



OASIS DOMESTIC ABUSE SERVICE LTD

(A Company Limited by Guarantee)

Report of the Trustees and Audited Financial Statements for the year ended 31 March 2025

Registered number: 05810653

Charity number: 1126198

OASIS DOMESTIC ABUSE SERVICE LTD
(A Company Limited by Guarantee)




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30 years of Oasis

Annual Report

2024-2025

   @oasisdomesticabuseservice
oasisdaservice.org
Registered Charity No: 1126198



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I wanted to write this yesterday but admittedly I got quite emotional and overwhelmed by it all.

I wanted to say a massive thank you. I couldn't have done any of it without you. You came and sat next to me which you didn't have to, but you did and this calmed me and I'm ever so grateful!

Luckily nothing happened last night but we locked all the doors and windows just in case. I'm looking forward to rebuilding myself and moving forward and I'm grateful for the support and just everything.

-Yazmin, Oasis client. She sent us this after a positive legal outcome we supported her with.

Our mission

For family life to be free from abuse. We will keep working towards this and creating innovative responses to domestic abuse that increase safety, rebuild lives and create lasting change, for as long as it takes.

Our vision

A world free from abusive relationships where every person is safe at home and in their community. We believe in a just, fair and equal society.

Values

Compassionate: We provide compassionate support to people in need, no matter who they are or what situation they find themselves in. We are always here to listen and help without judgement.

Curious: We undertake research and development to ensure our services continue to be innovative, effective and efficient. We are always looking for ways to do what we do better, using trauma-informed data and practice.

Committed: We are committed to providing the best level of support. We find new ways of support and forge new partnerships to help end the cycle of abuse.

Collaborative: We are generous with our expertise, our tools and our time. We believe in working with families, professionals and agencies to create stronger and more resilient communities.

Connected: We connect with individuals, organisations and services in meaningful ways. This is to ensure that we are providing the highest level of service and support. We adopt a multi-agency, holistic approach to the work that we do.



Welcome

This last year has marked a significant milestone for our organisation: our 30th anniversary. Over the past three decades, we have stood alongside individuals and families affected by domestic abuse, and this year has been no exception. As we reflect on our journey, we are proud not only of what we have achieved, but also of the solid foundations we are continuing to lay for the future.

Our infrastructure has grown to offer a comprehensive, integrated response across Kent and Medway. Our services span the full spectrum of support, from prevention and early intervention to immediate crisis support, and long-term recovery. This includes supported accommodation, community outreach, high-risk teams, and specialist provision for children and young people. Each part of our offer is designed to meet diverse and often complex needs, while promoting safety, resilience, and independence.

We have prioritised the development of our safeguarding and quality frameworks, ensuring that our work is consistently safe, effective, and grounded in best practice. Alongside this, our dedicated training team continues to develop and upskill external partners, helping to build a more confident and informed response across the sector.

At governance level, we have worked hard to ensure our board is best equipped to lead the organisation into its next chapter. This has included completing a full board skills audit and update of our Articles of Association, strengthening board reporting and monitoring, and recruiting new trustees to key positions (all of whom join us in May 2025).

Looking ahead, we will focus on deepening the impact of our work — not only by strengthening data collection and analysis, but by amplifying the voice and involvement of the people we support. Our commitment to client-led development, accessibility, and equity, diversity and inclusion will be central to this. We will build on the delivery and evaluation of our programmes to ensure they create meaningful change, empower survivors, and support long term recovery.

Like many charities, we continue to operate in a challenging financial climate. Rising service delivery costs, and increases to National Insurance contribution have added to the pressure over the last 12 months. Nevertheless, we remain focused on sustaining our vital services through a mixed funding model, combining commissioned work with income from grants, donations, training and fundraising. The commitment and resilience of our staff and volunteers has been vital during this time, ensuring we can continue delivering high-quality, life-changing support to those who need it most.

Oasis will be here until families across Kent and Medway face safer futures, free from fear. Thank you, from both of us, to everyone who has been part of our 30-year history – colleagues, supporters, commissioners, volunteers, trustees, partner organisations and the wider community. We couldn't do it without you.



Claire Williams
CEO



Beverley Aitken
Chair of Trustees

The difference Oasis made this year



In a world where safety and security should be a given, the reality is starkly different for many in Kent & Medway. Countless adults, young people and children face the harsh reality of abuse within their homes.

Imagine a child's day starting not with excitement for learning but with an overwhelming anxiety about their family's safety. Domestic abuse casts a long shadow over the lives of its victims: it disrupts their sense of safety, hinders their emotional well-being, and scars their futures.

At Oasis, we believe that every individual deserves a safe and nurturing environment in which to thrive. We understand the intricate web of challenges survivors face, and our commitment is to help them rebuild their lives free from abuse.



This year we provided refuge and safe accommodation, community based services including high-risk support, hospital support and court support, group work, young people's services and a helpline service

1800+

adults and children were directly supported to break the cycle of domestic abuse and recover from the trauma

£178,000

raised through the generous support of our incredible community through individual and collective fundraising and donations

"You lifted my spirit a lot when I didn't feel like myself"

A few figures and numbers

In 2024-2025 Oasis supported:

1643

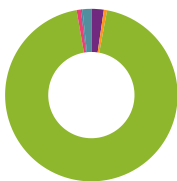
adults

157

children, directly

2522

children, indirectly



Sexual orientation of our clients

- 2.4% Bisexual
- 0.6% Gay
- 95.9% Heterosexual
- 0.8% Lesbian
- 0.1% Asexual
- 0.15% Pansexual
- 0.15% Queer



Gender of our clients

- 95.5 % Women
- 4% Men
- 0.2% Intersex
- 0.2% Non-Binary
- 0.1% Gender Queer



56

local events attended to raise awareness of domestic abuse in the community



70%

of our clients who declared an immigration need had a positive immigration outcome



89%

improvement in our clients' perception of safety when their case was closed



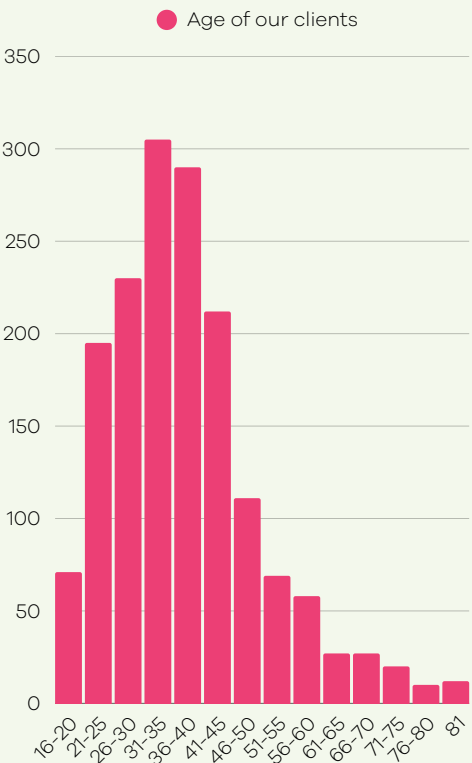
79%

of our clients with children felt more confident in their understanding of how domestic abuse affects their parenting



93%

of our clients had a positive outcome through the criminal justice system with our support



Overview of services

At Oasis, we are dedicated to providing a lifeline to those impacted by domestic abuse. Our safe accommodations and community services offer not just shelter and access to practical support, but hope and a path to recovery. Through compassionate outreach and our specialised programmes for adults, children and young people, we empower individuals and families to rebuild their lives. Every day, we witness the transformative power of solidarity, helping survivors find their voice, regain their strength, and look towards a brighter future.

Our service provision consists of:

- **Safe accommodation**
 - 18 flats in East Kent
 - 10 flats in Medway
 - 2 large properties in North Kent
- **Community Support**
 - Outreach
 - Signposting
 - High-risk support
- **Hospital support**
- **Children and Young People**
 - Young Adult Mentoring Service
 - Family Partnership
 - Recovering Together
- **Helpline**

Oasis is committed to ensuring that all people affected by domestic abuse can access the support they need appropriately and fairly. Our services are inclusive – irrespective of age, gender, gender identity or orientation, disability, ethnicity, religion, we can provide care and support.



Safe accommodation

This year, our safe accommodation teams across Kent and Medway have continued to provide holistic, person-centred support to individuals and families escaping domestic abuse. In North Kent, we have helped residents transition into stable council and private housing, offering tailored assistance to ensure long-term security. We sourced affordable therapy, secured small grants for those moving on, and supported residents in accessing their entitled benefits. Initiatives like our resident book club and a volunteer-led garden renovation project have kept nurturing the sense of community and wellbeing for our residents.

In Medway, we continue to manage our ten 'Safe In Medway' (SiM) properties and have supported our clients in both our accommodation and temporary housing referred by Medway Council. In the past year, we supported 33 clients through their transition, securing over £10,000 in grants for essential household goods and children's activities. Each client received dedicated key worker support, both in residence and during resettlement into permanent homes.

Our East Kent dispersed accommodation model has enabled us to meet a wide range of complex needs, providing dedicated flats that promote independence and community integration. We regularly hosted guest speakers from partner organisations like Citizens Advice and Energy Support Charities to offer practical advice on finances, money management and resources and schemes available to our clients. Thanks to our continued collaboration with housing officers and local authorities we've seen many of our clients successfully moved on to safe, forever homes.

We remain committed to not just providing housing, but supporting every aspect of our residents' wellbeing and independence. And on that note, as ever we'd like to express our ongoing gratitude to our incredible volunteers who make our weekly support groups a possibility as we see our clients both in safe accommodation and in the community grow and thrive in this empowering and nurturing environment where friendships are made, futures are discussed and solidarity reigns.

"The staff here in refuge are a bunch of fantastic, warm, friendly and very compassionate people. They are polite and courteous as well as being down to earth and human too. We have great community here. I feel listened to, understood, respected and cared for above and beyond what I could have ever expected."

-Karin, Oasis client



113

clients supported in our safe accommodation across Kent and Medway

83%

clients supported in safe accommodation and declared an improved perception of safety when they left

71%

clients supported in safe accommodation described an improvement in their overall wellbeing

30

wellbeing sessions delivered at our safe accommodation in Gravesend

Community support

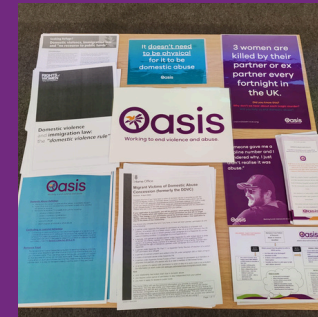
Our community teams in Medway and East Kent continue to deliver holistic, risk-led support to those affected by domestic abuse. In Medway, we play a pivotal role in multi-agency risk assessment conferences and the local Domestic Abuse Forum, ensuring the voices of survivors are heard and their needs are met. Our presence in children's and adults' social care, local police stations, and partner organisations means we are visible and accessible to those who need us most. We have also delivered awareness training to Medway housing teams and safeguarding leads across schools, strengthening the local response to domestic abuse and making it easier for people to find support.

In East Kent, our team continues to be imaginative and proactive in reaching clients who are hard to contact, building strong relationships with other agencies and attending key community meetings. We have further developed short-term interventions for safety and signposting, working closely with partners like Safer Scheme, Salus, and Phoenix to ensure clients receive the right support at the right time. Additional fundraising allowed us to purchase personal security equipment such as Ring doorbells, CCTV systems, and dash cams, significantly increasing client safety. We were also awarded a combined £14,800 grant from Women's Aid's Emergency Fund. This funding enabled us to help clients access private accommodation, cover storage costs during transitional housing periods, and provide essential household items, white goods, and living expenses. Our collaborative, multi-agency approach continues to enhance outcomes for survivors and their families.

"I do believe that she would never have come forwards and reported these matters to us without the fantastic support you have provided her, and I feel its really made a difference to the way the investigation has progressed and her feeling able to support."

I believe the work IDVA's (Independent Domestic Abuse Advisors) do is underappreciated by many officers, so I just wanted to acknowledge the fantastic work you all do on a daily basis and how your hard work in this case has led to such a great result in the suspect being charged, especially as he is a serving police officer."

-Police officer



1530

clients supported in the community across Kent & Medway

79%

clients said their wellbeing had improved after being supported by Oasis

89%

improvement in our clients' perception of safety when their case was closed

80+

support group sessions with wellbeing activities delivered across East Kent

89%

of clients felt better able to recognise abusive behaviour

Hospital support

Our Hospital Independent Domestic Violence Advisors (HIDVAs) continue to play a vital role in supporting both patients and staff across hospital settings in Kent and Medway. This year, our HIDVAs have been at the forefront of providing immediate, specialist support at moments of crisis, particularly for those making their first disclosure of abuse. Many of the people we help are from groups less likely to be identified in the community, including older adults, LGBTQ+ individuals, people with disabilities, and those experiencing mental health challenges or homelessness.

Our HIDVAs have delivered targeted training sessions for midwifery teams and new hospital staff, increasing awareness and confidence in recognising and responding to domestic abuse. They maintained a visible presence in key hospital departments, regularly joining emergency department huddles and collaborating closely with the discharge team to ensure that all safety and health needs are met before patients return home. This joined-up approach reduces the risk of repeat admissions and supports survivors' long-term recovery.

The team works hand-in-hand with external agencies—including housing, police, courts, social care, and specialist health services—to address complex needs. They have direct links with on-site alcohol and drug services, mental health teams, and reproductive health specialists, ensuring holistic support for patients, including those with complex pregnancies or frailty.

Our HIDVAs have also provided confidential, face-to-face support for hospital staff affected by domestic abuse, helping them remain safe at work through practical adjustments, referrals to employee wellbeing services, and peer mentoring from survivor colleagues. By working alongside hospital security and Oasis' other IDVA services, our HIDVAs ensure that every patient and staff member can access the support they need, regardless of their circumstances.

In East Kent, our HIDVA organised a domestic abuse conference which was delivered alongside other domestic abuse professionals.

Our commitment remains to treat risk and safety as essential components of healthcare, embedding a culture where domestic abuse is recognised, understood, and addressed with compassion and expertise.

116

clients
supported
by HIDVAs

88%

experienced
positive
health
outcomes

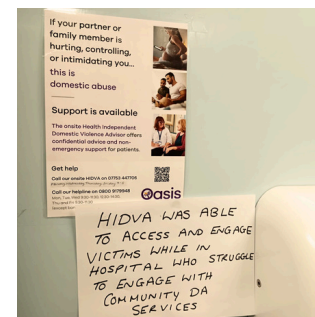
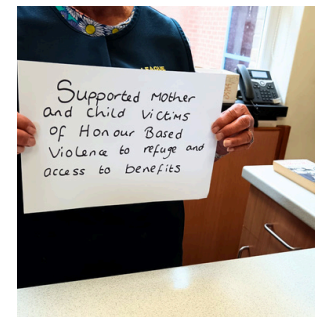
90

frontline
hospital staff
trained by
HIDVA in
East Kent

3

awareness
campaigns
around the
wards

"You've been very supportive to us and super communicative which has helped us. Just knowing you have been doing what you can in the background, we didn't feel we were doing this totally on our own. I really appreciate what you have done."



Children & Young People

Our children and young people's services have continued to deliver tailored, trauma-informed support across Kent and Medway, helping young survivors and their families rebuild their lives. In North Kent and Medway, our programme for young people supported 17 clients with interventions focused on education, mental health, and practical challenges. We helped with college applications, legal processes, and used creative activities to build confidence and emotional literacy. Despite logistical challenges, our client-led approach resulted in clear progress, with several young people securing college offers and improved wellbeing.

In East Kent, our Young Persons IDVA worked with 16–25-year-olds at high risk, providing advocacy, securing protective orders, and supporting clients through the criminal justice system. Psycho-educational mentoring and awareness-raising school visits empowered young people to understand healthy relationships and the impact of abuse. Multi-agency collaboration was key to addressing complex needs and achieving positive outcomes.

This year has been one of growth and innovation for our children and young people services in East Kent. Alongside our core therapeutic and safeguarding services, we have created new opportunities for young people and families to shape our work and share their experiences. The appointment of a new Head of CYP (Children and Young People) marks an exciting chapter, positioning us to meet emerging needs and drive positive change across Kent and Medway.

Our programme for parents and children, now extended into Medway, has continued to strengthen family bonds and support recovery from trauma. We have seen families grow in confidence and resilience, with parents reporting improved relationships and greater confidence in their parenting.



Our Complex Needs Mentoring programme has provided tailored, trauma-informed support, helping children and young people build self-esteem, manage anxiety and anger, and find their voice. Through our Social Prescribing Programme, we have removed barriers to participation by funding sports and arts equipment, organising outdoor weekends, and introducing families to local green and blue spaces and historical sites. These experiences have fostered social connection, wellbeing, and a sense of belonging.

Innovation has been a hallmark of our work this year. Young people have played a key role in the national Attune research project, highlighting the importance of "validation" in recovery from trauma. Their insights shaped a new trauma-informed resource, and one young person is now collaborating with Oxford University to create animations about validating young people's experiences. Building on these insights, our team launched the Validating Voices programme for NEET young people, which will form the foundation of the new Oasis Youth Advisory Council. This group has already begun sharing their stories publicly, including in radio interviews, helping to raise awareness and drive change.

We also designed and delivered Pathways, a group programme for women in the perinatal period, which has improved outcomes and strengthened connections to vital community resources. Our team has been highly visible in the community, attending events, delivering talks, and using digital channels to promote free activities and support.

Continuous improvement underpins all we do. This year, we became Public Health Champions, with our "VitaminSea" campaign recognised for its focus on green and blue spaces to support mental health. Staff have trained in innovative interventions, including Video Interactive Guidance and NueCues, and continue to develop creative, neuro-affirming approaches to support neurodivergent children and their families. Through advocacy, partnership, and innovation, we remain committed to helping children, young people, and families recover, thrive, and shape a future free from abuse.

116 90% 90% 100% 90%

children supported directly across Kent and Medway

young clients in East Kent reported an improvement in overall wellbeing

parents reported an improvement in their parent-child relationship

young clients felt their self-esteem had improved

clients reported a reduction in angry feelings



It was good to have someone to talk to about problems in my life. The activities were really good too, especially pizza making. Best in the galaxy!

-Jack, young Oasis client

Helpline

This has been another demanding year for the helpline team. Despite operating with limited hours, we responded to 1,099 calls, reflecting the high number of individuals seeking direct support from us. On average, we answered 92 calls per month from those that really needed us, yet it's clear that demand continues to exceed our capacity.

Alongside our phone service, we also managed a substantial volume of written contact, receiving 7,830 emails over the year. This represents a significant workload for a small team. Many clients now choose to contact us via email, and moving forward, we will be exploring how we can strengthen our response to those who prefer to reach out in this way.

When we can connect with clients, whether by phone or email, the response is consistently positive. Many express their thanks directly to us or pass on kind words through their IDVAs. It's always clear how valued our support is. We are working to increase our capacity, to be able to be there for more people when they need us most.

60+

helpline calls
taken per
month

140+

helpline emails
answered per
month

 **Oasis**



Income Generation

Fundraising

The generous people of Kent and Medway were incredibly supportive over our 30th year, donating over £178,000 to help families living in fear.

A highlight of the year was the 90-mile sponsored walk undertaken by our former Chair of Trustees, Derrick Downs. Derrick celebrated his 90th birthday by walking 10 miles a day for 9 days straight, raising over £33,000 for Oasis and attracting notable press attention.

Thanks as always to Golf Day and Friends of Oasis committees who collectively organised a sell-out golf day, two quizzes and a lunch – all of which are consistently well attended and great fundraisers in our calendar. Thanks, too, to our Brighton Marathon runners, and the many other event participants, cash donors, committed givers, corporates, community groups and sponsors who have given so generously over the last year.

We continued our series of 'Gaslight' Cinema Q&A events —this time in Gravesend— marking our first fundraising event in North Kent and hosted an anniversary event in our birthplace, Margate, to celebrate the successes of the last 30 years.

We continue to manage all fundraising in-house. Our staff and volunteers abide by the Chartered Institute of Fundraising's codes of practice, and we are signed up to the Fundraising Regulator. We received no fundraising complaints in 2024-25.

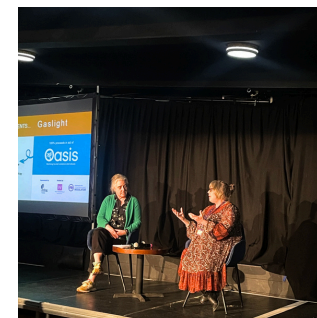
Additionally, we secured funding for 80% discounted Data Protection Consultancy & Audit process from the DPO Centre Data Protection Services hugely strengthening our position around GDPR and Data Protection across the organisation.

Other revenue sources

In the last financial year, we were awarded £1,379,300 from government contracts and a further £338,866 in government grants to support people in abusive relationships.

We have two designated trainers in the organisation who have delivered (paid) specialist domestic abuse training to a number of clients including housing associations, private medical practices, charitable organisations, Kent & Medway Councils and Kent Police.

Our shop manager and dedicated team of Boutique volunteers have consistently made a quarterly profit over the last year, despite the widespread challenges and decrease in charity shop income seen nationally.



Volunteers

Our volunteers are an essential part of the Oasis team, generously giving their time, compassion and skills to support every aspect of our work.

From peer mentors and support group volunteers who use their lived experience to inspire and empower current clients, to admin volunteers who help keep things running smoothly behind the scenes. From Oasis Shop volunteers who keep our boutique looking beautiful and our customers feeling welcome (which is why they keep coming back!), to event volunteers who work tirelessly to make sure our fundraisers run without a hitch and vital donations are secured.

Every volunteer plays an important role in easing the pain and trauma we see every day. We are incredibly grateful they choose to stand with us in our mission to end domestic abuse.



Trustees

Our board has continued to play a vital role in guiding Oasis to fulfil its mission and better serve our community. We are incredibly fortunate to have such committed and passionate individuals steering Oasis towards success.



Every time someone we've been supporting no longer needs our services, we invite them to text us feedback about their experience. Here is a selection of the ones we received in the past year.

Today 11:12

Good morning, I can not express to you how grateful i am for all your help. I woke up this morning with no worries about anything. Thank you so much for all the support this past year. I honestly don't know what I would of done without all your help and support, I will forever be grateful.. thank you so much xxx

Thank you for your help! My support worker has motivated me to keep going and I feel like without the support this service has given me, I wouldn't be at a good place like I am today. I have quit bad habits such as smoking and drinking less and I'm extremely motivated for my future goals in life. Thank you again.

You really listened to me and how I was feeling, made me realise I was in an abusive relationship when I didn't want to admit it to myself or those around me. This in turn has helped us all.

The support was just amazing. I stayed for so long in a toxic environment for so many years. Due to the fact I didn't know who to turn to or where to go. You supported me and gave me the strength to leave my toxic home and start a new beginning. Certain things from the support I received always stuck in my head and got me through some horrendous times. Myself and my son are in such a good place right now. Looking forward to the future. I still have some tough times to get through. But i know i will get there. I honestly owe so much to Oasis.

Today 16:54

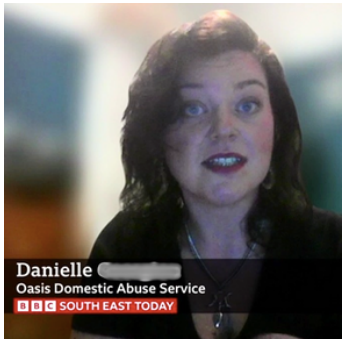
I felt so heard and listened to. I was worried what I was experiencing wasn't serious enough to reach out for help, but I felt so listened to and instantly understood. You helped me realise that the situation I was in was more severe than I had first realised and I felt nothing but support and reassured. All my questions and any advice I asked for her answered/ given so promptly, I felt my IDVA really went above and beyond to help me!

YOU WAS THERE
AT THE END OF
A PHONE AND
MADE ME FEEL
SAFE. PUT NEW
LOCKS IN FOR
ME AND SAFETY
CHAIN.

now

I got the outcome I needed to move on with my life. Couldn't have done this without you x

"You listened, never judged, gave clear and accurate advice and was always available, I never felt rushed. Made excellent life changing suggestions which had a huge impact on mine and my daughters future."





 **Oasis**
Working to end violence and abuse.

Love shouldn't hurt

OASIS DOMESTIC ABUSE SERVICE LTD

(A Company Limited by Guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION

Roles and Management

Oasis aspires to a world free from abusive relationships where the vulnerable are enabled to deal with society on equal terms; a society that values and makes safe its communities, and communities that work together to protect and support one another.

Trustees B Aitken (Chair) M Elliott (Deputy Chair – From 24 June 2024) F Dunmall (Deputy Chair) (Resigned 24 June 2024) S Baker (Appointed 13 May 2025) S Chessa (Appointed 13 May 2025) A Crystal (Appointed 13 May 2025) S Fox S Goodman (Appointed 13 May 2025) S Grant (Chair, Finance Sub Committee) MJ Insaiddoo H Jones B Musindi H Scott (Appointed 13 May 2025) C Shelton (Appointed 13 May 2025) C Tate (Resigned 18 February 2024) S Williams (Appointed 13 May 2025)	Contact us: enquiries@oasisdaservice.org www.oasisdaservice.org Auditors Azets Audit Services 32-33 Watling Street, Canterbury, Kent, CT1 2AN Bankers Charities Aid Foundation 25 Kings Hill Avenue, West Malling ME19 4JQ Charity no. – 1126198 Company no. - 05810653
Charity Management Chief Executive Claire Williams Head of Operations Tina Alexander Head of Finance Susan Fry Head of Income & Engagement Jo Dawes Head of Human Resources Kerry Smith Head of Business Development Dawn Hughes	Registered Office C/O Spurling Cannon Accountants 424 Margate Road Ramsgate United Kingdom CT12 6SJ Principal address The charity is exempt from disclosing the principal address on the grounds that it could place its stakeholders in personal danger.

OASIS DOMESTIC ABUSE SERVICE LTD

(A Company Limited by Guarantee)

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their annual report together with the audited financial statements of the charity for the year ended 31 March 2025. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The Trustees confirm that they have referred to the Charity Act 2006, Section 4 guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

OBJECTIVES AND ACTIVITIES

Objectives

The Charity's objects are restricted specifically, in each case only for the public benefit to provide services directed towards the prevention of physical, sexual, psychological and emotional violence or threats of violence from any known person (hereinafter called "domestic violence") and the relief and support of persons who have suffered or are in danger of suffering domestic violence, their children and dependents, and to advance the education of voluntary and statutory agencies and the public in all aspects of domestic violence, its causes and prevention.

Activities for the year

See impact report on pages 1 to 19.

Public benefit statement

Oasis Domestic Abuse Service operates for the public benefit. The Trustees confirm their compliance with section 17 of the Charities Act 2011, ensuring they have considered the Charity Commission's general guidance on public benefit, titled "Charities and Public Benefit".

OASIS DOMESTIC ABUSE SERVICE LTD

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TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

FINANCIAL REVIEW

Funding challenges continue to persist within the Third Sector, particularly in relation to Local Authority support, which continues to face cuts and financial constraints. Funding notifications are often delayed until after the start of the financial year, creating stress and uncertainty for charities like Oasis Domestic Abuse Service Ltd that rely on this income. In response, Oasis continues to proactively diversify and expand its income streams.

For the Financial Year 2024-2025, total income for the year was £3,177,047 (2024: £3,087,958). Total expenditure for the year was £3,053,294 (2024: £2,915,867). The result for the year was a surplus of £123,753 (2024: £172,901).

Income from Charitable Activities was £2,895,545, representing a 2.2% decrease from the prior year (2024: £2,902,028). However, public funding within this category decreased by £130,057, now comprising 60% of total income from Charitable Activities (2024: 64%).

Donations increased significantly by over 77%, bolstered by a number of large gifts from a generous private donor, which were gratefully received.

Oasis continues to face considerable pressures due to declining Local Authority funding and rising operational costs, particularly staffing, caused by inflation. These challenges coincide with increasing demand for services supporting survivors of domestic abuse, particularly as public services continue to be cut.

Under the Domestic Abuse Act 2021, eligible homeless victims of domestic abuse now automatically qualify for priority access to safe accommodation.

We aim to maximise the use of properties purchased through a £3.9 million investment from Social and Sustainable Capital LLP, enabling us to provide self-contained and secure housing for survivors. Our goal is to reduce vacancy rates and reinvest the income generated to strengthen our dispersed refuge model. In 2024–25, housing benefit income rose to £750,325 (2024: £566,763), a 32% increase, and service charge income rose by 30%. These combined sources now make up 26% of total income from Charitable Activities (2024: 20%).

Between 2022 and 2023, Oasis purchased 15 properties (22 units) across East Kent and Medway. During 2024–25, the organisation began consolidating and reviewing the use of these assets. Managing a substantial property portfolio is a new challenge, prompting a carefully designed restructuring of our team. In 2025–26, this will include the recruitment of a Head of Accommodation to enhance leadership and ensure effective oversight.

OASIS DOMESTIC ABUSE SERVICE LTD

(A Company Limited by Guarantee)

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

Reserves policy

In respect of the general reserves, the Trustees aim to maintain an amount equivalent to 3 to 6 months of budgeted core expenditure, within the range for the reserves set at £351,000 to £701,000 (2024: 345,000 to £690,600). This range will help maintain flexibility whilst ensuring that there is sufficient coverage for operational needs.

The balance of general funds at 31 March 2025 was £1,100,096 (2024: £748,565).

Total designated funds at 31 March 2025 were £1,118,186 (2024: £1,316,016). Details of which are set out in note 17 of the Financial Statements.

Total restricted funds at 31 March 2025 were £259,389 (2024: £289,337). Details of which are set out in note 16 of the Financial Statements. Please note that this figure has increased year on year due to the timing of the grants, particularly at the year end.

Total funds of the charity at 31 March 2025 have increased to £2,477,671 (2024: £2,353,918).

Going concern

At the date of this report the Trustees have identified no issues that would offer concerns about the charity's viability as a going concern.

Plans for the future

The plans for the future of Oasis, encompass our mission, vision and values as set out in our impact report. We are undertaking a comprehensive review of our service delivery. As part of our strategy, we want to ensure that there is a smooth access to immediate and comprehensive support for those affected by abuse. We are enhancing the provision of access to our services via the telephone.

We aim to provide support which is tailored and holistic by strengthening collaboration with our Health and Social Care partners. We aim to provide survivors of domestic abuse with the tools to help them recover and turning the pain into power.

In respect of specialised services for our young people we are focusing on education and mentoring, particularly in our Recovering Together programme. We are focused on building a resilient organisation and in order to maintain financial sustainability we are looking at many projects to diversify the income streams. We are embedding practices that embed good governance and are very focused on a culture of equality.

Our innovative dispersed accommodation-based services are designed to offer greater flexibility and convenience to survivors of domestic abuse. By integrating these new options into our portfolio, we aim to expand our geographical reach and provide comprehensive support to a broader range of individuals and families affected by abuse.

OASIS DOMESTIC ABUSE SERVICE LTD

(A Company Limited by Guarantee)

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Oasis Domestic Abuse Service Limited is a charity which is registered with the Charity Commission under number 1126198, is established under a memorandum and articles of association (amended and adopted by the Charity Commission) dated 15 September 2008. The charity is also constituted as a company limited by guarantee without share capital under number 05810653. The Trustees are also directors of the charitable company for the purposes of company law.

During the year under review, the memorandum and articles of association were updated in line with current charity practice and guidance. New Articles were adopted by the Trustees by a general resolution on 7 June 2024.

Risks to which the charity is exposed

Effective risk management policies and procedures are in place to mitigate potential financial and operational risks. Oasis operates a live Risk Register, updated regularly by the Senior Leadership Team, and reviewed quarterly by the Board of Trustees. The management team was restructured during 2024-25, we have concentrated on integrating change and building for long-term safety, sustainability, and impact, shaping an organisation that is prepared to expand, provide exceptional services, and adapt to a swiftly changing external landscape.

Among the identified risks, the following are considered the most critical:

- **Safeguarding** – Given the nature of Oasis’s work with victims of Domestic Abuse, there is an elevated risk of safeguarding issues. To address this, have recruited a Safeguarding and Quality Lead who commenced employment January 2025. This has led to a sizeable piece of work being undertaken to audit and strengthen our policies and processes.
- **Information security and cyber risks** – we actively review our processes and procedures and consult external expertise when the need arises. We have set plans to upgrade our CRM systems during the Financial Year 2025-26. The main aim is to provide a culture that is more analytical, and data driven. This will be a positive factor in the bidding process and ensure that we can accurately assess our impact and help our reflection processes, therefore driving effectiveness and efficiency.
- **Local Authority Funding Shortfall** – We closely monitor the contracts and grants we hold, paying particular attention to their end dates. We actively negotiate with local authorities to secure the necessary funds to continue providing essential services to our vulnerable clients. While we strive to diversify our income streams, we recognise that insufficient funding pressures significantly affect the quality and extent of the services we can offer.

OASIS DOMESTIC ABUSE SERVICE LTD

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TRUSTEES ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025

- **Property Health & Safety Compliance** – In the previous two Financial Years we have undertaken a program of purchasing a significant number of properties through a substantial loan from a finance organisation which supports charities and social enterprises in the UK. We have appointed a Head of Accommodation who will commence in the financial year 2025-2026 . Our Service Managers carry out property safety checks with external consultants, Oasis are implementing specialised training for our accommodation staff to foster a culture of safety and awareness.

Recruitment and Appointment of the Board

Trustees are appointed to the Board based on an annual skills analysis. Each Trustee undergoes an induction process and receives training on the organisation's mission and governance matters. A new induction process and appropriate training is currently being developed and will be rolled out shortly.

Under the amended articles, the usual term of office for a Trustee shall be three years, at the end of which they shall retire. A Trustee shall be eligible for reappointment by the Trustees for up to a further two terms, each of three years.

No Trustee shall serve for more than nine consecutive years, unless the Trustees consider it would be in the best interests of the Charity for a particular Trustee to continue to serve beyond that period and the Trustee is reappointed annually on the anniversary of their first appointment by resolution of the Trustees.

All existing Trustees (referred to as transitional Trustees) are to retire at the end of their current three-year term taken from the date they were appointed, and if eligible, offer themselves for reappointment subject to the above.

The articles state that there is no maximum number of Trustees but there shall not be less than three appointed Trustees.

The Board meets every quarter during the Financial Year and attends additional extraordinary meetings when required.

Organisational Structure

Day-to-day decision making and responsibility for management of the charity, is delegated to a full time Chief Executive Officer, Claire Williams.

A Finance sub-committee, which meets quarterly, reviews the charity's finances. This sub-committee comprises Trustees with experience in financial matters. Decisions with significant financial or strategic impact or made by the Trustees.

OASIS DOMESTIC ABUSE SERVICE LTD

(A Company Limited by Guarantee)

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

Our thanks

To all our loyal supporters, generous partners, fundraisers and donors for your commitment to our cause.

- Albert Gubay Foundation
- The Brook Trust
- Calypso Browning Trust
- Cantiacorum Foundation
- Charles Hayward Foundation
- Colyer Ferguson Charitable Trust
- Co-op Local Community Fund
- Dover District Council
- Gibbons Family Trust
- Grass Cliftonville CIC
- The Hardy Family Foundation
- The Henry Smith Charity
- J F Charitable Fund
- John Swire 1989 Charitable Trust
- Kent Community Foundation
- Kent County Council
- Kent Police
- Kent Police and Crime Commissioner
- The Lawson Trust
- The Master Charitable Trust
- Medway Council
- National Lottery Community Fund
- NHS Kent & Medway Clinical Commissioning Group
- The Nicky and Eileen Barber Charitable Trust
- Oxfordshire Council
- Pamela Champion Foundation
- Roger de Haan Charitable Trust
- Swanscombe & Greenhithe District Council
- Tesco
- Thanet District Council
- Walker Construction Trust
- Whitehead Monckton Charitable Foundation
- Women's Aid
- W R & Floy A Sauvey Family Foundation

OASIS DOMESTIC ABUSE SERVICE LTD

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TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Charity law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2016 (FRS102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards 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 assume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records which 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 Companies Act 2006 and Trustee Investment (Scotland) Act 2005. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud or other irregularities.

Statement as to Disclosure of Information to Auditors

So far as the Trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each Trustee has taken all the steps that he or she ought to have taken as a Trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by the Trustees on 12 August 2025 and signed on their behalf by:

Mrs Beverley Aitken

Chair

OASIS DOMESTIC ABUSE SERVICE LTD
(A Company Limited by Guarantee)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF OASIS
DOMESTIC ABUSE LIMITED
FOR THE YEAR ENDED 31 MARCH 2025**

Opinion

We have audited the financial statements of Oasis Domestic Abuse Service Limited (the 'charitable company') for the year ended 31 March 2025 which comprise Statement of Financial Activates, Balance Sheet, Statement of Cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006; and
- have been prepared in accordance with the Charities SORP 2019.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

OASIS DOMESTIC ABUSE SERVICE LTD
(A Company Limited by Guarantee)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF OASIS
DOMESTIC ABUSE LIMITED
FOR THE YEAR ENDED 31 MARCH 2025**

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report and strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

OASIS DOMESTIC ABUSE SERVICE LTD
(A Company Limited by Guarantee)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF OASIS
DOMESTIC ABUSE LIMITED
FOR THE YEAR ENDED 31 MARCH 2025**

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

OASIS DOMESTIC ABUSE SERVICE LTD
(A Company Limited by Guarantee)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF OASIS
DOMESTIC ABUSE LIMITED
FOR THE YEAR ENDED 31 MARCH 2025**

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of senior leadership, Trustees and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the recognition of grant income and the allocation of expenditure to funds;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

OASIS DOMESTIC ABUSE SERVICE LTD
(A Company Limited by Guarantee)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF OASIS
DOMESTIC ABUSE LIMITED
FOR THE YEAR ENDED 31 MARCH 2025**

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

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

Michelle Wilkes FCA (Senior Statutory Auditor)

For and on behalf of Azets Audit Services
32-33 Watling Street
Canterbury
Kent
CT1 2AN

Date : 18 August 2025

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

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

	Notes	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income from:					
Donations	3	181,843	7,340	189,183	106,737
Charitable activities	4	837,641	2,057,904	2,895,545	2,902,028
Other trading activities	5	75,798	-	75,798	66,238
Investments - Interest receivable		16,521	-	16,521	12,955
Total income		1,111,803	2,065,244	3,177,047	3,087,958
Expenditure on:					
Raising funds		137,884	-	137,884	115,950
Charitable activities		820,218	2,095,192	2,915,410	2,799,917
Total expenditure	6	958,102	2,095,192	3,053,294	2,915,867
Net movement in funds		153,701	(29,948)	123,753	172,091
Reconciliation of funds					
Total funds brought forward		2,064,581	289,337	2,353,918	2,181,827
Total funds carried forward		2,218,282	259,389	2,477,671	2,353,918

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

All income and expenditure derive from continuing activities.

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds £	Restricted funds £	Total £
	Notes			
Income from:				
Donations	3	93,258	13,479	106,737
Charitable activities	4	582,295	2,319,733	2,902,028
Other trading activities	5	66,238	-	66,238
Investments - Interest receivable		12,955	-	12,955
Total income		754,746	2,333,212	3,087,958
Expenditure on:				
Raising funds		115,950	-	115,950
Charitable activities		552,997	2,246,920	2,799,917
Total expenditure	6	668,947	2,246,920	2,915,867
Net movement in funds		85,799	86,292	172,091
Reconciliation of funds				
Total funds brought forward		1,978,782	203,045	2,181,827
Total funds carried forward		2,064,581	289,337	2,353,918

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

All income and expenditure derive from continuing activities.

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

BALANCE SHEET

AS AT 31 MARCH 2025

Company Registration No. 05810653

	Notes	2025 £	2025 £	2024 £	2024 £
Tangible fixed assets	10		4,846,561		4,869,878
Current assets					
Debtors	11	205,507		263,643	
Cash at bank and in hand		1,600,090		1,330,803	
		<u>1,805,597</u>		<u>1,594,446</u>	
Creditors: amounts falling due within one year	12	(296,112)		(192,031)	
Net current assets			1,509,485		1,402,415
Creditors: amounts falling due after one year	13		(3,878,375)		(3,918,375)
Total net assets			<u>2,477,671</u>		<u>2,353,918</u>
The funds of the charity					
Restricted funds	16		259,389		289,337
Unrestricted funds:					
Designated funds	17	1,118,186		1,316,016	
General unrestricted fund		<u>1,100,096</u>		<u>748,565</u>	
			<u>2,218,282</u>		<u>2,064,581</u>
	18		<u>2,477,671</u>		<u>2,353,918</u>

The financial statements were approved by the Board of Trustees on 12 August 2025 and signed on their behalf by:

B Aitken

Chair

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	2025		2024	
	£	£	£	£
Cash flows from operating activities				
Net income / (expenditure for the year)	123,753		172,091	
<i>Adjustment for:</i>				
Depreciation	117,480		79,230	
Interest received	(16,521)		(12,955)	
Decrease in debtors	58,136		13,895	
Increase / (decrease) in creditors	104,081		(30,100)	
Net cash used in operating activities		386,929		222,161
Investing activities				
Interest received	16,521		12,955	
Purchase of tangible fixed assets	(94,163)		(2,074,604)	
Net cash used in investing activities		(77,642)		(2,061,649)
Financing Activities				
Loan repaid	(40,000)		-	
New loans	-		1,991,200	
Net cash from financing activities		(40,000)		1,991,200
Net (decrease) / increase in cash and cash equivalents		269,287		151,712
Cash and cash equivalents at beginning of year		1,330,803		1,179,091
Cash and cash equivalents at end of year		1,600,090		1,330,803

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

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

1. Accounting Policies

1.1 Basis of preparation of financial statements

Oasis Domestic Abuse Service Ltd is governed under its Memorandum and Articles of Association. The address of the principal office not disclosed on the grounds it could place its stakeholders in personal danger. The nature of the charity's operations and principal activities are set out in the Trustees Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements 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 the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations, but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The Trustees have considered relevant information, including the annual budget, forecast future cashflows and the impact of subsequent events In making their assessment.

1.3 Income

All income is included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

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

1. Accounting Policies (continued)

1.3 Income (continued)

Donations are recognised on notification of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

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

Donated goods for resale in the charity's shop are generally low value items and in the absence of a detailed stock control system it is impractical to measure their fair value. Income for these goods are recognised when sold. Christmas presents and other items donated to the residents are not material and it is not practical to determine the market value of these gifts and accordingly they are not included as income in the financial statements.

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

Grants and service delivery contracts are recognised once receivable. Unrestricted grants that are intended to cover expenditure that most occur in a future period are deferred.

Rental income is received from local district councils and is included within the SOFA when it becomes receivable. Housing benefit and rental income receivable from local district councils is included within the SOFA when the charity has entitlement to the funds.

1.4 Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

Costs of raising funds are those costs incurred in attracting voluntary income;

Expenditure on charitable activities comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs allocated directly to such activities and support costs (see below).

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

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

1. Accounting Policies (continued)

1.4 Expenditure (continued)

Support costs

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office and governance costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose

1.5 Funds accounting

Unrestricted general funds are funds which can be used in accordance with the charitable objects at the discretion of the Trustees.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds that can only be used for particular restricted purposes within the objects of the charity. Restriction arises when specified by the donor or when funds are raised for particular restricted purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.6 Taxation

The charity is registered and is therefore entitled to the exemptions from corporation tax afforded by section 505 of the Income and Corporation Taxes Act 1988. Accordingly, there is no corporation tax charge in these financial statements.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

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

1. Accounting Policies (continued)

1.8 Tangible fixed assets

Assets costing:

- £1,000 or more;
- a group of the same assets amounting to £5,000 or more;
- a group of assets to initially refurbish a newly acquired property of £2,500

are capitalised as tangible fixed assets and are carried at cost, net of depreciation and any impairment.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	- 2% straight line
Leasehold buildings	- 2% straight line
Fixtures and fittings	- 20% straight line
Office equipment	- 20% straight line
Motor Vehicle	- 20% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset and is recognised in net income/(expenditure) for the year.

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss.

1.9 Financial Instruments

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

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

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

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

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

1. Accounting Policies (continued)

1.9 Financial Instruments (continued)

Basic financial assets

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

Basic financial liabilities

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

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

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

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

OASIS DOMESTIC ABUSE SERVICE LIMITED

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

1. Accounting Policies (continued)

1.12 Leasing commitments

Rentals payable under operating leases are charged against income on a straight line basis over the lease term. Assets obtained under hire purchase contracts or finance leases are capitalised in the balance sheet. Those held under finance leases are depreciated over their estimated useful lives or the lease term, whichever is the shorter. The interest element of these obligations is charged to the Statement of Financial Activities over the relevant period. The capital element of the future payments is treated as a liability.

2. Critical accounting estimates and judgements

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

The following judgements have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 9 for the carrying amount of the property plant and equipment, and note 1.8 for the useful economic lives for each class of assets. There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Bad debts

Debtors are regularly reviewed for recoverability, any debts which in the opinion of management are not recoverable are provided for as a specific bad debt. There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

OASIS DOMESTIC ABUSE SERVICE LIMITED

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

3. Donations and legacies	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Donations	181,843	7,340	189,183	106,737
	181,843	7,340	189,183	106,737
4. Charitable activities	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Housing benefit	750,325	-	750,325	566,763
Service charges	20,254	-	20,254	15,532
Albert Gubay Foundation	-	-	-	45,846
Another Ways Women's Foundation	-	-	-	5,000
B&Q Foundation	-	-	-	7,080
The Nicky and Eileen Barber Charitable Trust	-	-	-	5,500
The Brook Trust	60,000	-	60,000	49,275
Charles Hayward Foundation	-	-	-	25,000
Colyer Ferguson Charitable Trust	-	12,500	12,500	15,000
Gibbons Family Trust	-	5,000	5,000	5,000
Golden Bottle Trust	-	10,000	10,000	-
Hardy Family Foundation	-	5,000	5,000	-
The Henry Smith Charity	-	38,300	38,300	37,200
John Swire 1989 Charitable Trust	-	25,738	25,738	-
Kent County Council - other grants	-	373,009	373,009	479,131
Kent County Council - Supporting People	-	497,301	497,301	497,597
Kent Community Foundation	-	-	-	11,661
Kent Police and Crime Commissioner	-	85,049	85,049	248,299
Lawson Trust	-	5,000	5,000	20,000
National Lottery Community Fund	-	174,431	174,431	204,270
Medway Council - other grants	-	429,609	429,609	348,333
Medway Council Supporting People	-	256,635	256,635	212,712
NHS Kent & Medway Clinical Commissioning Group	-	47,954	47,954	47,954
Oxfordshire Council	-	24,800	24,800	24,763
Salus Group	-	34,000	34,000	17,000
Thanet District Council	-	14,375	14,375	-
WR & Floy A Sauey Foundation	7,062	-	7,062	-
Other grants received (Under £5,000)	-	19,203	19,203	13,112
	837,641	2,057,904	2,895,545	2,902,028

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

5. Other trading activities	Unrestricted funds	Restricted funds	Total 2025	Total 2024	
	£	£	£	£	
Fundraising	7,342	-	7,342	12,632	
Shop income	53,578	-	53,578	47,950	
Training income	14,878	-	14,878	5,656	
	75,798	-	75,798	66,238	
6. Analysis of Expenditure	Staff costs	Direct costs	Support costs	Total 2025	Total 2024
	£	£	£	£	£
Raising funds	95,821	29,902	12,161	137,884	115,950
Charitable activities:					
Accommodation based services	425,871	578,325	54,051	1,058,247	918,482
Community services	1,088,100	45,396	138,101	1,271,597	1,195,535
Work in the community	519,563	61	65,942	585,566	685,900
	2,129,355	653,684	270,255	3,053,294	2,915,867
7. Support costs			Total 2025	Total 2024	
			£	£	
Staff training and welfare			48,345	25,652	
IT costs			60,407	56,809	
Office costs			41,975	45,887	
Bank charges			2,937	1,612	
Consultancy			5,991	12,557	
Legal fees			4,046	3,680	
Travel			22,185	16,654	
Bad debts written off			9,191	29,561	
Depreciation			38,460	25,728	
Other costs			5,992	6,103	
<u>Governance costs:</u>					
Registered office services			2,760	1,800	
Audit of financial statements			18,000	14,850	
Audit of financial statements - Under provision in prior year			8,250	-	
Auditors remuneration - non audit services			1,716	3,750	
			270,255	244,643	

8. Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

During the year ended 31 March 2025 no trustees had expenses re-imbursed (2024 - £nil).

OASIS DOMESTIC ABUSE SERVICE LIMITED

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

FOR THE YEAR ENDED 31 MARCH 2025

9. Employees

Employment costs

	2025	2024
	£	£
Wages and salaries	1,861,685	1,764,306
Social security costs	170,511	157,406
Other pension costs	97,159	92,921
	<u>2,129,355</u>	<u>2,014,633</u>

Employee numbers

The average monthly number of employees during the year was:

	2025	2024
	no.	no.
Administration	16	13
Community	14	11
Fundraising	5	4
Shop	1	1
Support worker	35	36
	<u>71</u>	<u>65</u>

Higher paid staff

The number of employees whose emoluments as defined for taxation purposes, amounted to over £60,000 in the year was as follows:

	2025	2024
	no.	no.
£60,001 to £70,000	<u>1</u>	<u>1</u>

Key management personnel

The total amount of employee benefits received by key management personnel is £289,917 (6 staff) (2024 - £340,148 (8 staff)).

OASIS DOMESTIC ABUSE SERVICE LIMITED

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

10. Tangible fixed assets

	Freehold land and buildings £	Leasehold buildings £	Computer equipment £	Fixtures and fittings £	Motor vehicles £	Total £
Cost						
At 1 April 2024	2,674,442	2,126,460	23,366	207,408	-	5,031,676
Additions	35,100	-	19,832	33,183	6,048	94,163
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2025	2,709,542	2,126,460	43,198	240,591	6,048	5,125,839
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Depreciation						
At 1 April 2024	56,829	21,655	13,615	69,699	-	161,798
Depreciation	36,495	42,527	4,881	33,275	302	117,480
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2025	93,324	64,182	18,496	102,974	302	279,278
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Net book value						
At 31 March 2025	<u>2,616,218</u>	<u>2,062,278</u>	<u>24,702</u>	<u>137,617</u>	<u>5,746</u>	<u>4,846,561</u>
At 31 March 2024	<u>2,617,613</u>	<u>2,104,805</u>	<u>9,751</u>	<u>137,709</u>	<u>-</u>	<u>4,869,878</u>

Included in Freehold land and buildings above is land at a value of £878,130 (2024: £878,130)

11. Debtors

	2025 £	2024 £
Trade debtors	146,778	229,621
Other debtors	7,036	6,097
Prepayments and accrued income	51,693	27,925
	<hr/>	<hr/>
	205,507	263,643
	<hr/>	<hr/>

12. Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	77,868	29,851
Other creditors	65,192	27,544
Accruals and deferred income	153,052	134,636
	<hr/>	<hr/>
	296,112	192,031
	<hr/>	<hr/>

OASIS DOMESTIC ABUSE SERVICE LIMITED

(A Company Limited by Guarantee)

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

13. Creditors: amounts falling due after one year

	2025	2024
	£	£
Bank and other loans	<u>3,878,375</u>	<u>3,918,375</u>

Included within Tangible Fixed Assets are 15 (2024: 15) properties which have been provided as security for the loans above. The charity is exempt from disclosing the addresses of the properties on the grounds that it could place its stakeholders in personal danger.

There are no repayments on the loans, the balance of all loans are repayable on the earliest of:

- a) 13 September 2032;
- b) the date on which the secured property is sold.

14. Retirement benefit schemes - Defined contribution scheme

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £97,159 (2024: £92,921).

15. Operating lease commitment

At the year end the charity had the following commitments under operating leases:

	2025	2024
	£	£
Due within one year	24,000	24,000
Due within two to five years	62,000	86,000
Due after five years	90,000	102,000
	<u>176,000</u>	<u>212,000</u>

16. Restricted funds

	Balance at 01 Apr 24	Income	Expenditure	Transfers	Balance at 31 Mar 25
CURRENT YEAR	£	£	£	£	£
Adult services	143,152	1,793,745	(1,804,176)	-	132,721
Children Services	146,185	271,499	(291,016)	-	126,668
	<u>289,337</u>	<u>2,065,244</u>	<u>(2,095,192)</u>	<u>-</u>	<u>259,389</u>

OASIS DOMESTIC ABUSE SERVICE LIMITED

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

16. Restricted funds (continued)	Balance at 01 Apr 23	Income	Expenditure	Transfers	Balance at 31 Mar 24
	£	£	£	£	£
PRIOR YEAR					
Adult services	103,894	1,930,668	(1,891,410)	-	143,152
Children Services	99,151	400,065	(353,031)	-	146,185
Other restricted funds	-	2,479	(2,479)	-	-
	<u>203,045</u>	<u>2,333,212</u>	<u>(2,246,920)</u>	<u>-</u>	<u>289,337</u>

Adult Services

This fund is for providing support, advocacy and accommodation services for the benefit of adults who are affected by domestic abuse.

Children Services

This fund is for providing support, advocacy and mentoring services for the benefit of children and young people who are affected by domestic abuse.

Other restricted funds

Various donations towards HR software and equipment for properties.

17. Designated funds	Balance at 01 Apr 24	New Designations designations	released	Balance at 31 Mar 25
	£	£	£	£
CURRENT YEAR				
Development Fund	147,000	3,000	-	150,000
Building Fund	1,169,016	-	(200,830)	968,186
	<u>1,316,016</u>	<u>3,000</u>	<u>(200,830)</u>	<u>1,118,186</u>

	Balance at 01 Apr 23	New Designations designations	released	Balance at 31 Mar 24
	£	£	£	£
PRIOR YEAR				
New Building Fund	147,000	-	(147,000)	-
Development Fund	-	147,000	-	147,000
Building Fund	1,260,264	-	(91,248)	1,169,016
	<u>1,407,264</u>	<u>147,000</u>	<u>(238,248)</u>	<u>1,316,016</u>

Development Fund

This designated fund is intended to support both property repairs and broader development initiatives of the charity. It may be used for enhancing the charity's infrastructure or other strategic developments that align with Oasis's mission and long-term growth.

Building Fund

This fund represents land and buildings and related fixtures and fittings, less loans secured on land and buildings, which are held for charitable use.

OASIS DOMESTIC ABUSE SERVICE LIMITED

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

18. Analysis of net funds	Unrestricted funds	Designated funds	Restricted funds	Total funds
Current year	£	£	£	£
Tangible Fixed Assets	-	4,846,561	-	4,846,561
Current assets	1,399,208	147,000	259,389	1,805,597
Current liabilities	(296,112)	-	-	(296,112)
Long-term liabilities	-	(3,878,375)	-	(3,878,375)
	<u>1,103,096</u>	<u>1,115,186</u>	<u>259,389</u>	<u>2,477,671</u>
Prior year	£	£	£	£
Tangible Fixed Assets	-	4,869,878	-	4,869,878
Current assets	1,158,109	147,000	289,337	1,594,446
Current liabilities	(192,031)	-	-	(192,031)
Long-term liabilities	(217,513)	(3,700,862)	-	(3,918,375)
	<u>748,565</u>	<u>1,316,016</u>	<u>289,337</u>	<u>2,353,918</u>

19. Capital commitment

The charity is committed to making payments of £nil post year end (2024: £11.5k).

20. Related Party Transactions

There were no related party transactions in the year (2024: none).

21. Company limited by guarantee

The charity is limited by guarantee and accordingly has no share capital.

The liability guaranteed by each member is £10. The authorised membership of the company is unlimited.
At 31 March 2025 the membership was 7 (2024 - 9)