case workers assisted police in witness appeals and missing persons reports through our alerting mechanism, giving sex workers the option to provide vital information anonymously through NUM, or facilitating their access to police. When reporting to NUM, sex workers can choose whether to only share their reports through alerts to sex workers, to share them anonymously with police intelligence, or to provide full reports and engage police in the process of seeking justice. We have seen a steady decline in sex workers' desiring to access support through police or the legal system, which is unfortunately not a surprise - particularly given a wider decline in public trust in the police and ongoing, high-profile stories about negative experiences of policing.

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For more information on police reporting, see our journal article [‘Why Report? Sex Workers Who Use NUM Opt Out of Sharing Victimisation with Police’](#). Of the sex workers who did report to the police, a significant majority stated they would not have done so if NUM had not assisted them.

Serious crimes were shared with police intelligence and the National Crime Agency with the consent of sex workers; however, few sex workers see value in this reporting. Consent for sharing information anonymously was **52%** in 2023 (down from **55%** in 2022 and **95%** in 2012), and full consent to share information with police was provided in **12%** of reports (down from **14%** in 2022 and **28%** in 2012).



We work with the consent of sex workers and recognise that for many interacting directly with the police carries significant risk - as such, we only share information about an incident if given consent by the survivor. **88%** of sex workers reporting to NUM choose to avoid police involvement after they've been victimised. Even with full anonymity and no risk of criminalisation, police intelligence are only made aware of just over half of the harms reported to NUM.

Support Services

Alongside processing reports and maintaining our digital safety tools, our expert staff team provide a range of direct support services - individual, expert support for workers experiencing harm or trauma; material emergency resources and support to sex workers and sex worker-led organisations; an in-person drop-in and wellbeing spaces; and paid therapy packages alongside mental health support.

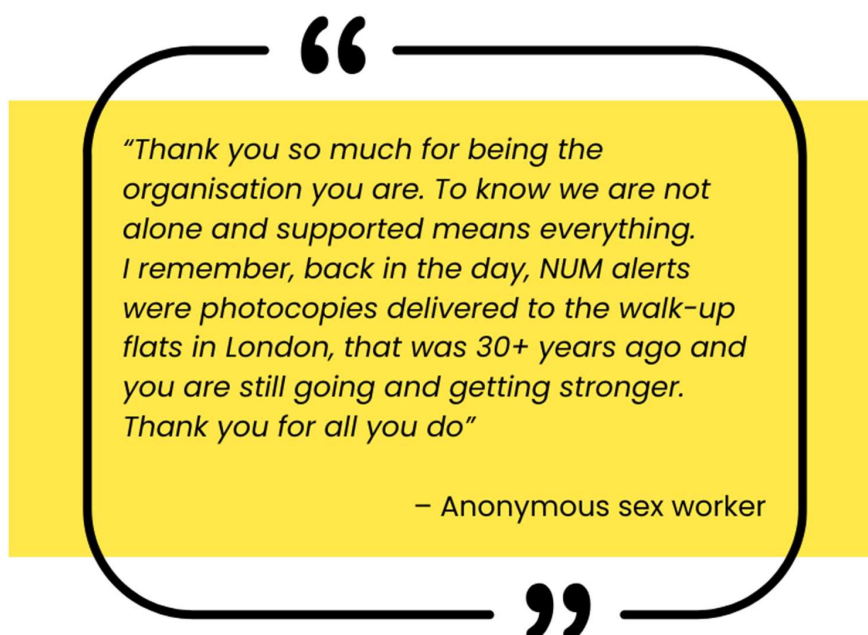
Case Work

NUM's Case Work Team - comprised of qualified Independent Sexual Violence Advisors (ISVAs), as

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well as rape crisis and sex industry experts - provide survivor-centred, trauma-informed support to prevent violence and support individuals in healing and recovering from harm. This small, diverse team provides individualised support to sex workers nationwide, ensuring that they receive high quality, non-judgemental support that's sensitive to their unique needs and priorities.

NUM's Casework Team has recently been described as 'small, but mighty,' we embrace this view and understand the value of a dynamic team composed of individuals with diverse professional and personal experiences. Including - Independent Sexual Violence Advisors (ISVAs), those with counselling/support backgrounds, and crucially, individuals who have firsthand experience in sex work. Over the past year, we have both welcomed new team members and bid farewell to others. Despite the changes within the Casework Team, we remain committed to delivering personalised and trauma-informed support to sex workers across the UK.



Sex workers can access information and services via our social media platforms, live chat facility, freephone and email/messaging options. For a limited time during 2023-2024, our members had the opportunity to use our 'out of hours' support, thanks to funding received by NUM to assist those on the front lines facing the rising cost of living. This meant our members could access immediate financial assistance in the form of love2shop vouchers and referrals to food, heat, and fuel banks, along with the opportunity to talk with a skilled member of the team about what they may be going through and receive information about their options moving forward.

The Casework Team has been establishing professional relationships with multiple police constabularies throughout the UK, including Scotland Police, by providing training on their online reporting portal. Additionally, we have been collaborating with the National Crime Agency to submit anonymous intelligence reports for England and Wales, except for the Metropolitan/Scotland Police, to whom we report directly. Following separate reports through our new incident/timewaster reporting platform, we were made aware of a violent gang targeting various working premises in the London area. As a result of receiving specialised and person-centred support, many of our members felt able to submit a full report to the police through NUM advocacy leading to multiple arrests and an increased

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feeling of safety – both physical and geographic – as many were concerned about their immigration status and right to remain in the UK especially whilst working within the sex industry.

In 2023, the Case Work Team provided individualised support to **1,027** sex workers, an increase of almost **40%** on the previous year. This included **221** cases of brief intervention, **651** cases of victim support casework, and **155** cases of long-term support for people facing complex issues and engagement with police and courts. A further **194** received grocery or fuel support to reduce the risks of survival sex work associated with food poverty, alongside the small foodbank operated within our NUMbrella Lane venue.

CASEWORK SUPPORT

651 SEX WORKERS

Received Core Casework Support

221 SEX WORKERS

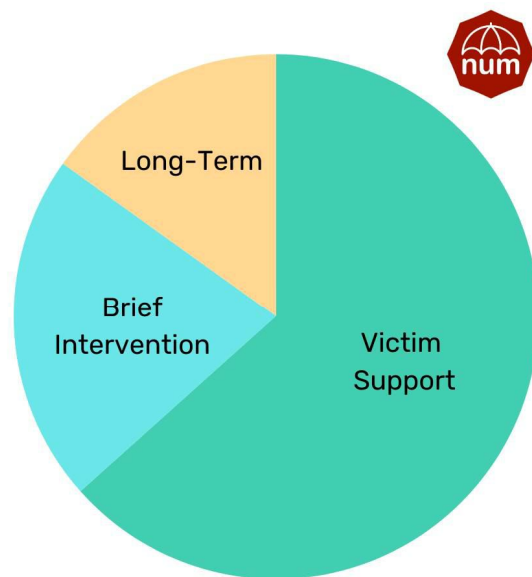
Received Brief Intervention Support

155 SEX WORKERS

Received Long-Term Support

194 SEX WORKERS

Received Food and Supplies Support

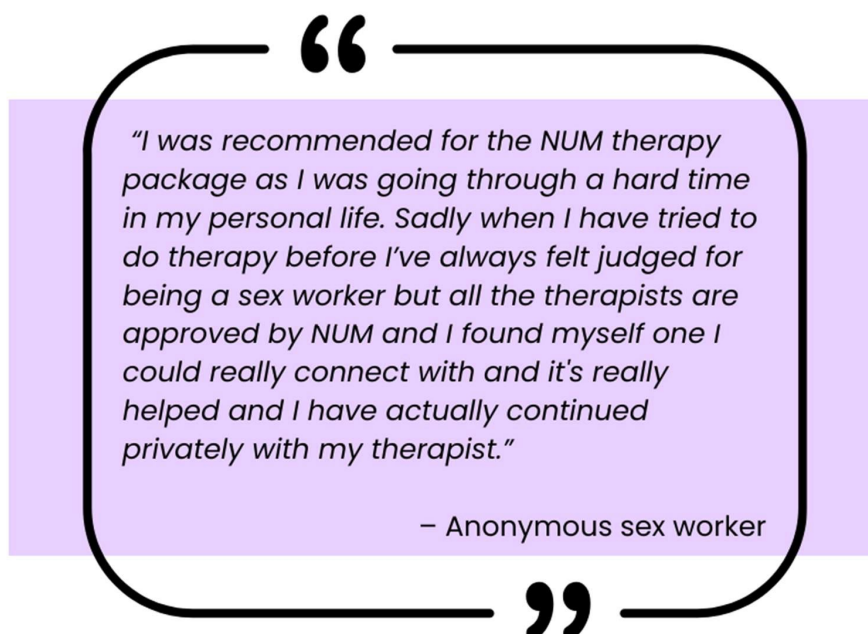


Mental Health Support Services

We're continuing to develop our [mental health offerings](#), ensuring they're inclusive, accessible and tailored to the specific needs of sex workers. Our offerings now include a range of [hypnotherapy resources](#), and our in-house therapist hosted a series of online drop-in sessions. In 2023 we funded **288 therapy sessions** for sex workers.

One service user shared their experience with accessing a NUM therapy package, which provides free sessions with qualified and sex worker-friendly therapists:

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In addition to individualised mental health support, we've also focused on wider community engagement and education:

- We organised a calendar of **Social Media Mental Health Days** events to raise awareness and reduce stigma surrounding mental health conditions.
- For the International Day to End Violence Against Sex Workers we created **video resources** exploring grief and loss, and on accessing mental health support
- We continue to develop and expand our Directory of Sex Worker-Friendly Therapists, with a particular focus on those who offer services in multiple languages to ensure accessibility for a diverse range of workers.

NUMbrella Lane

NUMbrella Lane continues to serve as a vital wellbeing space for sex workers in Scotland, housing a Scotland-based Caseworker and offering a range of services designed to foster a sense of community, belonging, and well-being - including a foodbank and emergency voucher support, free sexual health supplies and sanitary products, a clothing swap station, and regular group sessions and community outings.

In the past year:

- **281** sex workers accessed our Glasgow drop-in space
- **109** sex workers were provided with sexual health supplied
- **278** sex workers accessed food support through NUMbrella Lane

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Case Study: Housing Crisis and Asylum Seeker Support

One notable case for NUMbrella Lane involved a young Brazilian sex worker who contacted accessed support in November after being drugged by a client. When the team reached out for more information, we discovered that they were facing a housing crisis, had limited English skills, and were awaiting a Home Office response to an asylum seeker application.

With their situation becoming increasingly urgent, the team prioritised helping them find emergency housing. However, due to their immigration status, housing options were restricted. After reaching out to several organisations, the only response we received was from Migrant Help, who were able to provide limited assistance but not quickly enough. To ensure the safety of the individual, NUM arranged emergency accommodation for three nights.

We continued to advocate for the individual, liaising with Migrant Help and Westminster Council for housing. Although social housing was not an option due to their immigration status, we did everything we could to expedite support. After several attempts, Migrant Help successfully placed them in accommodation. A week later, the individual reached out to share that they were now officially an asylum seeker, and that "[they] wouldn't have gotten this far without the help of NUM."

This case highlights the ongoing need for immediate and comprehensive support for vulnerable sex workers facing intersectional challenges, including housing instability and immigration barriers.

In response to member interest in guidance around peer support and community mental health resources, we're working with NUM's Mental Health Services Coordinator to design a series of workshops.

Members have requested help or guidance dealing with peer support for mental health. This stemmed from a worker experiencing a mental health crisis which impacted upon the Scotland peer group, many of whom come to NBL. They felt ill equipped to deal with someone in a manic phase. The Mental health coordinator and NBL staff are designing a series of workshops, one with a therapist, one with a crisis mental health nurse and a third one to be directed by the members.

Throughout the year, we have also seen an increased demand for mental health guidance, particularly around supporting peers who may be experiencing a mental health crisis. A recent incident involving a worker in a manic phase left the Scotland peer group feeling unprepared to handle the situation. To address this, we are developing a series of workshops for our members, in collaboration with a therapist, a crisis mental health nurse, and the members themselves. These workshops will provide practical tools and support for managing mental health crises within the community.

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NUMbrella Lane remains committed to meeting the complex and evolving needs of sex workers in Scotland, offering essential services and building a stronger, more resilient community.

Events/Outreach

We have a new partnership with [Arika](#) via their Local Organising programme. Arika are a political arts organisation with a long history of supporting sex workers, nationally and internationally. Carrying their previous work with us on 'Truth and Lies' further, by collaborating on organising a London book launch at [Conway Hall](#) last November.

During the day we held **3** sex worker-only workshops, and an all-day brunch and craft/zine-making space:

- Sex Work Inclusive Solutions to Intimate Image Abuse, with [ESWA](#) - European Sex Workers' Alliance
- Know your Rights - Sex Workers Organising Against Criminalisation, with [ECP](#) - English Collective of Prostitutes
- The Aesthetics of Revolution: Protest Art and the Sex Worker Rights Movement

The evening was filled with readings and performances. The event was very successful, bringing together isolated and diverse members, the first of its scale since pre-pandemic times. Arika fully funded this at a cost of **£24K**.

'Truth and Lies' is now in the following libraries, and also part of the national borrowing stock in the Scottish Library system:

- | | |
|---------------------------------------|---|
| ▪ Bodleian Library, Oxford University | ▪ Working Class Movement library, Manchester |
| ▪ Cambridge University Library | ▪ Conway Hall Library, London |
| ▪ Trinity College Library, Dublin | ▪ The Kate Sharpley Library, London |
| ▪ National Library of Scotland | ▪ The Canny Little Library, Star and Shadow Cinema, Newcastle |
| ▪ National Library of Wales | ▪ The Sparrow's Nest Library, Nottingham |
| ▪ British National Library | ▪ The Feminist Library, London |
| ▪ Mitchell Library, Glasgow | ▪ The Cowley Club, Brighton |
| ▪ Spirit of Revolt Archive, Glasgow | ▪ 1 in 12 Club Library, Bradford |
| ▪ Glasgow Women's Library | |

There is a consistent demand for cultural events by sex workers patronising NUMbrella Lane, some of which are unaffordable & inaccessible. Sex worker engagement with community arts and activities is vital to our goals around improving wellbeing and reducing isolation and poor mental health, especially among poor, disabled, migrant and racialised population who may not otherwise feel safe in accessing cultural events geared towards white, middle-class and able-bodied audiences on their own. From April 2023 - March 2024, we held **16 events**, with **145** members.

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"Sex work can be very isolating. NUMbrella Lane are an amazing organisation and help me feel safe and supported"

- NUMbrella Lane Member

We were kindly donated Festival passes from The Cuban Film Festival and avant-garde AV & music festival, Sonica. Regularly engaging with the arts builds up confidence. Members often express the desire to create their own mini film festival.

"So so grateful for the events & outings with NUM. Often things I don't have spare cash to treat myself too. The events always lift my spirits & remind me that i am part of a community everywhere & not just in the NUM offices. I often struggle to get out of the house on my own & knowing they'll be a group of welcoming Individuals excited to be around like-minded folks really helps to bring me out of my shell. I really don't know what I'd do [without] NUM as a whole but especially the events."

- NUMbrella Lane Member

We hosted Christmas events in Edinburgh and Glasgow. It was important to have an event in each city as some sex workers felt excluded last year. Attendees enjoyed the opportunity to meet other members and create friendships which is difficult due to the isolating nature of sex work. Members had lunch and went to a musical at Oran Mor in Glasgow, and in Edinburgh attended a late-night classical concerto at St Giles Cathedral.

We started a weekly Arts space at Numbrella Lane. NK utilised her arts background and ran clay workshops, bath bomb making, and lino printing. These workshops also functioned in a therapeutic manner, and members would frequently talk more about their issues, whilst finding it incredibly relaxing with its tactile nature.

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"The film screenings were incredibly exciting and enjoyable experiences. Sharing the cinema with the community, watching films that explore unique perspectives on feminist ideology, was truly engaging. I relished the moments of exclusive laughter during the sex work jokes in 'Poor Things.' The communal laughter and shared screams added a special touch to the overall experience. Your support enables us to continue fostering these moments of connection and enjoyment within our community"

– NUMbrella Lane Member

We introduced our own foodbank, also stocking ethnic food and catering to those with special dietary requirements, after certification with GCC approval. Supplementing this is our weekly surplus collection of food from M&S, and occasionally flowers via Neighbourly.

In early 2024 we started working on outreach events and workshops (public/worker only) with Arika Local organising and the Sex Workers Union, in an effort to continue building community with regular events such as an event at the Glasgow School of Art [Freshers' week event with Arika and SWU](#).

In December NUMbrella Lane had a stall at Edinburgh University, invited by the Southeast Asia Queer Students Society. They alerted us to queer Asian students turning to survival sex work after being disowned by their families and through lack of experience and peer support engaging in dangerous work practices. We will continue to engage with universities across Scotland to ensure students entering sex work are aware of material resources to prevent survival sex work, options and nonjudgemental support.

Regular consistent outreach continues with:

- Building connections with workers in Edinburgh in the strip clubs and massage parlours.
- Glasgow Street Pastors, who work with street-based workers
- Florence Street Severe and Enduring Mental Health team
- The Terrence Higgins Trust. We are aiming to start monthly testing at drop-in as it's been a frequent request from members
- Connecting with UK-wide Sex Worker spaces and organisers to share resources, support and learn from each other
- And advocacy for justice through partnerships and engagement.

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Racial Justice for Sex Workers



The [Rights, Recognition, and Redress project](#) marks NUM's first steps in reclaiming narratives around sex work and race. Through research, conversations, and collaboration between racialised sex workers and anti-racist activists, the project aimed to:

- Establish the UK's first National BPOC (Black and People of Colour) sex worker working group to address the intersection of racism, violence, and lack of police protection.
- Develop an online tool to report experiences of racism, hate crime, and abuse by those in positions of power.
- Share research findings to promote policy change and raise awareness through a policy booklet and multimedia materials.

Key Achievements

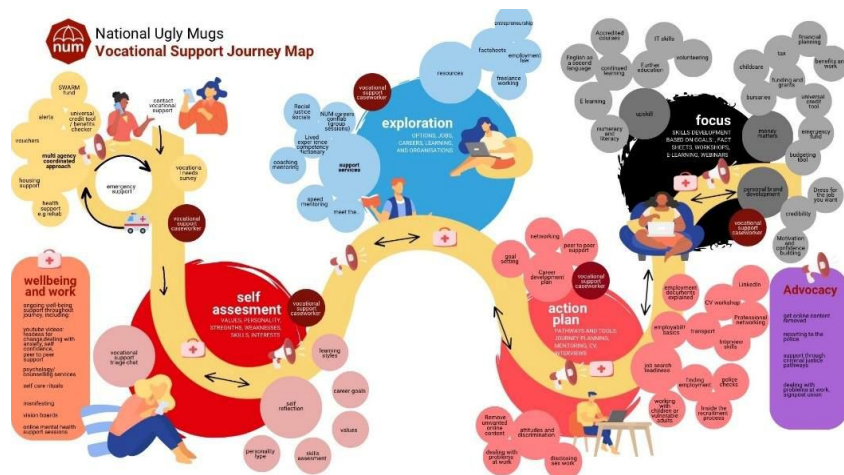
- **Working Group:** We established a group of 16 racialised sex workers, whose insights shaped our research, advocacy materials, and digital tools.
- **Reporting Professionals Form:** Developed to help sex workers report mistreatment by professionals, including police officers and healthcare workers. This tool will be promoted in 2024. It helps caseworkers support sex workers in navigating complaints and justice processes.
- **Policy Documents:** We produced reports on racialised sex workers' experiences in five key public sectors: policing, healthcare, housing, education, and support services.
- **The Source:** A collection of writing and art from racialised sex workers was developed, showcasing their voices and experiences.
- **Research Collaboration:** NUM also contributed to a journal article '[The Effect of Systemic Racism and Homophobia on Police Enforcement and Sexual and Emotional Violence Among Sex Workers in East London](#)', co-authored with the London School of Hygiene and Tropical Medicine.

We believe the reporting tool and policy reports will prove to be valuable contributions to how we understand sex work and racism, and the team are working on developing future iterations of this project based on these resources - using the knowledge developed to develop shared community spaces and sustained advocacy work.

Vocational Support

Our Vocational Support team included a Vocational Services Coordinator, and two part-time Delivery and Development Assistants selected for their academic research expertise, lived experience in the sex industry, and PGCE (Postgraduate Certificate in Education) specialisms in lifelong learning and social inclusion. Together, they developed resources to support a comprehensive [Vocational Support Services \(VSS\)](#) map (below), and user journeys to address the unique needs of sex workers, incorporating access to mental health and wellbeing support and integration with the NUM casework team.

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Resource Development

Throughout 2023, the team designed a workshop series and supporting resources to help sex workers explore and achieve their career goals within and beyond the industry. Informed by NUM's Leaving the Game research, peer-led focus groups facilitated by the English Collective of Prostitutes, and input from community-led groups, these workshops cover goal setting, employability basics, interview skills, and CV writing. During a 5-week pilot in December 2023, workshops were delivered at varied times to maximise accessibility, drawing **35** confirmed attendees and receiving high praise for their small group sizes and tailored content. Feedback highlighted an increase in participants' confidence in transferable skills and career planning, with **100%** reporting positive outcomes. These workshops, alongside peer support hangouts, coaching, and mentoring, will inform a national rollout in 2024, supported by over **100** individuals on the waiting list.

The development of resources will continue into 2024 with the following:

- **Self-Directed Learning:** To complement live workshops, we are developing a suite of self-directed learning resources, including training videos and documents, allowing participants to engage at their own pace while addressing feedback on workshop length.
- **Competency Dictionary:** A resource to help sex workers articulate their skills and experiences in terms relevant to mainstream employers, fostering confidence and effectiveness during career transitions.
- **Vocational Hangouts:** Peer-led events featuring guest speakers, providing opportunities for mentoring, knowledge-sharing, and community support.

Networks and Mapping

The VSS team has engaged **28** stakeholders through a Trust for London-funded mapping exercise, identifying resources and practitioners supporting trauma healing, career exploration, budgeting, and training. This exercise informed the creation of a digital heatmap to be launched later in 2024, cataloguing vocational support services in London and accessible offline, addressing gaps highlighted by the Leaving the Game study, where only **11%** of sex workers had accessed vocational services. Partnerships with groups like ECP, SWARM, and Work Rights Centre, alongside collaborations with the Department for Work and Pensions (DWP), are laying the groundwork for national expansion.

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Vocational Support Case Work

Our dedicated part-time Vocational Support Case Worker provides tailored support for sex workers transitioning out of the industry. In 2023, we supported **36** individuals contemplating career change and to take breaks from sex work post-victimisation. With funding from Reaching Communities (TNLCF), the Case Worker is undertaking ISVA Certification, integrating trauma support with vocational planning to ensure seamless, holistic care. This approach reflects our commitment to supporting sex workers' long-term wellbeing and career goals, recognising that leaving sex work is a process, not a one-time event.

These combined efforts are fostering sustainable career transitions, providing critical resources, and expanding opportunities for sex workers nationwide.

**“WITH THIS IN OUR BACK
POCKET, I GENUINELY FEEL
WE'RE ONE STEP AHEAD...
AND THAT'S WHILE
WEARING PLEASERS!”**

Cherry, Workshop Participant



Cost-of-Living Community Fund

This grant directly enabled us to increase our service provision by about **40%**, supporting **451** sex workers who were suffering as a result of the present cost-of-living crisis and experiencing harm (including interpersonal violence and financial marginalisation) through individualised, quality casework, signposting and referrals, and emergency voucher support. We successfully extended NUM's casework hours to include evenings Tuesday-Friday as well as Saturdays, partnered with the English Collective of Prostitutes to extend our reach among street-based sex workers for emergency supplies, and developed a range of self-directed employability and finance tools through extending our Vocational Support Services team across the grant period. The expanding of our casework hours through this grant also meant we were able to better capture and disseminate reports of harm against sex workers by extending our casework admin hours. Through the grant period we processed **217 reports** of violence or other harms against sex workers and disseminated **140,000 texts** and email alerts warning of dangers.

The training and wellbeing investment has also proved particularly valuable, allowing us to extend our in-house therapist's working hours for the undertaking of a NUM-wide mental health check in. All NUM staff have had in-depth, one-on-one sessions with our therapist to discuss their mental health, personal

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development and general wellbeing while navigating the intensities, traumas and other emotions that can accompany the delivery of NUM's work in understanding and preventing violence and marginalisation. We developed a short report based on this listening exercise, which will be fundamental to our work going forward. Our Organisational Development budget also allowed us to host our first in-person NUM Development Day in since early 2022, which will be another significant asset to NUM's strategy and delivery far past the end of the grant period.

Other Research and Development

NUM conducted or published research reports into barriers to accessing health service for adult industry workers as part of inclusion health communities; our leaving sex worker summary report; as well as our racial justice project summary linked below.

[‘Fighting for Fair Treatment: Sex workers share insights to inform inclusion health communities’](#)

[‘No Viable Option: Career goals, motivations, and barriers faced in sex work & mainstream work’](#)

‘Rights, Recognition and Redress: Racial justice for sex workers’ Canva slides found on the [project page](#). To read more about current and past projects visit our [research page](#).

Systemic Advocacy, Strategic Partnerships & Community Education

Throughout 2024/2025, NUM has continued to advocate for the rights and needs of sex workers across political, academic, professional and public spheres:

- We collaborated with sex workers and worker-led groups to produce 4 issues of the Zine: **Under the Red Umbrella**
 - [Issue 1 - August 2023](#)
 - [Issue 2 - November 2023](#)
 - [Issue 3 - February 2024](#)
 - [Issue 4 - June 2024](#)



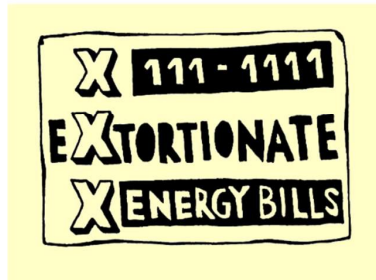
- We completed the first three [eLearning Courses](#) - an Introduction to NUM and 2 police courses - and materials for promotion.

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- Our Vagina Museum sales collaboration continues. Below are examples of sex worker created designs and messages on enamel pins that reference tart cards with labour rights slogans available for purchase. [Get yours today!](#)



- [December 17, 2023](#) was the 20th anniversary of the International Day to End Violence Against Sex Workers (IDEVASW). Our event was held the Crossbones Graveyard in London and the LGBTIQ+ Centre.



Other promotional activities during the year included but not limited to:

- Produced a video – [video summarising accomplishments in 2023](#).
- Our advocacy includes joining a call for a public inquiry into police Scotland by [Emma Caldwell's Family](#)
- [Supporting Mycelial, a new play about sex worker activism by theatre group Open Clasp](#)
- Responding to Home Affairs Committee Report on Human Trafficking, [read NUM's statement: "A shield and sickle"](#)

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Looking Ahead: Our Strategic Vision 2023-2027

We are on track for achieving some milestones set out in the [Strategic Vision 2023-27](#) document.

Digital

- Promoting our new reporting mechanisms for nuisance clients and our reporting professionals form for reports of harm by professionals and those in positions of public trust.
- Exploring the development of more eLearning by, with and for sex workers, and the public sector through partnerships.
- Expanding the utility of NUM's reporting and alerting mechanism to include health warnings and other important alerts to prevent infection and disease.
- Exploring the ethics and logistics of AI assisted violence reporting, learning and education, alongside other opportunities to innovate.

Membership

- Continue to grow membership and become more useful and meaningful to adults in sex industries.
- Continue to learn from and act upon feedback from communities of sex workers.

Third Party Reporting

- It remains a goal for the organisation to collaborate with support workers, health practitioners, and other stakeholders around the country to discuss how they can participate the 3rd party reporting of harm to sex workers for national dissemination, given the improvements to NUM's platform and joint aims of preventing and ending all forms of violence to sex workers.

Case Work and Statistics

- In addition to national victim and vocational support case work, NUM ISVA case workers will have physical presence in London, Manchester, and Scotland. As such, we aim to provide local and regional statistics to inform anti-violence policy development and services to sex workers, towards improvements in health, safety and rights.
- Continue to seek investment for our emergency funds to support those fleeing abuse, taking breaks from sex work, or leaving it entirely.
- Implement out-of-hours support services with delivery partners and continue online chat and other digital support.

Vocational Support

- Share the vocational support services heat map for London and other project outputs.
- After leading a successful research project and vocational support services, we are seeking investment for a national rollout of facilitated and self-directed services for those contemplating changes to their revenue streams and to reduce survival sex work.

Mental Health Support

- Expand and improve our Directory of Sex Worker-Friendly Therapists.
- Continue to provide paid therapy sessions for sex workers and digital drop-ins to explore therapeutic options.

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Community Development, Research and Advocacy

- Continue to work in collaboration with sex worker-led groups across the country, sharing resources and capital, participating in joint advocacy efforts, and working towards the liberation of sex workers everywhere.
- Where possible, participate with the international community in advocacy and fights for personhood, rights, digital and financial citizenship, and memorial events such as the IDEVASW.
- Find investment for continued operation of NUM core services, NUMbrella Lane, our Vocational Support Services and Racial Justice project.
- Seek opportunities to engage in knowledge translation among stakeholders in inclusion health and public safety communities, to promote respectful engagement with sex workers.
- Nurture and strengthen partnerships with sex worker-serving organisations, and those leading arts-based projects that contribute to shaping public sentiments towards ending stigma and discrimination.
- Continue to invest in sex worker artists as part of our partnership with the Vagina Museum.
- Continue to produce issues of the 'Under the Red Umbrella' zine to promote the art, prose and poetry of sex workers and sex worker-led organisations.
- Continue work on a University-Charity research partnership to evaluate NUM as a health and safety intervention.
- Support community-based research projects and participate in knowledge creation activities that sit within our mandate.

Internal

- Seek investment, diversify revenue streams, and grow the organisation responsibly, and ways that benefit our membership.
- Build capacity within NUM to deliver services and continue to hire those in and from sex industries.
- Finalise and publish the NUM Policy Handbook and maintain Charity Excellence Framework Quality Mark.
- Prioritise mental health and wellbeing within project delivery plans and as part of NUM operations and ethos.

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Structure, governance and management

National Ugly Mugs converted to a Charitable Incorporated Organisation (CIO) on 30th October 2019 to better serve the objectives of the organisation. It was previously registered as a charity with the Charity Commission, constituted under a trust deed dated June 2002 and now works to its Constitution.

Appointment of trustees

As set out in the Constitution, trustees are elected by existing trustees of the CIO at Annual General meetings and serve for a period of 3 years.

Trustee induction and training

All trustees will initially join the board for a 6-month induction period. At the end of this period, they will meet with the Chair and another board member to discuss their experience and decide whether they wish to continue as a trustee. During this meeting, the Chair will also provide feedback on the trustee's contributions throughout the induction. All trustees are required to review and sign a code of conduct and are fully supported by the existing board throughout their tenure.

Related parties and co-operation with other organisations

Our trustees do not receive any remuneration or benefits for their work with the charity. Any connections between a trustee or senior manager and a service provider must be fully disclosed to the board of trustees, in line with the standard procedure for any contractual relationships involving related parties. No related party transactions were reported during the current year.

Organisation

The board of trustees oversees the administration of the charity and typically meets quarterly throughout the year. As required by the constitution, a minimum of two ordinary meetings must be held annually. To manage the charity's daily operations, the trustees appoint a Chief Executive.

The charity actively furthers its purposes for the public benefit by successfully preventing crime, bringing perpetrators of serious offences to justice, and enhancing the safety of sex workers. The trustees confirm that they have adhered to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives, planning future activities, and setting policies for the year.

Investment powers and policy

The trustees, considering the charity's liquidity needs for ongoing operations, have maintained available funds in an interest-bearing deposit account.

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Financial Review

NUM reported an overall deficit of £67,570 in 2023-24 (compared to a deficit of £45,258 in 2022-23). This includes unrestricted deficit of £53,967 and a restricted surplus of £8,709, supported by the securing of several key grants.

Restricted funds carried forward totalled £64,580, primarily consisting of grants from the Joseph Rowntree Charitable Trust, the Robertson Trust, and Trust for London. Unrestricted funds carried forward amounted to £142,167. Full details of restricted fund movements and closing balances can be found in Note 19 of the Financial Statements

Reserves policy and going concern

As of 31st March 2024, the balance of unrestricted reserves was £142,167, with £139,600 classified as free reserves after accounting for funds tied up in tangible fixed assets.

The trustees aim to maintain free reserves in unrestricted funds at a level equivalent to approximately three months of unrestricted charitable expenditure. This target is intended to ensure sufficient funds are available to meet grant applications and cover support and governance costs. The trustees confirm that this target has been achieved.

The charity's primary source of core income is grant funding from Charitable Trusts and Foundations. Additional project-specific grants support and expand the charity's work, while income from donations contributes to the delivery of NUM services. The trustees consider it appropriate to prepare the accounts on a going concern basis. Consequently, the accounts do not include adjustments that would be required if these income streams were to cease.

We have had some challenges with fund development for core costs this year and sadly our Operations Manager left the organisation in November after dealing with some health issues over the past year. As a result, some core funding applications were not submitted and we have been working to secure this funding. For FYE 2024-25, we have raised 72% (£387,020) of the projected expenses for this financial year. We are optimistic in our financial outlook as all of the three main grants currently being sought by NUM to reduce our shortfall (£147,926) are requests for continued support by Trusts and Foundations that have funded us before. We ask that they join with 9 other trusts and foundations in investing in our work. We have also been working hard to diversify revenue through our partnerships with the Vagina Museum, Basis Yorkshire, POW Nottingham, National Voices, and contract with the UKHSA as we move into working alongside stakeholders in Inclusion Health.

So far, for 2025-26 we have managed to secure funding from TNLCF for our ISVA support partnership, the Joseph Rowntree Community Trust, NIHR, and City Bridge Trust, but we aim to have further statutory funding and increased revenue from donations, our eLearning platform, consultancy, and our trade revenue stream to address deficits. We expect awareness of NUM and donations to our cause to increase because of recent and planned media around December 17th the International Day to End Violence Against Sex Workers, our Memorial Map, and through the high profile of our new Ambassador Megan Barton-Hanson, who joins the organisation this week, after years of correspondences.

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This is an incredibly challenging time for specialist charities in the UK given the ongoing economic and cost-of-living crisis and the new Labour Government zero concessions for charities in employer national insurance contribution increases. More so for charities working on unpopular or hard to fund causes. We have recently reduced our employer pension to model a 5% employer and 3% employee contribution, formerly an 8% employer contribution providing an additional £3,000 in unrestricted funds for this fiscal which will be used to support NUM core operating costs.

Plan B

If the full cost of operating NUM's services is not met, our first step would be to appeal to funders and donors, then restructure the organisation to reduce the scope of our work and opening hours as well as cutting staff, programs, any liabilities and associated programs that are not essential, to match with the revenue we have. As we have two rented facilities in Manchester and Glasgow, we would look to reduce or let go of office space and acquire storage units.

The main objective of a restructure would be to maintain our reporting and alerting mechanism, retain case workers only the locations explicitly funded, continue our online chat, and provision of therapy packages and emergency food to sex workers while we rebuild. In the event of dissolution, we have enough in reserves to wind down the charity.

Risk Management

The trustees have carefully assessed the risks to which the charity is exposed and are satisfied that appropriate systems are in place to manage these risks effectively.

A risk register is maintained by staff and reviewed quarterly during trustee meetings. The charity trustees have identified three principal risks and uncertainties facing the organization. Below is a summary of these risks and the strategies in place to mitigate them:

Financial Sustainability

The financial environment for UK charities remains challenging due to well-documented factors. The trustees closely monitor the charity's financial position, including risks and potential impacts associated with funding fluctuations.

Internally, the charity maintains rigorous oversight of its finances, routinely reviewing management accounts and assessing service delivery options in light of various fundraising scenarios. As part of its strategic effort to diversify income streams, the charity has recruited an Operations Manager with a proven track record in securing trust and foundation grants and generating earned income. Working alongside the CEO and trustees, this new role focuses on coordinating and advancing fundraising efforts.

Staff Wellbeing and Service Delivery

The ongoing pressures facing the charity sector are considerable, and NUM's unique role in advocating for the rights and safety of sex workers amplifies these challenges. Mental and emotional stress, leading to staff "burnout," remains a significant concern.

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To address this, the charity actively monitors risks related to staff burnout and provides access to a network of therapists and mental health professionals at no cost to employees in need. Plans are in place to further develop staff resources, adding capacity to the team and reducing workload pressures to support long-term wellbeing and effective service delivery.

Reputational Risks

Operating in a sensitive and often controversial field, the trustees recognise the importance of safeguarding the charity's reputation and managing public perceptions. The management team is highly skilled and experienced in navigating the challenges of maintaining credibility and trust while providing vital support to beneficiaries.

To foster a balanced and informed understanding of its work, the charity continues to build relationships with policymakers, law enforcement, health organizations, charities, media outlets, and civil society groups. These efforts aim to expand awareness and appreciation of NUM's mission, even amid a generally hostile public narrative, while maintaining strong ties with diverse funding sources essential to sustaining its operations.

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Trustees' annual report
for the year ended 31st March 2024

Acknowledgements

Above all, we thank the sex workers who have been at the heart of NUM's community. Your trust in us—whether by using our services, contributing to our research and consultations, or joining us in organising—means that together we change our world!

We extend our heartfelt gratitude to NUM's dedicated staff and volunteers for their unwavering efforts in the fight to end violence against sex workers. We also deeply appreciate the invaluable support from individual donors and the charitable funders who enable our work to continue.

The Tudor Trust	Joseph Rowntree Charitable Trust	NLCF England
The Robertson Trust	The Esmée Fairbairn Foundation	Trust for London
The John Ellerman Foundation	The Garfield Weston Foundation	NLCF Scotland
Manchester City Council	Glasgow Council for the Voluntary Sector	Digital Ventures
UK Government – Cost-of-Living Fund	Worshipful Company of Information Technologists	

Trustees Responsibilities in Relation to the Financial Statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper 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 Charities Act 2011. 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 are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees on 12/12/2024 and signed on their behalf by:

Megan Prescott, Chair

Michael Edmonds, Treasurer

Independent examiner's report
to the members of
National Ugly Mugs

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st March 2024 which are set out on pages 36 to 56.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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

Jennifer Daniel FCCA DChA

Slade & Cooper Limited, Chartered Certified Accountants
Beehive Mill, Jersey Street, Ancoats
Manchester, M4 6JG

Date: 19 December 2024

National Ugly Mugs
Statement of Financial Activities
for the year ended 31 March 2024

	Note	Unrestricted funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	230,058	-	230,058	243,734
Charitable activities	4	-	363,230	363,230	333,783
Other trading activities	5	24,433	-	24,433	43,698
Investments	6	156	-	156	242
Total income		254,647	363,230	617,877	621,457
Expenditure on:					
Raising funds	7	6,868	-	6,868	793
Charitable activities:	8	413,836	264,743	678,579	665,922
Total expenditure		420,704	264,743	685,447	666,715
Net income / (expenditure) before net gains / (losses) on investments		(166,057)	98,487	(67,570)	(45,258)
Net income / (expenditure) for the year	10	(166,057)	98,487	(67,570)	(45,258)
Transfer between funds		97,854	(97,854)	-	-
Net movement in funds for the year		(68,203)	633	(67,570)	(45,258)
Reconciliation of funds					
Total funds brought forward		210,370	63,947	274,317	319,575
Total funds carried forward		142,167	64,580	206,747	274,317

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

A full comparative SOFA is available on the last page of the financial statements.

National Ugly Mugs

Balance Sheet as at 31 March 2024

	Note	2024	2023
		£	£
Fixed assets			
Tangible assets	15	2,567	1,949
Total fixed assets		2,567	1,949
Current assets			
Debtors	16	5,755	11,562
Cash at bank and in hand	17	230,247	286,270
Total current assets		236,002	297,832
Liabilities			
Creditors: amounts falling due in less than one year	18	(31,822)	(25,464)
Net current assets		204,180	272,368
Net assets		206,747	274,317
Funds of the charity:			
Restricted income funds	19	64,580	63,947
Unrestricted income funds	20	142,167	210,370
Total charity funds		206,747	274,317

The notes on pages 39 to 56 form part of these accounts.

Approved by the trustees on 12/12/2024 and signed on their behalf by:

Megan Prescott, Chair

Michael Edmonds, Treasurer

National Ugly Mugs
Statement of Cash Flows
for the year ending 31 March 2024

	Note	2024 £	2023 £
Cash provided by / (used in) operating activities	22	(53,244)	(31,317)
<i>Cash flows from investing activities:</i>			
Purchase of tangible fixed assets		(2,935)	(1,832)
Cash provided by / (used in) investing activities		(2,779)	(1,590)
Increase/(decrease) in cash and cash equivalents in the year		(56,023)	(32,907)
Cash and cash equivalents at the beginning of the year		286,270	319,177
Cash and cash equivalents at the end of the year		230,247	286,270

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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), second edition - October 2019 (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Accounting Practice.

The accounts (financial statements) have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 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), second edition - October 2019, rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

National Ugly Mugs meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b Preparation of the accounts on a going concern basis

The financial statements have been prepared on a going concern basis which assumes that the charitable company will continue in operational existence for the foreseeable future. At the year end the charity had net current assets of £204,180 and its unrestricted free reserves the amount required by the charity's reserves policy. The charity's forecast to 31 March 2025 currently shows a funding deficit of £147,926. The charity is currently carrying out a funding campaign from, but not limited to Trusts and Foundations that have special interest in the work of the charity.

In recognition of the current difficult funding climate for charities, the trustees are also making other contingent plans to restructure the organisation to reduce the scope of its work and opening hours in the event of reduced funding. Cashflow is being monitored closely and in a worst-case scenario of dissolution, the trustees are confident that the charity has enough reserves to wind down the charity solvently. It is therefore not considered necessary to restate the assets and liabilities of the charity at this point.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

c Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

d Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of commercial trading including fundraising, marketing and their associated support costs.
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 8.

i Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Computers & office equipment	33.33% on cost
------------------------------	----------------

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

k Debtors

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

l Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

m Creditors and provisions

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

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

2 Legal status of the charity

The charity is a charitable incorporated organisation, registered as a charity in England & Wales.

3 Income from donations and legacies

Current reporting period	Unrestricted £	Restricted £	Total 2024 £
Donations	10,378	-	10,378
General grants:			
Esmee Fairbairn Foundation	66,180	-	66,180
John Ellerman Foundation	49,500	-	49,500
University College London Hospitals NHS Foundation Trust	25,000	-	25,000
Tudor Trust	79,000	-	79,000
Total	230,058	-	230,058
Previous reporting period	Unrestricted £	Restricted £	Total 2023 £
Donations	13,140	-	13,140
General grants:			
Esmee Fairbairn Foundation	101,200	-	101,200
John Ellerman Foundation	49,500	-	49,500
JRCT	9,494	-	9,494
Garfield Weston Foundation	30,000	-	30,000
Robertsons Trust	5,400	-	5,400
Tudor Trust	35,000	-	35,000
	-	-	-
Total	243,734	-	243,734

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

4 Income from charitable activities

Current reporting period	Unrestricted £	Restricted £	Total 2024 £
Restricted grants:			
Esmee Fairbairn Foundation	-	8,240	8,240
JRCT	-	27,126	27,126
National Lottery Community Fund Cost of Living	-	67,269	67,269
National Lottery Community Fund Reaching Communities	-	84,606	84,606
National Lottery Community Fund Scotland	-	63,389	63,389
Robertsons Trust	-	39,600	39,600
Trust for London	-	58,000	58,000
Worshipful Company of Information Technologists	-	15,000	15,000
Total	-	363,230	363,230
Previous reporting period	Unrestricted £	Restricted £	Total 2023 £
Restricted grants:			
JRCT	-	75,950	75,950
National Lottery Community Fund Digital	-	69,913	69,913
National Lottery Community Fund Reaching Communities	-	42,480	42,480
National Lottery Community Fund Scotland	-	59,430	59,430
Robertsons Trust	-	36,000	36,000
Trust for London	-	60,000	60,000
Sundry income*	(9,990)	-	(9,990)
Total	(9,990)	343,773	333,783

* This is income double counted in previous years

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

5 Income from other trading activities

	2024 £	2023 £
Consultancy and Public Speaking	600	5,937
Corporate income	21,750	36,996
E-learning	1,250	-
Events	400	-
Merchandise	433	765
	24,433	43,698

All income from other trading activities is unrestricted.

6 Investment income Current reporting period

	Unrestricted £	Restricted £	Total 2024 £
Income from bank deposits	156	-	156

Previous reporting period

	Unrestricted £	Restricted £	Total 2023 £
Income from bank deposits	242	-	242

7 Cost of raising funds

	2024 £	2023 £
Fundraising fees	396	519
Merchandise costs	5,065	339
Advertising and marketing	1,407	(65)
	6,868	793

All expenditure on cost of raising funds is unrestricted.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

8 Analysis of expenditure on charitable activities

Current reporting period	Total 2024 £
Bulk emailing and texting	23,144
Conferences	244
Depreciation	2,317
Emergency food provision	12,374
IT costs	6,978
Minor equipment	5,221
Post, printing & stationery	947
Project costs	29,483
Refreshments	3,744
Staff costs	458,460
Subscriptions	5,146
Sundries	892
Telephone	1,631
Training	65
Website costs	53,042
Governance costs (see note 9)	3,398
Support costs (see note 9)	71,493
	678,579
	2024 £
Restricted expenditure	264,743
Unrestricted expenditure	413,836
	678,579

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

8 Analysis of expenditure on charitable activities (continued)

<i>Previous reporting period</i>	<i>Total 2023 £</i>
<i>Staff costs</i>	447,632
<i>Training</i>	1,582
<i>Bulk emailing and texting</i>	5,572
<i>Conferences</i>	1,848
<i>Refreshments</i>	1,792
<i>Emergency food provision</i>	1,446
<i>Subscriptions</i>	3,119
<i>IT costs</i>	11,145
<i>Telephone</i>	2,472
<i>Website costs</i>	58,444
<i>Minor equipment</i>	1,980
<i>Post, printing & stationery</i>	2,030
<i>Depreciation</i>	4,531
<i>Sundries</i>	1,716
<i>Governance costs (see note 9)</i>	3,314
<i>Support costs (see note 9)</i>	117,299
	665,922
	2023
	£
Restricted expenditure	293,866
Unrestricted expenditure	372,056
	665,922

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

9 Analysis of governance and support costs

Current reporting period	Basis of apportionment	Support £	Governance £	Total 2024 £
Accountancy fees	type of expense	8,443	2,328	10,771
Bank charges	type of expense	285	-	285
Consultancy	type of expense	14,114	-	14,114
Staff costs	type of expense	4,776	-	4,776
Staff training	type of expense	3,354	-	3,354
Professional fees	type of expense	209	-	209
Rent	type of expense	24,338	-	24,338
Insurance	type of expense	1,889	-	1,889
Payroll bureau	type of expense	1,172	-	1,172
Staff travel	type of expense	7,778	-	7,778
Trustee travel	type of expense	-	1,070	1,070
Management and supervision	type of expense	5,135	-	5,135
		71,493	3,398	74,891

<i>Previous reporting period</i>	<i>Basis of apportionment</i>	<i>Support £</i>	<i>Governance £</i>	<i>Total 2023 £</i>
<i>Accountancy fees</i>	<i>type of expense</i>	5,825	3,314	9,139
<i>Bank charges</i>	<i>type of expense</i>	252	-	252
<i>Repairs & maintenance</i>	<i>type of expense</i>	45	-	45
<i>Consultancy</i>	<i>type of expense</i>	42,577	-	42,577
<i>Staff costs</i>	<i>type of expense</i>	14,587	-	14,587
<i>Staff training</i>	<i>type of expense</i>	4,662	-	4,662
<i>Professional fees</i>	<i>type of expense</i>	2,011	-	2,011
<i>Rent</i>	<i>type of expense</i>	26,196	-	26,196
<i>Insurance</i>	<i>type of expense</i>	1,641	-	1,641
<i>Payroll bureau</i>	<i>type of expense</i>	441	-	441
<i>HR expenses</i>	<i>type of expense</i>	1,643	-	1,643
<i>Staff travel</i>	<i>type of expense</i>	12,915	-	12,915
<i>Trustee travel</i>	<i>type of expense</i>	119	-	119
<i>Management and supervision</i>	<i>type of expense</i>	4,385	-	4,385
		117,299	3,314	120,613

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

10 Net income / (expenditure) for the year

This is stated after charging/(crediting):	2024 £	2023 £
Depreciation	2,317	4,531
Independent examiner's remuneration - accountancy fees	2,800	
Independent examiner's fees	1,080	1,940

11 Staff costs

Staff costs during the year were as follows:

	2024 £	2023 £
Wages and salaries	406,637	393,092
Social security costs	30,456	32,867
Pension costs	21,367	21,673
	458,460	447,632

No employee has employee benefits in excess of £60,000 (2023: Nil).

The average number of staff employed during the period was 17 (2023: 17).

The average full time equivalent number of staff employed during the period was 12 (2023: 13).

The key management personnel of the charity comprise the trustees and the Chief Executive Officer. The key management personnel previously included the Chief Operating Officer, prior to departure on 30 June 2022. The total employee benefits of the key management personnel of the charity were £66,663 (2023: £82,673).

12 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year (2023: nil).

5 members of the management committee received travel and subsistence expenses during the year of £681 (2023: £119).

Aggregate donations with conditions from related parties were nil (2023: nil).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2023: nil).

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

13 Government grants

The government grants recognised in the accounts were as follows:

	2024 £	2023 £
University College London Hospitals		
NHS Foundation Trust	25,000	-
	25,000	-

There were no unfulfilled conditions and contingencies attached to the grants.

14 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

15 Fixed assets: tangible assets

	Office equipment £	Computer equipment £	Total £
Cost			
At 1 April 2023	1,008	21,757	22,765
Additions	1,243	1,692	2,935
Disposals	-	-	-
At 31 March 2024	2,251	23,449	25,700
Depreciation			
At 1 April 2023	1,008	19,808	20,816
Charge for the year	414	1,903	2,317
Disposals	-	-	-
At 31 March 2024	1,422	21,711	23,133
Net book value			
At 31 March 2024	829	1,738	2,567
At 31 March 2023	-	1,949	1,949

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

16 Debtors

	2024 £	2023 £
Grants receivable	250	6,213
Other debtors (rent deposit, staff costs control)	2,053	2,982
Prepayments and accrued income	3,452	2,367
	5,755	11,562

17 Cash at bank and in hand

	2024 £	2023 £
Cash at bank and on hand	230,247	286,270
	230,247	286,270

18 Creditors: amounts falling due within one year

	2024 £	2023 £
Other creditors and accruals	12,507	7,264
Taxation and social security costs	19,315	18,200
	31,822	25,464

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

19 Analysis of movements in restricted funds

Current reporting period	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2024 £
Restricted grants:					
Catalyst	123	-	-	(123)	-
Comic Relief	(13,204)	-	-	13,204	-
EFF	-	8,240	-	-	8,240
Glasgow Fund	8,428	-	-	(8,428)	-
J Butler Educational Trust	900	-	-	(900)	-
JRCT	32,166	27,126	(47,221)	(3,884)	8,187
London Community Foundation (MOPAC)	3,523	-	-	(3,523)	-
Manchester City Council	(3,824)	-	-	3,824	-
National Lottery Community Fund Covid	4,812	-	-	(4,812)	-
National Lottery Community Fund Digital	(616)	-	-	616	-
National Lottery Community Fund Org Development	80	-	-	(80)	-
National Lottery Community Fund Reaching Communities	(23,362)	84,606	(76,901)	(8,997)	(24,654)
National Lottery Community Fund Scotland	3,341	63,389	(38,182)	(8,000)	20,548
National Lottery Cost of Living	-	67,269	(6,367)	(60,902)	-
Robertsons Trust	23,673	39,600	(51,289)	(6,869)	5,115
Trust for London	27,907	58,000	(44,783)	(5,040)	36,084
WCIT	-	15,000	-	(3,940)	11,060
	<u>63,947</u>	<u>363,230</u>	<u>(264,743)</u>	<u>(97,854)</u>	<u>64,580</u>

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

19 Analysis of movements in restricted funds (continued)

<i>Previous reporting period</i>	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers £</i>	<i>Balance at 31 March 2023 £</i>
<i>Catalyst</i>	123	-	-	-	123
<i>Comic Relief</i>	(13,204)	-	-	-	(13,204)
<i>Glasgow Fund</i>	8,475	-	(47)	-	8,428
<i>J Butler Educational Trust</i>	900	-	-	-	900
<i>JRCT</i>	12,390	75,950	(51,028)	(5,146)	32,166
<i>London Community Foundation (MOPAC)</i>	3,523	-	-	-	3,523
<i>Manchester City Council</i>	(3,824)	-	-	-	(3,824)
<i>National Lottery Community Fund Covid</i>	7,444	-	(2,633)	-	4,812
<i>National Lottery Community Fund Digital</i>	6,870	69,913	(67,149)	(10,250)	(616)
<i>National Lottery Community Fund Org Development</i>	80	-	-	-	80
<i>National Lottery Community Fund Reaching Communities</i>	-	42,480	(56,845)	(8,997)	(23,362)
<i>National Lottery Community Fund Scotland</i>	-	59,430	(48,089)	(8,000)	3,341
<i>Robertsons Trust</i>	32,460	36,000	(41,523)	(3,264)	23,673
<i>Trust for London</i>	-	60,000	(26,552)	(5,541)	27,907
	<u>55,237</u>	<u>343,773</u>	<u>(293,866)</u>	<u>(41,198)</u>	<u>63,947</u>

Name of restricted fund	Description, nature and purposes of the fund
Catalyst	Universal credit project with CAST
Comic Relief	Restricted case work for women only
EFF	Expanding impact and opportunities in healthcare spaces
Glasgow Fund	Restricted to Glasgow
J Butler Educational Trust	Funding for brochures for Romanian sex workers in London
JRCT	Racial justice
London Community Foundation (MOPAC)	Covid in London
Manchester City Council	Government grant for ISVA case work to Manchester residents
National Lottery Community Fund Covid	National Covid emergency response project
National Lottery Community Fund Digital	Digital build funding
National Lottery Community Fund Org Development	Org development contract for digital
National Lottery Community Fund Reaching Communities	Victim and Vocational support services - England only
National Lottery Community Fund Scotland	Restricted to Scotland
National Lottery Cost of Living	Cost of living response project in financial year 2023-24
Robertsons Trust	Restricted to Scotland, NUMbrella Lane
Trust for London	Vocational Support Services Development - London only
WCIT	Digital build funding

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

20 Analysis of movement in unrestricted funds

Current reporting period	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers £	As at 31 March 2024 £
General fund	210,370	254,647	(420,704)	97,854	142,167
Previous reporting period					
	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	As at 31 March 2023 £
General fund	264,338	277,684	(372,850)	41,198	210,370
Name of unrestricted fund					
Description, nature and purposes of the fund					
General fund	The free reserves after allowing for all designated funds				

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

21 Analysis of net assets between funds

Current Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	2,567	-	-	2,567
Fixed asset investments	-	-	-	-
Other net current assets/(liabilities)	139,600	-	64,580	204,180
Creditors of more than one year	-	-	-	-
Total	142,167	-	64,580	206,747
Previous Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	1,949	-	-	1,949
Other net current assets/(liabilities)	208,421	-	63,947	272,368
Creditors of more than one year	-	-	-	-
Total	210,370	-	63,947	274,317

22 Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income / (expenditure) for the year	(67,570)	(45,258)
Adjustments for:		
Depreciation charge	2,317	4,531
Dividends, interest and rents from investments	(156)	(242)
Decrease/(increase) in debtors	5,807	542
Increase/(decrease) in creditors	6,358	9,110
Net cash provided by / (used in) operating activities	(53,244)	(31,317)

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2024 (continued)

23 Prior Year Statement of Financial Activities (including Income and Expenditure account)

	Note	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	243,734	-	243,734	252,101
Charitable activities	4	(9,990)	343,773	333,783	267,361
Other trading activities	5	43,698	-	43,698	35,591
Investments	6	242	-	242	-
Total income		277,684	343,773	621,457	555,053
Expenditure on:					
Raising funds	7	793	-	793	7,773
Charitable activities:	8	372,056	293,866	665,922	557,137
Total expenditure		372,849	293,866	666,715	564,910
Net income / (expenditure) before net gains / (losses) on investments		(95,165)	49,907	(45,258)	(9,857)
Net income / (expenditure) for the year	10	(95,165)	49,907	(45,258)	(9,857)
Transfer between funds		41,198	(41,198)	-	-
Net movement in funds for the year		(53,967)	8,709	(45,258)	(9,857)
Reconciliation of funds					
Total funds brought forward		264,338	55,237	319,575	329,432
Total funds carried forward		210,371	63,946	274,317	319,575

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

NATIONAL UGLY MUGS

England & Wales - Charity number 1122461

Accounts

Charity Number: 1122461

National Ugly Mugs

Trustees' Report and Financial Statements
For the Year Ended 31 March 2023



Trustee's Annual Report 2022-23

National Ugly Mugs



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Charity No. 1122461

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Charity Number: 1122461

Registered Office and Operational Address:

Unit 209, Green Fish Resource Centre, 46-50 Oldham Street, Manchester M4 1LE

National Ugly Mugs (NUM), formerly the UK Network of Sex Work Projects (UKNSWP)

Trustees Trustees who served during the year and up to the date of this report were:

Siân Prime	Chair
James Osborne	Treasurer
Dr. Mary Laing	Academic Lead
Dr. Laura Graham	Academic Lead
Megan Prescott	Trustee
Rebecca Kemp	Digital Lead (left in 2022-23)
Emily Kenway	Trustee (joined in 2023-24)
Luca Stevenson	Trustee (joined in 2023-24)
Michael Edmonds	Trustee (joined in 2023-24)

Trustees who held title to property belonging to the charity during the reporting period or at the date of approval were:

Siân Prime	Chair
James Osborne	Treasurer
Dr. Mary Laing	Academic Lead
Dr. Laura Graham	Academic Lead
Megan Prescott	Trustee

Key Management Personnel	Dr. Raven Bowen	Chief Executive Officer
	Kerri Swindells	Chief Operations Officer

Bankers	CAF Bank	25 Kings Hill Avenue, West Malling, Kent, ME19 4TA
	Lloyds Bank	25 Gresham Street, London, EC2 7HN

Independent Examiner	Jennifer Daniel FCCA DChA, Slade & Cooper Limited
	Beehive Mill, Jersey Street, Ancoats, Manchester, M4 6JG

A Message from the Trustees

Systemic marginalisation and victimisation mean that the landscape facing sex workers in the UK is always complex, but this year has felt especially challenging. Uneven recovery from the COVID-19 pandemic, widespread economic uncertainty, and the impact of the Cost of Living Crisis have all profoundly changed many people's relationships to sex work. Most noticeably, these financial pressures are seeing more people either beginning to engage or increasing their engagement with sex work - and sex workers have reported experiencing increased safety risks as a direct result of the Cost of Living Crisis. NUM continued to provide support through these challenging times, and the need for consistent, quality support has been underlined by increases on last year in people reporting harm to NUM, accessing our caseworker support, and receiving safety alerts.

This year has been one of continued development, starting with the completion of a major digital rebuild project in 2022. While our original reporting process was designed by professionals in victim support, our shift to a 'Sex Workers First' approach saw NUM work with over 200 sex workers to develop and user-test our digital platform.

Our casework team have been working hard to embed the new platform while increasing both the number and complexity of their cases, and have implemented new processes this year to help us better track forms of harm and types of support. This year we also joined Aylo's (AKA MindGeek's) trusted flagger programme, meaning our caseworkers can now support sex workers facing image-based violence or wanting to leave the sex industries in taking down content from popular adult sites.

We've continued developing our mental health support, including the provision of therapy packages for sex workers and the expansion of our sex worker-friendly therapist directory. We also created a range of hypnotherapy resources available to sex workers, as well as hosting online drop-in sessions with NUM's in-house therapist. We launched our Leaving the Game research, an exploration of the interaction of sex work and mainstream work - and a platform for our new Vocational Support Service. We've seen significant developments in our Racial Justice for Sex Workers programme and community-based research projects.

We further embedded NUMbrella Lane, our drop-in and wellbeing space for sex workers in Scotland, which has established itself as an increasingly vital resource for Scottish workers and part of the sex workers' rights landscape in Scotland. NUMbrella Lane supported 241 people in its first year of operations, and conducted a needs assessment of sex workers in Scotland.

We've been working with sex worker-led groups in Ireland and across the UK to develop a strategy for national advocacy, in order to better collaborate with health, safety and rights groups and coordinate interactions with policymakers. We're hopeful that this work will drive more effective policy engagement around sex workers' rights and safety, and allow sex worker-led organisations to better feed into national safety, wellbeing, and VAWG strategies.

The following report summarises the FYE ending March 2023.

Trustees Report - Year End 31st March 2023

The Trustees present their report and the unaudited financial statements for the financial year end 2023.

The reference and administrative information set out on page 3 forms part of this report. The financial statements comply with current statutory requirements, the charity's constitution, and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Main Objectives and Activities

National Ugly Mugs (NUM) began as a pilot project, founded in 2012 after 10 years of advocacy to the Home Office for a centralised service that managed reports of harm to sex workers. We're now the largest violence prevention and survivor support service for sex workers in the UK, working by, for and with sex workers to offer digital and in-person services for workers of all genders, backgrounds, and types of work.

Ultimately, our aim is to improve the rights, safety and leadership of sex workers, working through policy, community development and service provision to end all forms of violence against sex workers.

Our Mandate

Ending all forms of violence against sex workers and ending the conditions that lead to survival sex.

Our Principles

All of NUM's work, prioritisation and decision-making is guided by our three core principles:

Sex Workers First

NUM privileges lived experiences in sex industries as a primary way of knowing and responding to the safety, health, and rights priorities of these populations.

NUM hires and collaborates with sex workers and sex worker-led groups in the UK and around the world that work towards ending all forms of violence, oppression, and poverty. Safety is a top priority for NUM, and we believe that sex workers have the right to be safe while in sex industries.

Quality Support

NUM works in a practical sense with sex workers to prevent violence or to support victims and survivors in seeking justice, health, and recovery from the harms that they experience.

NUM tackles achievable goals around ending the conditions that lead to destitution and survival sex, such as poverty and fighting for the equitable inclusion and treatment of sex workers in all aspects of civil society.

Learning and Innovation

As a learning organisation, NUM creates ways to learn and grow. It's not about perfection, it's about finding ways to best support our beneficiaries and ensure that our services are relevant and sustainable. Constant innovation ensures NUM is adaptive and effective in what we do, why, and how.

Charitable Objectives

1. To promote public safety and the prevention of crime by the provision of safety training, information, and resources.
2. To preserve, protect, and promote good health by providing information and support services.
3. To promote the rights and entitlements of sex workers as equal citizens by providing advocacy, information, and support services.

NUM's definition of violence includes both interpersonal violence and structural or state violence. As such, our main charitable activities include:

- The provision of victim/survivor support casework, ensuring quality care to sex workers who survive violence;
- Harm prevention information and digital tools, including the operating of reporting, alerting and checker tools;
- The provision of emergency resources to those fleeing abuse or needing to take breaks from sex work, and to reduce forced labour or survival sex;
- Identifying barriers and discrimination facing sex workers, and supporting workers in navigating and securing support within NUM, their communities, and public services;
- Providing in-person and online sex worker-only spaces, events and activities, as well as anti-isolation and community education programmes;
- Developing research and policy positions on the rights, safety and wellbeing of sex workers in the UK and internationally, and pushing to change the structures, policies and practices that contribute to violence against sex workers.

Furthermore, with the consent of sex workers, we share information and intelligence in pursuit of offenders to improve overall community and public safety and towards advancing human and labour rights agendas, systems, and policy change.

Main Aims

1. Increasing sex worker safety and the prevention of crimes and harms against this diverse population of adults
2. Supporting sex workers in generating knowledge and sharing experiences in ways that advance the wellbeing of their communities, increase the social inclusion of sex workers, and combat discrimination, criminalisation and violence.
3. Providing survivor-centred, trauma-informed services and facilitating sex workers in safely accessing the public services of their choosing, ensuring that:
 - a. Sex workers are the ones characterising their work and defining their circumstances, needs and priorities;

- b. Services are informed about sex workers' needs and priorities to promote accessibility, meaningful engagement, and non-judgemental treatment;
 - c. All sex workers - irrespective of class, race, gender, sexuality, disability, immigration status, or type of work - receive consistent, protective responses from police and public services when they ask for help;
 - d. Sex workers inform justice, victim support, anti-violence and inclusion health initiatives in ways that improve their wellbeing and increase their engagement in civil society.
-

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

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

NUM's Main Activities

NUM's main activities are summarised below by workstream. All NUM's charitable activities are undertaken in furtherance of our mandate and charitable purposes and are for the public benefit. Please note that the statistics reflect the calendar year of 2022 and the activities presented were done during the fiscal year 1 March 2022 to 31 April 2023.

NUM in NUMbers: Digital Services

In 2022, we completed a major digital build project. Based on feedback from sex workers and practitioners, significant improvements to membership and reporting processes were needed.

While our original reporting form was designed by professionals in victim support and other areas, our shift to a 'Sex Workers First' approach saw us work with over 200 sex workers in our community to develop and user-test our digital platform. Please see our ['NLCF Digital Build: Sex Work and Safety Online'](#) report for more details.

Reporting

Sex workers and practitioners can submit reports of harm they experience within their work, which are triaged and processed by our casework team.

**Report something**
Has something happened to you? Report it here

**Alert tool**
Sign up for alerts for people to watch out for

**Checker tool**
Check details of clients to stay safe

**Remove online content**
Get unwanted online content taken down

If you need quick access to a Case Worker

Call 0161 629 9861

[Other ways you can get in touch](#)

Our casework team offer support to each sex worker reporting harm and, with their consent, create safety alerts which are disseminated to our membership, flagging a report of harm and providing details on the alleged perpetrator like location, physical description, and type of work targeted.

Report something that's happened to you or someone else

Sections

Step 1 - About You

Step 2 - About the Incident

Step 3 - About The Person(s)

Step 4 - What Happened?

Step 5 - Last Step

Step 6 - Review Entries

1

About you

We know this may be a difficult process for you. To help our team manage alerts, we need some information about how you were working at the time of this incident.

Who are you reporting for?

- ☐ Myself
☐ Someone else

Next



Members can choose to receive alerts of harm based on their location, and can choose as many locations as they want. Alongside our reporting form, our caseworkers are contactable through phone, email and online chat, and can walk sex workers through the reporting process if they wish.

Alerting Mechanism and NUMChecker

The information processed in our alerts is then added to NUM's database, which drives our checker tool. Members can check phone numbers, email addresses, usernames, and car registration plates against our database of harms, and can search old alerts for other identifiable information like work type, age and region. This ability to screen clients keeps sex workers safer, and gives them the autonomy to make informed choices over the clients they engage with.

Checker tool

You can use our NUM checker tool to search for Email addresses, Mobile / landline telephone numbers, profile handles (e.g Adultwork) and vehicle registrations. Simply type or paste in the details you want to check.

If there is a match on our database you will receive a warning message. Contact our Case Work Team if you have any questions: Monday to Friday between 10am and 4pm on 0161 629 9861 or email casework@uglymugs.org

Telephone number

Search by telephone number

Email address

Search by email address

Car registration

Search by car registration

Profile name

Search by profile name

Check someone's details



Clear Fields

Search Alerts for people to watch out for

Work Type

Filter by Work Type

Work Location

Filter by Work Location Type

Gender

Filter by Gender

Age

Filter by Age

Region

Filter by Region

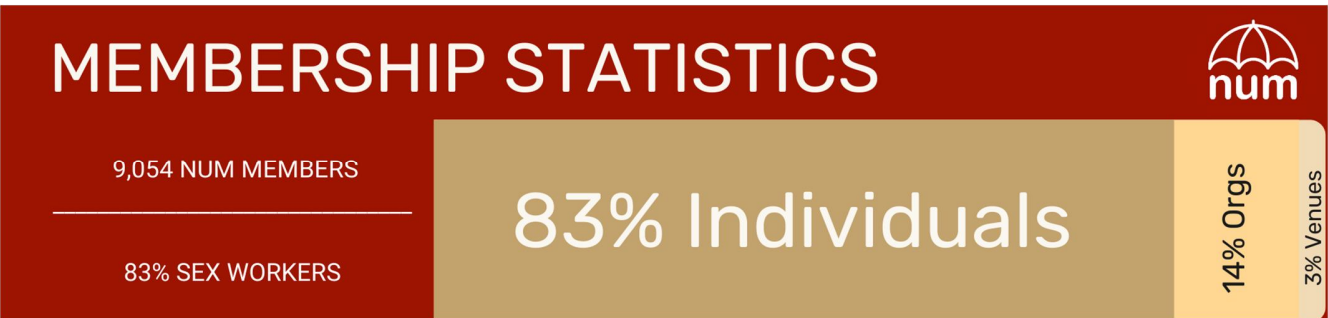
Search Alerts

Clear Fields

All of this is accessible alongside our online members area, a sex-workers-only part of the website that was developed securely through a bespoke, security-first WordPress build. Here, members can navigate our safety tools, search for advice or resources, or explore relevant news in a safe area designed by sex workers for sex workers.

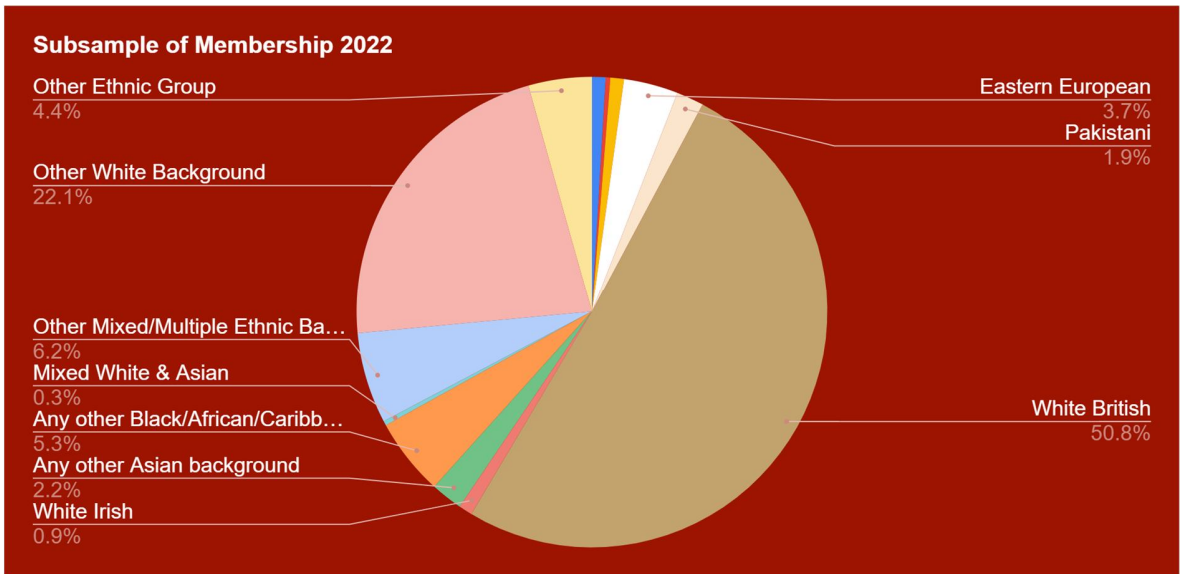
Membership Statistics

As of 31 December 2022, NUM had **9,054** members, up from 8,097 in 2021. **7,513** (83%) were active UK-based sex workers and **236** (3%) were sex industry venues, comprising 86% of NUM membership, **1,305** (14%) consisted of sex worker support organisations, shelters, doctors' surgeries, and other community partners.



As part of the digital build we expanded our membership forms, including questions on demographic and personal information that sex workers can choose whether they share with NUM. The majority of NUM members reporting worked from home (40%) or a hotel (26%). 79% identified as cis women, 17% as cis men, 2% as trans women, and 1% each as trans men, non-binary, and genderqueer or intersex. 40% identified as heterosexual, 40% as bisexual or pansexual, 7% as gay, 3% as lesbian, and 2% as asexual.

We are still developing our data collection, and are hoping that through this we can better understand our membership and ensure our advocacy is grounded in the needs of our members. In the meantime, a subsample (n= 321) of our membership in 2022 indicates the following breakdown in race and cultural backgrounds among NUM members:

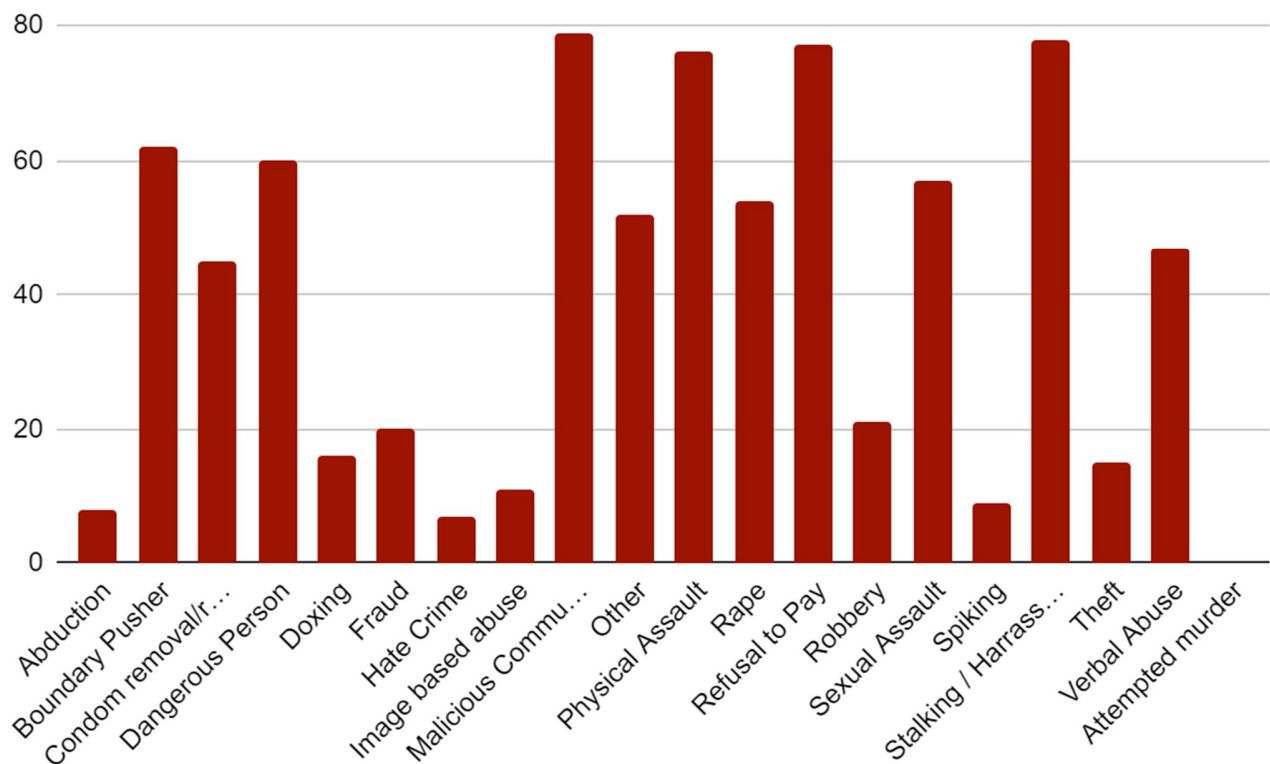


Reports of Harm, Alerts, and Victimization

NUM began using Google Data Studio to manage our statistics. Although we are still working through some issues with the migration of data from our old platform, we're able to report the following statistics with a high level of confidence.

Rates of reporting remain relatively low compared to pre-pandemic levels, with NUM staff processing **519** reports of violence in 2022. We sent roughly **764,000** alerts to sex workers in 2022, warning them of dangerous individuals and conditions to help prevent further violence, bringing the total alerts sent by NUM since inception to **2.48 million**.

NUM received and completed an average of **43 reports per month**, with the majority of reports coming directly from sex workers. Although reporting numbers are lower than expected, the complexity of harm and support necessary to ensure that sex workers are treated with dignity and respect has increased. The table below portrays total victimisation by incident type reported by sex workers in 2022, with **794 accounts of harm** within the 519 reports processed.



55% of reports submitted in 2022 were from street-based sex workers; one-third were from independent escorts; 3% from brothels/parlours and the rest from a range of other forms of work and locations.

The four most common locations of reported incidents were outdoors (19%), on the phone (17%), the sex worker's home (12%) and hotels (10%). With respect to geographical region, 24% of incidents were perpetrated against sex workers in London; 16% in the Midlands; 13% in the North West; and 10% in the South West.

Reporting Consent and Reports Originating from Police Forces

We've continued engaging with a number of police forces on reporting harm, pursuing those who victimise sex workers, and supporting sex workers in seeking justice. We received 65 reports from police forces throughout the UK in 2022, up from 52 in 2021. These were disseminated through our networks to warn sex workers about dangerous individuals.

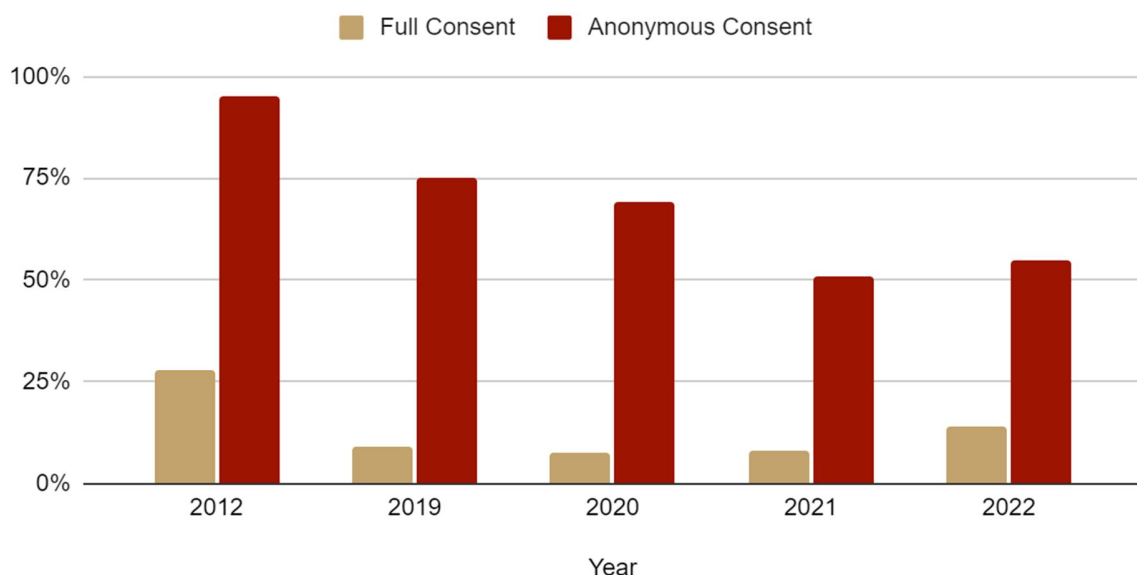
Case workers assisted police in witness appeals and missing persons reports through our alerting mechanism, giving sex workers the option to provide vital information anonymously through NUM, or link them directly to police. We've started documenting the hours case workers commit to working with police, and will share this statistic in future annual reports.

When reporting to NUM, sex workers can choose whether to only share their reports through alerts to sex workers, to share them anonymously with police intelligence, or to provide full reports and engage police in the process of seeking justice. We've seen a steady decline in sex workers' desire to access support through police or the legal system, which is unfortunately not a surprise - particularly given a wider decline in public trust in the police and ongoing, high-profile stories about negative experiences of policing.

For more information on police reporting, see our journal article ['Why Report? Sex Workers Who Use NUM Opt Out of Sharing Victimisation with Police'](#). Of the sex workers who did report to the police, a significant majority stated they would not have done so if NUM had not assisted them.

Serious crimes were shared with police intelligence and the National Crime Agency with sex worker consent, but willingness to share information with police by sex workers remains low. Consent for anonymously sharing information was at 55% in 2022 (up from 51% in 2021, but still down from 95% in 2012), and full consent to share information with police was at 14% (up from 8% in 2021, but still down from 27% in 2012).

Full and Anonymous Consent Rates Among Off-Street Independent Sex Workers, 2012-2022



We work with the consent of sex workers, and recognise that for many interacting directly with the police carries significant risk - as such, we only share information about an incident if given consent by the survivor. 86% of sex workers reporting to NUM choose to avoid police involvement after they've been victimised. Even with full anonymity and no risk of criminalisation, police intelligence are only made aware of just over half of the harms reported to NUM.

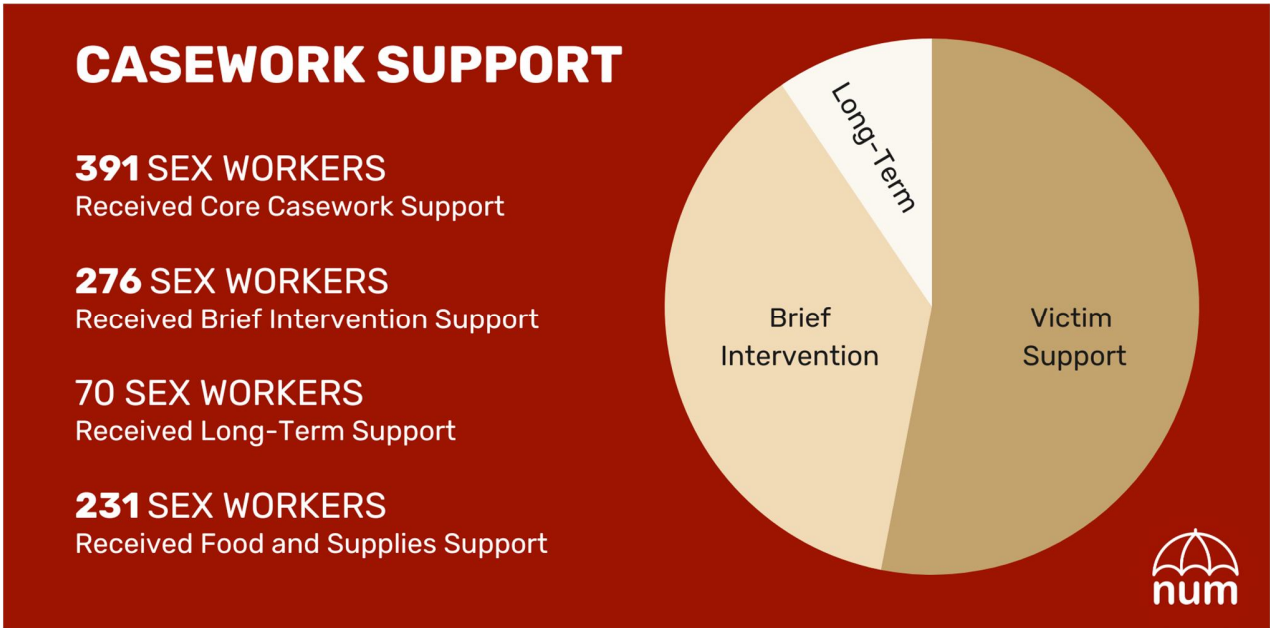
Support Services

Alongside processing reports and maintaining our digital safety tools, our casework team provides a range of direct support services - individual, expert support for workers experiencing harm or trauma; material emergency resources and support to sex workers and sex worker-led organisations; an in-person drop-in and wellbeing spaces; and paid therapy packages alongside mental health support.

Case Work

NUM's Case Work Team - comprised of qualified Independent Sexual Violence Advisors (ISVAs), as well as rape crisis and sex industry experts - provide survivor-centred, trauma-informed support to prevent violence and support individuals in healing and recovering from harm. This small, diverse team provides individualised support to sex workers nationwide, ensuring that they receive high quality, non-judgemental support that's sensitive to their unique needs and priorities.

In 2022, the Case Work Team provided individualised support to **737** sex workers: brief intervention to **276** people, victim support to **391**, and long-term support to **70** people facing complex issues and engagement with police and courts. A further **231** received supermarket vouchers to reduce the risks of survival sex associated with food poverty, alongside the small food bank opened in our NUMbrella Lane venue. NUM has also distributed direct funding to sex workers fleeing violence to support housing and relocation costs. This work is ongoing and is to be fully outlined in next year's annual report.



Going forward, we'll be able to document the time case workers spend handling police enquiries, supporting other organisations with our expertise, and member/non-member queries and referrals. We're also improving the way we categorise reports of violence to better track forms of harm, as many reports disclose more than one. This should provide a more accurate picture of how our caseworkers are supporting our community.

This year NUM also joined Aylo's (AKA MindGeek's) trusted flagger programme, which assists in the taking down of content from popular adult sites including Pornhub. We now offer this service to sex workers facing image-based violence, as well as those wanting to leave sex industries. We will be able to report on the number of referrals and hours spent by the casework team during 2023 and moving forward.

Sex workers can access NUM via online chat, email, freephone, text and our digital platforms, and we are exploring opening a WhatsApp business account. We're working on capacity expansion that will allow us to extend hours of support into evenings and weekends.

Mental Health Support Services

We're continuing to develop our [mental health offerings](#), including therapy packages for sex workers, a directory of sex worker-friendly therapists, and online group discussion and drop-in sessions with therapists.



In addition to this, NUM's in-house therapist has created a range of [hypnotherapy resources](#) available to sex workers who want to begin navigating issues like anxiety, trauma and depression on their own, as well as video resources to help people prepare for life changes as part of our Vocational Support Service.

NUMbrella Lane

We continue to operate NUMbrella Lane as a wellbeing space for sex workers in Scotland. The drop-in is open 3 days per week, with later sessions until 7:30pm on Tuesdays. NUMbrella Lane offers sexual health supplies, a food bank and emergency food vouchers, sanitary products, COVID tests, a clothing swap, and various group sessions and [community outings](#) to promote wellbeing, belonging and connectedness.

"I'm grateful for the space that NUMbrella Lane provides. It feels essential to have peer support (as well as professional if needed), especially in an industry that can feel lonely and isolating at times. NUMbrella Lane stops me feeling so alone."

- NUMbrella Lane Sex Worker Survey, 2023

NUMbrella Lane houses a victim support caseworker, and is led by a Coordinator and drop-in support worker, both experiential migrant members of staff. Our team's language skills cover Spanish, Brazilian Portuguese, Urdu, and Punjabi, enabling us to build trust across communities and increase the number of migrant workers using the space and accessing victim support. We've recently applied to AB Charitable Trust to further develop support to migrant sex workers, and increase our ability to bridge communication between non-English speakers and our caseworkers.

In the first year of operations, **241 people** accessed NUMbrella Lane's drop-ins, outings, material provisions and other services. In 2022 we conducted a needs assessment of sex workers in Scotland to explore how we could better support workers in Scotland. Among our findings were evidence of significant banking discrimination against sex workers, as well as unique challenges faced by migrant sex workers in the UK. Furthermore:

- 85% of workers have experienced crime, harm or violence as a result of sex work
- Only 16% reported their experiences to police, and all of those who did were dissatisfied with police support
- 65% of respondents use or have used food banks

The needs assessment also explored how we could better support workers in Scotland, and showed significant enthusiasm for more events - including queer- and trans-specific events, social outings, self-defence workshops, finance workshops, and more Edinburgh-based events (NUMbrella Lane is based out of Glasgow).

Staff have been working with other organisations within Scotland to develop referral pathways and offer the NUMbrella Lane space and resources to marginalised sex workers. We're beginning a piece of research exploring how sex workers with masculine identities can better benefit from NUMbrella Lane, and are in talks with a homelessness organisation about providing regular sessions with the sex workers they're in contact with. In 2022 we also launched [Truth and Lies](#), an anthology book of writing and art by sex workers co-created with the political art organisation [Arika](#).

In the coming year we'll continue embedding NUMbrella Lane as a presence in Glasgow and Scotland more widely, with a view to it becoming a go-to resource for sex workers and practitioners across the country.

Racial Justice for Sex Workers

Racial Justice for Sex Workers is a project exploring the experiences and barriers facing racialised sex workers when accessing public services. Our team is working to develop the pathways, resources, and policy changes necessary to increase the safety of racialised sex workers through new research, reporting processes and community projects.

In the first year of the project, our dedicated RJ4SW team identified key organisations working with and for sex workers, establishing a network for upcoming policy advocacy, and ran an interview-based research project on the experiences of racialised sex workers when engaging public services.

Alongside the research project, due for completion towards the end of 2023, the RJ4SW team also contributed to existing advocacy centred on racial justice and sex workers' rights. This includes joining the Health and Racial Justice Cohort facilitated by Healing Justice London, a steering group commissioned by Inclusion Health, and a campaign opposing Newham Council's proposed Public Spaces Protection Order and its adverse effects on marginalised sex workers. They also presented at the ESWA Conference, and shared project insights for the Gal Dem article [Advocating for Autonomy: Trans and Sex Workers' Rights Have Always Gone Hand in Hand](#).

Looking forward, the project is gearing up for:

- The completion of its research and development of a policy booklet, containing sector-specific research findings that will be used to advocate for tangible change in how public services engage and support racialised sex workers.
- A new Reporting Professionals Form, a brand new effort to empower sex workers in reporting instances of harm perpetrated by individuals in positions of public trust - a critical need highlighted by the community that will sit alongside NUM's other digital tools.
- RJ4SW social events, in partnership with the LGBTQI+ Community Centre

Through these actions, we remain committed to advancing racial justice, amplifying the voices of marginalised sex workers, and effecting positive change within our society.

Vocational Support Services

NUM received investment from Trust for London to develop [Vocational Support Services](#) to support London-based sex workers seeking to explore careers and change involvement in sex industries. This project is based on [research](#) on barriers to leaving sex work and will include a range of tools including a savings calculator, workshops and events, and mental health resources

This project will develop a heatmap to help identify organisations and resources available to those wanting to leave sex industries and will engage vocational support services and 'exit' organisations in mapping their offerings, strategy and advocacy.

We have developed a user pathway and user journeys to help formulate the types of support needed by those who need to leave immediately, and others who are making plans to leave within various time periods and the support within NUM and across the sector that would be required.

The Vocational Support services offering will include a series of workshops and exercises to inventory skills; engage with a competency dictionary to identify transferable skills, CV workshops and interview preparation, along with opportunities to share insights from those who have left sex industries.

We are piloting 'leaving sex work' sessions to sex workers using the Vivastreet platform, which include CV and mental health workshops, along with bursaries after transition plan completion and other support.

Other Research and Development

Alongside our Vocational Services ([Leaving the Game](#)) and [Racial Justice for Sex Workers](#) projects, NUM led several community-based research projects in 2022-23. Research completed this year includes:

- [The Effect of Systemic Racism and Homophobia on Police Enforcement and Sexual and Emotional Violence Among Sex Workers in East London: Findings from a Cohort Study](#) (October 2022)
- [Sex Workers' Experiences of the Cost of Living Crisis](#) (December 2022)
- [A needs assessment of Scottish Sex Workers](#)
- [An analysis of our sex worker-led digital build with NLCE](#)

We're looking forward to another big year of driving research into the rights, needs and safety of sex workers, including a [project on stigma, discrimination and sex work laws across Ireland, Scotland and New Zealand](#) and an exploration of how Scotland's male and masc sex workers understand and engage with NUM's services.

Advocacy, Partnerships & Community Education

Throughout 2022/2023, NUM has continued to advocate for the rights and needs of sex workers across political, academic, professional, and public spheres:

- **Political Advocacy:** We've continued our political advocacy work, including working with ECP on campaigning against damaging clauses in the Online Safety Bill, contributing to the Hookers Against Hardship campaign, and participating in the Home Office VAWG Stakeholder Group. We've developed a sex worker consortium, consisting of sex worker-led groups from across the UK and Ireland, to collaborate on advocacy and campaigning.
- **Improving Practice:** This year we contributed to new NPCC guidelines and were part of Operation Soteria's consultation group. We also worked with departments across the NHS and wider health sectors to share NUM's knowledge on health inequalities, contributing to the development of Inclusion Health Training and the [Inclusion Health Toolkit](#) led by Friends Families and Travellers. We've also established a new information-sharing partnerships with CrimeStoppers in the UK and Projet Jasmine in France.
- **Knowledge Sharing:** NUM met with UK Finance and the FCA to share results from our research on banking discrimination, and advocate for fair financial treatment for sex workers. We presented at a number of conferences this year, including the Global Meeting on Law and Society, the ESWA Conference, and the Cranstoun Social Justice Conference. We also published [Truth and Lies](#), an anthology of sex workers' writing and art, with political arts organisation Arika.

After the pandemic meant we could no longer deliver trainings in person, we pivoted to online delivery to improve support available to sex workers. This has included significant work on specialised NUM eLearnings, due to launch next year with programmes for police and practitioners.

We welcomed back Nadia Whittome MP for our December 17th memorial this year, and hosted digital takeovers for the Vagina Museum. Most importantly, this year we launched our [IDEVASW Memorial Map](#), an interactive and searchable tool remembering publicly-named sex workers lost to violence in the UK since 1990, while sharing the 188-long list of names on our own social media.

Looking Ahead: Our Strategic Vision 2023-2027

We're excited to share our four-year plan for 2023-2027. To explore what our work will look like over the next few years, please see our [Strategic Vision 2023-27](#).

Structure, governance and management

National Ugly Mugs converted to a Charitable Incorporated Organisation (CIO) on 30th October 2019 to better serve the objectives of the organisation. It was previously registered as a charity with the Charity Commission, constituted under a trust deed dated June 2002 and now works to its Constitution.

Appointment of trustees

As set out in the Constitution, trustees are elected by existing trustees of the CIO at Annual General meetings and serve for a period of 3 years.

Trustee induction and training

All trustees will be required to join the board for an initial 6-month induction period. After this 6-month period they will meet with the Chair and one other member of the board to feedback about whether they wish to continue as a trustee. The Chair will provide feedback on the contribution that the trustee has made during the 6-month induction period. All trustees are given and sign a code of conduct and are fully supported by the existing board.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager with any service providers must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Organisation

The board of trustees administers the charity. The board normally meets every quarter during the year and constitutionally they must hold 2 ordinary meeting each year. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity.

The charity furthers its charitable purposes for the public benefit and has demonstrated its success in preventing crime, bringing perpetrators of serious offences to justice and improving the safety of sex workers. The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

Investment powers and policy

The trustees, having regard to the liquidity requirements of operating the charity, have kept available funds in an interest-bearing deposit account.

Financial Review

NUM made a deficit of £45,258 in 2022-23 (2021-22: deficit of £9,857). The charity made a net unrestricted deficit of £53,967, and a restricted surplus of £8,709. Several key grants were secured,

Restricted funds carried forwards were £63,946, largely comprising grant funds from the Joseph Rowntree Charitable Trust, the Robertson Trust and Trust for London. Unrestricted funds carried forward were £210,371. Full details of restricted fund movements and closing balances are disclosed in Note 19 to the Financial statements.

Reserves policy and going concern

The balance held in unrestricted reserves at 31st March 2023 was £210,370 of which £208,421 are free reserves, after allowing for funds tied up in tangible fixed assets.

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered. The trustees consider this level to be met.

The Charity's main source of core income is grant funding from Charitable Trusts and Foundations. Additional grants for specific projects enhance the existing work of the charity and income from donations support the delivery of NUM services. The Trustees consider that it is appropriate to prepare the accounts on a going concern basis and, consequently, the accounts do not include any adjustments that would be necessary if these sources of income should cease.

Risk Management

The Trustees have given consideration to the risks to which the charity is exposed, and have satisfied themselves that systems are in place to manage those risks.

A risk register is updated by staff and reviewed quarterly at trustee meetings. There are three principal risks and uncertainties facing the charity, as identified by the charity trustees. Below is a summary of those risks and uncertainties, and strategies for managing them:

Financial Sustainability

The financial landscape facing charities in the UK continues to be a challenging one for the usual well known reasons. The Trustees continue to monitor the charity's financial situation and the risks and impacts associated with funding fluctuations.

The charity also routinely monitors internal finances and management accounts, and regularly reviews service delivery options as they relate to different fundraising outcomes. As part of a strategic focus on diversifying income streams the charity recruited an Operations Manager with a track record of successful trust and foundation and earned income fundraising, who will be working with the CEO and Trustees to coordinate new and further fundraising efforts.

Staff Wellbeing and Service Delivery

Many charities are facing significant pressure at the moment, and NUM's unique place in promoting the rights and safety of sex workers can exacerbate this, particularly in the area of mental and emotional stress leading to staff 'burnout'.

The charity continues to monitor the risk and incidence of staff 'burnout'. The charity has a register of therapists and mental health professionals available, at no cost, to all staff who need them. Further development of staff resource is planned to add capacity to the team and reduce workload.

Reputational Risks

Given the field of activity within which the charity exists, Trustees are very aware of the need to carefully manage the reputation of the charity and public perception attached to the charity. The Management are highly skilled and experienced in managing the balance between a broadly hostile public perception and the vital support work delivered by the charity to its beneficiary body while relying on many different sources of funds in order to continue to facilitate the ongoing work of the charity. Staff and Trustees continue to build relationships with policy makers, policing bodies, health, charity, media and civil society bodies to expand an accurate and nuanced understanding of NUM's work.

Acknowledgements

We'd like to thank NUM's dedicated staff and volunteers for their tireless commitment to ending violence against sex workers, and recognise the generous support our work receives from individual donors, as well as the charitable funders who make what we do possible:

The Tudor Trust	Joseph Rowntree Charitable Trust	NLCF England
The Robertson Trust	The Esmée Fairbairn Foundation	Trust for London
The John Ellerman Foundation	The Garfield Weston Foundation	NLCF Scotland
Manchester City Council	Glasgow Council for the Voluntary Sector	Digital Ventures

Most importantly, thank you to all of the sex workers who've made up NUM's community and placed their trust in us this year - whether that's through accessing NUM's services, feeding into our research and consultations, or organising with us.

Trustees Responsibilities in Relation to the Financial Statements

Statement of responsibilities of the trustees

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper 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 Charities Act 2011. 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 are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved on behalf of the Board of Trustees

----- Siân Prime Chair

----- James Osborne Treasurer

Date: 30/01/24

Independent examiner's report
to the members of
National Ugly Mugs

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st March 2023 which are set out on pages 25 to 45.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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

Jennifer Daniel FCCA DChA

Slade & Cooper Limited, Chartered Certified Accountants
Beehive Mill, Jersey Street, Ancoats
Manchester, M4 6JG

Date.....31/01/2024.....

National Ugly Mugs
Statement of Financial Activities
for the year ended 31 March 2023

	Note	Unrestricted funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	243,734	-	243,734	252,101
Charitable activities	4	(9,990)	343,773	333,783	267,361
Other trading activities	5	43,698	-	43,698	35,591
Investments	6	242	-	242	-
Total income		277,684	343,773	621,457	555,053
Expenditure on:					
Raising funds	7	793	-	793	7,773
Charitable activities:	8	372,056	293,866	665,922	557,137
Total expenditure		372,849	293,866	666,715	564,910
Net income / (expenditure) before net gains / (losses) on investments		(95,165)	49,907	(45,258)	(9,857)
Net income / (expenditure) for the year	10	(95,165)	49,907	(45,258)	(9,857)
Transfer between funds		41,198	(41,198)	-	-
Net movement in funds for the year		(53,967)	8,709	(45,258)	(9,857)
Reconciliation of funds					
Total funds brought forward		264,338	55,237	319,575	329,432
Total funds carried forward		210,371	63,946	274,317	319,575

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

A full comparative SOFA is available on the last page of the financial statements.

National Ugly Mugs

Balance Sheet as at 31 March 2023

	Note	2023	2022
		£	£
Fixed assets			
Tangible assets	15	1,949	4,648
Total fixed assets		1,949	4,648
Current assets			
Debtors	16	11,562	12,104
Cash at bank and in hand	17	286,270	319,177
Total current assets		297,832	331,281
Liabilities			
Creditors: amounts falling due in less than one year	18	(25,464)	(16,354)
Net current assets		272,368	314,927
Net assets		274,317	319,575
Funds of the charity:			
Restricted income funds	19	63,947	55,237
Unrestricted income funds	20	210,370	264,338
Total charity funds		274,317	319,575

The notes on pages 28 to 45 form part of these accounts.

Approved by the trustees on _30/01/24__ and signed on their behalf by:

.....

.....

National Ugly Mugs
Statement of Cash Flows
for the year ending 31 March 2023

	Note	2023 £	2022 £
Cash provided by / (used in) operating activities	22	(31,317)	40,693
<i>Cash flows from investing activities:</i>			
Purchase of tangible fixed assets		(1,832)	(2,184)
Cash provided by / (used in) investing activities		(1,590)	(2,184)
Increase/(decrease) in cash and cash equivalents in the year		(32,907)	38,509
Cash and cash equivalents at the beginning of the year		319,177	280,668
Cash and cash equivalents at the end of the year		286,270	319,177

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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), second edition - October 2019 (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Accounting Practice.

The accounts (financial statements) have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 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), second edition - October 2019, rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

National Ugly Mugs meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

No key judgments which the trustees have made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

Notes to the accounts for the year ended 31 March 2023 (continued)

c Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

d Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of commercial trading including fundraising, marketing and their associated support costs.
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 8.

i Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Computers & office equipment	33.33% on cost
------------------------------	----------------

Notes to the accounts for the year ended 31 March 2023 (continued)

k Debtors

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

l Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

m Creditors and provisions

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

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

2 Legal status of the charity

The charity is a charitable incorporated organisation, registered as a charity in England & Wales.

3 Income from donations and legacies

Current reporting period	Unrestricted £	Restricted £	Total 2023 £
Donations	13,140	-	13,140
General grants:			
Esmee Fairbairn Foundation	101,200	-	101,200
John Ellerman Foundation	49,500	-	49,500
JRCT	9,494	-	9,494
Garfield Weston Foundation	30,000	-	30,000
Robertsons Trust	5,400	-	5,400
Tudor Trust	35,000	-	35,000
Total	243,734	-	243,734
Previous reporting period	Unrestricted £	Restricted £	Total 2022 £
Donations	23,919	-	23,919
General grants:			
Open Society	58,638	-	58,638
Esmee Fairbairn Foundation	66,000	-	66,000
Police Contribution	23,560	-	23,560
NHS England	9,990	-	9,990
Manchester City Council	4,994	-	4,994
Tudor Trust	50,000	-	50,000
Leathersellers	15,000	-	15,000
Total	252,101	-	252,101

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

4 Income from charitable activities

Current reporting period	Unrestricted £	Restricted £	Total 2023 £
Training	-	-	-
Restricted grants:			
JRCT	-	75,950	75,950
National Lottery Community Fund Digital	-	69,913	69,913
National Lottery Community Fund Reaching Communities	-	42,480	42,480
National Lottery Community Fund Scotland	-	59,430	59,430
Robertsons Trust	-	36,000	36,000
Trust for London	-	60,000	60,000
Sundry income*	(9,990)		(9,990)
Total	(9,990)	343,773	333,783

* This is income double counted in previous years

Previous reporting period	Unrestricted £	Restricted £	Total 2022 £
Training	500	-	500
Restricted grants:			
Catalyst	-	2,367	2,367
Comic Relief	-	19,743	19,743
Leathersellers	-	-	-
National Lottery Community Fund Digital	-	148,152	148,152
National Lottery Community Fund Org Development	-	5,000	5,000
Glasgow Fund	-	8,475	8,475
JRCT	-	27,124	27,124
Robertsons Trust	-	36,000	36,000
Tudor Trust	-	-	-
Tudor Trust UL	-	20,000	20,000
Total	500	266,861	267,361

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

5 Income from other trading activities

	2023 £	2022 £
Consultancy and Public Speaking	5,937	1,738
Corporate income	36,996	33,913
Merchandise	765	(60)
	43,698	35,591

All income from other trading activities is unrestricted.

6 Investment income

Current reporting period

	Unrestricted £	Restricted £	Total 2023 £
Income from bank deposits	242	-	242

Previous reporting period

	Unrestricted £	Restricted £	Total 2022 £
Income from bank deposits	-	-	-

7 Cost of raising funds

	2023 £	2022 £
Fundraising fees	519	1,866
Merchandise costs	339	-
Advertising and marketing	(65)	5,907
	793	7,773

All expenditure on cost of raising funds is unrestricted.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

8 Analysis of expenditure on charitable activities

Current reporting period	Total 2023 £
Staff costs	447,632
Training	1,582
Bulk emailing and texting	5,572
Conferences	1,848
Refreshments	1,792
Emergency food provision	1,446
Subscriptions	3,119
IT costs	11,145
Telephone	2,472
Website costs	58,444
Minor equipment	1,980
Post, printing & stationery	2,030
Depreciation	4,531
Sundries	1,716
Governance costs (see note 9)	3,314
Support costs (see note 9)	117,299
	665,922
	2023 £
Restricted expenditure	293,866
Unrestricted expenditure	372,056
	665,922

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

8 Analysis of expenditure on charitable activities (continued)

<i>Previous reporting period</i>	<i>Total 2022 £</i>
<i>Staff costs</i>	357,669
<i>Training</i>	1,769
<i>Bulk emailing and texting</i>	10,811
<i>Conferences</i>	383
<i>Refreshments</i>	337
<i>Emergency food provision</i>	63
<i>Subscriptions</i>	748
<i>IT costs</i>	17,752
<i>Telephone</i>	1,929
<i>Website costs</i>	57,112
<i>Minor equipment</i>	1,318
<i>Post, printing & stationery</i>	463
<i>Depreciation</i>	5,463
<i>Sundries</i>	7
<i>Governance costs (see note 9)</i>	2,320
<i>Support costs (see note 9)</i>	98,993
	557,137
	2022
	£
Restricted expenditure	304,553
Unrestricted expenditure	252,584
	557,137

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

9 Analysis of governance and support costs

Current reporting period	Basis of apportionment	Support £	Governance £	Total 2023 £
Accountancy fees	type of expense	5,825	3,314	9,139
Bank charges	type of expense	252	-	252
Repairs & maintenance	type of expense	45	-	45
Consultancy	type of expense	42,577	-	42,577
Staff costs	type of expense	14,587	-	14,587
Staff training	type of expense	4,662	-	4,662
Professional fees	type of expense	2,011	-	2,011
Rent	type of expense	26,196	-	26,196
Insurance	type of expense	1,641	-	1,641
Payroll bureau	type of expense	441	-	441
HR expenses	type of expense	1,643	-	1,643
Staff travel	type of expense	12,915	-	12,915
Trustee travel	type of expense	119	-	119
Management and supervision	type of expense	4,385	-	4,385
		117,299	3,314	120,613
Previous reporting period	Basis of apportionment	Support £	Governance £	Total 2022 £
Accountancy fees	type of expense	-	2,320	2,320
Bank charges	type of expense	164	-	164
Repairs & maintenance	type of expense	106	-	106
Consultancy	type of expense	40,349	-	40,349
Staff costs	type of expense	4,771	-	4,771
Staff training	type of expense	5,169	-	5,169
Professional fees	type of expense	13,692	-	13,692
Rent	type of expense	18,590	-	18,590
Insurance	type of expense	953	-	953
Payroll bureau	type of expense	1,730	-	1,730
HR expenses	type of expense	9,825	-	9,825
Staff travel	type of expense	2,381	-	2,381
Trustee travel	type of expense	138	-	138
Management and supervision	type of expense	1,125	-	1,125
		98,993	2,320	101,313

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

10 Net income / (expenditure) for the year

This is stated after charging/(crediting):	2023 £	2022 £
Depreciation	4,531	5,463
Independent examiner's fees	1,940	2,320

11 Staff costs

Staff costs during the year were as follows:

	2023 £	2022 £
Wages and salaries	393,092	311,667
Social security costs	32,867	23,469
Pension costs	21,673	17,494
	447,632	352,630

No employee has employee benefits in excess of £60,000 (2022: Nil).

The average number of staff employed during the period was 17 (2022: 15).

The average full time equivalent number of staff employed during the period was 13 (2022: 13).

The key management personnel of the charity comprise the trustees, the Chief Executive Officer and the Chief Operating Officer. The total employee benefits of the key management personnel of the charity were £82,673 (2022: £96,225). The Chief Operating Office left the charity on 30 June 2022.

12 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year (2022: nil).

1 member of the management committee received travel and subsistence expenses during the year of £119 (2022: £138).

Aggregate donations with conditions from related parties were nil (2022: nil).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2022: nil).

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

13 Government grants

The government grants recognised in the accounts were as follows:

	2023 £	2022 £
Manchester City Council	-	4,994
NHS England	-	9,990
Police Contribution	-	23,560
	-	38,544

There were no unfulfilled conditions and contingencies attached to the grants.

14 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

15 Fixed assets: tangible assets

	Office equipment £	Computer equipment £	Total £
Cost			
At 1 April 2022	1,008	19,925	20,933
Additions	-	1,832	1,832
Disposals	-	-	-
At 31 March 2023	1,008	21,757	22,765
Depreciation			
At 1 April 2022	1,008	15,277	16,285
Charge for the year	-	4,531	4,531
Disposals	-	-	-
At 31 March 2023	1,008	19,808	20,816
Net book value			
At 31 March 2023	-	1,949	1,949
At 31 March 2022	-	4,648	4,648

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

16 Debtors

	2023 £	2022 £
Grants receivable	6,213	8,327
Other debtors (rent deposit, staff costs control)	2,982	1,480
Prepayments and accrued income	2,367	2,297
	11,562	12,104

17 Cash at bank and in hand

	2023 £	2022 £
Cash at bank and on hand	286,270	319,177
	286,270	319,177

18 Creditors: amounts falling due within one year

	2023 £	2022 £
Short term compensated absences (holiday pay)	-	5,039
Other creditors and accruals	7,264	2,897
Taxation and social security costs	18,200	8,418
	25,464	16,354

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

19 Analysis of movements in restricted funds

Current reporting period	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Restricted grants:					
Catalyst	123	-	-	-	123
Comic Relief	(13,204)	-	-	-	(13,204)
Glasgow Fund	8,475	-	(47)	-	8,428
J Butler					
Educational Trust	900	-	-	-	900
JRCT	12,390	75,950	(51,028)	(5,146)	32,166
London					
Community Foundation (MOPAC)	3,523	-	-	-	3,523
Manchester City Council	(3,824)	-	-	-	(3,824)
National Lottery Community Fund Covid	7,444	-	(2,633)	-	4,812
National Lottery Community Fund Digital	6,870	69,913	(67,149)	(10,250)	(616)
National Lottery Community Fund Org Development	80	-	-	-	80
National Lottery Community Fund Reaching Communities	-	42,480	(56,845)	(8,997)	(23,362)
National Lottery Community Fund Scotland	-	59,430	(48,089)	(8,000)	3,341
Robertsons Trust	32,460	36,000	(41,523)	(3,264)	23,673
Trust for London	-	60,000	(26,552)	(5,541)	27,907
	<u>55,237</u>	<u>343,773</u>	<u>(293,866)</u>	<u>(41,198)</u>	<u>63,947</u>

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

19 Analysis of movements in restricted funds (continued)

Previous reporting period	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Catalyst	128	2,367	(2,372)	-	123
Comic Relief	19,206	19,743	(52,153)	-	(13,204)
Leathersellers	-	-	-	-	-
National Lottery	7,001	148,152	(148,283)	-	6,870
Community Fund					
Org Development	-	5,000	(4,920)	-	80
Glasgow Fund	-	8,475	-	-	8,475
JRCT	-	27,124	(14,734)	-	12,390
Robertsons Trust	-	36,000	(3,540)	-	32,460
Tudor Trust	4,640	-	-	(4,640)	-
Tudor Trust UL	-	20,000	(19,998)	(2)	-
National Lottery					
Community Fund					
Covid	60,066	-	(52,622)	-	7,444
Manchester City					
Council	1,000	-	(4,824)	-	(3,824)
London					
Community					
Foundation					
(MOPAC)	3,523	-	-	-	3,523
Comic Relief					
Covid	1,107	-	(1,107)	-	-
J Butler	900	-	-	-	900
					-
	97,571	266,861	(304,553)	(4,642)	55,237

Name of restricted fund	Description, nature and purposes of the fund
Catalyst	Universal credit project with CAST
Comic Relief	Restricted case work for women only
Leathersellers	
National Lottery Community	Digital build funding
Fund Digital	
National Lottery Community	
Fund Org Development	Org development contract for digital
Glasgow Fund	Restricted to Glasgow
JRCT	Racial justice
Robertsons Trust	Restricted to Scotland, NUMbrella Lane
Tudor Trust	
Tudor Trust UL	NUMbrella Lane bridge funding for enhancement
National Lottery Community	
Fund Covid	National Covid emergency response project
Manchester City Council	Government grant for ISVA case work to Manchester residents
London Community Foundation	
(MOPAC)	Covid in London
Comic Relief Covid	Covid uplift, restricted case work for women only
J Butler Educational Trust	Funding for brochures for Romanian sex workers in London

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

20 Analysis of movement in unrestricted funds

Current reporting period	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	As at 31 March 2023 £
General fund	264,338	277,684	(372,850)	41,198	210,370
Previous reporting period	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	As at 31 March 2022 £
General fund	231,861	288,192	(260,357)	4,642	264,338
Name of unrestricted fund	Description, nature and purposes of the fund				
General fund	The free reserves after allowing for all designated funds				

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2023 (continued)

21 Analysis of net assets between funds

Current Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	1,949	-	-	1,949
Fixed asset investments	-	-	-	-
Other net current assets/(liabilities)	208,421	-	63,947	272,368
Creditors of more than one year	-	-	-	-
Total	210,370	-	63,947	274,317
Previous Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	4,648	-	-	4,648
Other net current assets/(liabilities)	266,268	-	55,237	321,505
Creditors of more than one year	-	-	-	-
Total	270,916	-	55,237	326,153

22 Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	2022 £
Net income / (expenditure) for the year	(45,258)	(9,857)
Adjustments for:		
Depreciation charge	4,531	5,463
Loss/(profit) on sale of fixed assets	-	-
(Gains)/losses on investments	-	-
Dividends, interest and rents from investments	(242)	-
Decrease/(increase) in stock	-	-
Decrease/(increase) in debtors	542	38,040
Increase/(decrease) in creditors	9,110	7,047
Net cash provided by / (used in) operating	(31,317)	40,693

National Ugly Mugs
Statement of Financial Activities
for the year ended 31 March 2022

	Note	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	3	252,101	-	252,101	143,581
Charitable activities	4	500	266,861	267,361	753,352
Other trading activities	5	35,591	-	35,591	51,778
Total income		288,192	266,861	555,053	948,711
Expenditure on:					
Raising funds	6	7,773	-	7,773	11,413
Charitable activities:	7	252,584	304,553	557,137	781,042
Total expenditure		260,357	304,553	564,910	792,455
Net income / (expenditure) before net gains / (losses) on investments		27,835	(37,692)	(9,857)	156,256
Net income / (expenditure) for the year	9	27,835	(37,692)	(9,857)	156,256
Transfer between funds		4,642	(4,642)	-	-
Net movement in funds for the year		32,477	(42,334)	(9,857)	156,256
Reconciliation of funds					
Total funds brought forward		231,861	97,571	329,432	173,173
Total funds carried forward		264,338	55,237	319,575	329,429

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

NATIONAL UGLY MUGS

England & Wales - Charity number 1122461

Accounts

Charity Number: 1122461

National Ugly Mugs

Report and financial statements
For the year ended 31 March 2022



Trustee's Annual Report

FYE 2022

National Ugly Mugs (NUM)

Website: www.nationaluglymugs.org

Email: Admin@nationaluglymugs.org

Telephone: 0161 629 9861

Charity No. 1122461



National Ugly Mugs
209 Greenfish Resource Centre
46-50 Oldham Street
Manchester M4 1LE

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Charity number: 1122461

Registered office and operational address:

Unit 209, Green Fish Resource Centre, 46-50 Oldham Street, Manchester M4 1LE

National Ugly Mugs (NUM) (formerly known as The UK Network of Sex Work Projects (UKNSWP))

Trustees Trustees who served during the year and up to the date of this report were as follows:

Sian Prime	Chair
James Osborne	Treasurer
Dr. Mary Laing	Academic Lead
Dr. Laura Graham	Academic Lead
Megan Prescott	Trustee
Rebecca Kemp	Digital Lead

Trustees who held title to property belonging to the charity during the reporting period or at the date of approval were:

Sian Prime	Chair
James Osborne	Treasurer
Dr. Mary Laing	Academic Lead
Dr. Laura Graham	Academic Lead
Megan Prescott	Trustee

Key management personnel Dr. Raven Bowen Chief Executive Officer

Bankers **CAF (Charities Aid Foundation) Bank**
25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4TA
The Co-operative Bank
Business Customer Services, PO Box 250, Skelmersdale WN8 6WT

Independent Examiner Jennifer Daniel FCCA DChA
Slade & Cooper Limited
Beehive Mill, Jersey Street, Ancoats, Manchester, M4 6JG

A Message from Trustees

2021 has been an important and busy year for NUM. The COVID-19 pandemic continued to present challenges to sex workers as lockdowns continued at the beginning of the year and transitions out of lockdown into new rules occurred throughout the year. Many businesses could not return due to lost revenue, while others continued to work online, profoundly changing the shape of urban areas across the country. As a result of job losses, and economic downturn, many people began to engage or increased their engagement in the sex industry. NUM continued to provide support throughout these challenging times, working with sex workers and sex worker-led groups to prioritise sex workers' safety. There has been an increase this year in reports received, case work undertaken, and alerts sent from 2020 (detailed below), demonstrating the ongoing crucial importance of NUM's work.

NUM has also continued to develop its mental health services, including the launch of digital and in-person mental health support group sessions. NUM continues (from 2020) to provide support for three free one-to-one therapy sessions for sex workers, and hosts sex worker-friendly therapists. This sits alongside the central case work support provided by NUM, recognising the importance of a holistic approach to sex workers' wellbeing.

Perhaps the most significant development this year was the launch of NUM's new digital platform in June 2021. Funded by a 3-year grant from the National Lottery Community Fund, the new platform has radically improved the reporting process and allowed sex workers to contact case workers using live chat. The platform also offers a new sex worker-only Members Area, providing information and advice to sex workers directly, an enhanced NUM checker tool, and a secure location for NUM staff to store and manage data.

With the support of investors and sex workers, in November 2021, NUM took over the Umbrella Lane project, based in Scotland, renaming it NUMbrella Lane. NUMbrella Lane offers a safe, collective physical space in Glasgow for sex workers to attend drop ins, seek community support, access language support, and pick up free safe sex supplies and food. NUMbrella lane also hosts a NUM case worker, and networks with local organisations and practitioners to expand what is available to Scottish sex workers. NUMbrella lane is also supporting the Lived Experience Advisory Group (LEAG) inherited from Umbrella Lane. LEAG will continue to shape the service to meet the needs of our members.

NUM has developed its focus on lived expertise by experience, hiring and working with sex workers, and being led by community needs. This focus informs all aspects of NUM, including research. The sex worker Research and Development team has undertaken and published on a number of projects in 2021, including image based sexual abuse, masculinity in sex work, financial discrimination, and racial justice. The CEO, Dr. Raven Bowen, also published a book, *Work, Money and Duality*, documenting the experiences of those who balance sex work with mainstream job, which informs research and NUM services, such as the vocational support services project.

Alongside case work, enhanced support for sex workers, and research, NUM continues its work in policy advocacy and education. The CEO and other staff have met with MPs, responded to consultations, attended conferences, and been involved in national VAWG strategy development. The expansive range of activities and services provided by NUM demonstrate the continued growth of the charity, and the dedication and hard work of the CEO and the staff.

The following report summarises the FYE ending March 2022.

Trustees Report – Year End 31st March 2022

The trustees present their report and the unaudited financial statements for the financial year end 2022.

Reference and administrative information set out on page 3 forms part of this report. The financial statements comply with current statutory requirements, the charity's trust deed/constitution and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Main Objectives and Activities

National Ugly Mugs (NUM) began as a pilot project and was founded in 2012 after 10 years of advocacy to the Home Office from practitioners, police officials and researchers who called for a centralised service that managed reports of harm to sex workers. NUM is now the largest sex worker-serving violence prevention and survivor support service in the UK offering digital, individualised and in-person services. We work by, for and with sex workers of all genders, backgrounds, and types of work. Ultimately, NUM aims to improve the rights, safety, and leadership of sex workers in influencing the social world and working conditions and policy, through work with key stakeholders.

Our Mandate

Ending all forms of violence against sex workers and ending the conditions that lead to survival sex.

Our Principles

NUM worked with an organisational developer to establish principles to guide our work, prioritisation and decision-making and replace our former values of Integrity, Inclusion, Compassion and Contribution. They are as follows:

Sex Workers First

NUM privileges lived experiences in sex industries as a primary way of knowing and responding to the safety, health, and rights priorities of these populations.

NUM hire and collaborates with sex workers and sex worker-led groups in the UK and around the world that work towards ending all forms of violence, oppression, and poverty.

Safety is a top priority for NUM, and we believe that sex workers have the right to be safe while in sex industries.

Quality Support

NUM works in a practical sense with sex workers to prevent violence or to support victims and survivors in seeking justice, health, and recovery from the harms that they experience.

NUM tackles achievable goals around ending the conditions that lead to destitution and survival sex, such as poverty and fighting for the equitable inclusion and treatment of sex workers in all aspects of civil society

Learning and Innovation

As a learning organisation, NUM creates ways to learn and grow. It's not about perfection, it's about finding ways to best support our beneficiaries and ensure that our services are relevant and sustainable.

Innovating helps NUM to be dynamic in its approach to delivering on its mission and guides

What (services/research/education/advocacy) we do, **Why** we do it (outcome/impact to sex workers), **How** (approach/methodology) and **When** (now/later/never).

Charitable Objectives

1. To promote public safety and the prevention of crime by the provision of safety training, information, and resources.
2. To preserve, protect and promote good health by providing information and support services.
3. To promote the rights and entitlements of sex workers as equal citizens by providing advocacy, information, and support services.

NUM has adopted a broader definition of violence that include interpersonal violence and also structural and state violence. NUM's main activities undertaken in relation to our mandate include the provision of victim/survivor support case work to ensure quality care to sex workers who survive violence; harm prevention information and digital tools; and the provision of emergency resources to those fleeing abuse, needing to take breaks from sex work and to reduce forced labour and survival sex.

NUM works with sex workers to identify barriers and discrimination and aid their access to support and resources within NUM, the community, and public services (health, housing, policing, etc.). We process reports of harm and share timely alerts to prevent further violence against diverse communities of adults in sex industries. Furthermore, with the consent of sex workers, we share information and intelligence in pursuit of offenders to improve overall community and public safety and towards advancing human and labour rights agendas, systems, and policy change.

In addition to this NUM provides in-person and online sex worker-only spaces, events, and activities; leads community-based research that informs program development and expansion, community education; and systemic advocacy to change the structures, policies and practices that contribute to violence against sex workers.

Main Aims

- ✓ Increase sex worker safety and prevent crime and harms against this diverse population of adults.
- ✓ Support sex workers in generating knowledge and sharing their experiences in ways that advance the well-being of their communities, increase the social inclusion of sex workers and an end discrimination, criminalisation, and violence.
- ✓ Provide survivor-centred, trauma-informed support services.
- ✓ Facilitate sex workers in safely accessing the public services of their choosing and in educating communities of stakeholders to ensure that:
 - o sex workers are the ones characterising their work and defining their circumstances, needs and priorities.
 - o services are informed about the needs and priorities of sex workers in order to promote non-judgemental treatment and respectful engagement.
 - o all sex workers, irrespective of class, race, gender, sexuality, ability, status in the country and type of sex work, receive consistent, protective responses from police when they access them for help.
 - o sex workers inform justice, victim support, anti-violence and inclusion health initiatives in ways that improve their wellbeing and increase their engagement in civil society.

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

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

NUM's Main Activities

NUM's main activities are summarised below by workstream. All NUM's charitable activities are undertaken in furtherance of our mandate and charitable purposes and are for the public benefit.

NUM in NUMbers

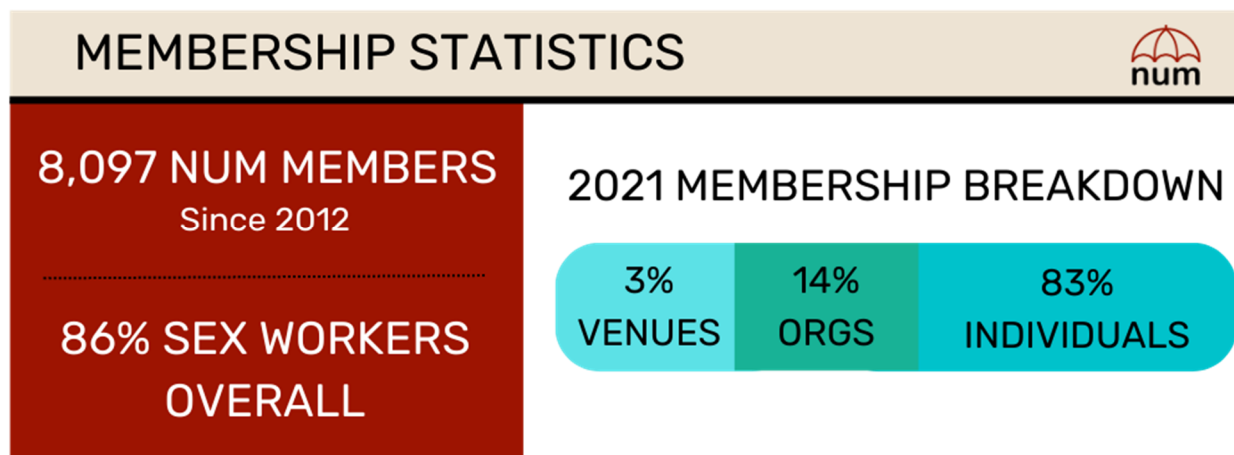


Figure 1: Membership Statistics

NUM had a total of **8,097** members as of 31 December 2021. **6963** were active UK-based sex workers and sex industry venues and **1134** comprised sex worker support practitioner organisations, shelters, doctors' surgeries and other community partners that interact with sex workers around the country.

The Case Work Team: Survivor Support Services

The NUM Case Work team comprises Independent Sexual Violence Advisors (ISVAs), rape crisis and sex industry experts who provide survivor-centred and trauma-informed support to prevent violence, as well as direct support to individuals to heal and recover from harm. This small and diverse team provides individualised support to sex workers nation-wide, ensuring that they receive high quality, non-judgemental support that is sensitive to their unique needs and priorities.

"It was amazing to have someone to speak to when I reported an aggressive potential client as I have been also asked about what measures I could take to protect myself and been given good advice"

- Sex Worker, Members' Survey 2021

In 2021, apart from brief contacts for information, referrals, and resources (that we do not currently document), the case work team provided individualised support to **593** sex workers, including brief interventions to **305** people, ISVA support to **221** survivors, and intensive longer-term support to **67** people. A further **492** were given

vouchers to use at supermarkets to obtain emergency food and health supplies for themselves and their dependants. We would like to thank the funders and donors who make these emergency vouchers possible and support us in reducing survival sex associated with food poverty.

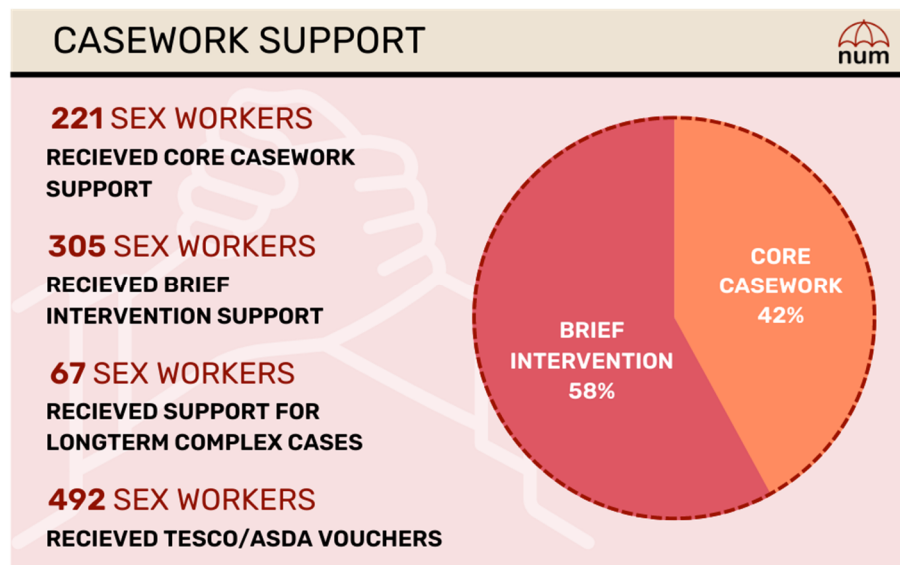
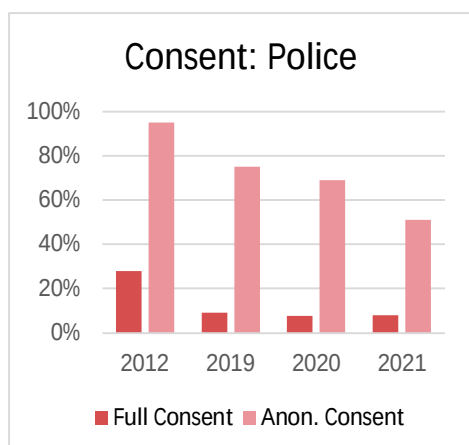


Figure 2: Casework Support

Engagement with Police

Every individual who reports to NUM controls what happens to them and their information. NUM operates with the consent of sex workers, and only shares information with others if survivors give us permission to do so. We have been monitoring consents to share information among our members since 2012. Sex workers choose whether to share their reports through alerts to other sex workers, share anonymously with police intelligence, or provide full reports engaging police in their justice-seeking efforts. In recent years we have seen a steady decline in sex workers' interest in accessing police and working through the legal system to gain the support they need to heal and recovery from harm. This does not come as a surprise to us as public trust in police has also declined due to police activities associated media reporting. We surveyed sex workers about their reporting practices in the past and shared their insights in the journal article: ['Why Report? Sex Workers who Use NUM Opt out of Sharing Victimisation with Police'](#).



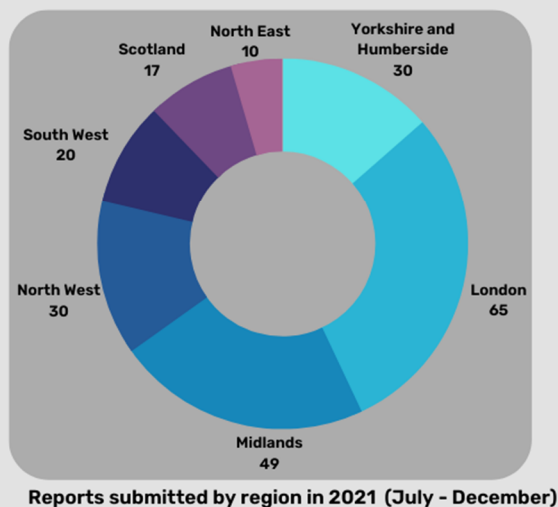
In 2021, not only has full consent to share incidents of harm with police remained at 8%, but there has also been a drastic reduction in consent to share information with police intelligence anonymously, from 95% in 2012, to 69% in 2020 and 51% in 2021.

This 18% drop in anonymous reporting rates in just one year, when there are no risk to sex workers of being outed or criminalised, signals an accelerated decline of trust in policing and the legal system. Based on these numbers, police intelligence are made aware of just over half of the harms against sex workers reported to NUM and 92% of our members chose not to have police involved after they've been victimised.

Figure 3: Information Sharing with Police

REPORTS, ALERTS AND POLICE CONSENT PT.1

IN 2021 THERE WERE **492** REPORTS SUBMITTED TO NUM



- Total **371,332** alerts in 2021
- **Only 8%** of those who reported to NUM in 2021 consented to share full details with police
- **Only 51%** consented to share anonymous intel with police (down from 69% in 2020)
- **52 alerts** from police forces

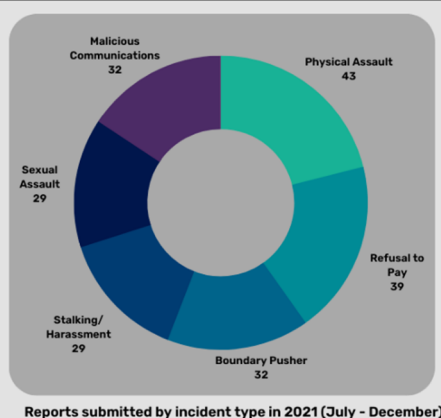
Figure 4: Reports, Alerts and Police Consent_1

Reports of Harm, Alerting and Engagement with Community and Public Services

Note to Readers: Due our digital build and issues with data migration to our new platform in June 2021, we were unable to capture the total accounts of harm within these reports, total harm types, and other important statistics. The following information is based on reports submitted to NUM between July and December 2021. This issue only affects 2021, and we will have improved capacity to capture data and share information in subsequent reports.

Although reporting has been relatively low since the height of the COVID-19 pandemic, we received and processed 492 reports of harm to sex workers in 2021. Most reports came from sex workers who were based on London, the Midlands, the Northwest and Yorkshire and Humberside. The most common locations where sex workers have experienced harm included outdoors, their homes, the perpetrators home, over the phone and online.

REPORTS, ALERTS AND POLICE CONSENT PT.2



- NUM reports from July - December 2021 that detail location type show the largest proportion of incidents occurred **outdoors or in a vehicle (27%)**
- Sex workers identified themselves as **cis women in 72% of reports** submitted to NUM detailing gender in July - December 2021

Figure 5: Reports, Alerts and Police Consent_2

The most frequent incident types were physical assault, refusal to pay, boundary pushers, malicious communications, stalking and harassment, and sexual assault.

In 2021, NUM sent **371,332** alerts to sex workers warning them about individuals and conditions that posed a threat to their safety and lives. In 2021, **52** alerts were sent on behalf of police forces aimed to warn sex workers about individuals that could cause them harm or were related to police appealing to sex workers for more information about men who were a threat to the community.

The total number of life-saving alerts sent since NUM's inception in 2012 is **1.72 million**.

Mental Health Support Services

In 2021, we provided **5** digital mental health support group sessions:

1. **Emotional regulations and how to look after your mental health, with Silva Neves (18th February)** – The aim of this workshop was to briefly teach about some basic psychological processes that automatically happens when people are upset and distressed.
2. **An introduction to Solution-focused Hypnotherapy, for dealing with Stress, Anxiety & Depression, with George Lewis (4th March)** - In this session, attendees were taken through a typical SFH session, learning a few tips to help them deal with stress, anxiety and depression.
3. **Understanding Grief and Loss, with Silva Neves (18th March)** - In this workshop participants learned about the relationship between loss and grief from a psychological and emotional point of view: how it manifests and how the grief process unfolds.
4. **Introduction to Dialectical Behaviour Therapy Skills for Surviving a Crisis, with Sophia Graham. (27th April)** - This session was about developing skills to survive an emotional crisis.
5. **'Sex Worker Friendly Therapy: What does this look like?', with Fiona Gilbertson (1st June)** - The session took a collaborative approach to discuss the issues and barriers faced by sex workers when attempting to access mental health support and therapy.

Several sex workers attended these sessions, and we look forward to working with therapists to host more in the coming year. We also host several sex worker-friendly therapists in our [directory](#) and provide NUM therapy packages that fund **3 free sessions** to sex workers for one-on-one therapy.



Racial Justice

In July 2021 NUM was successful in securing a grant of £108,500.00 over 24 months from the Joseph Rowntree Charitable Trust to undertake a Racial Justice project 'Rights, Recognition and Redress: Amplifying the Voices BPOC (Survival) Sex Workers about Racism, Safety and Police Protection'. This project built on interviews NUM undertook with a small group of sex workers of colour/black- people of colour (WOC/BPOC) and migrants of colour during COVID-19. In these interviews, we sought insights about how NUM can better serve this population and participants shared stories of how they were treated at the hands of police and fears about the personal costs associated with reporting the violence they experience. We appointed a new Racial Justice Project Coordinator and recruited two Research Assistants to support the project. Throughout the first 8 months of the Racial Justice Project, the team:

- ✓ led long in-depth interviews with sex workers of colour about their experiences within public services, the changes they would like to see within these services and community spaces/gatherings/events they would like to see to better support them, so they feel safer and more supported when working;
- ✓ conducted 1-1 meetings with sex workers of colour about how they would like to shape their involvement in the Racial Justice for sex workers committee;
- ✓ created a mailing list for sex workers of colour and organisations that would like to be more involved in the project;
- ✓ met with multiple abolitionist groups within London to talk about their strategies and findings around police involvement in their local areas;
- ✓ and identified new focus areas for the project through conversations with the Racial Justice for Sex Workers Committee members such as 'the effects of a cashless society on marginalised sex workers' 'disability rights and awareness within the SW movement' and the current housing crisis.

During FYE 2023 the Racial Justice Project hopes to continue researching into the societal harms experienced by sex workers of colour, organise the first Racial justice for sex workers community healing event in London, and begin the writing of a book examining the findings of the project, co-authored with our CEO.



NUMbrella Lane

In late 2021 NUM worked with SISU, a Scottish CIO that ran the Umbrella Lane Project, to support its closure. NUM had worked in partnership with Umbrella Lane for several years, coordinating case work where sex workers survived violence and were seeking (legal) remedy; sharing resources such as COVID-19 emergency response resources to sex workers in Scotland and throughout the UK; and joint research, as well as submissions of evidence to government to inform strategies such as ending VAWG. It was important to both organisations that Scottish sex workers had a place of respite, to improve their mental health and wellbeing, to support each other, and to obtain information and resources in a judgement-free space that they controlled. Although the delivery of in-person services was a new venture for NUM, providing sex worker services, by, for and with the population was not. We were honoured to have been asked by the community to take up this important responsibility and continuing Umbrella Lanes' legacy of providing a safe, sex worker-only wellbeing services in Scotland.

NUMbrella Lane is unique in that it is the only non-abolitionist wellness space available to sex workers in Scotland. We were able to expand what was available to the population in terms of practical support to improve the safety, community connections and wellbeing. We have a focus on marginalised populations within this community and aims to increase sex workers' safe and equitable access to community resources as well as state supports, such as income assistance, housing, mental health support through our in-house Mental Health Support service. Our increased presence as part of the Scottish support services community has helped to reduce the isolation and stigma felt by sex workers. We were able to recruit a NUMbrella Lane Coordinator who has extensive experience working with sex workers and important language skills to support our outreach to oppressed migrant populations. Drop-in sessions for sex workers will begin during FYE 2023 and we hope to engage the community in shaping and continuing NUMbrella Lane.

We are grateful to the funders who are invested in NUMbrella Lane and the health and welfare of Scottish sex workers. We thank the The Robertson Trust, Tudor Trust, Esmeé Fairbairn Foundation, the Glasgow Community Mental Health and Wellbeing Fund and The National Lottery Community Fund (Scotland)

"NUMbrella Lane is relaxing, there is no fear or stigma. I felt very isolated before...but I am making new friends at NL now."

-Sex Worker, Scotland Needs Assessment Survey

Research and Development

NUM led several community-based research projects in 2021/2 with research and development (R&D) team members and sex work research scholars. We also restructured the R&D team itself to embed them more significantly into NUM work streams, ensuring that these community members have clear tasks, significant roles, and real power and influence.



Research completed to March 2022 included:

- ★ [Visual Violence and Image-Based Abuse](#)
- ★ [Handsome Pay: Masculine perspectives on being rewarded in sexual transactions](#)
- ★ [Financial Discrimination](#)
- ★ [Sex Workers of Colour](#)
- ★ [Why Report](#)

We aim to build on the findings of these projects and utilise them to inform advocacy, education, and service development.

Vocational Support Services



NUM is currently developing a Vocational Support Service to improve the avenues and increase material support to sex workers who desire to move into mainstream work or to blend sex work with other jobs and income. We will embark upon a research study of London-based sex workers, called 'Leaving the Game' that will identify the barriers they face to achieving the type and quality of work and careers they want. Findings will inform the mapping of vocational resources and facilitate the development of networks, materials and programming that support leaving the game. The project will develop London vocational support pathways with and for sex workers, and inform the policy changes to employment, Universal Credit, housing, and health, etc. necessary for the exploration of vocation and career change.

Systemic Advocacy & Community Education

Throughout 2021/22, NUM has continued to advocate for the rights and recognition of sex workers across political, academic, professional, and public spheres.

- **Political Advocacy:** NUM has continued to engage in political advocacy across the UK, alone and with other sex worker-led groups. We participated in [the consultation from Bristol City Council regarding SEV licencing](#), campaigned alongside SCOT-PEP on the [Online Pimping Bill and A Model For Scotland](#) for sex worker inclusion in policymaking, NUM were a signatory on [Decrim Now's open letter for the full decriminalisation of sex work](#), and has been raising awareness of the impact of the Online Harms Bill for sex workers.
- **Meetings with MPs:** Across the year, NUM met with several MPs/MSPs to discuss issues relating to sex workers' lives and policy proposals.

- **Ending VAWG:** NUM actively participates in the Home Office VAWG stakeholder group and pursues inclusion and ending violence faced by sex workers. Subsequent to our submission of evidence to inform the 2022-25 strategy, we have commented about the [VAWG strategy statement](#) and the [statement of expectations response](#)
- **Conferences:** Two representatives from NUM presented at the Pathways From Homelessness conference on NUM's work and [Why Report?](#) research. We also participated in the Law and Society Association conference as part of a round table on sex work and Covid.
- **Inclusion Health:** NUM has continued to participate in the Inclusion Health Network, developing training for PCNs to enhance their service delivery for sex workers and other marginalised groups. We participated in the NHS It Starts With People conference alongside Basis Yorkshire and MASH, and organised an international [Sex Work and Mental Health event](#) alongside ESWA.
- **Publications:** Our CEO, Dr. Raven Bowen, published [Work, Money and Duality](#), documenting the experiences of those who balance sex work with mainstream jobs. This is informing NUM's current research and resource development. This has been accompanied by two blog posts; [First they came for the sex workers](#) by Dr. Bowen, and [Sex workers of colour defining their own pathways to radical communal healing](#) by Elizabeth George, our Racial Justice Coordinator.
- **International Day to End Violence Against Sex Workers 2021:** #IDEVASW2021 was a special event for us as Nadia Whittome, MP for Nottingham East, agreed to read an opening statement and support our efforts to raise awareness about the then-186 sex workers who have been murdered in our communities. We also invited sex workers and allies to read the names of sex workers lost to violence. Click [here](#) to view the #DoMoreThanSayTheirNames video or access that year's memorial card.

Achievements and Performance

Digital Build and features as of March 31 2022

As part of our The National Lottery Community Fund 3-year grant, NUM's new platform went live in June 2021 and hosts the following:

- ✓ A sex worker's only Member's Area
- ✓ Enhanced reporting and membership forms
- ✓ An expanded NUMchecker tool inclusive of emails, phone numbers, profile names and vehicle registrations.
- ✓ 200 hours of online chat
- ✓ An admin dashboard to manage statistics and a secure location for our data.

90% of respondents in NUM's membership survey stated that
they feel safer knowing NUM exists

Looking Ahead: Aims for FYE 2023

- ✓ **Work with sex workers**, allies, and strategic partners to seek investment for coordinating services and strengthening coalition-building towards increased resourcing to sex workers in light of economic hardships associated with slow COVID-19 recovery, and the cost-of-living and fuel crises.
- ✓ **Continue working with public sector partners** particularly inclusion health networks, to ensure the needs and priorities of sex workers are being included in the design of social interventions.
- ✓ **Continue making relationships** with new investors and donors. Formally explore the portability of NUM and creative revenue streams.
- ✓ **Improve and increase documentation** of support service delivery activities via OASIS and regularly share NUM statistics with partners and stakeholders to inform and improve knowledge and practice.
- ✓ **Complete digital build**, including eLearning platform, budgeting tools and other features. Develop an API for the NUM checker tool.
- ✓ **Increase NUM's profile** on socials and raise awareness of the organisations' services to new populations of adult industry workers.
- ✓ **Increase partnership working** and national coordinated activities with sex worker-led groups and anti-violence/anti-oppression charities as part of political advocacy and systems change.
- ✓ **Deliver the 'Changing the Game' project** and 'Leaving the Game' research and develop first phase vocational support services and resources for sex workers desiring to reduce sex industry working or leave industries entirely. Integrate mental health services as part of vocational support services.
- ✓ **Seek investment for an emergency fund** to support sex workers fleeing abuse or in need of an immediate break from sex industry work.
- ✓ **Participate in HO VAWG Stakeholder group** and ensure NUM's delivery partnership as part of ending VAWG within associated national and regional strategies.
- ✓ **Develop NUMbrella Lane**. Run community needs assessment to support sex worker input and ownership of the service. Work within networks of practitioners and state representatives in Scotland to ensure options, safety, and resources for sex workers.
- ✓ **Continue advocacy efforts** and stand against policies that increase criminalisation and destitution among adults in sex industries. Support sex worker-led campaigns and those of other marginalised groups in keeping with our ending-violence mandate.
- ✓ **Grow NUM/brella Lane overall membership** to targeted 10,000 members by FYE 2023.

Structure, Governance and Management

National Ugly Mugs converted to a Charitable Incorporated Organisation (CIO) on 30th October 2019 to better serve the objectives of the organisation. It was previously registered as a charity with the Charity Commission, constituted under a trust deed dated June 2002 and now works to its Constitution.

Appointment of trustees

As set out in the Constitution, trustees are elected by existing trustees of the CIO at Annual General meetings and serve for a period of 3 years.

Trustee induction and training

All trustees will be required to join the board for an initial 6-month induction period. After this 6-month period they will meet with the Chair and one other member of the board to feedback about whether they wish to continue as a trustee. The Chair will provide feedback on the contribution that the trustee has made during the 6-month induction period. All trustees are given and sign a code of conduct and are fully supported by the existing board.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager with any service providers must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Organisation

The board of trustees administers the charity. The board normally meets every quarter during the year and constitutionally they must hold 2 ordinary meeting each year. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity.

Finance

The charity furthers its charitable purposes for the public benefit and has demonstrated its success in preventing crime, bringing perpetrators of serious offences to justice and improving the safety of sex workers. The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

Investment powers and policy

The trustees, having regard to the liquidity requirements of operating the charity, have kept available funds in an interest-bearing deposit account.

Reserves policy

Reserves policy and going concern

The balance held in unrestricted reserves at 31st March 2022 was £264,338 of which £259,690 are free reserves, after allowing for funds tied up in tangible fixed assets.

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

The Charity's main source of core income is grant funding from Charitable Trusts and Foundations. Additional grants for specific projects enhance the existing work of the charity and income from donations support the delivery of NUM services. The Trustees consider that it is appropriate to prepare the accounts on a going concern basis and, consequently, the accounts do not include any adjustments that would be necessary if these sources of income should cease.

Trustees Responsibilities in Relation to the Financial Statements

Statement of responsibilities of the trustees

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- 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 proper 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 Charities Act 2011. 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 are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved on behalf of the Board of Trustees

Sian Prime Chair

James Osborne Treasurer

Date: 24/01/2023

Independent examiner's report
to the trustees of
National Ugly Mugs

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st March 2022 which are set out on pages 20 to 39.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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

Jennifer Daniel FCCA DChA

Slade & Cooper Limited, Chartered Certified Accountants
Beehive Mill, Jersey Street, Ancoats
Manchester, M4 6JG
Date 26/01/2023

National Ugly Mugs
Statement of Financial Activities
for the year ended 31 March 2022

	Note	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	3	252,101	-	252,101	143,581
Charitable activities	4	500	266,861	267,361	753,352
Other trading activities	5	35,591	-	35,591	51,778
Total income		288,192	266,861	555,053	948,711
Expenditure on:					
Raising funds	6	7,773	-	7,773	11,413
Charitable activities:	7	252,584	304,553	557,137	781,042
Total expenditure		260,357	304,553	564,910	792,455
Net income / (expenditure) before net gains / (losses) on investments		27,835	(37,692)	(9,857)	156,256
Net income / (expenditure) for the year	9	27,835	(37,692)	(9,857)	156,256
Transfer between funds		4,642	(4,642)	-	-
Net movement in funds for the year		32,477	(42,334)	(9,857)	156,256
Reconciliation of funds					
Total funds brought forward		231,861	97,571	329,432	173,173
Total funds carried forward		264,338	55,237	319,575	329,429

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

National Ugly Mugs

Balance Sheet as at 31 March 2022

	Note	2022	2021
		£	£
Fixed assets			
Tangible assets	14	4,648	7,927
Total fixed assets		4,648	7,927
Current assets			
Debtors	15	12,104	50,144
Cash at bank and in hand	16	319,177	280,668
Total current assets		331,281	330,812
Liabilities			
Creditors: amounts falling due in less than one year	17	(16,354)	(9,307)
Net current assets		314,927	321,505
Net assets		319,575	329,432
Funds of the charity:			
Restricted income funds	19	55,237	97,571
Unrestricted income funds	20	264,338	231,861
Total charity funds		319,575	329,432

The notes on pages 23 to 39 form part of these accounts.

Approved by the trustees on 24/01/2023 and signed on their behalf by:

Sian Prime Chair

James Osborne Treasurer

National Ugly Mugs
Statement of Cash Flows
for the year ending 31 March 2022

	Note	2022 £	2021 £
Cash provided by / (used in) operating activities	22	40,693	11,949
<i>Cash flows from investing activities:</i>			
Purchase of tangible fixed assets		(2,184)	(9,580)
Cash provided by / (used in) investing activities		(2,184)	(9,580)
Increase/(decrease) in cash and cash equivalents in the year		38,509	2,369
Cash and cash equivalents at the beginning of the year		280,668	278,299
Cash and cash equivalents at the end of the year		319,177	280,668

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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), second edition - October 2019 (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Accounting Practice.

The accounts (financial statements) have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 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), second edition - October 2019, rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

National Ugly Mugs meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

No key judgments which the trustees have made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

c Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

d Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the costs of commercial trading including fundraising, marketing and their associated support costs.
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 8.

i Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Computers & office equipment	33.33% on cost
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National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

k Debtors

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

l Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

m Creditors and provisions

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

n Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

2 Legal status of the charity

The charity is a charitable incorporated organisation, registered as a charity in England & Wales.

3 Income from donations and legacies

Current reporting period	Unrestricted £	Restricted £	Total 2022 £
Donations	23,919	-	23,919
General grants:			
Open Society	58,638	-	58,638
Esmee Fairbairn Foundation	66,000	-	66,000
Police Contribution	23,560	-	23,560
NHS England	9,990	-	9,990
Manchester City Council	4,994	-	4,994
Tudor Trust	50,000	-	50,000
Leathersellers	15,000	-	15,000
Total	252,101	-	252,101
Previous reporting period	<i>Unrestricted £</i>	<i>Restricted £</i>	<i>Total 2021 £</i>
Donations	18,486	-	18,486
General grants:			
Tudor Trust	2,000	-	2,000
Open Society	31,095	-	31,095
Esmee Fairbairn Foundation	30,000	-	30,000
John Ellerman Foundation	30,000	-	30,000
Police Contribution	32,000	-	32,000
Total	143,581	-	143,581

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

4 Income from charitable activities

Current reporting period	Unrestricted £	Restricted £	Total 2022 £
Training	500	-	500
Restricted grants:			
Catalyst	-	2,367	2,367
Comic Relief	-	19,743	19,743
National Lottery Community Fund Digital	-	148,152	148,152
National Lottery Community Fund Org Development	-	5,000	5,000
Glasgow Fund	-	8,475	8,475
JRCT	-	27,124	27,124
Robertsons Trust	-	36,000	36,000
Tudor Trust UL	-	20,000	20,000
Total	500	266,861	267,361
Previous reporting period	<i>Unrestricted £</i>	<i>Restricted £</i>	<i>Total 2021 £</i>
Training	2,113	-	2,113
Restricted grants:			
Viva Street Covid Match Funding	-	100,000	100,000
Catalyst	-	3,477	3,477
Leathersellers	-	15,000	15,000
London Funders	-	63,784	63,784
National Lottery Community Fund Covid	-	309,550	309,550
National Lottery Community Fund Digital	-	158,253	158,253
London Community Foundation (MOPAC)	-	8,352	8,352
Esmee Fairbairn Foundation	-	15,000	15,000
Comic Relief Covid	-	35,700	35,700
Comic Relief	-	42,123	42,123
Total	2,113	751,239	753,352

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

5 Income from other trading activities

	2022 £	2021 £
Consultancy and Public Speaking	1,738	10,282
Corporate income	33,913	41,496
Merchandise	(60)	
	35,591	51,778

All income from other trading activities is unrestricted.

6 Cost of raising funds

	2022 £	2021 £
Fundraising fees	1,866	2,266
Merchandise costs	-	2,019
Advertising and marketing	5,907	7,128
	7,773	11,413

All expenditure on cost of raising funds is unrestricted.

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

7 Analysis of expenditure on charitable activities

Current reporting period	Total 2022 £
Staff costs	357,669
Training	1,769
Bulk emailing and texting	10,811
Conferences	383
Refreshments	337
Emergency food provision	63
Subscriptions	748
IT costs	17,752
Telephone	1,929
Website costs	57,112
Minor equipment	1,318
Post, printing & stationery	463
Depreciation	5,463
Sundries	7
Governance costs (see note 8)	2,320
Support costs (see note 8)	98,993
	557,137
	2022 £
Restricted expenditure	304,553
Unrestricted expenditure	252,584
	557,137

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

7 Analysis of expenditure on charitable activities (continued)

<i>Previous reporting period</i>	<i>Total 2021 £</i>
<i>Staff costs</i>	363,368
<i>Covid match funding</i>	100,000
<i>Training</i>	55
<i>Bulk emailing and texting</i>	11,983
<i>Conferences</i>	637
<i>Emergency food provision</i>	115,075
<i>Project evaluation</i>	921
<i>Subscriptions</i>	301
<i>IT costs</i>	13,120
<i>Telephone</i>	2,291
<i>Website costs</i>	118,801
<i>Minor equipment</i>	1,111
<i>Post, printing & stationery</i>	945
<i>Depreciation</i>	5,907
<i>Sundries</i>	41
<i>Governance costs (see note 8)</i>	950
<i>Support costs (see note 8)</i>	45,536
	781,042
	<i>2021 £</i>
Restricted expenditure	731,191
Unrestricted expenditure	49,851
	781,042

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

8 Analysis of governance and support costs

Current reporting period	Basis of apportionment	Support £	Governance £	Total 2022 £
Accountancy fees	type of expense	-	2,320	2,320
Bank charges	type of expense	164	-	164
Repairs & maintenance	type of expense	106	-	106
Consultancy	type of expense	40,349	-	40,349
Staff costs	type of expense	4,771	-	4,771
Staff training	type of expense	5,169	-	5,169
Professional fees	type of expense	13,692	-	13,692
Rent	type of expense	18,590	-	18,590
Insurance	type of expense	953	-	953
Payroll bureau	type of expense	1,730	-	1,730
HR expenses	type of expense	9,825	-	9,825
Staff travel	type of expense	2,381	-	2,381
Trustee travel	type of expense	138	-	138
Management and supervision	type of expense	1,125	-	1,125
		98,993	2,320	101,313

Previous reporting period	Basis of apportionment	Support £	Governance £	Total 2021 £
Accountancy fees	type of expense	-	950	950
Software	type of expense	643	-	643
Bad debts	type of expense	8,000	-	8,000
Bank charges	type of expense	98	-	98
Consultancy	type of expense	13,632	-	13,632
Staff costs	type of expense	695	-	695
Staff training	type of expense	4,690	-	4,690
Rent	type of expense	11,204	-	11,204
Insurance	type of expense	783	-	783
Payroll bureau	type of expense	1,786	-	1,786
HR expenses	type of expense	1,950	-	1,950
Management and supervision	type of expense	2,055	-	2,055
		45,536	950	46,486

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

9 Net income / (expenditure) for the year

This is stated after charging/(crediting):	2022 £	2021 £
Depreciation	5,463	-
Independent examiner's fees	2,320	950
Other services	-	2,429

10 Staff costs

Staff costs during the year were as follows:

	2022 £	2021 £
Wages and salaries	311,667	321,545
Social security costs	23,469	23,545
Pension costs	17,494	18,278
	352,630	363,368

No employees has employee benefits in excess of £60,000 (2021: Nil).

The average number of staff employed during the period was 15 (2021: 16).

The average full time equivalent number of staff employed during the period was 13 (2021: 11).

The key management personnel of the charity comprise the trustees, the Chief Executive Officer and the Chief Operating Officer. The total employee benefits of the key management personnel of the charity were £96,225 (2021: £97,161).

11 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year (2021: nil).

1 member of the management committee received travel and subsistence expenses during the year of £138 (2021: Nil).

Aggregate donations with conditions from related parties were nil (2021: nil).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2021: nil).

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

12 Government grants

The government grants recognised in the accounts were as follows:

	2022 £	2021 £
Manchester City Council	4,994	-
NHS England	9,990	-
Police Contribution	23,560	-
	38,544	-

There were no unfulfilled conditions and contingencies attached to the grants.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

14 Fixed assets: tangible assets

	Office equipment £	Computer equipment £	Total £
Cost			
At 1 April 2021	1,008	17,741	18,749
Additions	-	2,184	2,184
Disposals	-	-	-
At 31 March 2022	1,008	19,925	20,933
Depreciation			
At 1 April 2021	1,008	9,814	10,822
Charge for the year	-	5,463	5,463
Disposals	-	-	-
At 31 March 2022	1,008	15,277	16,285
Net book value			
At 31 March 2022	-	4,648	4,648
At 31 March 2021	-	7,927	7,927

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

15 Debtors

	2022 £	2021 £
Grants receivable	8,327	30,531
Other debtors (rent deposit, staff costs control)	1,480	-
Prepayments and accrued income	2,297	19,613
	12,104	50,144

16 Cash at bank and in hand

	2022 £	2021 £
Cash at bank and on hand	319,177	280,668
	319,177	280,668

17 Creditors: amounts falling due within one year

	2022 £	2021 £
Short term compensated absences (holiday pay)	5,039	-
Other creditors and accruals	2,897	2,607
Deferred income	-	-
Taxation and social security costs	8,418	6,700
	16,354	9,307

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

18 Deferred income

	2022 £	2021 £
Deferred grant brought forward	-	132,040
Grant received	-	-
Released to income from charitable activities	-	(132,040)
Deferred grant carried forward	-	-

19 Analysis of movements in restricted funds

Current reporting period	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Restricted grants:					
Catalyst	128	2,367	(2,372)	-	123
Comic Relief	19,206	19,743	(52,153)	-	(13,204)
National Lottery Community Fund					
Digital	7,001	148,152	(148,283)	-	6,870
National Lottery Community Fund					
Org Development	-	5,000	(4,920)	-	80
Glasgow Fund	-	8,475	-	-	8,475
JRCT	-	27,124	(14,734)	-	12,390
Robertsons Trust	-	36,000	(3,540)	-	32,460
Tudor Trust	4,640	-	-	(4,640)	-
Tudor Trust UL	-	20,000	(19,998)	(2)	-
National Lottery Community Fund					
Covid	60,066	-	(52,622)	-	7,444
Manchester City Council	1,000	-	(4,824)	-	(3,824)
Community Foundation (MOPAC)	3,523	-	-	-	3,523
Comic Relief Covid	1,107	-	(1,107)	-	-
J Butler Educational Trust	900	-	-	-	900
Total	97,571	266,861	(304,553)	(4,642)	55,237

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

19 Analysis of movements in restricted funds (continued)

Previous reporting period	Balance at 1 April 2021	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
<i>Viva Street Covid Match Funding</i>	-	100,000	(100,000)	-	-
<i>Catalyst</i>	-	3,477	(3,349)	-	128
<i>Leathersellers</i>	-	15,000	(15,000)	-	-
<i>London Funders</i>	-	63,784	(63,784)	-	-
<i>Community Fund Covid</i>	-	309,550	(249,484)	-	60,066
<i>Police Property Act Fund</i>	2,500	-	(2,500)	-	-
<i>Tudor Trust</i>	4,640	-	-	-	4,640
<i>Manchester City Council</i>	1,000	-	-	-	1,000
<i>Eleanor Rathbone</i>	2,000	-	(2,000)	-	-
<i>University of Leicester</i>	5,206	-	(5,206)	-	-
<i>J Butler Educational Trust</i>	900	-	-	-	900
<i>London Community Foundation (MOPAC)</i>	22,813	8,352	(27,642)	-	3,523
<i>National Lottery Community Fund Digital</i>	23,890	158,253	(175,142)	-	7,001
<i>Esmee Fairbairn Foundation</i>	-	15,000	(15,000)	-	-
<i>Comic Relief Covid</i>	-	35,700	(34,593)	-	1,107
<i>Comic Relief</i>	14,574	42,123	(37,491)	-	19,206
Total	77,523	751,239	(731,191)	-	97,571

Name of restricted fund	Description, nature and purposes of the fund
Catalyst	Universal credit project with CAST
Comic Relief	Restricted case work for women only
National Lottery Community Fund Digital	Digital build funding
National Lottery Community Fund Org Development Glasgow Fund	Org development contract for digital Restricted to Glasgow
JRCT	Racial justice
Robertsons Trust	Restricted to Scotland, NUMbrella Lane
Tudor Trust UL	NUMbrella Lane bridge funding for enhancement
National Lottery Community Fund Covid	National Covid emergency response project
Manchester City Council	Government grant for ISVA case work to Manchester residents
London Community Foundation (MOPAC)	Covid in London
Comic Relief Covid	Covid uplift, restricted case work for women only
J Butler Educational Trust	Funding for brochures for Romanian sex workers in London

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

20 Analysis of movement in unrestricted funds

Current reporting period	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	As at 31 March 2022 £
General fund	231,861	288,192	(260,357)	4,642	264,338
Previous reporting period	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	As at 31 March 2021 £
General fund	95,653	197,472	(61,264)	-	231,861
Name of unrestricted fund	Description, nature and purposes of the fund				
General fund	The free reserves after allowing for all designated funds				

National Ugly Mugs

Notes to the accounts for the year ended 31 March 2022 (continued)

21 Analysis of net assets between funds

Current Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	4,648	-	-	4,648
Other net current assets/(liabilities)	259,690	-	55,237	314,927
Total	264,338	-	55,237	319,575
Previous Reporting Period	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	1,654	-	6,273	7,927
Other net current assets/(liabilities)	297,151	-	24,354	321,505
Total	298,805	-	30,627	329,432

22 Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income / (expenditure) for the year	(9,857)	156,256
Adjustments for:		
Depreciation charge	5,463	5,907
Decrease/(increase) in debtors	38,040	(24,422)
Increase/(decrease) in creditors	7,047	(125,792)
Net cash provided by / (used in) operating	40,693	11,949

NATIONAL UGLY MUGS

England & Wales - Charity number 1122461

Accounts



Trustees' Annual Report

FYE2021

National Ugly Mugs (NUM)

Email: admin@uglymugs.org

Website: nationaluglymugs.org

Tel: 0161 629 9861

Address: Unit 209, Greenfish Resource
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A Message from Trustees

This year has been a challenging and ambitious year for NUM. The NUM team has responded with characteristic passion and grit to the COVID-19 pandemic and associated lockdown measures. Recognising the wide-ranging impacts on sex workers who lost their source of income, as well as increasing numbers of people turning to the sex industry in light of redundancies and job losses, the NUM staff worked tirelessly to diversify and increase their support for sex workers. The pandemic response is detailed further below, but it is worth emphasising the team's hard work to provide NUM meals vouchers to sex workers, support them in referrals and applications for housing, food banks, benefits, Universal Credit, banking and financial assistance.

NUM diversified its work beyond the pandemic. In the FYE ending March 2021, NUM prepared to launch the digital platform, to expand and improve services. NUM has also developed mental health support services, including therapy packages and referrals to longer-term support. These new services sit alongside an increase in crucial case work support - the central work of the organisation - and policy and research work.

This wide and increased range of services, provided while staff themselves were working from home and facing personal impacts of the pandemic, is a testament to the dedication of the CEO and the team to provide consistent, reliable, and holistic support to sex workers.

The following report summarises the FYE ending March 2021.

Report of the Trustees for the year ended 31st March 2021

The trustees present their annual report and financial statements of the charity for the year ended 31st March 2021. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 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 published (FRS 102) (effective 1 January 2019).

The trustees and officers serving during the year and since the year end were as follows:

TRUSTEES Key management personnel, Trustees during the year and to the date of signing: <table border="0"> <tr> <td>Sian Prime</td> <td>Chair</td> </tr> <tr> <td>James Osborne</td> <td>Treasurer</td> </tr> <tr> <td>Dr Mary Laing</td> <td>Academic Rep</td> </tr> <tr> <td>Hayley Speed</td> <td>Secretary (April 2021)</td> </tr> <tr> <td>Rebecca Kemp</td> <td>Digital Lead</td> </tr> <tr> <td>Laura Graham</td> <td>Academic Rep</td> </tr> <tr> <td>Megan Prescott</td> <td>Trustee</td> </tr> </table>	Sian Prime	Chair	James Osborne	Treasurer	Dr Mary Laing	Academic Rep	Hayley Speed	Secretary (April 2021)	Rebecca Kemp	Digital Lead	Laura Graham	Academic Rep	Megan Prescott	Trustee	CHIEF EXECUTIVE Dr Raven Bowen
Sian Prime	Chair														
James Osborne	Treasurer														
Dr Mary Laing	Academic Rep														
Hayley Speed	Secretary (April 2021)														
Rebecca Kemp	Digital Lead														
Laura Graham	Academic Rep														
Megan Prescott	Trustee														
Registered Office Unit 209, Greenfish Resource Centre 46-50 Oldham Street, Manchester M4 1LE	Independent Examiners Community Accountancy Service Limited The Grange, Pilgrim Drive Beswick, Manchester M11 3TQ														
Bankers Co-operative Bank Business Direct, PO Box 250 Skelmersdale WN8 6WT CAF Bank Limited 25 Kings Hill Avenue West Malling Kent ME19 4JQ	Charity Name: National Ugly Mugs (NUM) (formerly known as UKNSWP) Charity Number: 1122461														

Charitable Objects and Aims

National Ugly Mugs (NUM) began as a pilot project and was founded in 2012 after 10 years of advocacy to the Home Office from practitioners, police officials and researchers who called for a centralised service that managed reports of harm to sex workers. NUM is now the largest sex worker-serving violence prevention and survivor support service in the UK. We serve sex workers of all genders, backgrounds, and modes of work.

We believe that sex workers are experts, and we work with them to design and deliver safety tools and support services. We hire people with experience in and from sex industries to lead the community-based research and education that informs our advocacy towards an end to violence and survival sex. Ultimately, NUM aims to improve the rights, safety, and inclusion of sex workers by influencing local and national policy through work with key stakeholders.

The Charity's Objects are for the benefit of sex workers in the United Kingdom

1. To promote public safety and the prevention of crime by the provision of safety training, information, and resources.
2. To preserve, protect and promote good health by providing information and support services.
3. To promote the rights and entitlements of sex workers as equal citizens by providing advocacy, information, and support services.

Our Mission

Ending All Forms of Violence Against Sex Workers

Our Aims for 2020/21

- ✓ Increase sex worker safety and prevent crime and harms against this diverse population of adults.
- ✓ Support sex workers in generating knowledge and sharing their experiences in ways that advance the well-being of their communities, increase the social inclusion of sex workers and an end discrimination, criminalisation and violence.
- ✓ Provide survivor-centred, trauma-informed support services.
- ✓ Facilitate sex workers in safely accessing the public services of their choosing and in educating communities of stakeholders to ensure that:
 - sex workers are the ones characterising their work and defining their circumstances, needs and priorities.
 - services are informed about the needs and priorities of sex workers in order to promote non-judgemental treatment and respectful engagement.
 - all sex workers, irrespective of class, race, gender, sexuality, ability, status in the country and type of sex work, receive consistent, protective responses from police when they access them for help.

- sex workers inform justice, victim support, anti-violence and health initiatives in ways that improve their wellbeing and increase their engagement in civil society.

NUM's Work in 2020/21

NUM continued to deliver our core services during the year, expanding case work operating hours to meet increasing demands while dealing with the negative impacts of the pandemic internally. This section outlines the work of NUM during Fiscal Year End 2021.

This year's report pays tribute to the dedication and unwavering commitment of the NUM staff team, sex workers, sex worker-led groups and support organisations who came together with investment from funders to provide resources to sex workers suffering as a result of the pandemic. Sex workers experience poverty, poor mental health, and continued stigmatization under usual circumstances; however, the pandemic had dire impacts on life chances for this population. Sex workers experienced an immediate loss in income and were excluded from pandemic-related supports offered by the UK government to others in the workforce. Many therefore risked their health and safety by continuing to work during national lockdowns in order to feed their children, care for dependents, pay their bills and secure their housing. Due to redundancies and Covid-19 related poverty, some people returned to sex work and others started working in adult industries for the first time because they were just unable to make ends meet.

Who We Serve: NUM in NUMbers

In 2020 we conducted an audit of our membership in preparation for the launch of our new website in 2021, deleting approximately 850 dormant accounts. As of the end of the calendar year 2020, NUM membership growth slowed due to the Covid-19 pandemic. NUM had **7,716 members**, with a **total of 643 new members** verified and approved by the NUM Team.

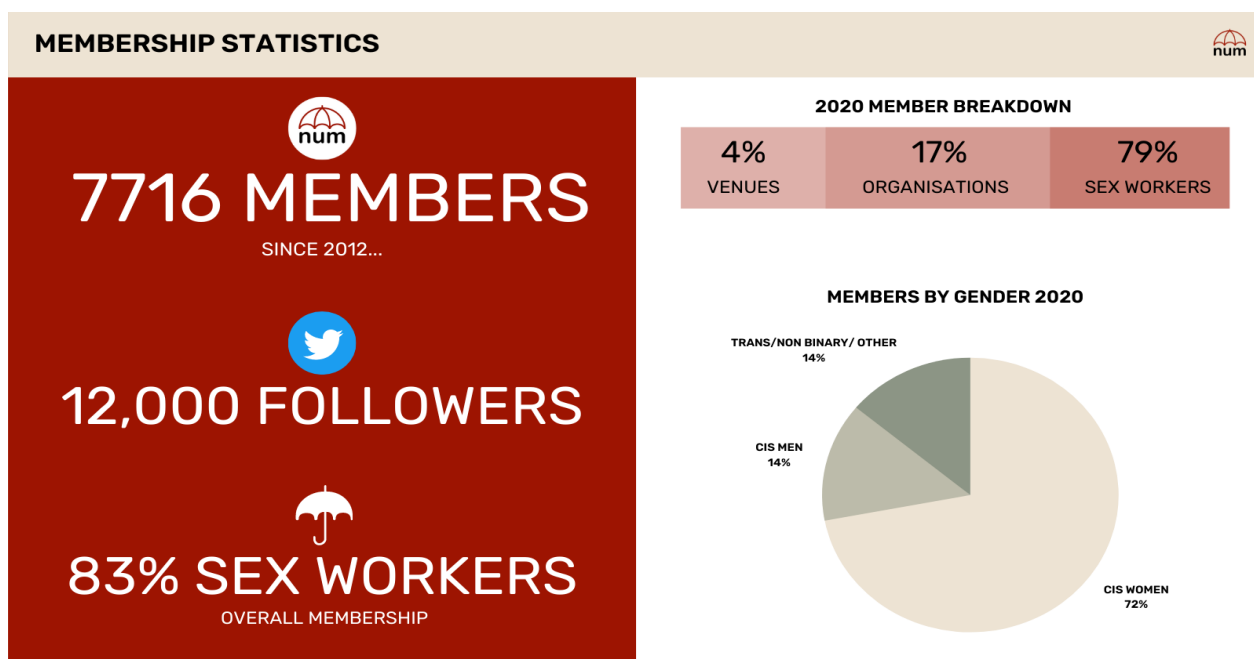


Figure 1 Membership Statistics

During 2020, **506 new individual sex workers** signed up to NUM to access our reporting, alerting, checker tools and case work team, bringing the total to **6,436** which represents **83% of our total membership**. Several adult services venues joined NUM in 2020 and committed to disseminating violence prevention alerts and providing information about NUM resources to their networks. We celebrate this continuously growing community of sex workers sharing information to keep each other safe.

"Accessing NUM is always a positive experience. I often use the number checker and have in the past reported a dangerous client as well. I'm so grateful for the services you provide"

-Sex worker - Survey 2020

During 2020, **111 new members from NGO organisations** and **26 sex industry venues** joined NUM, bringing the total to well over 1,000. NGOs work within housing support, hostels, drug services, sexual health and specialist sex worker projects. We are grateful to these groups and venues who work with us to offer third party reporting to sex workers and to disseminate alerts through drop ins, outreach programs, clinics and other processes.

What we do: NUM services

The following is a brief summary of NUM activities during 2020.

The Case Work Team: Survivor Support Services

The NUM Case Work Team (CWT) are victim/survivor-centered and trauma-informed, with a focus on what the victim/survivor wants and needs to heal and recover. It is essential for us to ensure that survivors have control over their healing and that they get to choose not only what happens but who is involved. Whatever sex workers request from NUM, the casework team are responsive and flexible, and remain committed to doing what is required to ensure quality care to survivors and ending all forms of violence against this community. The CWT are a small, diverse team with a wide range of qualifications, skills and experience, some hold qualification as Independent Sexual Violence Advisors (ISVA's). This team work nationally meeting immediate and longer-term needs of sex workers, delivering under the obligations set out in the Code of Practice for Victims of Crime in England and Wales, November 2020.

Although reports of harm declined roughly 40% during COVID-19, contacts for crisis support have not. Our CWTs provided core survivor support services to 576 sex workers following a report to NUM; 118 sex workers were provided with brief intervention support (short-term assistance for less complicated issues); emotional support for mental health and addictions issues; and assistance with applications for financial support, housing and debt or income difficulties. The team provided in-depth longer-term support to 79 individuals with complex cases and supported 14 people who were navigating police reporting and the legal system.

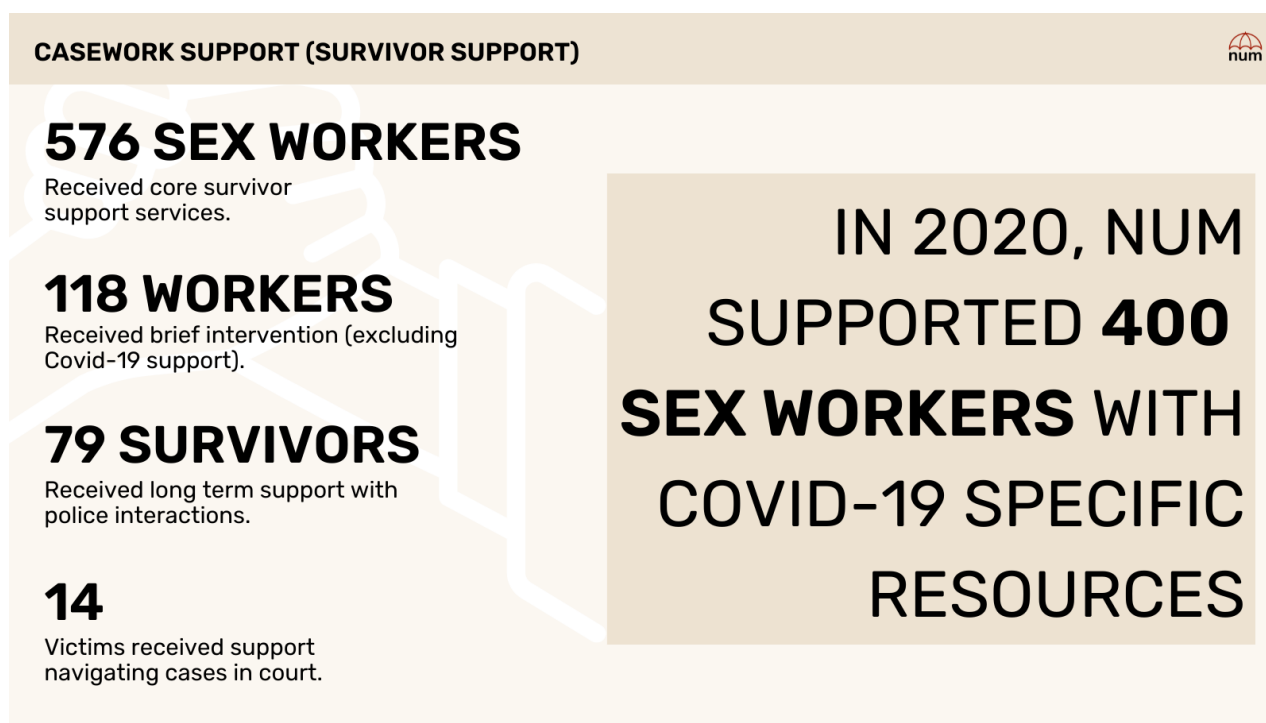


Figure 2 Case Work Support

Every individual sex worker who reports an incident to NUM is provided with a judgement-free and compassionate response. We offer emotional support, directly provide or link them with resources in their areas and explore options and next steps. They choose how they heal and recover either through the Criminal Justice System or outside of it.

Sex workers are in control of the steps NUM takes in response to the harm they experience.

I've only contacted for support once, after an assault a couple of years ago. The support and advice I received from NUM was absolutely excellent and really helped me to process the assault and move past it and return to work".

Sex worker – NUM Survey 2020

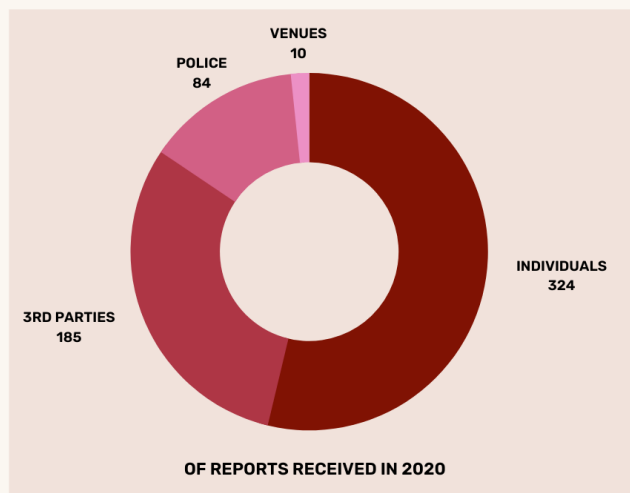
Reports of Harm, Alerting and Engagement with Police

Despite the pandemic, many sex workers continued to work to survive. During 2020 there were a total of **603 reports submitted accounting for 713 acts of harm against sex workers**. Three hundred and twenty-four (324) reports came from sex workers and 185 third-party reports came through from organisations providing support services to sex workers in their local area. Police forces provided 84 warnings that we disseminated to sex workers to inform them of individuals that officers considered to be a threat to sex workers.

REPORTS, ALERTS & POLICE CONSENT (VIOLENCE PREVENTION) 2020 PT. 1



During 2020 there were a **total of 603 reports with 723 accounts of harm to sex workers** submitted to NUM.



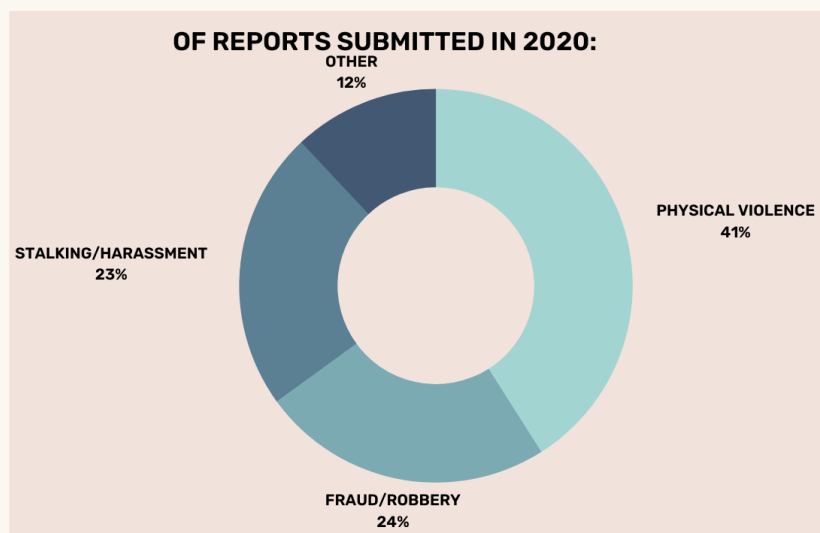
- **Sent 164,716 alerts** in 2020; total since inception= 1.34 million. (1,348,060)
- **Only 7.7%*** of those who **reported to NUM** in 2020 consented to share full details of harm with police
- **69% of sex workers** consented to sharing anonymous intel with police in 2020
- **Alerts from police forces** - 84 reports in 2020.

Figure 3 Reports, Alerts & Police Consent_1

In terms of the types of harm reported, **41%** (295 reports) were of **physical violence** including rape, attempted rape, sexual assault, and condom removal; **24%** (171 reports) were **fraud and robbery**; and **23%** (165 reports) were **stalking and harassment both on and offline**. The balance of reports comprised a series of other harms.

The NUM Case Work Team (CWT) turned reports of harm into alerts and **disseminated 164,716 alerts** as part of our violence prevention efforts in 2020, warning sex workers of harmful people and situations. Total alerts sent to prevent violence since inception is **1.34 million**.

REPORTS, ALERTS & POLICE CONSENT (VIOLENCE PREVENTION) 2020 PT. 2



77%
of members are off-street
independent workers

6%
work exclusively on-street

Figure 4 Reports, Alerts & Police Consent_2

NUM offers support to sex workers to report to violence to police either through full disclosure reports, for those aiming to pursue offenders through the court system or help to provide anonymous information to police intelligence agencies to contribute to larger community safety efforts. **In 2020, 69% of sex workers reporting to us provided anonymous intelligence and only 7.7% chose to involve police in their pursuit of justice.** We surveyed sex workers to provide an opportunity for them to reflect upon these statistics and to share reasons for this. The most common reasons included fear of/experience of criminalisation, fear of/experience of stigma, inconsistencies with police responses, and a lack of confidence in the ability of police to support sex workers in discreet and informed ways.

"It seems that there is not a unified approach in the way the police deal with incidents. There is very little consistency even from within the same police force. There are many occasions when the cons outweigh the pros to reporting."

– Sex Worker, Why Report Survey

Further details about why sex workers are choosing to avoid police can be found in our 2021 publication for the Journal of Sexuality Research and Social Policy, entitled '[Why Report? Sex Workers who use NUM opt out of sharing victimisation with police](#)'. We honor and uphold the decisions of survivors and work to prevent victimisation within and outside of formal systems.

Covid-19 Activities & Service Enhancements

COVID-19 RESPONSE



The Covid-19 pandemic negatively impacted the lives of many sex workers across the UK stripping people of their livelihoods, leaving them without money, food, shelter, support networks, health services and safety. Many suffered the effects of lockdowns on their mental and physical health and wellbeing. Sex workers from marginalised communities such as LGBTQ+, disabled workers and workers of colour were disproportionately affected as a result of the pandemic. Risk and danger increased for those who were forced to work during lockdowns due to poverty.

As a digital charity NUM was in a relatively privileged position to not only continue to work as before the pandemic but also to provide uninterrupted services to sex workers, thanks to generous and strategic investment from trusts and foundations.

The NUM Covid19 response project included the following:

- ❖ The NUM emergency voucher scheme was launched in March 2020 and was later expanded with additional funding alongside a fundraising campaign called 'National Ugly Mug Meals'. The aim of the project was to prevent survival sex by responding to sex workers affected by the pandemic who were left without finances to access essential food, medicine and hygiene products. As hardship funds from SWARM, Umbrella Lane and SWAI ran out, NUM wanted to ensure that there was another practical resource for sex workers. The vouchers played a critical role in addressing an urgent need while buying us time to help put other resources in place for longer-term assistance.



The NUM CWT team partnered with NUM's R&D team to lead distribution of vouchers to qualifying support services across the country. NUM also partnered with sex worker-led groups such as ECP, Umbrella Lane and SWAI, and supported them to distribute vouchers to marginalised sex workers in their communities who were suffering to access help as a result of the digital divide. As of 31 March 2021, NUM and its network distributed **3600 emergency vouchers** to verified sex workers across the country.

- ❖ Case workers provided much needed assistance outside of their usual survivor support services in response to the complex needs created as a result of the pandemic. On 23 March 2020 the PM announced the first lockdown in the UK, ordering people to “stay at home”. NUM expanded the CWT and shifted tact to be present out of hours and offer support for those struggling with accessing money, food, shelter and information during the pandemic. They additionally expanded digital engagement through the launch of NUM's online chat feature, available during the week and on evenings and the weekends. NUM set up as a food bank referrer, referral to hardship funds and provided support with banking and finance, assistance to apply for Universal Credit, and support to access housing and other benefits during the first and second waves of the pandemic. In 2020, NUM provided pandemic-related support to an additional **400 sex workers**.

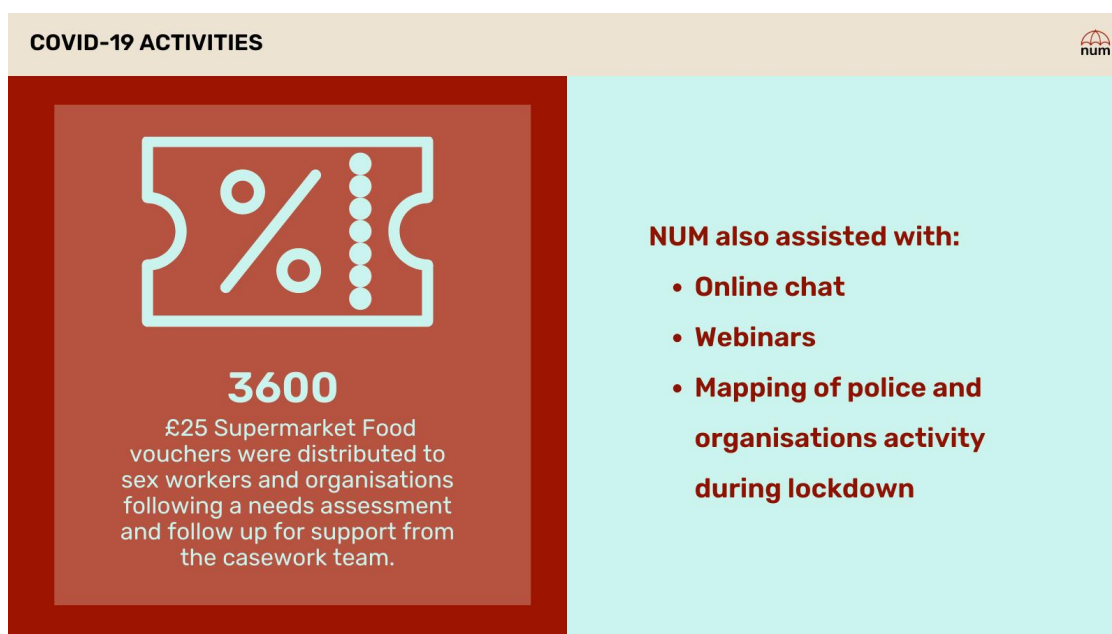


Figure 5 Covid-19 Activities

“This was the difference between me having my daughter for the rest of the week or her having to stay at my mums as I couldn't afford to feed us.”

- Sex Worker, Food Voucher Scheme Feedback

- ❖ In 2020, we were hearing from workers of colour (WOC) about their experiences during the pandemic, their victimisation through sex work, use of NUM, and interactions with police and public services. This information gathering exercise informed the expansion of our support

services, education and advocacy. At that time, we were seeing indications that they were calling for more representation of people of color on our case work team and specific WOC-only spaces to air their grievances, and influence how NUM represents their issues and responds to their concerns.

- ❖ After consultation with sex workers, we launched [mental health support services](#) and hired a therapist to work with sex workers to customise grief and loss and suicide prevention materials, and a safety planning template for this community. We contacted several 'sex worker-friendly' therapists and developed a directory to facilitate sex workers in locating mental health supports.



We then developed 45 special NUM therapy packages, comprising three paid sessions for sex workers with therapists who have agreed to support referrals from NUM and two of our partnered sex worker-led organisations. Additionally, we explored [Silvercloud™](#), a mental health support platform to supplement our case work supports. SilverCloud supports users through self-help programmes on a variety of topics utilising Cognitive Behaviour Therapy (CBT). This platform is used by the NHS, BUPA and others, and comes highly recommended.

We also hosted free online sex worker-only events with guest therapists to explore the types of therapy available to suit the diverse needs of this population. As part of our health initiatives for sex workers, we further developed our partnership with the [Inclusion Health Network](#), launching and promoting our toolkit for improved engagement with marginalised groups such as sex workers, Travellers, the homeless, LGBTI+ communities and other who experience poor health outcomes due to discrimination. This network are valued partners in advancing our goals around health and wellbeing.



"This is a brilliant idea, and I cannot thank you guys enough already for the fantastic steps you take to help keep us guys and gals safe"

- Sex Workers, Mental Health Support Feedback

- ❖ A live chat feature was a planned addition to the new digital build at NUM; however, due to the pandemic the decision was made to bring this forward. Before launching we consulted with sex workers and 79% felt they would use the feature and 27% said they might access this feature if available. The Chat feature was launched on November 16th, 2020, operating at varying times during the week including some evenings and weekends. Providing access to the food vouchers

"It is my preference over phone calls, it is much more discrete"

"I could get an immediate response for my issue"

"It would be easier for less serious reports"

- Sex Workers, Live Chat Survey

scheme, information related to COVID-19 and referral to the casework team for victim support services.

- ❖ Members of the R&D team mapped police activities and the availability of community services to inform sex workers and the case work team of what was available to sex workers during lockdown phases and how the police were responding to or criminalising marginalised people who did not have the resources to stay home and stay safe. Police mapping was conducted via telephone interviews by the R&D team who attempted to speak to all 42 constabularies during August/September 2020. In total the team were able to make contact with 11 police forces and four of those refused to give any information to sex workers at NUM regarding their work during Covid-19.

With respect to community services, the CWT and the R&D team conducted a survey in April 2020 to determine which services were open and what they were offering. Staff reached out to 50 organisations who were members of NUM. that they felt covered the UK and delivered a variety of services.

Research, Education & the Research and Development (R&D) Team

NUM is an organisation informed by the lived experiences of sex workers. NUM's team overall comprises a blend of experienced professional practitioners, academics who may also be individuals with lived experience in sex industries. We often run consultations, surveys and research projects with sex workers that help us focus our support and services where needed and in real time to respond to immediate needs. The input and feedback from our members drive our service development and delivery, and advocacy efforts.



Figure 6 Research and Development

In a bid to support sex workers during the pandemic the R&D team launched a series of webinars on Covid related topics around safety, rights, advocacy, and access to government funding. The webinars titled “Tips and Tits” began in September 2020 and lasted between 3-30 mins at a time with members of the R&D team speaking alongside a presentation with their faces hidden from the camera, uploaded to [NUM's YouTube channel](#) and shared via social media platforms.

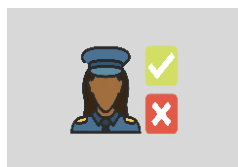
We deliver community education by sex industry workers and subject matter experts to professionals in order to address stigma, increasing skills and knowledge to improve support services and responses to sex workers as victims of crime. NUM went about capturing experiences related to the NUM digital build, the [impacts of Covid-19](#), [mental health supports](#) and research that launched the [Sex Workers of Colour \(SWOC\) Project](#).

As a result of our [‘Getting to Know You’ survey](#) to members in 2020 and assessment of the composition of the charity in light of Black Lives Matter and diversity needs within our organisation, NUM took steps to recruit further members to the R&D team. In 2020 the R&D team expanded to comprise of 8 individuals bringing a wealth of expertise and experience and providing a bridge into marginalised and hidden communities of sex workers. As part of the [‘Stand and be Counted’](#) initiative and NUM's [Covid-19 Emergency Response Project for UK Sex Workers](#), we are able to quadruple the hours of this team and support their enhanced contribution to addressing the harms their communities were facing. The R&D members then worked with the wider team at NUM to support hearing the voices and the needs of sex workers in these underrepresented areas.

Their goals within NUM were to:

- ✓ Create a supportive network for sex industry workers to have opportunities for leadership in carrying out research and development initiatives on issues that impact the well-being of their communities.
- ✓ Ensure the fundamental recognition of human rights for sex workers, including their right to dignity, safety, equity and empowerment.
- ✓ Support and promote sex worker leadership within NUM with respect to the development of essential services for active sex workers through advocacy, media and public awareness.
- ✓ Support and advocate for enhanced protection, education, health and healing for diverse contingents in and from sex industries.

During 2020 the R&D team provided expertise and knowledge to develop, inform and deliver NUM services.



With respect to community education to police forces, these activities slowed tremendously in 2020. The R&D team had to pivot away from their developed face-to-face community education to police and convert these to Zoom/Teams presentations, which took some time. In December, we finalised the education packages and offered them to 12 police forces. The R&D team developed a [Teaser video](#) as part of our invitations to forces. In 2020, due to impacts of the pandemic only four police forces attended the sessions.

Digital Platform Build

As part of our The National Lottery Community Fund 3-year grant, R&D team members informed the build of our digital platform with our tech partner Web Presence throughout the year. We made improvements to NUM's membership processes as well as our reporting form and created efficiencies to our alerting and checker tools. R&D team members and sex workers led advancements in the user experience (UX) and user interface (UI) through monthly focus groups (online) and regular meetings with our tech partners. As a result, we built a mobile-first site and prioritised accessibility and were on track to launch the platform in 2021.

Policy Advocacy

As lockdown restrictions increased during 2020 and the risks of COVID-19 on health and safety remained high NUM focused on providing policy advocacy directly related to matters arising as a result of the pandemic.

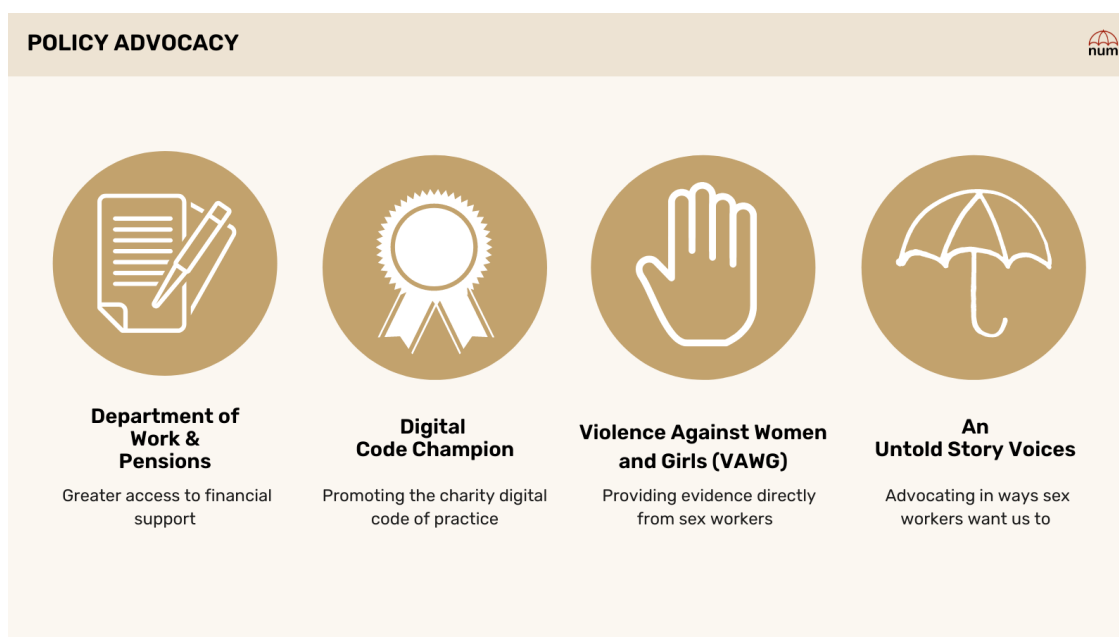


Figure 7 Policy Advocacy

Covid-19 Emergency Response: We rallied with sex worker-led groups to support fundraising for hardship funds and were able to secure £120,000 in donations from one of our corporate funders and administered £100,000 of this to a national hardship fund run by [SWARM, who then provided £200 to 1,255 sex workers](#) between March and June of 2020. We also wrote to several MPs and shadow cabinet members asking for sex workers to be included in any Covid-19 relief. See our [‘Stand and Be Counted’](#) page.

Media/Public Engagement: We tracked and were cited in some mainstream media about Covid-19 and [shared our database](#) with other practitioners. We also managed to engage with mainstream media, discussing the plight of sex workers. Although we could not respond to all media requests, and our work with the BBC on a documentary was tabled, our CEO shared what we do in a [podcast with ACEVO](#) and she was cited in the British Medical Journal in an article entitled [‘Covid-19: Health needs of sex workers are being sidelined, warn agencies.’](#) A NUM member contributed to the

Wellcome Trust Series: [Selling Sex and Sacrificing Safety](#)'. We made a significant contribution to a Channel 4 documentary entitled '[Ill-Gotten Gains](#)', click [here](#) for our segment. We also participated in [Goldsmiths' 16 days](#) of action and other such activities.

#IDEVASW2020: International Day to End Violence Against Sex Workers 2020 was done digitally. We invited various influencers and stakeholders to record themselves reading the names of the 184+ sex workers who have been murdered since 1990. We will continue to build momentum and raise awareness through this annual memorial. Please see our [IDEVASW2020 memorial page](#) and view our [#SayTheirNames video](#).



London Homicide Review: Our London case worker was involved in multi-agency meetings with the murder of a sex worker who cannot be named. We organised a community meeting and SWOT analysis of what happened and what went wrong as there were other incidents of harm to sex workers that week with a perpetrator known to services and police in the area. We will continue to work on this case to address communications, policing approaches, and practices of displacement and stigmatisation that may have contributed to this violence.

The City of Hull: NUM submitted a witness statement as part of [anuntoldstory-voices.com](#) judicial review of Local Government Act (1972) legislation by Hull City Council that specifically criminalises and displaces street-based sex workers by use of its section 222 (re-enacted in December 2014). In June 2020 the city of Hull discharged s.222 after a court finding and were advised by the judge to work with sex workers, the PCC and Humberside Constabulary and NUM to develop a new strategic policy.

Charity Digital Code Champion: In 2020 we remained a charity digital code champion sharing our knowledge and experiences with others on the use of digital in-service design and delivery. This was important for services who found themselves forced into digital transformation to continue providing services.

Universal Credit: Following on from our work with the Department of Work and Pensions (DWP) in 2019, we were successful in an application to Catalyst to work on tech solutions alongside other charities for marginalized groups to overcome some of the barriers when applying for Universal Credit.

Policy Meetings: During 2020 NUM continued to attend networking and strategic meetings online, increasing our presence at the Violence Against Women and Girls (VAWG) network meetings and maintaining input on the National Police Chief Councils (NPCC) sex work working group. We attended various sessions including the Wales Strategic Sex Work Safety & Support Group, Manchester Sex Work Forum, London Sex Work Advisory Group and multi-agency forums and practitioner group meetings throughout the UK sharing insights and knowledge to improve practices and make systemic change.

“I feel like I can look to NUM to always respect, value and fight for the sex work community. They always have our best interests at the heart of what they do and the service that they provide is invaluable”.

-Sex worker - NUM Survey 2020

Looking Ahead FYE 2022

NUM's main goals for the next period include:

- **Recover from Covid-19** and resumption of work on strategic intent and organisational growth.
- **Expand membership** by outreaching to stakeholder communities offering new digital tools.
- **Find more opportunities to hire and support sex workers** to lead research and development that uncovers forms of violence and barriers to their equitable access to resources and discovers the health and safety priorities of their communities.
- **Build wrap-around services** inclusive of *Violence Prevention*- reporting and alerting services with dissemination of tips and strategies to prevent harm; *Victim Support*- through case work and multi-agency collaboration based on process-mapping and mental health support services for healing and recovery; *Covid-19 Response and Recovery*- emergency food and hygiene supplies and establishing an emergency fund for those fleeing violence and survival sex; and *Transition Supports*-inclusive of digital tools to improve financial literacy and to support budgeting for change alongside peer support.
- **Complete NUMs digital transformation**, continue development of internal systems to improve workflow, and explore commissioning a cost-benefit analysis of the organisation's social impact.
- **Explore trade and new investment** from progressive trusts and foundations, and corporate and private donors who understand the value of NUM and support our goals toward ending all forms of violence, even in terms of being selective about the sources of revenue we pursue and accept. Although NUM maintains strong working relationships with police officers, forces, and officials across the UK, we no longer seek out police sources for funding of our victim/survivor support services for sex workers. Our engagement with police is led by the needs and wishes of sex workers themselves, as we work towards a system and a society where sex workers can exist and operate without fear of violence, discrimination and stigma.
- **Build relationships with strategic partners** who work in survivor supports and in advocacy about those in protected categories of identity. As NUM expands, we must ensure that we serve marginalised populations for whom sex industry involvement.

Structure, Governance and Management

National Ugly Mugs converted to a Charitable Incorporated Organisation (CIO) on 30th October 2019 to better serve the objectives of the organisation. It was previously registered as a charity with the Charity Commission, constituted under a trust deed dated June 2002 and now works to its Constitution.

Appointment of trustees

As set out in the Constitution, trustees are elected by existing trustees of the CIO at Annual General meetings and serve for a period of 3 years.

Trustee induction and training

All trustees will be required to join the board for an initial 6-month induction period. After this 6-month period they will meet with the Chair and one other member of the board to feedback about whether they wish to continue as a trustee. The Chair will provide feedback on the contribution that the trustee has made during the 6-month induction period. All trustees are given and sign a code of conduct and are fully supported by the existing board.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the charity. Any connection between a trustee or senior manager with any service providers must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

Organisation

The board of trustees administers the charity. The board normally meets every quarter during the year and constitutionally they must hold 2 ordinary meeting each year. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity.

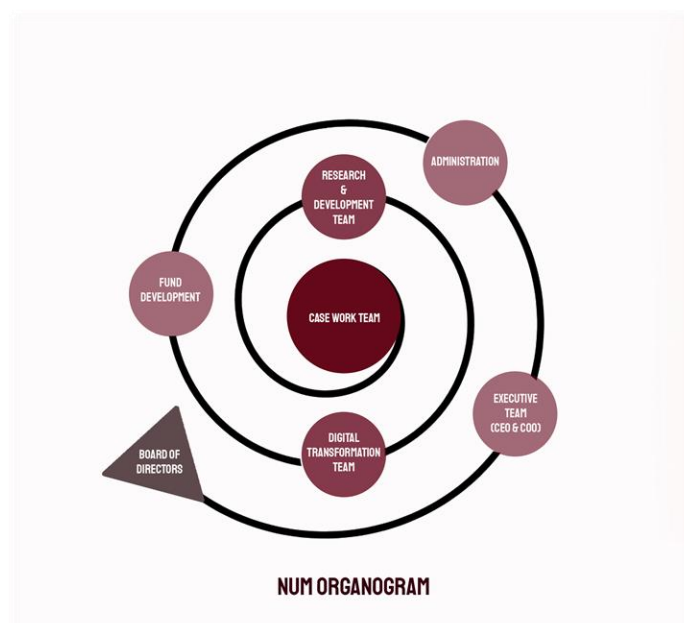


Figure 8 NUM Organogram

NUM's organisational structure is illustrated above. As the team with most direct contact with sex working victims and survivors of violence, NUM is committed to keeping the work of the case work team at the center of its work. This case work informs every other activity undertaken by NUM, including research and development, digital transformation, fund development and the administration of the charity. Each of these areas of activity advances our capacity to respond to violence against sex workers and support sex workers who seek our services. At the outer levels of the organisational structure is the Executive Team, which manages and ensures the operation of these activities, and the Board of Trustees that oversees the governance of the charity.

Finance

The charity furthers its charitable purposes for the public benefit and has demonstrated its success in preventing crime, bringing perpetrators of serious offences to justice and improving the safety of sex workers. The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's aims and objectives, in planning future activities, and setting the policies for the year.

Investment powers and policy

The trustees, having regard to the liquidity requirements of operating the charity, have kept available funds in an interest-bearing deposit account.

Reserves policy and going concern

The balance held in unrestricted reserves at 31st March 2021 was £184,915 of which £183,261 are free reserves, after allowing for funds tied up in tangible fixed assets.

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered.

The Charity's main source of core income is grant funding from Charitable Trusts and Foundations. Additional grants for specific projects enhance the existing work of the charity and income from donations support the delivery of NUM services. The Trustees consider that it is appropriate to prepare the accounts on a going concern basis and, consequently, the accounts do not include any adjustments that would be necessary if these sources of income should cease.

Risk management

The Management Committee has conducted a review of the major risks to which the charity is exposed. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Procedures are in place to ensure compliance with health and safety of staff, volunteers, young people, other service users and visitors.

Trustees Responsibilities in Relation to the Financial Statements

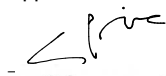
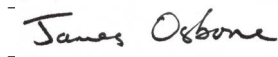
The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, of the charity for that period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting principles and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgments and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- Prepare the financial statements on a going concern basis unless it is not appropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provision of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved on behalf of the Board of Trustees

	_____ Sian Prime	Chair
	_____ James Osborne	Treasurer

Date: January 28, 202

Independent Examiners' Report

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES NATIONAL UGLY MUGS REGISTERED CHARITY NO. 1122461

I report on the accounts of the charity, for the Year Ended 31st March 2021 which are set out on pages 21 to 31.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of Independent Examiners Report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records have in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act, have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: *A.M. King*

Anita King FCCA
Date: 18th January 2022

Community Accountancy Service Ltd
The Grange, Pilgrim Drive, Beswick,
Manchester, M11 3TQ

NATIONAL UGLY MUGS

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED**31 MARCH 2021**

(incorporating income and expenditure account)

		Unrestricted Funds	Restricted Funds	Total Funds Year Ended 31 March 2021	Total Funds Year Ended 31 March 2020
	Further Details	£	£	£	£
Income from:					
Donations and legacies	(3)	143,581	-	143,581	100,621
Charitable Activities	(4)	2,113	751,239	753,352	266,020
Other Trading Activities	(5)	51,778	-	51,778	84,684
Total		197,472	751,239	948,711	451,325
Expenditure on:					
Raising Funds	(6)	2,530	8,883	11,413	5,044
Charitable Activities	(6)	58,693	722,308	781,001	401,829
Other	(6)	41	-	41	192
Total		61,264	731,191	792,455	407,065
Net income/(expenditure)		136,208	20,048	156,256	44,260
Transfers between funds	(15)	-	-	-	-
Net movement in funds		136,208	20,048	156,256	44,260
Reconciliation of funds					
Total funds brought forward	(15)	95,653	77,523	173,176	128,916
Total funds carried forward	(15)	231,861	97,571	329,432	173,176

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

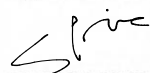
The notes on pages 24 to 31 form part of these accounts.

NATIONAL UGLY MUGS

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Fixed assets:			
Tangible assets	(11)	7,927	4,254
Total fixed assets		<u>7,927</u>	<u>4,254</u>
Current assets:			
Debtors	(12)	50,144	25,722
Cash at Bank & in Hand		280,668	278,299
Total current assets		<u>330,812</u>	<u>304,021</u>
Liabilities:			
Creditors: Amounts falling due within one year	(13)	9,307	135,099
Net current assets or liabilities		<u>321,505</u>	<u>168,922</u>
Total assets less current liabilities		329,432	173,176
Total net assets or liabilities		<u><u>329,432</u></u>	<u><u>173,176</u></u>
The funds of the charity:			
Restricted income funds	(15)	97,571	77,523
Unrestricted income funds	(15)	231,861	95,653
Total charity funds		<u><u>329,432</u></u>	<u><u>173,176</u></u>

Approved on behalf of the Board of Trustees



Sian Prime

Vice Chair

Date: 18th January 2022

The notes on pages 24 to 31 form part of these accounts.

NATIONAL UGLY MUGS

Statement of Cash Flows for the year ending 31 March 2021

	Year Ended 31 March 2021 £	Year Ended 31 March 2020 £
Net movement in funds	156,256	44,260
Add back depreciation	5,907	3,134
Decrease/(increase) in debtors	(24,422)	62,190
Increase/(decrease) in creditors	(125,792)	70,672
Net cash used in operating activities	11,949	180,256
Cash flows from investment activities:		
Purchase of fixed assets	(9,580)	(5,636)
Net cash provided by investing activities	(9,580)	(5,636)
Increase/(decrease) in cash and cash equivalents during the year	2,369	174,620
Cash and cash equivalents brought forward	278,299	103,679
Cash and cash equivalents carried forward	280,668	278,299

NATIONAL UGLY MUGS

Notes to the accounts

1. Accounting policies

(a) Basis of preparation and assessment of going concern

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 1st January 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

(b) Funds structure

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed. There are 16 restricted funds.

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created a fund for a specific purpose.

Further details of each fund are disclosed in note 15.

(c) Income recognition

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 income receivable can be measured reliably.

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 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 those conditions will be fulfilled in the reporting period.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

(d) Expenditure Recognition

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including support costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (f) below.

(e) Irrecoverable VAT

Irrecoverable VAT is charged against the expenditure heading for which it was incurred.

(f) Allocation of support and governance costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to independent examination and legal fees together with an apportionment of overhead and support costs.

Governance costs and support costs relating to charitable activities have been apportioned based on type of expense. The allocation of support and governance costs is analysed in note 8.

(g) Costs of raising funds

The costs of raising funds consists of advertising, fundraising costs, just giving fees and event costs.

(h) Charitable Activities

Costs of charitable activities include governance costs and an apportionment of support costs as shown in note 7.

NATIONAL UGLY MUGS

(i) Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised and valued at historical cost. Depreciation is charged on the following basis:

Computers & Office Equipment	33.33% on cost
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(j) Realised gains and losses

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their varying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

(k) Pensions

The charity currently does administer contributions to an auto enrolment pension scheme on behalf of individuals. The charity has no liability beyond making its contributions and paying across the deductions for the contributions.

(l) Debtors

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

(m) Creditors and Provisions

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

2. Related party transactions and trustees' expenses and remuneration

The trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2020: £nil). Expenses paid to the trustees in the year totalled £nil (2020: £23). This was for travel expenses for 1 trustee.

3. Donations and Legacies

	Unrestricted Year Ended 31 March 2021 £	Restricted Year Ended 31 March 2021 £	Total Funds Year Ended 31 March 2021 £
Donations	18,486	-	18,486
General grants:			
Tudor Trust	2,000	-	2,000
Open Society	31,095	-	31,095
Esme Fairburn Foundation	30,000	-	30,000
John Ellerman Foundation	30,000	-	30,000
Police Contribution	32,000	-	32,000
	<u>143,581</u>	<u>-</u>	<u>143,581</u>

Prior Year

	Unrestricted Year Ended 31 March 2020 £	Restricted Year Ended 31 March 2020 £	Total Funds Year Ended 31 March 2020 £
Donations	10,121	-	10,121
General grants:			
Police Contribution	90,500	-	90,500
	<u>100,621</u>	<u>-</u>	<u>100,621</u>

NATIONAL UGLY MUGS

4. Income from charitable activities

	Unrestricted Year Ended 31 March 2021 £	Restricted Year Ended 31 March 2021 £	Total Funds Year Ended 31 March 2021 £
Training	2,113	-	2,113
Restricted grants:			
Viva Street Covid Match Funding	-	100,000	100,000
Catalyst	-	3,477	3,477
Leathersellers	-	15,000	15,000
London Funders	-	63,784	63,784
National Lottery Community Fund Covid	-	309,550	309,550
National Lottery Community Fund Digital	-	158,253	158,253
London Community Foundation (MOPAC)	-	8,352	8,352
Esmé Fairbairn Foundation	-	15,000	15,000
Comic Relief Covid	-	35,700	35,700
Comic Relief	-	42,123	42,123
	<u>2,113</u>	<u>751,239</u>	<u>753,352</u>

Prior Year

	Unrestricted Year Ended 31 March 2020 £	Restricted Year Ended 31 March 2020 £	Total Funds Year Ended 31 March 2020 £
Training	1,200	-	1,200
Reimbursed Expenses	169	-	169
Restricted grants:			
Leathersellers	-	30,000	15,000
(less deferred)	-	(15,000)	-
NLCF Digital	-	160,030	80,015
(less deferred)	-	(80,015)	-
Prism The Gift Fund	-	3,722	3,722
Open Society	-	35,950	35,950
London Community Foundation (MOPAC)	-	33,407	33,407
Esmée Fairbairn Foundation	-	30,000	30,000
John Ellerman Foundation	-	60,000	30,000
(less deferred)	-	(30,000)	-
Comic Relief	-	41,332	36,557
(less deferred)	-	(4,775)	-
	<u>1,369</u>	<u>264,651</u>	<u>266,020</u>

NATIONAL UGLY MUGS

5. Income from other trading activities

	Unrestricted Year Ended 31 March 2021 £	Restricted Year Ended 31 March 2021 £	Total Funds Year Ended 31 March 2021 £
Consultancy and Public Speaking	10,282	-	10,282
Corporate Income	41,496	-	41,496
	<u>51,778</u>	<u>-</u>	<u>51,778</u>

Prior Year

	Unrestricted Year Ended 31 March 2020 £	Restricted Year Ended 31 March 2020 £	Total Funds Year Ended 31 March 2020 £
Consultancy and Public Speaking	24,963	-	24,963
Corporate Income	59,496	-	59,496
Merchandise	225	-	225
	<u>84,684</u>	<u>-</u>	<u>84,684</u>

6. Expenditure

Activities	Year Ended 31 March 2021 £	Year Ended 31 March 2020 £
Expenditure on raising funds:		
Fundraising fees	2,266	2,755
Merchandise Costs	2,019	497
Advertising and marketing	7,128	1,792
	<u>11,413</u>	<u>5,044</u>

Expenditure on charitable activities:

Employment Costs	363,368	363,368	287,611
Covid Match Funding	100,000	100,000	-
Training	55	55	453
Bulk Emailing and Texting	11,983	11,983	33,917
Conferences	637	637	277
Travel and Subsistence	-	-	17,099
Refreshments	-	-	1,012
Emergency Food Provision	115,075	115,075	-
Project Evaluation	921	921	-
Volunteer Rewards	-	-	100
Subscriptions	301	301	1,394
IT Costs	13,120	13,120	6,836
Telephone	2,291	2,291	3,806
Website Costs	118,801	118,801	1,074
Minor Equipment	1,111	1,111	823
Governance & Support Costs	46,486	46,486	42,773
Post, Printing & Stationery	945	945	1,520
Depreciation	5,907	5,907	3,134
	<u>781,001</u>	<u>781,001</u>	<u>401,829</u>

Other expenditure:

Sundries	41	41	192
	<u>41</u>	<u>41</u>	<u>192</u>
	<u>792,455</u>	<u>792,455</u>	<u>407,065</u>

	2021 £	2020 £
Restricted Funds	731,191	231,111
Unrestricted Funds	61,264	175,954
	<u>792,455</u>	<u>407,065</u>

NATIONAL UGLY MUGS

7. Analysis of expenditure on charitable activities

As per note 6.

8. Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below:

	General Support	Governance	2021 Total	2020 Total	Basis of apportionment
Accountancy Fees	-	950	950	912	type of expense
Software	643	-	643	315	type of expense
Bad Debts	8,000	-	8,000	2,045	type of expense
Bank Charges	98	-	98	21	type of expense
Repairs & Maintenance	-	-	-	15	type of expense
Consultancy	13,632	-	13,632	1,109	type of expense
Staff Costs	695	-	695	101	type of expense
Staff Training	4,690	-	4,690	390	type of expense
Professional Fees	-	-	-	1,674	type of expense
Rent	11,204	-	11,204	26,495	type of expense
Insurance	783	-	783	760	type of expense
Payroll Bureau	1,786	-	1,786	1,390	type of expense
HR Expenses	1,950	-	1,950	370	type of expense
Staff Travel	-	-	-	5,059	type of expense
Trustee Travel	-	-	-	677	type of expense
Management and Supervision	2,055	-	2,055	1,440	type of expense
	<u>45,536</u>	<u>950</u>	<u>46,486</u>	<u>42,773</u>	

9. Analysis of staff costs

	Year Ended 31 March 2021 £	Year Ended 31 March 2020 £
Wages and Salaries	321,545	263,274
Pension Costs	18,278	7,881
Redundancy Payments	-	2,363
Social Security Costs	23,545	16,456
	<u>363,368</u>	<u>287,611</u>
Support costs	-	-
Charitable activities	<u>363,368</u>	<u>287,611</u>
	<u>363,368</u>	<u>287,611</u>

The average number of employees during the year was 16, FTE 11 (previous year: 13).

The charity considers its key management personnel comprises the trustees, Chief Executive Officer and operations manager.

The total employment benefits, including employer pension contributions of the key management personnel were

£97,161 (previous year: £87,881), No employee has benefits in excess of £60,000 (previous year: none).

10. Independent Examiner Fees

	Year Ended 31 March 2021 £	Year Ended 31 March 2020 £
Independent examination fees	950	912
Other services	2,429	1,705
	<u>3,379</u>	<u>2,617</u>

NATIONAL UGLY MUGS

11. Tangible Fixed Assets

	Computers & Office Equipment	Total
Cost	£	£
At 1 April 2020	9,170	9,170
Additions	9,580	9,580
Disposals	-	-
At 31 March 2021	18,750	18,750
Depreciation		
At 1 April 2020	4,916	4,916
Charge for Year	5,907	5,907
Eliminated on Disposal	-	-
At 31 March 2021	10,823	10,823
NET BOOK VALUE		
At 31 March 2021	7,927	7,927
At 31 March 2020	4,254	4,254

12. Analysis of debtors

	2021	2020
	£	£
Debtors	30,531	23,907
Prepayments	19,613	1,815
	50,144	25,722

Debtors and prepayments related to restricted funds £25,415 and unrestricted funds £24,729 (2020: £8,352/17,370).

13. Creditors: amounts falling due within one year

	2021	2020
	£	£
Other creditors and accruals	2,607	3,059
Deferred Income	-	132,040
Taxation and social security costs	6,700	-
	9,307	135,099

14. Deferred income

Deferred income comprised grants, training income and Police contributions received in advance

Balance as at 1st April 2020	132,040
Amount released to income earned from charitable activities	(132,040)
Amount deferred in year	-
Balance at 31st March 2021	-

NATIONAL UGLY MUGS

15. Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 April 2020	Incoming Resources	Resources Expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
General Fund	95,653	197,472	(61,264)	-	231,861
	95,653	197,472	(61,264)	-	231,861

Prior Year

	Balance at 1 April 2019	Incoming Resources	Resources Expended	Transfers	Balance at 31 March 2020
	£	£	£	£	£
General Fund	85,501	186,674	(175,954)	(568)	95,653
	41,949	186,674	(175,954)	(9,482)	95,653

Name of unrestricted fund:

General Fund

Description, nature and purpose of the fund

The "free reserves" after allowing for all designated funds

Analysis of movements in restricted funds

	Balance at 1 April 2020	Incoming Resources	Resources Expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Viva Street Covid Match Funding	-	100,000	(100,000)	-	-
Catalyst	-	3,477	(3,349)	-	128
Leathersellers	-	15,000	(15,000)	-	-
London Funders	-	63,784	(63,784)	-	-
National Lottery Community Fund Covid	-	309,550	(249,484)	-	60,066
Police Property Act Fund	2,500	-	(2,500)	-	-
Tudor Trust	4,640	-	-	-	4,640
Manchester City Council	1,000	-	-	-	1,000
Eleanor Rathbone	2,000	-	(2,000)	-	-
University of Leicester	5,206	-	(5,206)	-	-
J Butler Educational Trust	900	-	-	-	900
London Community Foundation (MOPAC)	22,813	8,352	(27,642)	-	3,523
National Lottery Community Fund Digital	23,890	158,253	(175,142)	-	7,001
Esmée Fairbairn Foundation	-	15,000	(15,000)	-	-
Comic Relief Covid	-	35,700	(34,593)	-	1,107
Comic Relief	14,574	42,123	(37,491)	-	19,206
	77,523	751,239	(731,191)	-	97,571

Prior Year

	Balance at 1 April 2019	Incoming Resources	Resources Expended	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Leathersellers	-	15,000	(15,568)	568	-
Police Property Act Fund	2,500	-	-	-	2,500
Prism The Gift Fund	1,387	3,722	(469)	-	4,640
Open Society	-	35,950	(35,950)	-	-
Manchester City Council	1,000	-	-	-	1,000
Eleanor Rathbone	2,000	-	-	-	2,000
University of Leicester	5,206	-	-	-	5,206
J Butler Educational Trust	900	-	-	-	900
John Ellerman Foundation	88	30,000	(30,088)	-	-
London Community Foundation (MOPAC)	18,004	33,407	(28,598)	-	22,813
National Lottery Community Fund Digital	-	80,015	(56,125)	-	23,890
Esmée Fairbairn Foundation	-	30,000	(30,000)	-	-
Comic Relief	12,330	36,557	(34,313)	-	14,574
	43,415	264,651	(231,111)	568	77,523

NATIONAL UGLY MUGS

Name of restricted fund:

Viva Street Covid Match Funding

Catalyst

Leathersellers

London Funders

National Lottery Community Fund Covid

Police Property Act Fund

Tudor Trust

Manchester City Council

Eleanor Rathbone

University of Leicester

J Butler Educational Trust

London Community Foundation (MOPAC)

National Lottery Community Fund Digital

Esmé Fairbairn Foundation

Comic Relief Covid

Comic Relief

Description, nature and purpose of the fund

match funding for SWARM to provide emergency food vouchers to sex workers impacted by the pandemic

funding towards the Universal Credit Calculator

towards core costs

to provide case work and emergency food vouchers to sex workers impacted by the pandemic

towards pandemic response

towards core costs

towards costs of training delivery

towards the cost of branded personal alarms

towards core costs

towards the cost of a research and development team

towards Romanian sex worker resources

to develop a pan London case work referral service to support sex workers who have been victim of crime with Independent Sexual Violence (ISVA) support through online and face to face contact.

to scale up digital platform & related tools

towards core costs

to provide case work and emergency food vouchers to sex workers impacted by the pandemic

for a victim support case worker

16. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Tangible fixed assets	1,654	6,273	7,927
Cash at bank and in hand	213,724	66,944	280,668
Other net current assets/(liabilities)	16,483	24,354	40,837
Total	231,861	97,571	329,432

Prior Year

	Unrestricted funds	Restricted funds	Total 2020
	£	£	£
Tangible fixed assets	3,807	447	4,254
Cash at bank and in hand	71,433	206,866	278,299
Other net current assets/(liabilities)	20,413	(129,790)	(109,377)
Total	95,653	77,523	173,176

17. Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised on a transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at an amortised cost using the effective interest method.