# UNSEEN (UK)

England & Wales · Charity number 1127620

## Details

| | |
|---|---|
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 06754171 |
| **Registered** | 2009-01-20 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | 7 Hide Market<br>West Street<br>St. Philips<br>Bristol<br>BS2 0BH |
| **Phone** | 03030402888 |
| **Email** | admin@unseenuk.org |
| **Website** | www.unseenuk.org |

## Activities

**Objects:** TO RELIEVE THE NEED OF, AND TO HELP AND ASSIST ANYONE WHO MAY HAVE BEEN A VICTIM OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY, IN PARTICULAR BY:1. THE PROVISION OF SAFE HOUSING, MEDICAL CARE, FINANCIAL SUPPORT, LEGAL ADVICE, COUNSELLING AND LIFE SKILLS AND COACHING;2. RAISING AWARENESS OF HUMAN TRAFFICKING AND/OR MODERN SLAVERY IN THE UNITED KINGDOM AND INTERNATIONALLY; AND3. SUCH OTHER CHARITABLE OBJECTS AND FOR THE BENEFIT OF SUCH OTHER CHARITABLE BODIES AND INSTITUTIONS AS THE DIRECTORS SHALL IN THEIR ABSOLUTE DISCRETION SEE FIT.

**Activities:** Disrupting and challenging human slavery. Raising awareness of slavery, trafficking and exploitation. Offering training and consultancy to businesses, police and other government services. Providing safe accommodation and support for survivors of human trafficking so they can rebuild their lives. Collaborating with government, businesses, and NGOs to share information and take effective action.

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## Classification

- **How:** Makes Grants To Individuals, Makes Grants To Organisations, Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Accommodation/housing, Human Rights/religious Or Racial Harmony/equality Or Diversity, Other Charitable Purposes
- **Who:** Children/young People, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

## Geography

- **Area of benefit:** UNDEFINED, IN PRACTICE, NATIONAL
- Throughout England And Wales

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-12-31 | £3,427,747 | £3,398,807 | £854,385 | 74 |
| 2024-12-31 | £3,294,058 | £3,316,760 | £801,386 | 91 |
| 2023-12-31 | £3,278,911 | £3,409,221 | £824,088 | 105 |
| 2022-12-31 | £3,073,700 | £3,066,800 | £954,398 | 93 |
| 2021-12-31 | £2,456,448 | £2,245,878 | £947,498 | 92 |
| 2020-12-31 | £2,341,534 | £2,253,888 | £736,928 | 85 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **Rosemary Jeanne Hurst** | Chair | 2022-05-07 |
| Andrea McMahon | | 2022-02-05 |
| Edward Frederick Rackham | | 2025-11-20 |
| Nicholas John Dutnall | | 2022-07-27 |
| Raquel McGrath | | 2021-03-18 |
| Richard Stuart Marsh | | 2023-07-19 |
| Shaun Sawyer | | 2024-05-11 |

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**UNSEEN (UK)**

England & Wales - Charity number 1127620

# Accounts



# seen.

unseen

ANNUAL REPORT 2025

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unseen


Registered company number: 06754171
(England and Wales)

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(England and Wales)

Unseen (UK)

FOREWORD

# ending exploitation takes all of us



**Rosey Hurst**
Chair of Trustees

The past year has seen sustained progress in our efforts to end modern slavery, even as exploiters continue to operate in a low risk, high reward environment.

We continued to stand alongside survivors through our services, responded to a record number of modern slavery cases reported to the Modern Slavery & Exploitation Helpline, and used frontline evidence to influence decisions shaping the UK's response to modern slavery. At the same time, rising demand and tightening access to support have underlined just how entrenched exploitation remains – and how much work is still to be done.

Our services have never been more important. Survivors rebuilt their lives through our safe houses and outreach work. The Helpline saw an increase in cases across all exploitation types, underlining both growing awareness and the scale of harm still happening across the UK. Our policy, research and business services work ensured survivor voices were heard, evidence informed debate, and accountability remained firmly on the agenda. These achievements reflect the skill, commitment and values of our staff, volunteers, partners and supporters.

This year is also a moment of transition. After nearly two decades, Andrew Wallis has stepped down as our founding CEO. Andrew's leadership shaped Unseen from a single safe house into a leading NGO at the forefront of the fight against modern slavery. On behalf of the board, I want to thank him for his extraordinary vision, integrity and determination. His legacy will endure in the systems he challenged, the laws he helped shape, and the lives changed through Unseen's work.

I am equally excited about the future. We are delighted to welcome Renae Mann as our new CEO. Renae brings deep experience, clarity of purpose and a strong commitment to survivor-centred change. With her leadership, and with the dedication of our people, Unseen enters its next chapter with confidence and resolve.

Modern slavery thrives in silence and complacency. This report shows what is possible when we refuse both – and why we must continue.

**Rosey Hurst**
**Chair of Trustees**

# what we've built together

## – and the next chapter in our fight



**Andrew Wallis OBE**
CEO, Unseen

Unseen truly began in 2007 with a provocation. A senior police officer, who would go on to become one of our founding trustees and serve 15 years on the board, challenged me to do more than write a letter asking difficult questions of the authorities. The human trafficking I had encountered, first in Ukraine and then on the streets of Bristol and via the airport, demanded something more than correspondence. A single safe house followed. No staff to speak of, no track record, and no guarantee that the problem was understood well enough by enough people to matter politically or commercially. What we had, from the beginning, was a conviction, stubborn enough to survive the early years, that modern slavery was not a niche humanitarian concern. It was a structural feature of how markets operated, hidden in supply chains, in hospitality kitchens, in domestic arrangements behind closed doors. The question was whether enough institutions could be made to see it.

This report is my last as the founding CEO and I want to be honest about what that feels like. Not melancholy. Something closer to sober satisfaction with a clear eye on what remains unfinished.

Unseen grew from that safe house into something unimaginable in those early years, and impossible to build alone. The trustees who held the governance with rigour and generosity, including those who were there from the very first days. The staff and volunteers who did the work that does not make the headlines, and the work that does. The survivors who trusted us with their stories and shaped everything we became. The partners, funders, media, and corporate allies who chose to engage rather than look away. None of this was a solo effort. It never could have been.

The numbers in these pages deserve to be held seriously. Safe house residents and outreach clients rebuilding their lives after years of exploitation. Nearly 1,000 calls and contacts a month to the Modern Slavery & Exploitation Helpline. Research reaching national media and shaping parliamentary debate. Businesses transforming the way they operate to end forced labour. These are not abstractions. They are the accumulated evidence of what a committed institution, and the people inside it, can do.

The accountability figure is this one: 130,000 people remain stuck in modern slavery in the UK. Everything else is context.

The Centre for Social Justice published its landmark report, which I chaired, in 2013. Two years of intensive work in Westminster followed as the Modern Slavery Bill became an Act. Watching that happen, and playing a key part in it, was the clearest signal that the argument had travelled. I did not expect to be standing, a decade later, at what may prove to be a second such moment. The campaign for mandatory human rights due diligence and forced labour bans, carried by many voices over many years, looks closer to reality than it has ever been. If it arrives, it will not end exploitation. It will change the economic logic that currently makes exploitation rational. That is the point at which law becomes more than wallpaper.

Between those two legislative moments sits the story this report tells: the survivor accompanied toward independence; the business that called the Helpline and acted; the policy argument carried with evidence until it became impossible to ignore. Dignity treated not as an aspiration but as a design requirement. Accountability applied, not selectively, but consistently.

The work continues. My engagement with it continues, differently.

What I hope this report communicates, beyond the data, is that the problem is not intractable. It is addressable. Not through goodwill alone, but through the legal architecture and sustained institutional pressure that changes incentives rather than sentiments.

That has always been the point.

**Andrew Wallis OBE**
**Founding CEO, Unseen**

# Unseen's aims and objectives in 2025

Unseen exists to work towards a world without modern slavery, delivering public benefit through supporting survivors of exploitation, equipping organisations and communities with the skills and knowledge to tackle modern slavery, and influencing systemic change. During 2025, we operated in a challenging and evolving external environment, with increasing demand for our services alongside uncertainty in policy, survivors having trouble accessing help and funding challenges. In response, we maintained a clear focus on delivering support to survivors, strengthening our services and partnerships, and driving wider change in the response to modern slavery. This reflects both sustained demand for our work and the need to deliver long-term impact by sustaining our core services while extending our reach and influence to ensure those who need our support can access it.

A key priority for 2025 was to return Unseen to a surplus position, which was successfully achieved, strengthening our financial resilience and supporting continued delivery. This report sets out how we deployed our resources against these priorities, the outcomes achieved and how this positions us to sustain and develop our impact in the years ahead.



# Renae Mann appointed as Unseen CEO

"Modern slavery is rising in the UK, devastating the lives of the people who are abused and exploited. There is an urgent need to strengthen prevention and protection."

**Unseen has appointed Renae Mann as its new Chief Executive, marking the beginning of a new chapter for the organisation.**

Renae, who starts at Unseen in June 2026, has more than 25 years' experience working in social justice and supporting people with lived experience of exploitation, injustice, and exclusion.

She most recently served as Executive Director of Services at the Refugee Council, where she led an ambitious strategy to improve access to safety and support for refugees rebuilding their lives in the UK.

Renae said: "I am delighted to join the excellent team at Unseen, building on the tremendous impact that Andrew has had over nearly 20 years with survivors.

"I am inspired by the transformative impact Unseen has had in improving protections for modern slavery survivors including the creation of the Modern Slavery Act and its more recent work promoting responsible business practices. Yet there is still much to do to end modern slavery.

"Modern slavery is rising in the UK, devastating the lives of the people who are abused and exploited. There is an urgent need to strengthen prevention and protection with survivors, peers and decision-makers. Unseen is uniquely positioned to support survivors and equip practitioners and businesses with the expertise to identify and prevent modern slavery, and influence government to ensure our communities are free from abuse and exploitation."

Andrew continues with Unseen as founder until the end of August 2026, supporting Renae and ensuring continuity and momentum during the transition.

# exposing the realities of modern slavery

## our key campaigns in 2025

- **No place for forced labour:** in partnership with the Independent Anti-Slavery Commissioner, law firm Omnia Strategy LLP, and Forward Global, Unseen drafted model legislation, calling on the government to introduce this new legislation to prevent human rights abuses in value chains and stop goods made with forced labour from entering the UK market.
- **Believing survivors:** efforts to combat modern slavery have been undermined by recent immigration laws, which have deterred victims from coming forward, as detailed in Unseen's 'Restoring belief, reducing criminality' report.
- **The economic cost of modern slavery:** the socio-economic impact of modern slavery on the UK is up to £60bn a year, the equivalent of 2% of our GDP. A report from Unseen, 'The economic cost of modern slavery: policing', emphasised that modern slavery is a grave economic crime and called for a strategic reassessment of the policing response to prioritise financial investigations, multi-agency collaboration, and preventative investment.
- **Exploitation in hospitality:** our report 'Service not servitude' exposed the prevalence of modern slavery in food and drink establishments and holiday accommodation.
- **10 years of the Modern Slavery Act:** we celebrated how CEO Andrew Wallis played a key role in shaping the Modern Slavery Act 2015 as chair of The Centre for Social Justice's landmark report 'It happens here'.









# reaching millions with the truth about exploitation

**Unseen educated new audiences on modern slavery in 2025 and helped shape debate through more than 100 mentions across national, local and trade media titles. These included The Guardian, The Observer, BBC, The Independent, LBC News, The Telegraph, The Sun, The Bureau of Investigative Journalism, Construction News, and The Grocer.**




In a Channel 4 documentary, Andrew Wallis warned that exploiters prey on the weaknesses of young people on holiday resorts abroad.




Speaking to ITV News, Andrew said modern slavery is prevalent across many sectors including construction, agriculture, care and hospitality.




Lauren Saunders, Unseen's Deputy Director of Frontline Services, raised awareness of the crime of forced surrogacy via a live interview on Sky News.



Justine Carter, Unseen's Deputy CEO, told BBC News how demand for the Helpline continues to grow.



# safe house support helping survivors rebuild their lives in 2025

**The impact of our safe houses extends far beyond accommodation. They offer safety, dignity and the practical tools survivors need to rebuild their lives.**

Unseen's women's safe house provided 30 women with secure accommodation in 2025, up from 18 in 2024 (a 67% rise). The aim of our team continues to centre on supporting survivors' journeys to recovery and independence.

The survivors we supported in 2025, from countries including Albania, Brazil, Uganda, Canada, Pakistan, Bulgaria and Nigeria, experienced various forms of modern slavery, including labour exploitation, sexual exploitation and domestic servitude.

In 2025, our men's safe house supported 17 survivors, up from 11 the previous year (a 55% increase), coming from countries including Morocco, Ghana, Kenya, Syria and Sudan.

Across both our safe houses, our residents varied in age from 25 to 60, indicating how people of any age can become stuck in exploitation.

## strengthening survivor recovery and independence

Our key aim in 2025 was to equip survivors with the resilience and skills to rebuild their lives and live in safety and freedom. The case studies we share indicate our success in supporting survivors in their journey to recovery.

In 2025, our team achieved their main aim by supporting residents with:

- **Financial independence:** support with managing bank accounts, benefits assistance, financial literacy and debt guidance.
- **Legal access:** connecting survivors to legal aid and supporting evidence gathering to increase prosecutions of traffickers.
- **Better mental health and wellbeing:** referrals to mental health professionals and arranging GP, dental and sexual health appointments.
- **Education, employment and training:** offering volunteering opportunities, interview and CV support, enrolment in college classes and vocational training.
- **Integration into the community:** supporting survivors with arranging safe and secure accommodation once they leave the safe house.

## enhancing wellbeing

Across our safe houses in 2025, survivors took part in a range of group activities to support recovery and wellbeing, including creative writing workshops, shared meals, trips to the beach and a National Trust site, and a visit to the Bristol Balloon Fiesta. Our activities have enabled safe house residents to start to rebuild their self-confidence and make healthy friendships.

# the views of safe house residents

"The safe house is comfortable and it has a safe and homely feel to it, which is good for me."

"I feel happy, the staff are good and nice, and they help us when we need anything. I enjoy the house very much."

"I remember last year it snowed heavily at the safe house and I don't much like the snow, but the manager encouraged some of us out into the garden to do some snowman building. I remember not wanting to get involved at the time. But halfway through a light switched on inside me and I thought to myself how much fun the manager was having. I thought 'this is life, this is what life is about, having fun!"





# from domestic servitude to freedom and independence

**After 18 years stuck in domestic servitude, Minue* is finally rebuilding her life. With specialist support, she is gaining confidence, independence and hope for the future.**

Minue grew up in Gambia, where she built a happy life with her husband. She ran her own business selling food products, while her husband worked as a teacher. After he died however, life became far more challenging.

## Exploited behind closed doors

Minue was encouraged to come to the UK in 2007 for what she thought was a short stay to visit members of her family living here. The first month of Minue's trip felt like a typical family visit. But gradually she was expected to do more and more work in the house, look after the four children and complete all the domestic tasks, including cooking and cleaning for the family.

Minue was not allowed to leave the property, and the family threatened her if she tried to do so. She suffered an injury to her knee at one point, but she was only able to manage it with paracetamol and ibuprofen, given the family didn't want her to go to a medical professional. Minue spent around 18 years living in a type of exploitation known as domestic servitude, where her movements were closely monitored and controlled.

## First steps towards safety and freedom

One day, Minue was talking to a friend who knew about her situation. The friend gave Minue £20 to get the bus to Bristol in search of help. She was put in touch with Unseen who referred her to the National Referral Mechanism. Minue is now a resident in Unseen's women's safe house where she has a dedicated caseworker who is supporting her journey to recovery and independence.

*Some details changed to protect identity. Image posed by model.

"Unseen staff are nice and I am very grateful to them. I was supported to be able to do my food shopping. I had very bad eyesight when I arrived and Unseen helped me get eye appointments and be able to get surgery to help solve this, meaning I can see better now and be more independent. I now attend a weekly women's support group and I go to Unseen's Wellbeing Café... where I have been able to make friends. Unseen has helped me also apply for asylum here in the UK and supported me with the process."

**Minue, a modern slavery survivor supported by Unseen**

# outreach services support survivors at every stage of recovery

**Survivors described their caseworkers as a steady presence during uncertain times. Through a range of services, we empowered them to make informed decisions about their futures.**

In 2025, 187 survivors were referred to Unseen to be supported through our outreach services. This figure was down from 278 in 2024, a 33% fall, likely reflecting changes in legislation and guidance which have resulted in higher evidential thresholds for support. This means fewer potential victims meet the criteria for referral into outreach services, rather than a genuine fall in underlying need.

Our expert casework team provided trauma-informed, person-centred support, helping survivors access physical and mental health care, legal advice, wellbeing support, safe housing, and opportunities for education, volunteering or employment.

Our weekly Wellbeing Café continued throughout the year, offering a safe, welcoming space for emotional support, advice, skill-building and friendship. Thanks to talks from professionals and community leaders who visited the Wellbeing Café, survivors were able to connect with wider community networks and support services.

## Building trust in hard-to-reach communities

Unseen also continued to support survivors in 2025 as a first responder, a designated organisation authorised to help identify potential victims of modern slavery and refer them to the National Referral Mechanism for support.

Unseen's frontline team made 82 successful referrals to the NRM in 2025, up from 18 the previous year. Our team attended sites of possible exploitation alongside the police to provide independent support and build trust with people in hard-to-reach communities.



*Image posed by models.

# the views of survivors on Unseen's outreach services

"I cannot write the story of my life without including my Unseen caseworker. The period I was supported by Unseen has given me more independence and confidence about the UK as a welcoming place for me and my family."

"I am extremely satisfied with your kindness as a caseworker, your help and support you have been offering me as a victim of modern slavery at Unseen."

"I just want to say a huge thank you for everything Unseen has done. I truly appreciate the wonderful support and services you're providing. It really means a lot to have an outreach caseworker as dedicated as mine in my corner. I am giving you all five stars for all your massive support and kindness you have offered me!"



# helpline reveals rise in number of potential victims

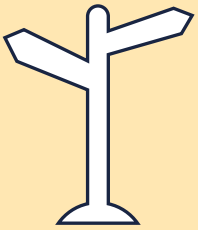
**The Modern Slavery & Exploitation Helpline team indicated nearly 3,000 cases of exploitation in 2025. Case volumes rose by 41%, underlining the need for better community awareness and earlier intervention.**



More than **6,600** potential victims of modern slavery were indicated by the Helpline in 2025, a 37% rise on 2024.



Potential victims were indicated across almost **3,000** cases of exploitation in 2025, up 41% on the previous year.



The number of signposts to other organisations and agencies for resources and support rose by more than 50% to **13,700** in 2025.



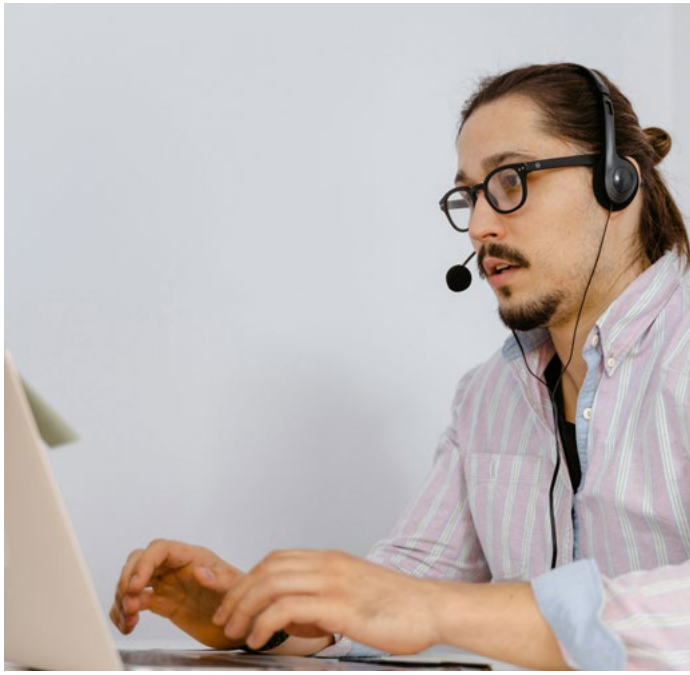
In total, our Helpline team responded to **11,231** calls, web form and app submissions from people wanting information, advice and guidance on modern slavery.



The team provided more than **1,800** outgoing referrals to agencies, including the police, local authorities, HMRC, the Gangmasters and Labour Abuse Authority and NGOs, a 16% increase on 2024.

"I get great satisfaction from seeing how Helpline advisers are using their skills to educate professionals on technical assistance calls. This includes for example where a police officer has called us with no modern slavery knowledge and a Helpline adviser has managed to explain the National Referral Mechanism, statutory defence, slavery and trafficking prevention orders, and advised them on how to engage with survivors in a trauma-informed way. They empower people with the tools to support the survivor."

**Sarah, Unseen Helpline Manager**



## driving advances in technology

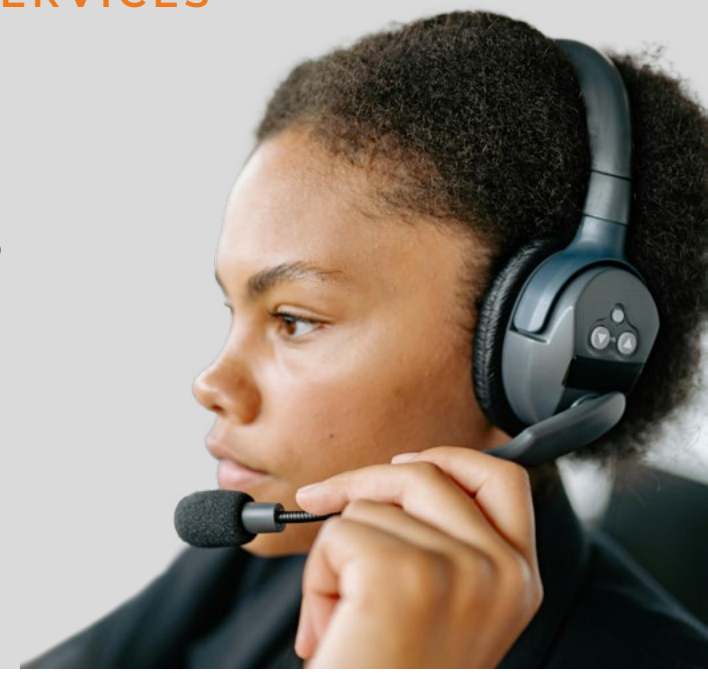
The aims of the Helpline team in 2025 included introducing tech enhancements to drive efficiency in response to rising demand. This was achieved through technical upgrades to the Helpline infrastructure, enhancing data capture, analysis, and overall usability. We also redeveloped our web form to gather more actionable information from the initial stage of contact, and created FAQ resources to fast-track queries and empower people to self-advocate.

## helpline data supports campaigns targeting hard-to-reach communities

Data from the Helpline was used in 2025 to help identify hard-to-reach communities where above-average numbers of people are in vulnerable positions. Thanks to funding of £1m from The National Lottery Community Fund, Unseen is running a five-year project to identify communities at increased risk of exploitation, raising awareness of modern slavery and supporting them in their journey to recovery.

The Helpline is free, confidential, independently funded and open 365 days a year.

# helpline enables swift police intervention in trafficking case



**When disturbing information on cases of sexual exploitation surfaced online, vital information was shared with the Helpline. This ultimately helped bring a dangerous offender to justice.**

A whistleblower contacted the Modern Slavery & Exploitation Helpline after interacting with an adult British male on a travel-hosting platform. During their exchange, the perpetrator claimed to own a local massage parlour and shared disturbing details suggesting his involvement in trafficking boys for sexual exploitation. Alarmed, the whistleblower reported the interaction to the Helpline, which promptly referred the case to South Wales Police for investigation.

In July 2023, the perpetrator was arrested by South Wales Police. Officers recovered evidence from his property including multiple mobile phones and a card machine to accept payments. Police discovered WhatsApp messages where the perpetrator had shared child sexual abuse images and offered the sexual services of men under his control. They also found evidence that he was prepared to travel internationally to liaise with clients.

After breaching bail conditions, the perpetrator tried to evade capture by the police but was arrested again a few days later.

In December 2025, he was convicted of controlling prostitution for gain, two counts of possessing indecent images of a child, and acquiring criminal property. He received a custodial sentence of 45 months.

South Wales Police have shared information from their investigation with international police forces to aid investigation into individuals the perpetrator may have collaborated with, and to ensure other victims can be identified and receive support.

"The Modern Slavery & Exploitation Helpline was invaluable in making us aware of a dangerous individual and his criminality, who has now been convicted for multiple serious offences. The Helpline was particularly useful as the reporting person was in another country which would have made it difficult to report to UK authorities otherwise. The information was disseminated to us in a timely manner which meant we could act swiftly and stop the suspect from travelling and safeguard any potential victims."

**Detective Constable Robyn Allen,**
**South Wales Police**

# helpline referral leads to protection for trafficked worker

After graduating in Moldova, Matei* took out a loan to pay for medical treatment for his mother. To repay it, he accepted gruelling factory work and borrowed further money from his employer as her condition worsened. The debt bound him to the company, and he was sent to Montenegro to “work it off”. There, his wages stopped and threats and violence became routine.

Matei was moved between countries and factories, physically abused and prevented from leaving. One transfer brought him to the UK, where he was detained by Border Force, finally breaking contact with his exploiter.

Following release on immigration bail, a charity connected him with the Helpline. Indicators of labour exploitation were identified, and a referral was made to the National Referral Mechanism.

Matei received a positive reasonable grounds decision, secure accommodation, legal support and specialist medical care, including treatment for complex PTSD. He is now rebuilding his life and volunteering locally.



*Some details changed to protect identity. Image posed by model.

# 2025 in pictures



Theresa May (centre), former Prime Minister and a driving force behind the Modern Slavery Act 2015, visited Unseen's offices to be updated about our work and services.

Clare Moody (right), Police and Crime Commissioner for Avon and Somerset, provided funding over five years to Unseen, enabling us to continue our work as a first responder and collaborate with the police on safeguarding operations.







Advertising on digital boards on busy high streets across the UK enabled Unseen to raise awareness of the signs of modern slavery and how to seek advice via the Modern Slavery & Exploitation Helpline.

Our annual business awards celebrated the organisations leading the way in tackling modern slavery and exploitation.






Unseen CEO Andrew Wallis won the Founder of the Year Award at the Benefact Group Charity Heroes Awards 2025.

Unseen's carol service at Bath Abbey was attended by more than 300 guests who joined us for an inspiring evening of music, speeches and reflection.





BUSINESS SERVICES

# helping businesses build a more ethical future

**Unseen partnered with businesses to address modern slavery across operations and value chains in 2025, delivering the insight, tools and support needed to protect workers and build resilient, responsible brands.**

The business services team's aims in 2025 included increasing the number of people trained in modern slavery, growing our Business Hub and sharing more cases of exploitation identified via our Business Portal.

## our year in numbers: 2025

**4,082**

**people trained on modern slavery**

up from 1,800 in 2024 (127% increase)

**61**

**Business Hub members**

up from 57 in 2024 (7% increase)

**25**

**Finance Hub members**

up from 22 in 2024 (14% increase)

**67**

**cases of exploitation shared from the Business Portal**

up from 57 in 2024 (18% increase)

**140**

**industry leaders at Unseen's business awards**

up from 60 in 2024 (133% increase)

**240**

**workers interviewed during on-site employee engagement**

(this data was recorded for the first time in 2025)



## what are the Business Hub and Business Portal?

Unseen's Business Hub Membership is a bespoke package of services designed to strengthen and evolve organisations' modern slavery strategies. More than 90% of our Business Hub members in 2025 said membership supported them well or extremely well.

The Helpline Business Portal gives companies secure, real-time access to modern slavery cases linked to their operations and supply chains, reported through the Modern Slavery & Exploitation Helpline.

## supporting our clients in an evolving legislative landscape

Government guidance on Transparency in Supply Chains (TISC), which Unseen helped shape, signalled a clear shift for businesses in 2025, raising the bar from box-ticking to genuine accountability and meaningful action.

Unseen's business services team led the way in empowering companies to adopt the guidance, providing practical direction on how to identify, mitigate and report on modern slavery risks across their operations and value chains.

We conducted extensive reviews of our service offerings to ensure our consultancy and training work meets statutory expectations. In line with TISC requirements for continuous improvement, we supported our clients in developing long-term strategic visions, helping them strengthen credibility and trust, protect their corporate reputations, and reduce harm while embracing opportunities for positive social impact.

A key milestone was the launch of Unseen's TISC readiness workshop, which enables businesses to assess compliance, align teams, break down silos, and create clear, actionable plans. This approach ensures that modern slavery is treated with the same level of responsibility and attention as health and safety, with everyone across the business playing an active role.

## modern slavery benchmark highlights impact of Unseen's support

The CCLA modern slavery UK benchmark evidenced the impact of Unseen's business services in 2025 with 50% of the top 10 most improved companies currently partnering with Unseen.

The benchmark assessed FTSE 100 companies' 2024 statements relating to the Modern Slavery Act and best practice in modern slavery reporting. It ranked Investec – an Unseen Hub member – as both the most improved company for 2025 and since the benchmark began.

All Unseen membership clients from 2024 achieved Tier 2 (evolving good practice) or above, and 92% of companies that worked with us in 2024 improved their benchmark scores.

# building capacity and celebrating excellence

**Unseen's training programme in 2025 spanned construction, retail, and entertainment sectors, covering key topics such as modern slavery awareness, responsible value chain risk management, and worker wellbeing.**

We also continued to recognise leadership in tackling modern slavery through our annual business awards, which brought together more than 140 business professionals at a ceremony at the London Stadium and received 60 nominations across all categorises. The awards featured a panel discussion with the Independent Anti-Slavery Commissioner Eleanor Lyons; Matt Crossman, Stewardship Director, Rathbones; and Giles Bolton, Executive Director, Ethical Trading Initiative, providing valuable insights into the future of modern slavery and business responsibility (see image).




# empowering rightsholders through direct engagement

**Our direct engagement with rightsholders expanded in 2025. The business services team conducted 30 worker wellbeing site visits, engaging more than 240 workers across construction, retail and entertainment.**

Some of the issues we saw across sites in 2025 included:

- No employment contracts or written terms of employment.
- Unlawful pay deductions.
- Low or no awareness of grievance routes.
- Lack of identification or right to work check processes.
- Lack of PPE provision.

These visits allowed us to observe the on-the-ground reality of policy implementation, and identify indicators of exploitation, providing an honest picture of worker experience. Following identification of these gaps and risks to rightsholders, we supported our clients in addressing areas where strategy may not yet be translating into practice.

"Our partnership with Unseen has been instrumental in strengthening our efforts to address modern slavery risks within our operations and supply chains. Through this collaboration, we have developed and rolled out comprehensive training programmes, awareness raising activities, and targeted initiatives to educate our employees and suppliers about modern slavery.

"Our participation in Unseen's Business and Finance Hub has provided us with valuable opportunities to engage in peer-learning groups and other collaborative initiatives. These sessions allow us to share lessons learned and best practices with other financial institutions, and to take forward specific programmes aimed at improving our strategies to combat modern slavery."

**UK Sustainability Lead, Investec**

# shaping the conversation

## how unseen influenced policy in 2025

**Unseen continued to bring frontline expertise into policy discussions across multiple sectors, ensuring survivor needs remain central to reform.**

Staff represented Unseen and survivors at policy roundtables and engagement forums with policymakers, MPs and statutory leads, contributing evidence, insights and best practice on proposed policy changes.

We contributed evidence, in person and in writing, on the frontline impact of the Home Office's pledge to clear the modern slavery case backlog within two years. While faster decisions can reduce the delay that hinders recovery, rushed assessments risk flawed refusals – pushing victims into a tougher reconsideration process with reduced eligibility for support.

In 2025, we were consulted on vital improvements to policy guidance for child victims in the NRM as they transition to adulthood. The changes made, published in February 2026, include:

- Improvements to the collection of informed consent to remain in the NRM after the age of 18.
- Better information about support pathways available to children as they transition to becoming young adults. This will ultimately reduce a 'cliff edge' of support that ends when someone turns 18.

We also provided expertise on improving the NRM first responder form and guidance after many years of highlighting gaps in their trauma informed nature. The April 2025 improvements aim to help first responders capture more detailed survivor accounts, strengthening decision-making. Advocacy on improving the resource and training allocated to first responding remains a priority for Unseen.

The temporary permission to stay (VTS) guidance outlines how professionals decide non-UK nationals' rights to remain in the UK after exploitation. We have supported survivors where decisions hindered recovery, providing best practice advice and witness testimony that informed several policy updates. We continue to advocate for those affected by this guidance.

# driving policy change through Unseen's reports and projects

Our 'Restoring belief, reducing criminality' report, which assessed the negative impact of modern slavery provisions within recent immigration legislation, was acknowledged by the Home Office, the UK's devolved governments, and the National Police Chiefs' Council. This liaison has led to several speaking opportunities for Unseen to promote our recommendations with the aim of influencing policy.

The report highlighted how public order disqualifications fail to assess genuine risk to the UK, instead enabling traffickers to act with impunity, increasing the risk of survivor re-trafficking, and breaching international law. A public order disqualification allows the government to deny modern slavery protections to potential victims deemed a public risk. Following concerns raised by Unseen and others, the Home Office paused decision-making on such disqualifications within the NRM as of December 2025.

Unseen's report on 'The economic cost of modern slavery: policing' was shared and discussed by policymakers at the Home Office, the Welsh Government, Scottish Government, and the Northern Ireland Assembly. The report outlined how, in 2024, only £854,000 was recovered under the Proceeds of Crime Act (POCA) from modern slavery cases – a mere 0.4% of the total amount recovered by police and just 0.4% of the estimated policing cost of the crime. Our research aims to influence policymakers on issues including recognising modern slavery as an economic crime.

# Unseen at the heart of modern slavery debate in 2025

**Unseen team members continued to speak regularly at high profile events in the UK and internationally including:**

- The OSCE Combatting Trafficking in Human Beings conference in Vienna. Unseen CEO Andrew Wallis spoke at a workshop on civil society–public sector partnerships in implementation. (Picture right top)
- The OSCE Office for Democratic Institutions and Human Rights conference in Athens on sustainable supply chains and promoting human rights and social responsibility. This event was in response to the EU Corporate Sustainability Due Diligence Directive. (Picture right middle)
- The International Food and Drink Event, a conference for the global food and beverage industry. Justine Carter, Deputy CEO at Unseen, spoke about the positives and shortcomings of the UK Modern Slavery Act, company due diligence requirements, global supply chains and the economic costs of a world where modern slavery thrives. (Picture right bottom)







# leading collaboration across the anti-slavery sector

**Unseen helped shape a long-term strategy on tackling modern slavery in the UK, bringing together charities, policymakers, and practitioners.**




Unseen led the development of an ambitious project 'Decade of dignity: a strategic vision for eradicating modern slavery in the UK'. Beginning in 2025, we collaborated with other leading anti-slavery charities on a collation of short-term requests for the government, followed by the publication of a report (see report cover). It focused on four priority areas:

1. Building a new legislative foundation for corporate accountability.
2. Dismantling criminal networks.
3. Ensuring sustainable recovery processes for survivors.
4. Creating a cross-government strategy for responding to child exploitation.

Funded by the Samworth Foundation, the strategic project has been underpinned by the inclusion of data insights and lived experience to inform policy design.

Other partnership highlights in 2025 included collaboration with:

- The seasonal worker scheme taskforce, laying the foundations for a new seasonal worker scheme support line, a grievance and triage service.
- International Recruitment East, a group of local authorities and care associations that provides support to internationally recruited care workers and adult social care providers. Unseen delivered training on modern slavery awareness, UK workers' rights, victim support, and effective local authority responses to cases.

# policy influencing via written evidence

In 2025, Unseen provided input for the Home Office's call for evidence on its identification of victims of modern slavery consultation. This consultation sought to strengthen the NRM, following sustained calls from Unseen and others to review how it supports victims. The consultation results are expected to feed into policy change in 2026.

Unseen partnered with organisations, contributing joint written evidence and briefings, including:

- Emphasising the impact of the legal aid crisis on modern slavery survivors in a Ministry of Justice consultation.
- Collaborating on a joint sector evidence submission to the US State Department's Trafficking in Persons report, and on the border security, asylum and immigration public bill committee.

We have contributed to multiple parliamentary briefings, championing issues such as mandatory human rights due diligence and forced labour ban legislation and providing insights on the state of legislation a decade after the Modern Slavery Act 2015.

A letter from Unseen to House of Lords peers also helped drive policy change. An amendment to the Great British Energy Bill tabled by Lord Alton of Liverpool passed in the Lords, ensuring public funds are not used for goods linked to modern slavery – particularly solar panels – following Unseen's call for support.

# research and projects that we contributed to

Our policy and research professionals worked with:

- The University of East Anglia where our team spoke at a roundtable on sustainability and due diligence.
- Cardiff University where we contributed to an annual conference for academics working in the field of modern slavery. We spoke in favour of new legislation on mandatory human rights due diligence and forced labour bans and the associated economic benefits.

Unseen has been able to share unique data and insights thanks to the broad range of our services, including the Modern Slavery & Exploitation Helpline, our frontline work and our support for businesses. Policy change is a collective effort, and while we contribute to improvements, the impact is shared with our partners.

# survivor voices shaping research, policy and practice

**The aim of the policy and research department in 2025 was to maintain focus on victims and survivors of modern slavery during a period of ongoing upheaval in the government's approach to modern slavery policy.**

We achieved this through several projects and areas of focus, including:

- Sharing evidence about the impact of modern slavery provisions within immigration legislation on victims and survivors.
- Expanding the Unseen survivor consultant programme, facilitating survivor voice into policy consultation, research and practice.
- Developing new methods to engage communities at risk of exploitation through funding from The National Lottery Community Fund.
- Contributing our expertise as a survivor support organisation to a variety of academic projects.
- Consulting with policy professionals on the development of new strategies to eradicate modern slavery.

A team of 10 survivor consultants shared their insight and lived experience with external agencies and research units including:

- The NHS, by participating in a survivor focus group on the roll out of new health provisions.
- The Modern Slavery Policy and Evidence Centre, by guiding researchers in their analysis of modern slavery in Malaysian medical glove factories.
- Collaboration with the University of Exeter advising them on modern slavery public health interventions.
- Work with the University of Bristol Privacy Clinic on online safety for those at risk or affected by modern slavery.

"Academic research can explain the 'what', but survivor consultants explain the 'how' and the 'why'. By bringing our lived experience to the table, we ensure that policies are not just well meaning but are actually safe, practical, and respectful of the people they are designed to protect."

**Survivor consultant**

"Nothing about us should be designed without us."

**Survivor consultant**



# grounded in lived experience

## survivor consultants shape modern slavery research

Survivor consultants co-produced a report with Unseen staff on the impact of recent immigration laws on efforts to combat modern slavery.

Published in 2025, our 'Restoring belief, reducing criminality' report assessed the impact of modern slavery provisions within the Nationality and Borders Act 2022, the Illegal Migration Act 2023 and the Safety of Rwanda Act 2024.

It found that efforts to combat modern slavery were undermined by immigration laws, deterring victims from coming forward and enabling traffickers to evade accountability.

The lived experience of survivor consultants was central to the report, with their insights used to highlight the reality of recent immigration legislation for victims.

The research drew on official Home Office figures, data from the Modern Slavery & Exploitation Helpline, and interviews with police, professionals on the frontline and survivors, concluding that policies designed to curb irregular migration have weakened both victim protection and law enforcement capability.

*"Lived experience turns policy from theory into reality — bringing truth, accountability, and impact to the fight against modern slavery."*

**Survivor consultant**

**Scan QR code to read 'Restoring belief, reducing criminality'**



## Work with us

**For more information and to explore collaboration opportunities with Unseen's policy and research team, email policyandresearch@unseenuk.org**

# driving strong coordination on anti-slavery initiatives

**In 2025, we continued to strengthen focus on modern slavery among statutory and non-statutory partners in the south-west through the Anti-Slavery Partnership.**

Partnerships like this are essential vehicles for continuous improvement of the UK's response to modern slavery. As co-chair and coordinator of the partnership, Unseen provided strategic direction, keeping partners abreast of key policy and sector developments, and supporting partner agencies in their individual and collective responses to modern slavery.

In Avon and Somerset, partners in local authorities, the fire service and NHS were supported in the development of modern slavery protocols, which are essential practice for the effective identification of survivors and their facilitation into support.

We developed a comprehensive local partnership self-assessment tool, promoting good practice in anti-slavery partnership collaboration.

In addition, we shared our research with the National Networks Coordinators' Forum, which brings together coordinators of the regional anti-slavery networks and partnerships operating in the UK.




"Through collaboration with Unseen and the Modern Slavery & Exploitation Helpline team, the Bristol Modern Slavery Operational Partnership has become an essential and effective way of working in what is a highly complex area. Through our combined experience and expertise, we'll ensure the Bristol area remains a hostile place for anyone intent on committing these exploitative offences."

**Carlos Filippsen, Detective Chief Inspector, Avon and Somerset Police**

## promoting ethical leadership in the chocolate sector

Unseen supported the promotion of the annual Chocolate Scorecard – a tool that highlights responsible practice across the chocolate supply chain and empowers consumers to make more informed purchasing decisions. Produced by NGO Be Slavery Free, the scorecard assesses the world's largest cocoa purchasers, along with the retailers that stock their products, against key ethical indicators including child labour, living income and supply chain traceability.

## ambassadors and patrons

We are very grateful to our ambassadors and patron for the work they do promoting the work of Unseen across their networks.

### Ambassadors



David Olusoga, historian and broadcaster



James Ewins KC

### Patron



Levison Wood, explorer, writer and photographer

# thank you

**We extend our sincere thanks to our corporate partners and funders in 2025, as well as to our individual givers and major donors. Your generosity has made it possible for us to stand alongside survivors and move closer to ending slavery for good.**

## Corporate partners

Corporate partners in 2025 included:

- Achilles
- Airbnb
- Aldi
- AS Watson
- ASOS
- Avenues Group
- Barrettine
- Bedford Borough Council
- Beazley Management
- Black & White Engineering
- Booking.com
- British Land
- BT Group
- Bupa
- Burges Salmon
- Cancer Research UK
- Capgemini
- Cast Group
- Delancey
- Demolition and Civil Engineering Contractors
- DP World
- Drumgrange
- EDF
- EG Group
- Fox's Burton's Companies (FBC) UK
- Ground Control
- Haleon UK Trading
- HH Global Corporate Services
- Indeed Flex
- IKO North America
- International Recruitment East
- Investec
- JD Sports Group
- John Lewis Partnership
- Legal & General Group
- Lidl Great Britain
- Lloyds Banking Group
- London Stock Exchange Group
- Mach Recruitment
- Marks and Spencer
- Marston Holdings
- Mastek
- McDonald's Restaurants
- Muse Places
- NatWest Group
- NBCUniversal
- Nestlé UK
- Next Retail
- NHS SBS
- Northern Trust
- Novuna (Mitsubishi HC Capital UK)
- Ocado Retail
- Sainsbury's
- Santander UK
- Sky
- Smurfit Westrock
- Sopra Steria
- Standard Life Assurance
- Tesco
- Thatchers Cider
- The Co-operative Group
- The Very Group
- THD Lab
- Unison
- Virgin Money
- Wates
- WellcomeWSH




▲ Staff at Burges Salmon went the extra mile to raise money for Unseen at the London Landmarks Half Marathon

## Funders

- Big Give
- City Bridge Foundation
- Dandia Charitable Trust
- Garfield Weston Foundation
- Highway One Trust
- John James Bristol Foundation
- Samworth Foundation
- Souter Charitable Trust
- The Albert Gubay Charitable Foundation
- The Burden Trust
- The CIPS Foundation
- The Green Room Charitable Trust
- The Ironmongers' Trust Company
- The Medlock Charitable Trust
- The Michael Bishop Foundation
- The National Benevolent Charity
- The National Lottery Community Fund
- The Nisbet Trust
- The Peter Stebbings Memorial Charity
- The Seneca Trust
- The Swire Charitable Trust
- The Symondson Foundation
- The Tony and Audrey Watson Charitable Trust
- The Wixamtree Trust

**We would also like to thank all our many generous private donors.**

## Pro bono support

We are very grateful to all those who provided us with pro bono support in 2025, including: Burges Salmon; Jisc; Reed Smith; Leonardo Hotels Bristol; AlphaSights; Gowling WLG; Omnia Strategy LLP; Forward Global; Gibson, Dunn and Crutcher LLP; Kirkland & Ellis LLP; and Latham & Watkins LLP.

# the voices of Unseen donors

"I believe that modern slavery is a terrible tragedy. Unseen does a huge amount of good by helping victims of exploitation and raising awareness of this systemic injustice. I hope and pray that one day we'll live in a world free from all forms of slavery, exploitation, and human trafficking."

**Mike**

"I am supporting the work of Unseen and a cause that does not get the attention it deserves. This work is so important and makes such a difference. I am proud to be a supporter of Unseen."

**Jill**

"Having heard of the work done by Unseen, I was inspired by the bravery and compassion of its staff in providing hope and a way out for those trapped in modern slavery."

**Chris**

# driven by generosity

## the partnerships and people behind our impact

The team's key aims for 2025 included securing income for our existing services both during the year and into the future, delivering a positive donor experience, and exploring new fundraising activities. We achieved these aims through a busy programme including:

- An online event for supporters to mark International Women's Day, celebrating women driving change in anti-slavery work.
- Raising awareness though a webinar on county lines and protecting children from exploitation.
- Raising more than £90,000 through the Big Give Christmas challenge, providing vital funding for the Modern Slavery & Exploitation Helpline.

### Partner-led events supporting our mission

We were honoured to be supported through the Construction Cup hosted by Black & White Engineering, and the Bristol Breakfast Rotary Club Dragon Boat Race. We were one of the chosen charities at the We Out Here festival and joined a modern slavery awareness event at Southwark Cathedral. The team ended the year with two special events at Bath Abbey, including a carol service supported by the Break Out Voices choir.

### When supporters push their limits for survivors

Our supporters went above and beyond, taking on challenges including the Monsal Trail hike; the London Landmarks Half Marathon; the London, Manchester and Bristol marathons; boxing competitions; a 100km running challenge; and a 300km Boxing Day cycle. Students raised funds through the Three Peaks Challenge, skydives, and the Lisbon marathon, while Renewal Choir delivered an inspiring performance in support of Unseen.

### Raising funds through partnerships

Multi-year funding from the Samworth Foundation, The National Lottery Community Fund and City Bridge Foundation continues to safeguard the future of the Helpline, while support from the Swire Foundation provides stability for our survivor Wellbeing Café through to 2026. We have also benefitted from transformational funding from the CIPS Foundation, driving essential technical improvements to the Helpline, and we are excited to continue this relationship into 2026.

In 2025, we were pleased to welcome new partners including Benefact Group, which awarded our CEO Andrew Wallis their Founder of the Year award, alongside the Sir James Reckitt Charity and Skipton Charitable Foundation. We also renewed long-standing relationships with supporters such as the Garfield Weston Foundation, The Nisbet Trust and The Wixamtree Trust.

# fundraising activities and campaigns




The Construction Cup at Charlton Athletic's The Valley stadium brought together 30 teams and 275 players from across the construction sector to raise vital funds for Unseen's work.




A student raises money at the Lisbon marathon to help Unseen fight modern slavery.




Unseen raised awareness of modern slavery at an event at Southwark Cathedral.

# income

Our total income for 2025 was £3,427,747, an increase of £133,689 (4.1%) on the prior period.

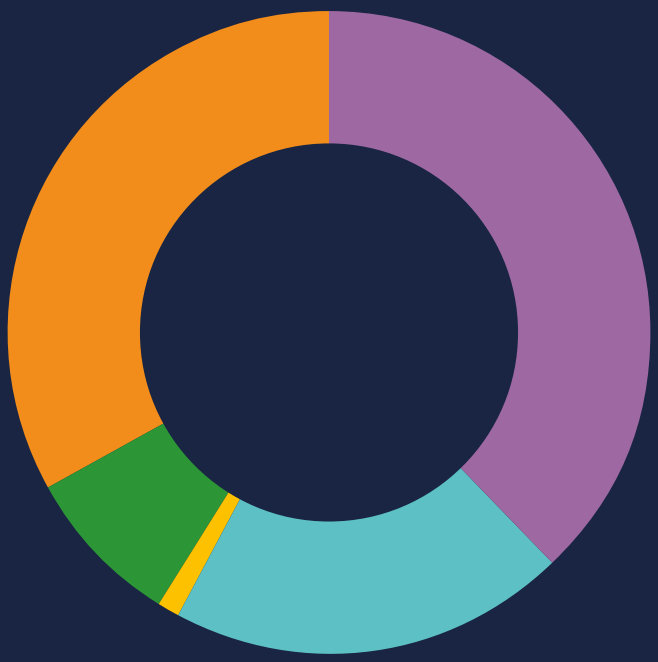
Fundraising income grew by £106,797 (19%), of which £67,857 (7%) was earned through business engagement (2024: £46,353, 5%).

Earned income from services to businesses increased by £270,994 (24%), although this was partially offset by a £240,862 reduction in service income from the Modern Slavery Victim Care Contract (MSVCC).

Policy, legislation and research income in 2025 was £28,348 (2024: £7,528).

| | | |
|---|---|---|
| 38% | Service income | £1,311,505 |
| 20% | Grants income | £677,668 |
| 1% | Policy, legislation and research income | £28,348 |
| 8% | Donations | £298,149 |
| 33% | Earned income | £1,112,077 |

**Total income £3,427,747**



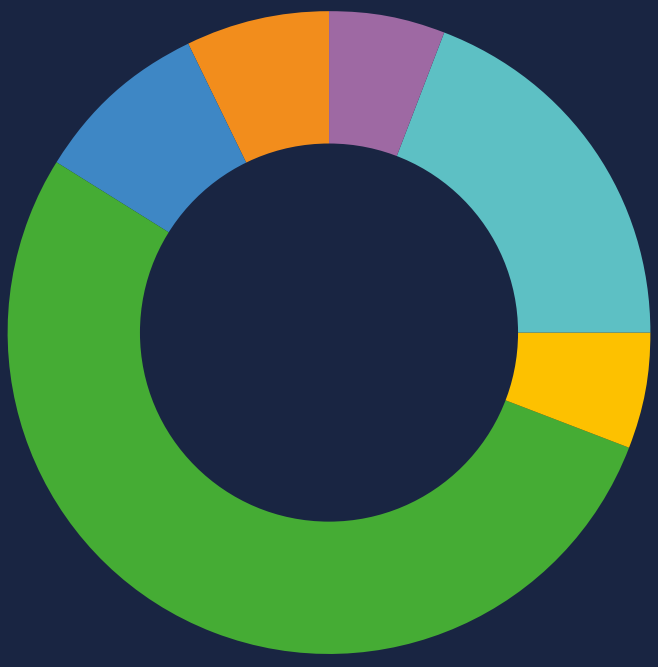
# expenditure

Our total expenditure for 2025 was £3,398,806, an increase of £82,046 (2%) on the prior period, reflecting investment in business engagement activity.

Of the total expenditure, £3,147,039 (93%) was spent directly on our charitable activities.

| | | |
|---|---|---|
| 6% | Educating society | £200,044 |
| 19% | Business engagement | £639,101 |
| 6% | Policy, legislation and operational change | £201,318 |
| 53% | Support services | £1,817,126 |
| 9% | Organisational sustainability and optimisation | £289,463 |
| 7% | Raising funds | £251,754 |

**Total expended £3,398,806**



# principal risks

**The delivery of our strategy and achieving our vision is dependent on the effective management of risk. During 2025, the senior leadership team and trustees identified a number of principal risks facing the organisation, which were subject to regular review throughout the year.**

The principal risks identified for 2025 were:

- A hostile legislative environment continues to maintain a climate of fear and uncertainty for survivors. This means many do not seek the help they need.
- A fall in the percentage of people receiving reasonable grounds and conclusive grounds decisions means that fewer survivors qualify for support: 61% of reasonable grounds and 66% of conclusive grounds decisions were positive in 2025[1].
- Shifting government priorities and competition for the support of donors could result in a reduction of funding for survivor support. This is compounded by unforeseen increases in expenditure, such as increased employers' National Insurance contributions.
- The anticipated ending of the Modern Slavery Victim Care Contract in 2026, which went to tender in 2025 with the new contract holder due to be announced in 2026, raises significant questions about the future of government-funded victim support services. This underscores the continued importance of diversifying our income streams and building a sustainable funding model to ensure Unseen can continue to deliver vital support.

These risks continue to be reviewed on a quarterly basis to ensure they remain current and appropriately managed. As at quarter one 2026, the principal risks facing the organisation were:

- Continued barriers in place preventing victims from accessing support services.
- Increased costs and more challenging conditions in which to generate unrestricted income.
- Complex nature of our work and increasingly negative market conditions impacting staff health and wellbeing.
- Cyber security including phishing and vulnerabilities in our patching.

As part of the MSVCC, we must comply with ISO standards 9001, 14001, 23001, 27001 and 45001, embedding these principles across our systems and processes. While we are not formally ISO accredited, our approach reflects the requirements of these standards.

## Trustees

The trustees retain overall responsibility for the management and control of the organisation and are actively involved in the key aspects of the risk management process. This includes regular review of the risk register, with a full review embedded within the annual governance calendar.

Control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

During 2025, Unseen placed particular focus on strengthening our cyber security arrangements. This included migrating to enhanced licensing to provide a more integrated and robust security environment alongside improved reporting and oversight. We introduced minimum compliance standards for all devices and implemented regular reporting across key areas, including data loss prevention, software usage to reduce the risk of shadow IT and patch management.

Under the direction of the trustees, the senior leadership team has also undertaken a comprehensive review of the organisation's insurance arrangements to ensure that cover remains appropriate for both Unseen's office-based operations and secure accommodation. This review is revisited annually as policies are renewed.

[1] UK Government (2025), *Modern slavery: National Referral Mechanism and duty to notify statistics, UK – end of year summary 2025.* gov.uk

In addition, we have outsourced a number of specialist operational areas, including IT support and employment law advice, to external providers with relevant expertise. This approach strengthens our access to specialist knowledge and supports ongoing compliance with current legislation, providing assurance that these risks are being effectively managed.

## Going concern

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

Net assets at the balance sheet date were £854,385 (2024: £801,386) and net current assets at the balance sheet date were £521,473 (2024: £491,380).

At year-end, cash and bank balances were £704,631 (2024: £741,006) and unrestricted reserves were £805,331 (2024: £798,292). The decrease in cash reflects a deliberate decision by the trustees to invest strategically, placing funds in instruments that maximise returns while remaining readily liquifiable to meet short-term cash flow requirements.

The trustees are satisfied that the organisation remains in a sound financial position and that it is appropriate to prepare the financial statements on a going concern basis.

# reserves policy

Our reserves policy is set to achieve a balance between ensuring that our work is protected from the risk of disruption that occurs at short notice because of a lack of funds and ensuring we do not retain income for longer than required.

The trustees have determined that the charity needs free reserves for the following purposes:

- To protect against unforeseen income fluctuations.
- To provide the resources to enable the organisation to execute its strategy to diversify income streams.
- To provide working capital for the effective running of the organisation.
- To enable Unseen to invest in emerging opportunities, should the trustees decide to.

The trustees further determined that Unseen should be holding sufficient free reserves equal to between six and nine months of expenditure, where pre-secured income does not exist.

Based on the above policy, the trustees calculate that the target level of free reserves would be between £929,322 and £1,393,983. At the year-end we held £788,859 of free reserves representing 5.1 months of expenditure, falling moderately below the target range. The trustees acknowledge this position and have identified rebuilding reserves as a priority. A plan is in place to work towards a further surplus in 2026, with the aim of returning reserves to within the target range over the short to medium term.

We plan to use these reserves as we move towards a greater level of income diversification and also continue to grow the charity so we can maximise our impact. Recent years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

# governance and management

## Legal status

Unseen is a charitable company limited by guarantee and governed by its memorandum and articles of association, which were updated in 2024. There are therefore no shares in issue. In the event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

## Governance

During the year, the trustees have considered the requirements of the Charity Governance Code and its principles – organisational purpose, leadership, integrity, decision making, risk and control, board effectiveness, equity, diversity and inclusion, openness and accountability – and believe that these principles are consistent with how the organisation is governed.

## Fundraising

Fundraising was undertaken by Unseen employees, donors and supporters participating in activities and challenges to raise funds for the charity, and no professional fundraisers or commercial participators were engaged. Unseen is registered with the Fundraising Regulator and seeks to follow best practice in line with the Code of Fundraising Practice. During the year, the charity received no complaints in relation to fundraising activities and was not subject to any failure to comply with fundraising standards or schemes.

Fundraising activities undertaken by donors, supporters and clients were overseen by Unseen staff where appropriate, with advice, guidance and resources provided to help ensure activities were conducted safely, responsibly and in line with the charity's values. The charity seeks to protect vulnerable people and members of the public from unreasonable intrusion, undue pressure or other inappropriate behaviour in connection with fundraising activities.

## Appointment of trustees

Due to the nature of the services Unseen provides, the board of trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the charity successfully.

Unseen has an experienced, knowledgeable, and diverse trustee board with a range of skills and experience, including financial planning and advice, project management, safeguarding, human resources, management, advocacy and partnership, policy, policing, law, fundraising and government strategy.

## Recruitment

Periodic skills audits are conducted, enabling trustees to identify potential gaps in the board that can then be suitably recruited for.

The usual term of office for a director shall be three years, at the end of which they shall retire. Subject to article 32 of the Articles of Association, a director shall be eligible for reappointment by the directors for up to a further two terms, each of three years. No director shall serve for more than nine consecutive years, unless the directors consider it would be in the best interests of the charity for a particular director to continue to serve beyond that period and that director is reappointed in accordance with the articles.

An interview with the CEO and chair of trustees takes place before an appointment. The induction of trustees is coordinated by Unseen's senior leadership team, with new trustees undertaking training in health and safety, information security and safeguarding. Their appointment is also subject to DBS checks. All trustees receive ongoing training as required.

The trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership and enhance decision-making through a wide variety of perspectives, experience, and skills. Diversity is an area of ongoing improvement with the first equality, diversity and inclusion survey for trustees taking place in 2025. This has provided data on the characteristics of the board, which will act as a benchmark for surveys in subsequent years and for measuring improvement.

Training has been provided to trustees to ensure the board is aware of diversity and its responsibilities in this area. We seek to minimise barriers around attendance at board meetings, for example ensuring that meetings are held with full disabled access and that trustee expenses are fully reimbursed.

As an organisation, we do not favour a quota approach to the wider diversity issue and instead, we focus on ensuring that the board is as diverse as possible within the need to recruit trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

## Organisational structure and executive team

The CEO has been appointed by the trustees to oversee the running of the charity through the executive team. For matters significantly affecting the charity's operations, decisions are discussed in detail by the executive team and the board of trustees together before a decision is made. Executive remuneration is based on consideration of market rates before approval by the board of trustees.

## Meetings

Directors meet a minimum of two times a year as per the charity's governing document.

## Safeguarding

As a values-led organisation, we are committed to the safeguarding of children and adults at risk in everything we do.

The appropriate level of Disclosure and Barring Service (DBS) checks are carried out for all staff and volunteers who work with vulnerable people being supported by Unseen. All trustees and the executive team are subject to the DBS check required for their role. We:

- Have a trustee safeguarding committee and the wider board recognises its joint responsibility for safeguarding.
- Provide ongoing safeguarding training for all staff who interact with vulnerable people during their work.
- Have a quarterly safeguarding report which captures all risks recorded and our response to incidents. This ensures transparency in our actions and decision-making. This report is submitted to the trustee safeguarding committee every quarter for review with monthly monitoring of support services incidents.

## Volunteers

Unseen welcomes the support of volunteers, who receive an induction appropriate to the role they are undertaking and are overseen by a staff member. In 2025, an IT professional volunteering at Unseen provided vital expertise, improving Helpline systems and streamlining accurate data input and reporting. This individual gave 15 days of their time, including support with updates to the Helpline web form, improving data quality, upskilling the data team, improving system administration, and managing and governing our CRM.

# building a culture of sustainability

**We embed environmental responsibility across our operations through clear policies, staff engagement and recognised management standards. Our approach ensures sustainability is considered in everyday decisions and organisational planning.**

Unseen's environmental policy is read by all staff during induction, helping shape positive values and actions. We work to the ISO 14001 Environmental Management System, ensuring a structured approach to environmental management and compliance with relevant legislation. As part of this, we maintain an Aspects and Impacts register to identify any activities that may affect the environment. This register is reviewed regularly through our compliance management processes and updated when organisational activities or suppliers change. We also maintain an Interested Parties list, which states the expectations of various parties, the legal and contractual obligations we have to them, and the risks and opportunities we have identified.

We promote responsible operations by encouraging waste reduction, recycling and sustainable travel where possible. Staff are supported through internal campaigns and resources that promote practical sustainability actions. Responsible procurement is also prioritised, supported by our social value policy and commitment to working with ethical suppliers.

Our sustainability internal communications enable staff to share information and events to increase environmental awareness and sustainability within the organisation. Cross-organisational groups, including our diversity and inclusion network and wellbeing group, support a positive working culture. Staff also have access to sustainability-related learning through our training platform and performance review process.

Our governance work includes monitoring progress through internal reporting, staff feedback and operational data, including analysis of our organisational carbon footprint on an annual basis so that we can monitor improvement year-on-year. Our policies and procedures also ensure that fundraising and organisational practices remain ethical, transparent and accountable.

# Objectives, aims and public benefit

The trustees present their report and financial statements for the year ending 31 December 2025. The directors of the charitable company are also its trustees.

The accounts and annual report are required to comply with the requirements of company and charity legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2011, the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2019) and the provision of Part 15 of the Companies Act 2006 relating to small companies. Consideration was also given to the requirements of the new Charities SORP 2026 (effective from 1 January 2026) when preparing this report.

## Objectives, activities, and public benefit

The objects for which the charity is established (the 'objects') are to relieve the need of, and to help and assist anyone who may have been a victim of human trafficking and modern slavery, in particular by:

- The provision of safe housing, medical care, financial support, legal advice, counselling and life skills and coaching.
- Raising awareness of human trafficking and modern slavery in the UK and internationally.
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the directors shall in their absolute discretion see fit.
- Nothing in the articles shall authorise an application of the property of the charity for purposes which are not charitable in accordance with section seven of the Charities and Trustee Investment (Scotland) Act 2005 and/or section two of the Charities Act (Northern Ireland) 2008.

## Aims

Unseen is working towards a world without slavery. We do this by:

- Empowering survivors and vulnerable people. Through specialist services, we can enable them to recover safely and develop resilient, independent lives.
- Equipping stakeholders. Through the provision of training, advice, and resources we can better identify and support actual and potential victims of slavery.
- Influencing society. Through systemic change, we can use our practical experience, research, and survivor stories to inspire change in legislation, policy, and consumer choices.

## Mission statement

Unseen is working towards a world without slavery.

## Public benefit

The trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives, and planning its activities.

Addressing modern slavery through supporting survivors, working with businesses, educating and influencing society, and ensuring organisational sustainability are in the public interest. These activities:

- Support the most vulnerable.
- Help tackle the reasons slavery exists.

# statement of trustees' responsibilities

The charity trustees, who are also the directors of Unseen (UK) for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure of the charity for that year. In preparing the financial statements, the trustees are required to:

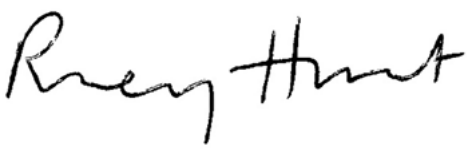
- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities' SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

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

The trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review. This report was approved by the board of trustees on 9 June 2026 and signed on their behalf by:



**Chair: Rosey Hurst**



**Trustee: Edward Rackham**

# executive information

## Charity name
Unseen (UK) trading as Unseen

## Company number
06754171 (England and Wales)
**Charity number**
1127620 (England and Wales)
**Company registered office and charity address**
7 Hide Market, West Street, St Philips, Bristol, BS2 0BH

## Trustees
Rosey Hurst, Chair
Nicholas Dutnall, Vice Chair
Richard Marsh
Andrea McMahon
Raquel McGrath
Shaun Sawyer
Edward Rackham (appointed November 2025)
Dr Jan Birtle (resigned June 2025)
Daniel Pounder (resigned July 2025)
Eric Anderson (resigned March 2025)
Samantha Burt (resigned June 2025)
Luciana Hodgson (appointed July 2025, resigned February 2026)
Leah Brown (resigned March 2025)

## Executive team
Chief Executive Officer: Andrew Wallis OBE
Deputy CEO: Justine Carter
Director of Fundraising, Communications, and Operations: Sian Hartstill (resigned May 2026)
Deputy Director of Frontline Services: Lauren Saunders
Director of Finance: Rachel Burkinshaw (appointed March 2026)

## Bankers
Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh, EH12 9DJ
Triodos Bank UK, Deanery Road, Bristol, BS1 5AS

## Auditors
Albert Goodman, Goodwood House, Blackbrook Park Ave, Taunton, TA1 2PX

# Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2025

## Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2025, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 December 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; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.



## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

## Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2025

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' 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.

## Opinion on other matter prescribed by the Companies Act 2006

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

- The information given in the Trustees' Report, which includes the Directors' 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 Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our 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 Directors' Report included within the Trustees' Report.

## Matters on which we are required to report by exception

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

- Adequate and proper 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.



## Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2025

### Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 46, 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.

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

### The extent to which the audit was considered capable of detecting irregularities including fraud

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

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- We identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, Care Quality Commission registration, anti-bribery, employment, data protection and health and safety legislation;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

## Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2025

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

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

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

- Performed analytical procedures to identify any unusual or unexpected relationships;
- Tested journal entries to identify unusual transactions;
- Assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- Investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation;
- Reading the minutes of meetings of those charged with governance;
- Enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- Reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

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

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



# Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2025

## 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 and trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



**Michelle Ferris BSc (Hons) FCA DChA**
Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 22 June 2026

## Statement of Financial Activities (including Income and Expenditure Account)

For The Year Ended 31 December 2025

| | Notes | Unrestricted funds £ | Restricted funds £ | 2025 Total funds £ | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Income:** | | | | | | | |
| Donations and legacies | 3 | 367,859 | 37,858 | 405,717 | 303,491 | 115,547 | 419,038 |
| Charitable activities | | | | | | | |
| Support services | 4 | 1,311,505 | 563,874 | 1,875,379 | 1,552,367 | 443,756 | 1,996,123 |
| *Business engagement* | 4 | 1,072,139 | - | 1,072,139 | 810,323 | - | 810,323 |
| *Policy, legislation and operational change* | 4 | - | 28,348 | 28,348 | - | 7,528 | 7,528 |
| *Educating society* | 4 | - | 32,535 | 32,535 | 1,645 | 32,132 | 33,777 |
| *Organisational sustainability and optimisation* | 4 | 13,629 | - | 13,629 | 27,269 | - | 27,269 |
| **Total income** | | 2,765,132 | 662,615 | 3,427,747 | 2,695,095 | 598,963 | 3,294,058 |
| **Expenditure**: | | | | | | | |
| Raising funds | 5 | 251,755 | - | 251,755 | 270,402 | - | 270,402 |
| Charitable activities | | | | | | | |
| *Support services* | 6 | 1,256,261 | 560,865 | 1,817,126 | 1,366,464 | 607,852 | 1,974,316 |
| *Business engagement* | 6 | 639,101 | - | 639,101 | 406,772 | - | 406,772 |
| *Policy, legislation and operational change* | 6 | 172,970 | 28,348 | 201,318 | 149,793 | 7,528 | 157,321 |
| *Educating society* | 6 | 167,509 | 32,535 | 200,044 | 189,036 | 32,132 | 221,168 |
| *Organisational sustainability and optimisation* | 6 | 289,463 | - | 289,463 | 286,781 | - | 286,781 |
| **Total expenditure** | | 2,777,059 | 621,748 | 3,398,807 | 2,669,248 | 647,512 | 3,316,760 |
| **Net income / (expenditure)** | | (11,927) | 40,867 | 28,940 | 25,847 | (48,549) | (22,702) |
| **Other recognised gains and losses** | | | | | | | |
| Unrealised gains on investments | | 24,059 | | 24,059 | | | |
| Transfer between funds | 16 | (5,093) | 5,093 | - | - | - | - |
| **Net movement in funds** | | 7,039 | 45,960 | 52,999 | 25,847 | (48,549) | (22,702) |
| **Reconciliation of funds** | | | | | | | |
| Total funds brought forward | | 798,292 | 3,094 | 801,386 | 772,445 | 51,643 | 824,088 |
| **Total funds carried forward** | | 805,331 | 49,054 | 854,385 | 798,292 | 3,094 | 801,386 |

The Statement of Financial Activities has been prepared on the basis that all operations are continuing operations. There were no gains or losses arising in the year that are not shown above. The Statement of Financial Activities incorporates the income and expenditure account.

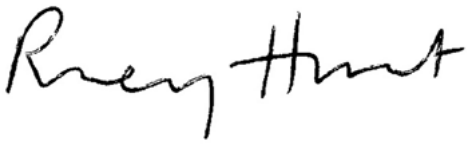
## Balance Sheet

For The Year Ended 31 December 2025

| | Notes | Unrestricted funds £ | Restricted funds £ | 2025 Total funds £ | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Fixed assets** | | | | | | | |
| Tangible fixed assets | 12 | 16,472 | - | 16,472 | 25,397 | - | 25,397 |
| Investments | 13 | 316,440 | - | 316,440 | 284,605 | - | 284,605 |
| | | 332,912 | - | 332,912 | 310,005 | - | 310,005 |
| **Current assets** | | | | | | | |
| Debtors | 14 | 516,926 | - | 516,926 | 346,537 | - | 346,537 |
| Cash at bank and in hand | | 507,006 | 197,625 | 704,631 | 733,906 | 7,100 | 741,006 |
| | | 1,023,932 | 197,625 | 1,221,557 | 1,080,443 | 7,100 | 1,087,543 |
| **Liabilities** | | | | | | | |
| Creditors falling due with one year | 15 | (551,513) | (148,571) | (700,084) | (592,157) | (4,006) | (596,163) |
| Net current assets | | 472,419 | 49,054 | 521,473 | 488,286 | 3,094 | 491,380 |
| **Total net assets** | | 805,331 | 49,054 | 854,385 | 798,292 | 3,094 | 801,386 |
| **The funds of the Charity:** | | | | | | | |
| Restricted funds | 16 | - | 49,054 | 49,054 | - | 3,094 | 3,094 |
| Unrestricted funds | 16 | 805,331 | - | 805,331 | 798,292 | - | 798,292 |
| **Total Charity funds** | | 805,331 | 49,054 | 854,385 | 798,292 | 3,094 | 801,386 |

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the board of trustees for issue on 9 June 2026 and signed on their behalf by:



**R Hurst**
Chair



**E Rackham**
Trustee

## Statement of Cash Flows

For The Year Ended 31 December 2025

| | Notes | 2025 £ | 2024 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net movements in funds for the year | | 53,000 | (22,702) |
| Adjustments to cash flows from non-cash items | | | |
| Investment income reinvested | 13 | (31,832) | (21,781) |
| Depreciation and amortisation | 12 | 18,793 | 24,328 |
| | | 39,961 | (20,155) |
| Working capital adjustments | | | |
| Decrease/(increase) in debtors | 14 | (170,389) | 247,156 |
| (Decrease)/increase in creditors | 15 | 103,921 | 150,982 |
| Net cash flow from operations | | (26,507) | 377,982 |
| **Cash flows from investing activities** | | | |
| Purchase of fixed assets | 12 | (9,868) | (22,871) |
| Purchase of investments | 13 | - | - |
| Net cash (used in)/provided by investing activities | | (9,868) | (22,871) |
| Net increase/(decrease) in cash and cash equivalents | | (36,375) | 355,113 |
| Cash and cash equivalents at the beginning of the reporting period | | 741,006 | 385,893 |
| Cash and cash equivalents at the end of the reporting period | | 704,631 | 741,006 |
| **Analysis of cash and cash equivalents** | | | |
| Cash at bank and in hand | | 704,631 | 741,006 |

To manage inflationary risk, the trustees decided to hold less cash and make strategic investments. The charity is able to liquidate these investments to meet any short-term cash-flow needs of the charity.

# Notes to the Financial Statements

For The Year Ended 31 December 2025

## 1. Accounting Policies

### Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 47. The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally, and nationally.

The financial statements have been prepared in £ sterling on the historical cost basis and 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) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

### Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the 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. Amounts received which are not yet recognised are classified as deferred income.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

### Expenditure

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 associated with 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 that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

## Notes to the Financial Statements

For The Year Ended 31 December 2025

### Tangible fixed assets and depreciation

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

| | |
|---|---|
| Fixtures and fittings over 5 years | Straight line basis |
| Computer equipment over 3 years | Straight line basis |

### Investments

Investments which are publicly traded are recognised initially at fair value which is normally the transaction price (but excludes any transaction costs). Subsequently, investments which are publicly traded are held at market value, with all realised and unrealised gains and losses passing through the SOFA.

### Debtors

Accrued income is recognised at the settlement amount due and prepayments are valued at the amount prepaid.

### Cash at bank and in hand

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

### Creditors

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.

### Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged in the Statement of Financial Activities on a straight-line basis over the period of the lease. The charity has operating leases for the premises in which they operate. The title of the leased premises remains with the lessor.

## Notes to the Financial Statements

For The Year Ended 31 December 2025

### Fund accounting

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

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

### 1.2 Judgements and estimates

Key accounting judgements and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The trustees believe that the most significant area of estimation relates to the recognition of grant income. The policy applied is outlined above in this accounting policies note.



### Financial instruments

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Investment portfolios are basic financial instruments measured at fair value through the income and expenditure account as detailed in note 18.

Cash at bank and deposit accounts is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost as detailed in note 18. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument

## 2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

## Notes to the Financial Statements

For The Year Ended 31 December 2025

## 3. Donations and legacies

| | Unrestricted £ | Restricted £ | 2025 Total £ | Unrestricted £ | Restricted £ | 2024 Total £ |
|---|---|---|---|---|---|---|
| Donations | 254,065 | 37,858 | 291,923 | 267,616 | 115,547 | 383,163 |
| Grants of general nature | 113,794 | - | 113,794 | 35,875 | - | 35,875 |
| | 367,859 | 37,858 | 405,717 | 303,491 | 115,547 | 419,038 |

## 4. Income from charitable activities

| | Unrestricted £ | Restricted £ | 2025 Total £ | Unrestricted £ | Restricted £ | 2024 Total £ |
|---|---|---|---|---|---|---|
| *Support services* | | | | | | |
| Service income | 1,311,505 | - | 1,311,505 | 1,552,367 | - | 1,552,367 |
| Grants received | - | 563,874 | 563,874 | - | 443,756 | 443,756 |
| Business engagement | 1,072,139 | - | 1,072,139 | 810,323 | - | 810,323 |
| *Policy, legislation and operational change* | - | 28,348 | 28,348 | - | 7,528 | 7,528 |
| *Educating society* | - | 32,535 | 32,535 | 1,645 | 32,132 | 33,777 |
| *Organisational sustainability and optimisation* | 13,629 | - | 13,629 | 27,269 | - | 27,269 |
| | 2,397,273 | 624,757 | 3,022,030 | 2,391,604 | 483,416 | 2,875,020 |

## Notes to the Financial Statements

For The Year Ended 31 December 2025

During the year to 31 December 2025, the following trusts and other institutions supported the work of the charity and the amounts below are included in grants received above across notes 3 and 4:

| | Unrestricted funds | Restricted funds | 2025 Total | Unrestricted funds | Restricted funds | 2024 Total |
|---|---|---|---|---|---|---|
| Avon & Somerset Police & Crime Commissioner | - | 36,123 | 36,123 | - | 41,416 | 41,416 |
| Benefact Trust Limited | 5,000 | - | 5,000 | - | - | - |
| City Bridge Foundation | - | 68,572 | 68,572 | - | 44,240 | 44,240 |
| Dandia Charitable Trust | 3,000 | - | 3,000 | - | - | - |
| Garfield Weston Foundation | 30,000 | - | 30,000 | - | - | - |
| Heart of Bucks Community Foundation | - | - | - | - | 5,000 | 5,000 |
| Highway One Trust | - | 10,000 | 10,000 | - | - | - |
| J & M Britton Charitable Trust | - | - | - | - | 5,000 | 5,000 |
| John James Bristol Foundation | - | 10,000 | 10,000 | - | 10,000 | 10,000 |
| Nestlé UK Ltd | - | 10,000 | 10,000 | - | - | - |
| Samworth Foundation | - | 68,029 | 68,029 | - | 50,000 | 50,000 |
| Souter Charitable Trust | - | 3,000 | 3,000 | - | - | - |
| Swire Charitable Trust | - | 20,000 | 20,000 | - | - | - |
| The Albert Gubay Charitable Foundation | - | 10,500 | 10,500 | - | 10,000 | 10,000 |
| The Batchworth Trust | - | - | - | 10,000 | - | 10,000 |
| The Burden Trust | - | 7,000 | 7,000 | - | 6,000 | 6,000 |
| The CIPS Foundation | - | 59,999 | 59,999 | - | - | - |
| The Clothworkers' Foundation | - | - | - | - | 10,000 | 10,000 |
| The Emmanuel Kaye Foundation | - | - | - | - | 30,000 | 30,000 |
| The Evan Cornish Foundation | - | - | - | - | 5,000 | 5,000 |
| The Green Room Charitable Trust | - | 5,000 | 5,000 | - | 5,000 | 5,000 |
| The Henry Smith Charity | - | - | - | - | 39,800 | 39,800 |
| The JD Foundation | - | 20,000 | 20,000 | - | 20,000 | 20,000 |
| The Medlock Charitable Trust | 5,000 | - | 5,000 | - | - | - |
| The Michael Bishop Foundation | 20,000 | - | 20,000 | - | - | - |
| The Miss Kathleen Beryl Charitable Trust | - | - | - | 10,000 | - | 10,000 |
| The Moondance Foundation | - | - | - | - | 15,000 | 15,000 |
| The National Benevolent Charity | - | 20,000 | 20,000 | - | 20,000 | 20,000 |
| The National Lottery | - | 173,418 | 173,418 | - | 58,713 | 58,713 |
| The Nisbet Trust | - | 10,711 | 10,711 | - | 10,855 | 10,855 |
| The Odin Charitable Trust | - | - | - | - | 10,000 | 10,000 |
| The Peter Stebbings Memorial Charity | - | 10,000 | 10,000 | - | - | - |
| The Scouloudi Foundation | - | - | - | - | 15,000 | 15,000 |
| The Screwfix Foundation | - | - | - | - | 5,000 | 5,000 |
| The Seneca Trust | 15,000 | - | 15,000 | - | - | - |
| The Symondson Foundation | 20,600 | - | 20,600 | - | - | - |
| The Tony and Audrey Watson Charitable Trust | 5,000 | - | 5,000 | 5,000 | - | 5,000 |
| The Wixamtree Trust | - | 6,000 | 6,000 | - | 6,000 | 6,000 |
| Other grants (individually < £2,500) | 10,194 | 15,522 | 25,716 | 10,875 | 21,732 | 32,607 |
| | 113,794 | 563,874 | 677,668 | 35,875 | 443,756 | 479,631 |

During the year to 31 December 2025 the charity received the following amounts from universities and other institutions.

| | Unrestricted funds | Restricted funds | 2025 Total | Unrestricted funds | Restricted funds | 2024 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| University Of Sussex | - | 12,133 | 12,133 | - | - | - |
| University Of Bristol | - | 9,089 | 9,089 | - | - | - |
| University Of Exeter | - | 7,126 | 7,126 | - | - | - |
| | - | 28,348 | 28,348 | - | - | - |

## 5. Expenditure on raising funds

| | Unrestricted | Restricted | 2025 Total | Unrestricted | Restricted | 2024 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Direct fundraising costs | 22,442 | - | 22,442 | 27,439 | - | 27,439 |
| Staffing cost | 143,122 | - | 143,122 | 156,127 | - | 156,127 |
| Support costs (note 7) | 85,182 | - | 85,182 | 85,681 | - | 85,681 |
| Governance costs (note 7) | 1,009 | - | 1,009 | 1,157 | - | 1,157 |
| | 251,755 | - | 251,755 | 270,402 | - | 270,402 |

## 6. Expenditure on charitable activities

| | Support services | Business engagement | Policy, legislation and operational change | Educating society | Organisational sustainability and optimisation | 2025 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Activities costs | 17,486 | 327 | 5,848 | - | - | 23,661 |
| DBS checks | 550 | 86 | - | - | - | 636 |
| Depreciation | 5,994 | 880 | 986 | - | - | 7,860 |
| Finance costs | - | 2,100 | - | - | 54 | 2,154 |
| General premises and sundry costs | 10,191 | - | 1 | - | - | 10,192 |
| Heat, light and insurance | 12,156 | - | - | - | - | 12,156 |
| Interpreting costs | 38,468 | - | 91 | - | - | 38,559 |
| IT costs | 34,605 | 3,813 | 1,062 | 5,850 | 7,300 | 52,630 |
| Office costs and comms | 3,308 | 29,128 | 656 | 15,493 | - | 48,585 |
| Printing, postage, stationery and advertising | 1,462 | 295 | - | - | - | 1,757 |
| Professional fees and outsourced service costs | 315 | 10,466 | - | - | 1,182 | 11,963 |
| Property costs | 68,576 | - | - | - | - | 68,576 |
| Staff and contractor costs | 1,107,966 | 447,681 | 156,606 | 101,804 | - | 1,814,057 |
| Staff other costs | 14,592 | 3,345 | 450 | - | - | 18,387 |
| Staff travel | 16,954 | 15,760 | 1,684 | 1,176 | 17,955 | 53,529 |
| Subscriptions | 4,998 | 29,285 | 35 | - | 1,065 | 35,383 |
| Telephone | 19,685 | - | 10 | - | - | 19,695 |
| MSVCC costs | 238,177 | - | - | - | - | 238,177 |
| Waste disposal and cleaning | 1,987 | - | - | - | - | 1,987 |
| Support costs (note 7) | 210,494 | 93,807 | 32,853 | 74,868 | 248,241 | 660,263 |
| Governance (note 7) | 9,162 | 2,128 | 1,036 | 853 | 13,666 | 26,845 |
| | 1,817,126 | 639,101 | 201,318 | 200,044 | 289,463 | 3,147,052 |

## 6 (cont'd) Expenditure on charitable activities

| | Support services | Business engagement | Policy, legislation and operational change | Educating society | Organisational sustainability and optimisation | 2024 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Activities costs | 18,622 | - | 1,000 | 39 | - | 19,661 |
| DBS checks | 168 | 108 | 114 | - | - | 390 |
| Depreciation | 7,216 | 804 | 1,690 | - | - | 9,710 |
| Finance costs | - | - | - | - | - | - |
| General premises and sundry costs | 17,431 | - | 21 | - | 77 | 17,529 |
| Heat, light and insurance | 21,607 | - | - | - | - | 21,607 |
| Interpreting costs | 34,126 | - | - | - | 189 | 34,315 |
| IT costs | 11,989 | 1,791 | 759 | 5,813 | - | 20,352 |
| Office costs and comms | - | 15,153 | - | 22,120 | - | 37,273 |
| Printing, postage, stationery and advertising | 2,271 | - | - | - | - | 2,271 |
| Professional fees and outsourced service costs | 4,995 | 1,994 | - | - | - | 6,989 |
| Property costs | 73,927 | 474 | - | - | - | 74,401 |
| Staff and contractor costs | 1,198,751 | 284,979 | 124,851 | 126,581 | - | 1,735,162 |
| Staff other costs | 28,646 | 1,460 | 383 | - | - | 30,489 |
| Staff travel | 16,148 | 11,347 | 2,503 | 534 | 12,859 | 43,391 |
| Subscriptions | 353 | 10,388 | 2 | - | 2,289 | 13,032 |
| Telephone | 26,831 | 370 | - | - | - | 27,201 |
| MSVCC costs | 349,718 | - | - | - | - | 349,718 |
| Waste disposal and cleaning | 4,992 | - | - | - | - | 4,992 |
| Support costs (note 7) | 144,449 | 75,468 | 24,811 | 65,104 | 265,346 | 575,178 |
| Governance (note 7) | 12,076 | 2,436 | 1,186 | 976 | 6,021 | 22,695 |
| | 1,974,316 | 406,772 | 157,320 | 221,167 | 286,781 | 3,046,358 |

## 7. Allocation of support costs and governance costs

The charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the costs of raising funds (note 5) and five charitable activities (note 6) undertaken in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs. The costs have been apportioned based on a % of direct expenditure (2024: % of direct expenditure).

| | Support costs | Governance costs | 2025 Total | Support costs | Governance costs | 2024 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Auditors' remuneration | - | 9,588 | 9,588 | - | 7,920 | 7,920 |
| Office costs and communications | 115,784 | 5,054 | 120,838 | 110,034 | - | 110,034 |
| Premises cost | 22,800 | - | 22,800 | 21,338 | - | 21,338 |
| Professional fees | 67,152 | - | 67,152 | 50,535 | 3,729 | 54,264 |
| Depreciation | 10,933 | - | 10,933 | 14,618 | - | 14,618 |
| Staffing costs | 528,776 | 13,212 | 541,988 | 464,335 | 12,203 | 476,538 |
| | 745,445 | 27,854 | 773,299 | 660,860 | 23,852 | 684,712 |

## 8. Net incoming resources

Net resources are stated after charging:

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Depreciation of owned assets | 18,793 | 24,328 |
| Operating leases expenditure | 101,444 | 94,507 |
| Bad debt expense | - | - |
| Auditors' remuneration for: | | |
| Audit services | 9,588 | 7,920 |

## 9. Employees

| Employment costs | 2025 £ | 2024 £ |
|---|---|---|
| Wages and salaries | 2,162,837 | 2,101,971 |
| Social security costs | 239,952 | 174,508 |
| Other pension costs | 65,096 | 65,213 |
| | 2,467,885 | 2,341,692 |

**Number of employees**

The average monthly head count during the year was as follows:

| | 2025 | 2024 |
|---|---|---|
| Direct staff | 60 | 77 |
| Leadership and operations staff | 14 | 14 |
| | 74 | 91 |

Of the 74 employees, 51 were Full-Time and 23 Part-Time (2024: 65 and 26 respectively).

The key management personnel of the charity are considered to be the Chief Executive, the Deputy Chief Executive (appointed October 2025), the Director, and the Deputy Director (2024: Chief Executive, two Directors, and the Deputy Director). The total cost to the charity for employee benefits for the employed key management was £284,940 (2024: £259,933).

The number of employees whose annual emoluments (excluding employers NI and employers pension costs) were £60,000 or more were:

| | 2025 number | 2024 number |
|---|---|---|
| £60,000 - £70,000 | 2 | 2 |
| £70,000 - £80,000 | 1 | 1 |

Included within staff costs is a settlement payment to a former employee, including an ex gratia element of £4,407 (2024: Nil).

**Defined contribution pension scheme**

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £65,096 (2024: £65,213).

## 10. Trustees' remuneration and benefits

There was no remuneration or other benefits paid to trustees for their governance duties during the year ended 31 December 2025, nor for the year ended 31 December 2024.

During the year, travelling expenses of £450 were reimbursed to one trustee (2024: travelling expenses of £110 were paid to one trustee).

## 11. Operating lease commitments

At 31 December, the charity had future minimum lease payments under non-cancellable operating leases as follows:

| | 2025<br>£ | 2024<br>£ |
|---|---|---|
| **Land and Buildings** | | |
| Expiry date: | | |
| Within one year | 25,770 | 70,540 |
| Between two and five years | 64,076 | 68,412 |
| **Office Equipment** | | |
| Expiry date: | | |
| Within one year | 916 | 1,222 |
| Between two and five years | - | 916 |
| **Total** | 90,762 | 141,090 |



## 12. Tangible fixed assets

| | Fixtures & Fittings | Computer Equipment | Total |
|---|---|---|---|
| | £ | £ | £ |
| **Cost** | | | |
| At 1 January 2025 | 32,819 | 158,320 | 191,139 |
| Additions | - | 9,868 | 9,868 |
| Disposals | (24,128) | (105,127) | (129,255) |
| At 31 December 2025 | 8,691 | 63,061 | 71,752 |
| **Depreciation** | | | |
| At 1 January 2025 | 28,549 | 137,192 | 165,741 |
| Charge for the year | 4,270 | 14,523 | 18,793 |
| Eliminated on disposal | (24,128) | (105,126) | (129,254) |
| At 31 December 2025 | 8,691 | 46,589 | 55,280 |
| **Net book value** | | | |
| At 31 December 2025 | - | 16,472 | 16,472 |
| At 31 December 2024 | 4,270 | 21,128 | 25,398 |

## 13. Investments

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| **Cost** | | |
| At 1 January | 284,608 | 262,827 |
| Gains | 31,832 | 21,781 |
| Losses | - | - |
| At 31 December | 316,440 | 284,608 |

**Shares in subsidiary undertaking**

None.

## 14. Debtors

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Trade debtors | 327,909 | 170,972 |
| Prepayments and accrued income | 189,017 | 175,565 |
| | 516,926 | 346,537 |

## 15. Creditors: amounts falling due within one year

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Trade creditors | 37,665 | 35,819 |
| Other taxes and social security | 100,727 | 68,224 |
| Other creditors | 11,396 | 13,580 |
| Accruals and deferred income | 550,296 | 478,539 |
| | 700,084 | 596,163 |

| **Reconciliation of deferred income** | | |
|---|---|---|
| Opening balance | 467,637 | 318,153 |
| Released during the year | (437,337) | (318,153) |
| Received during the year | 510,816 | 467,637 |
| Closing balance | 541,116 | 467,637 |

## 16. Summary of movements in funds

| | At 1 January 2025 | Income | Expenditure | Gains on Investments | Transfers | At 31 December 2025 |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| **Unrestricted funds** | | | | | | |
| General funds | 798,292 | 2,765,132 | (2,777,059) | 24,059 | (5,093) | 805,331 |
| | 798,292 | 2,765,132 | (2,777,059) | 24,059 | (5,093) | 805,331 |
| **Restricted funds** | | | | | | |
| Anti-Slavery Partnership (ASP) | 3,094 | 32,535 | (40,722) | - | 5,093 | - |
| Helpline (Support Services) | - | 563,874 | (514,820) | - | - | 49,054 |
| One Team (Support Services) | - | 37,858 | (37,858) | - | - | - |
| Policy, legislation, and operational change | - | 28,348 | (28,348) | - | - | - |
| | 3,094 | 662,615 | (621,748) | - | 5,093 | 49,054 |
| **TOTAL FUNDS** | 801,386 | 3,427,747 | (3,398,807) | 24,059 | - | 854,385 |

**Summary of movement in funds – 2024**

| | At 1 January 2024 | Income | Expenditure | Gains on Investments | Transfers | At 31 December 2024 |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| **Unrestricted funds** | | | | | | |
| General funds | 772,445 | 2,695,095 | (2,669,248) | - | - | 798,292 |
| | 772,445 | 2,695,095 | (2,669,248) | - | - | 798,292 |
| **Restricted funds** | | | | | | |
| Anti-Slavery Partnership (ASP) | 3,094 | 32,132 | (32,132) | - | - | 3,094 |
| Helpline (Support Services) | 48,549 | 353,345 | (401,894) | - | - | - |
| One Team (Support Services) | - | 205,958 | (205,958) | - | - | - |
| Policy, legislation, and operational change | - | 7,528 | (7,528) | - | - | - |
| | 51,643 | 598,963 | (647,512) | - | - | 3,094 |
| **TOTAL FUNDS** | 824,088 | 3,294,058 | (3,316,760) | - | - | 801,386 |

## 16. Summary of movements in funds (continued)

**Details of Restricted Funds:**

One Team: funding from One Team has been split up to cover the costs of the following three areas:

- Unseen women's safe house: a safe house for women who have suffered exploitation and trafficking.
- Unseen men's safe house: a safe house for men who have suffered exploitation and trafficking.
- Resettlement and integration project: resettlement, outreach and integration project for men and women who have survived trafficking and exploitation.

Anti-Slavery Partnership (ASP): a collaboration between Unseen, south-west regional police authorities, Bristol City Council, and other partners to discover and respond to incidents of human trafficking and exploitation.

Helpline: working with survivor consultants to ensure the Helpline is promoted to hard-to-reach communities in England

## 17. Related party transactions

No related party transactions during the year (2024: None).

## 18. Financial instruments

| | 2025<br>£ | 2024<br>£ |
|---|---|---|
| Financial assets measured at fair value through income and expenditure account | 316,440 | 284,608 |
| Financial assets that are debt instruments measured at amortised cost | 1,173,532 | 1,054,266 |
| | 1,489,972 | 1,338,874 |
| Financial liabilities measured at amortised cost | 54,523 | 60,301 |

**Restatement of comparative figures**

Comparative figures for financial liabilities have been restated to correct a prior year disclosure error, reducing previously reported balances by £6,000. There is no impact on net income or total funds.

**Item of income, expenditure, gain or losses**

| | Income<br>£ | Expenses<br>£ | Net gains<br>£ | Net Losses<br>£ |
|---|---|---|---|---|
| **2025** | | | | |
| Financial assets measured at fair value through income and expenditure account | 31,832 | - | - | - |

| | Income<br>£ | Expenses<br>£ | Net gains<br>£ | Net Losses<br>£ |
|---|---|---|---|---|
| **2024** | | | | |
| Financial assets measured at fair value through income and expenditure account | 21,781 | - | - | - |

# future-ready

## Supporting more survivors in 2026 and beyond

**In 2026, we continue to focus on delivering and developing our services to meet changing demands, while navigating the challenges of the current political landscape and strengthening Unseen's financial sustainability and long-term impact.**

A key development is the implementation of the new seasonal worker support line, representing a significant extension of our service offer and enabling us to reach and support more individuals affected by exploitation within this sector.

Building on the progress made during the year, we will continue to focus on financial performance, with the aim of not only achieving but exceeding budget, further strengthening the surplus position. Alongside this, there will be a continued emphasis on developing and diversifying income streams to reduce reliance on individual and government funding sources and support sustainable growth.

We are actively seeking funding to continue running our safe houses and outreach survivors support beyond the end of the current Modern Slavery Victim Care Contract. In parallel, we will continue to strengthen the senior leadership team to support delivery of our strategy.

These priorities position Unseen to sustain and extend its impact, while maintaining a clear focus on financial resilience and operational effectiveness.



# modern slavery thrives when we look away

**If we fail to act, modern slavery will continue to thrive in the shadows – more people will be exploited, more lives controlled for profit, and more perpetrators will operate with impunity.**

Communities will continue to be affected, often without realising the scale of harm taking place around them.

Become a champion for change by supporting survivors through donations, speaking out for stronger protections, working with Unseen and learning to recognise and share the warning signs of exploitation.

Together, we can challenge and dismantle the systems that enable slavery to persist and create a future built on freedom, safety and justice for everyone.

- **Visit our website and sign up for our newsletter**
- **Make a donation**
- **Contact our teams**

unseen

**unseenuk.org**

**make a donation**

Unseen is a registered charity no 1127620, and a company limited by guarantee, no 06754171.
Registered office: 7 Hide Market, West Street, St Philips, Bristol BS2 0BH.

**UNSEEN (UK)**

England & Wales - Charity number 1127620

# Accounts




unseen

ANNUAL REPORT 2024

FOREWORD

# hope, commitment and justice

## OUR YEAR IN REVIEW



**Andrew Wallis OBE**
CEO, Unseen



**Rosey Hurst**
Chair of Trustees

**The progress made in the fight against modern slavery in 2024 was driven by the passion and perseverance of those who believe in freedom for all.**

Every day, Unseen's team works tirelessly to support survivor recovery, prevent exploitation, and raise awareness and knowledge of modern slavery. From our frontline services offering critical assistance to those escaping and overcoming exploitation, to our Helpline providing a vital lifeline, and our work with businesses to drive ethical change to end forced labour – our collective efforts are making a tangible difference.

In 2024, we provided critical support to over 300 survivors, ensuring they had access to safe housing, outreach support, and the resources needed to rebuild their lives.

Our Modern Slavery & Exploitation Helpline remains a vital source of assistance, providing confidential guidance to those affected by exploitation, as well as supporting frontline professionals and responding to concerned members of the public. In 2024 alone, the Helpline responded to more than 11,000 calls, web forms and app submissions, indicating 4,839 potential victims across 2,089 cases.

Businesses also play a crucial role in tackling modern slavery and in 2024, our business services continued to grow, attracting major partners such as McLaren Construction Group, Booking.com, and Santander. These partnerships signal a shift towards greater corporate accountability, ensuring ethical supply chains and stronger protections against exploitation. Our Business Awards further celebrated those leading the way in responsible business practices, reinforcing the importance of transparency and action.

While we have made significant progress in the fight against modern slavery, there is still much work to be done. The UK has regressed in recent years due to the previous government's troubling conflation of smuggling and immigration with the crime of modern slavery. Modern slavery is a crime against individuals.

The Nationality and Borders Act 2022 (NABA) and the Illegal Migration Act 2023 (IMA) introduced harmful measures that have undermined protections for trafficking survivors. These laws have made it more difficult for victims to access support and have increased the risk of re-exploitation. By raising the evidential threshold for victim identification and restricting access to the National Referral Mechanism, these laws have created significant barriers to justice. If similar evidential requirements were imposed on victims of domestic abuse, there would be widespread outrage.

We welcome the current government's announcement that it will repeal some clauses of the IMA, but we urge it to go further and eliminate all modern slavery clauses in both the IMA and NABA, as this is not an immigration issue. Meanwhile, prosecution rates for traffickers remain low, and the sentences they face are often too lenient.

The UK was once seen as a global leader in tackling modern slavery, but these regressive policies have reversed the hard-won progress. Urgent reform is needed to ensure that tackling exploitation remains a national priority.

Your support as someone who shares our vision of a world free from slavery is more important than ever and is deeply appreciated by the team at Unseen. We commend this report to you and encourage your continued commitment to the battle against exploitation.

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Registered company number: 06754171 (England and Wales)

Registered charity number: 1127620 (England and Wales)

Unseen (UK)

# raising awareness, inspiring action

## our fight against modern slavery in 2024

**Unseen led bold and creative campaigns in 2024 to shine a light on modern slavery, challenge exploitation, and inspire action. From safeguarding young people and empowering ethical consumers to mobilising industries, our campaigns reached thousands – sparking conversations and changing mindsets.**

Through powerful collaborations, innovative initiatives, and widespread engagement, we made modern slavery impossible to ignore in 2024. Our campaign highlights include our work on:

- **Protecting young people:** our #LikesToLines campaign empowered parents and professionals to combat county lines by raising awareness of the tactics used by gangs to control young people and how to spot the warning signs of exploitation.
- **Strengthening our fight against modern slavery:** Unseen hosted powerful webinars to deepen supporters' understanding of our mission and the urgent need to combat exploitation. These included a session on our frontline work to mark World Day Against Trafficking in Persons and a special International Women's Day event, celebrating the vital role of leading women in advocating for survivors.
- **Campaigning for justice:** with partners in the Coalition to Stop Slavery, Unseen hosted a roundtable of anti-slavery experts on how to hold traffickers to account for their crimes and ensure justice for survivors.
- **Raising awareness in the construction industry:** in partnership with 11 leading UK construction companies, we created an educational video on labour exploitation in the sector 'Beyond the Shadows' that won a silver award at the Smiley Charity Film Awards.
- **Reaching new audiences:** the Modern Slavery & Exploitation Helpline number was prominently displayed on the BT Tower in London as part of a series of activities marking Anti-Slavery Day on 18 October 2024.
- **Championing conscious consumerism:** Our Black Friday pledge inspired hundreds to commit to ethical shopping, choosing fairness over fast bargains.
- **Eradicating child labour:** Unseen supported the annual Chocolate Scorecard, which promotes ethical consumer choices and campaigns against the use of child labour in cocoa supply chains.

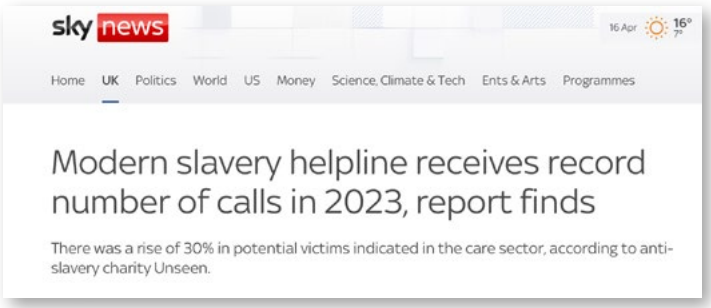
**Scan QR code to watch 'Beyond the Shadows'**

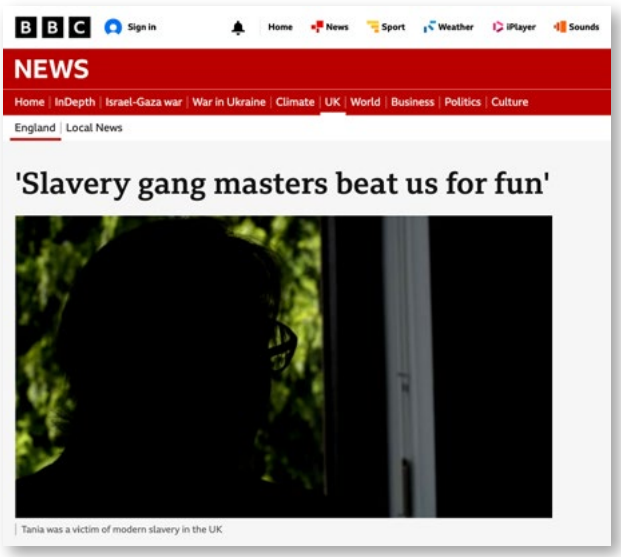
# harnessing media coverage to spark conversations on exploitation

**The extensive media coverage Unseen received in 2024 across prominent outlets such as the BBC, ITV, Sky News, The Guardian, The Independent, and The Times has been instrumental in amplifying our messages and raising awareness of modern slavery.**

This exposure enabled us to reach millions of people, elevating the issue of exploitation in the public consciousness. By engaging audiences through trusted and widely recognised media platforms, we were able to educate individuals, spark critical conversations, and mobilise consumers and industries to take a stand against modern slavery.

Sky News was one of several high profile media outlets that shared the key findings from the Modern Slavery & Exploitation Annual Assessment 2023.




Survivor Tania, supported by Unseen on her journey to recovery, spoke to BBC Points West about how she was subjected to labour exploitation by a gang on farms across England for many years.

# the healing power of our safe houses

A safe house for survivors of modern slavery and exploitation is more than just a shelter – it is a sanctuary of hope, dignity, and renewal. At Unseen, we strive to create safe houses where survivors are heard, believed and protected in an environment of care and compassion.

Unseen's safe houses provided 29 survivors, 18 women and 11 men, with practical and emotional help in 2024, including support to access healthcare and legal services.

The survivors, spanning 25 nationalities including one British person, experienced various forms of modern slavery including labour exploitation, sexual exploitation and domestic servitude. Two had been forced by their exploiters to commit crimes.

Thanks to generous grants from companies like Screwfix, we've made these spaces homely and comfortable, helping residents feel safe.

Our safe houses provide survivors with the stability they need to begin rebuilding their lives, free from fear and exploitation.

## "We have all got lives now thanks to Unseen"

**Safe house residents in their own words:**

*"After suffering trauma, it takes time to come to your senses and forget the evil… I am happy that the good memories have replaced all the bad ones. I call this house paradise. It taught me how to live, laugh and try to be happy no matter what."*

---

*"Without the help we received, we would not be where we are today and we talk about this a lot. We have all got lives now thanks to Unseen. One woman, who was even scared of the fire alarm test every week at the safe house, now has a daughter who is three or four and who is in a dance class on stage, dancing in front of other people. This is the child of a lady who hid all the time!"*

# celebrating one year of the Wellbeing Café

Wellbeing is central to the healing journey. People who have experienced modern slavery can often end up isolated from safe support networks. In 2024, we marked the first anniversary of our successful Wellbeing Café, a safe space offering emotional support and advice for survivors.

Other wellbeing activities included a beach trip and a cycle ride along the Bristol to Bath path. These moments reminded us of the healing power of connection and being part of a supportive and caring community.



# outreach in action: helping survivors rebuild their lives

We supported 278 survivors with tailored outreach services in 2024, empowering those in the community to live independently across the south-west.

A key role played by caseworkers has been to ensure survivors accessed their ECAT (European Convention on Action against Trafficking) entitlements, including safe accommodation, financial support and healthcare.

Many survivors experience chronic medical conditions, often undiagnosed or left untreated. They may require guidance and referrals to appropriate local services for essential care. Their needs can range from physical health treatment to specialist mental health support.

Caseworkers helped survivors access legal advice that can aid them in regaining control of their life and future. Many survivors have criminal histories or unstable immigration statuses often caused by the displacement or forced activities they experienced during exploitation.

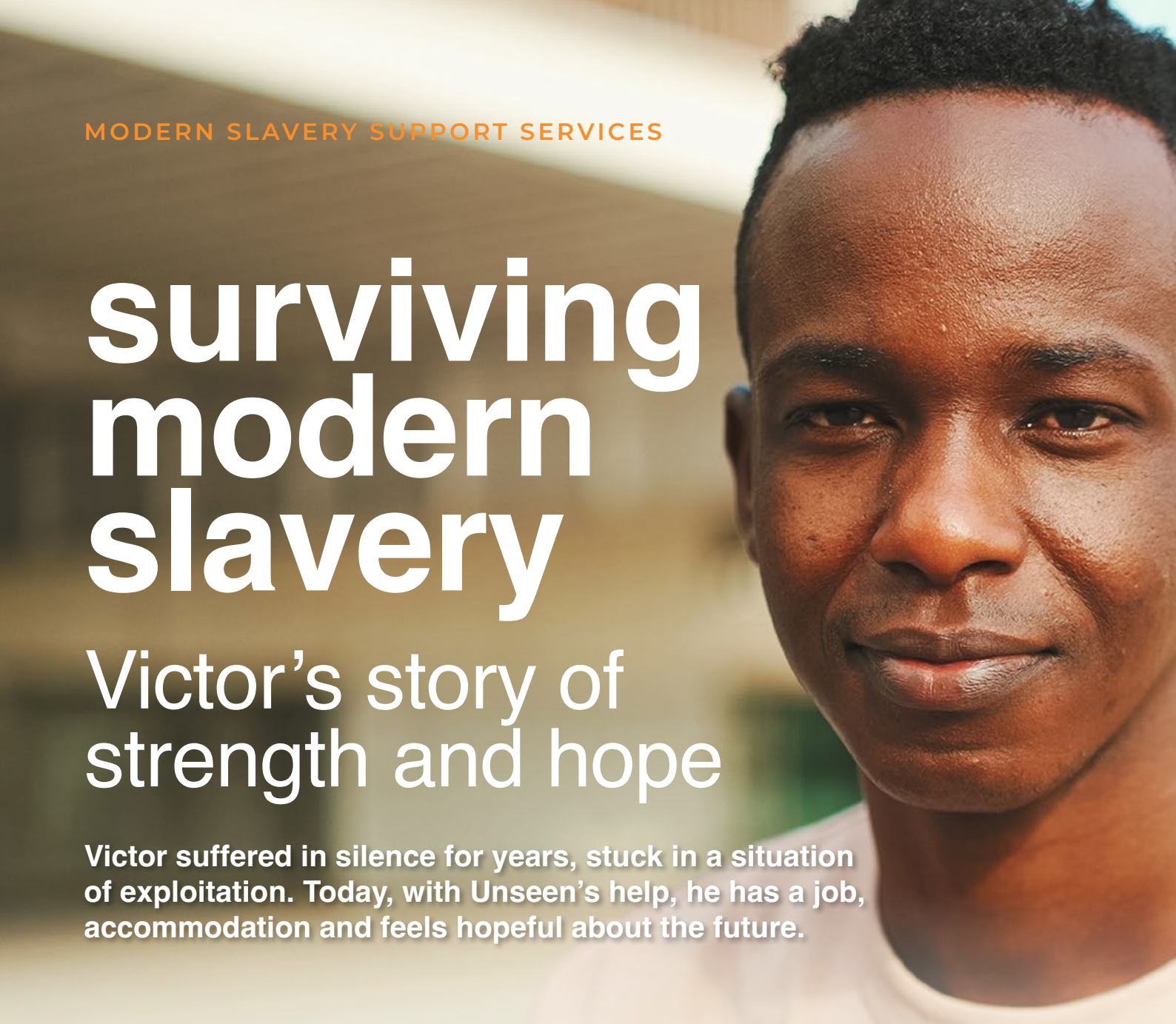
To support survivors towards independence, caseworkers provided help accessing long-term housing and employment in the local area. They also collaborated with external partners, ensuring survivors can transition smoothly into long-term services for continued care and stability.

*"When I was first referred to the National Referral Mechanism, I felt scared, I did not know what to do or what it all meant. My caseworker at Unseen called and when we met she explained everything. Each week I travel to the Wellbeing Café. I've been made to feel welcome. I can meet with people and talk to them in a relaxed environment, and I feel safe."*

**Survivor in Unseen's outreach services**

# surviving modern slavery

## Victor's story of strength and hope



**Victor suffered in silence for years, stuck in a situation of exploitation. Today, with Unseen's help, he has a job, accommodation and feels hopeful about the future.**

Victor grew up in a deprived area of Kenya where his family struggled to afford to look after him and pay for necessities like school uniforms and books.

He noticed one of his classmates had new shoes and other items. His friend introduced him to the man who provided these, and soon this individual began giving Victor clothing, school materials and other things he needed to survive.

### Coercion and control: how the exploiter gained power

Groomed by his perpetrator, Victor moved in with this person to ease the burden on his overwhelmed mother and gain continued access to the day-to-day provisions he badly needed.

This individual soon took advantage of Victor's vulnerable position and dependence and began to sexually exploit Victor.

Victor felt his options were limited – either he stayed with his exploiter or left to join a gang, which could have worsened his predicament. The exploiter manipulated the youngster, making him believe this kind of abuse was normal. This in turn discouraged Victor from going to the police.

### Taking the first steps towards safety and freedom

When Victor grew older, he managed to get away from his exploiter and began working for a charity in the UK. Fearing that a return to Kenya would lead him back into the hands of his exploiter, he felt he had no choice but to apply for asylum to secure his safety. It was during this process that he revealed his years of exploitation and was officially identified as a victim of modern slavery through the National Referral Mechanism.



"I've received immense support from Unseen and the staff, they are very kind and helpful. Coming into the safe house has allowed me to actualise my move-on plan back into a normal life. This support is going to have a lifelong impact on me.

"My life has improved a lot from sofa surfing to finding a safe place to live and getting a job, and being able to save some money to find a place of my own in a few months."

**Victor, a modern slavery survivor supported by Unseen**

## A new beginning: moving towards independent living

With support now available to Victor, he was able to enter Unseen's outreach services where he was assigned a caseworker to discuss his needs and assist his journey to recovery and independence.

Thanks to support from Unseen, Victor was able to provide evidence of his permission to work legally in the UK. He eventually got a job in the care sector, where he now cares for people in vulnerable positions.

With nowhere to live, Victor moved into one of Unseen's safe houses, providing the stability needed to plan his move to private rented accommodation and a fully independent life.

Image posed by model.

# one call can change a life



## how the Helpline is tackling exploitation

**Modern slavery isn't a distant problem – it's happening right now, in communities across the country. The UK-wide Helpline provides vital support 365 days a year.**

The Modern Slavery & Exploitation Helpline, an independent and confidential service run by Unseen, is an essential lifeline in the fight against modern slavery.

Every call, web form, and app submission can be transformational – offering victims a path to safety, equipping frontline workers with crucial guidance, and enabling businesses and the public to take action.

### Indicating victims and tackling exploitation

The Helpline's Annual Assessment is one of the UK's most authoritative reports on modern slavery, providing key data and insights to policymakers, police, businesses, supporters and other stakeholders.

According to the 2024 report, the Helpline responded to 11,464 calls, web forms and app submissions, indicating 4,839 potential victims across 2,089 cases.

For the first time since the inception of the Helpline in 2016, females were the most prevalent gender for potential victims in 2024. The Helpline indicated 1,478 female potential victims (53%* of the total) in 2024, compared to 1,306 males (47% of the total). The main type of exploitation affecting females was sexual exploitation, followed by labour exploitation and domestic servitude.

### Strengthening partnerships and expanding reach

In 2024, we collaborated with Border Force on Operation Karetu, which educated young people on how to avoid exploitation while working abroad.

The Helpline team provided 1,579 referrals in 2024 to agencies including the police, local authorities, HMRC, the Gangmasters and Labour Abuse Authority and NGOs.

New referral pathways were established with the following organisations to ensure survivors can access the support they are entitled to: West Midlands Anti-Slavery Network, A21, Migrant Help, and Bristol Modern Slavery Operational Partnership.

* Percentages are based only on available data. For instance, the Helpline recorded 1,478 female potential victims, but the true figure may be higher as gender was not always disclosed.

# behind the call
## stories from the Helpline team

**For those experiencing exploitation, the Helpline can be the first step toward safety and freedom. Behind this vital service is a team of dedicated advisers who offer reassurance, guidance, and urgent assistance. Here, they reflect on the impact of their work and what it means to be on the other end of the line.**

"More than anything, working as a Helpline adviser on the Modern Slavery & Exploitation Helpline has shown me the power of intervention and the impact of a single call. The Helpline is a critical support system for potential victims, concerned individuals, and professionals seeking guidance. Some callers need immediate intervention or referral to ongoing support, while others may simply need validation of their concerns or signposting to resources. The Helpline provides a safe, accessible and confidential space for those who may have nowhere else to turn.

Every call has the potential to create change. Even when we aren't taking further action, providing emotional support can help someone feel heard, believed and empowered to take the next step. Every day, I see my colleagues working with such empathy and dedication, and I feel it's this commitment that makes the Helpline such a vital resource."

**Geethika, Helpline Adviser**

"Working on the Modern Slavery & Exploitation Helpline is incredibly rewarding. Every day, I can support people in vulnerable situations and knowing that I can make a difference fills me with pride. The work constantly challenges me to think critically, adapt, and grow – not just as a professional, but as a person. I'm always learning, whether it's deepening my understanding of modern slavery, refining my communication skills, or becoming more resilient in high pressure situations. This role pushes me to be a better version of myself, and I'm grateful to be part of such meaningful work."

**Georgie, Senior Helpline Adviser**





# how the Helpline became Khadija's beacon of hope

**Khadija's story* is one of immense resilience and courage. Brought to the UK as a child by an acquaintance, she was sold into exploitation and forced to work in car washes that served as fronts for money laundering.**

For over a decade, Khadija endured unimaginable hardship – working gruelling hours without pay, subjected to violence, and confined to a life of servitude. She was told she owed a debt for being brought to the UK, a lie used to control her.

When Khadija finally escaped, she faced new challenges. With nowhere to go and receiving constant calls from her exploiters, she was fearful for her safety. Khadija eventually became destitute, forced to sleep on the streets.

## A lifeline of hope

It was at this critical moment that a charity worker connected Khadija with the Modern Slavery & Exploitation Helpline.

Our Helpline adviser worked closely with Khadija, guiding her to a police station and providing real-time advocacy once she arrived. The adviser, acting as the missing link between the survivor and the police, explained the police's statutory duties as first responders under the National Referral Mechanism, including their role in referring potential victims for support and protection.

## A breakthrough for safety

This collaborative approach led to a breakthrough: Khadija was finally safeguarded and offered a place in a safe house.

Before the Helpline's intervention, Khadija was vulnerable and at high risk of being re-exploited by those who had controlled her for years. The advocacy of the Helpline team ensured that she received the protection and support she needed. Today, Khadija is safe, receiving the care and assistance required to rebuild her life.

## The power of collaboration

This case highlights the vital role of the Helpline in bridging gaps and ensuring survivors like Khadija are not left behind. It also underscores the importance of collaboration between charities, statutory agencies, and law enforcement to achieve positive outcomes for survivors.

Thanks to the support of our donors, partners, business clients and other stakeholders, the Helpline continues to be a beacon of hope for survivors, ensuring they are heard, protected, and empowered to reclaim their lives.

*Some details changed to protect identity. Image posed by model.

modern slavery &
exploitation helpline

**08000 121 700**

**Call the Modern Slavery & Exploitation Helpline for information, advice and guidance on any modern slavery issue: 08000 121 700.**

**You can also report concerns online** modernslaveryhelpline.org

**and via the Unseen app:**
unseenuk.org/about-modern-slavery/download-the-app/

# 2024 in pictures




Independent Anti-Slavery Commissioner Eleanor Lyons (centre) visited Unseen's Bristol office to find out more about our services and initiatives.



Andrew Wallis, CEO of Unseen, delivers a moving speech at Bath Abbey as part of a special carol service to raise funds for survivors.




Pharmaceutical design and qualification consultancy Scitech hosted the Construction Cup 2024 at Selhurst Park, the home of Crystal Palace Football Club, raising vital funds for Unseen.




Lucy Mann, Unseen's Senior Business Engagement Manager, raised awareness of modern slavery in business operations and supply chains at the Connected Places Catapult Freight Innovation Cluster Industry Day.

A powerful video raising awareness of modern slavery in construction 'Beyond the Shadows', coordinated by Unseen in collaboration with 11 leading UK construction companies, won a silver award at the Smiley Charity Film Awards.







Freya Smith and Will Robinson, Business Engagement Managers at Unseen, visit NatWest Group to raise awareness of modern slavery.

# the power of collaboration

## businesses uniting to end modern slavery

**Unseen empowers businesses to tackle modern slavery across their operations and supply chains, providing the tools, insights, and support needed to protect workers and safeguard brand reputations.**

Businesses are stepping up to combat forced labour, contributing to the growth of Unseen's Business Hub. Now in its third year, our Business Hub has expanded to 57 members, welcoming 12 more dynamic, forward-thinking businesses in 2024, including major names like McLaren Construction Group, Booking.com, and Santander.

Through the Business Hub, organisations access a range of bespoke services including tailored training, supply chain risk assessments and advisory services.

In 2024, four of our Business Hub members – Tesco, Next, Sainsbury's, and M&S – achieved Tier 1 status in the CCLA Modern Slavery Benchmark Report, representing the highest level of commitment and progress. This report is an annual assessment evaluating how well companies are addressing the risk of modern slavery within their operations and supply chains.

Our sector-specific Finance and Construction Hubs are also thriving, providing industry leaders in these high risk sectors with a collaborative space to create solutions. Membership is growing with 31 businesses in the Construction Hub and 22 in the Finance Hub in 2024, up from 15 and 10 on the previous year respectively.

## **Business Portal:** providing companies with the latest data

By leveraging insights on labour exploitation from the Modern Slavery & Exploitation Helpline, our Business Portal gives businesses the information they need to identify and address risks before harm escalates.

In 2024, the Portal alerted businesses to 57 cases of potential exploitation, involving an estimated 190 workers. Notably, many businesses have reported stronger relationships with suppliers, thanks to the collaborative calls facilitated by Unseen. These interactions foster greater transparency and trust, allowing businesses to address concerns swiftly and proactively.

More businesses are recognising the power of data in tackling modern slavery. Lidl, McDonald's and ASOS were among the latest to join the Portal in 2024.

# building knowledge through training and engagement

Education and inspiring action remain key to our mission. In 2024, we trained over 1,800 individuals across 63 businesses and statutory agencies, reaching an additional 33,000 employees through our e-learning modules. These bespoke modern slavery training programmes empower businesses and their staff to identify and address modern slavery risks more effectively.

# **Unseen Business Awards:** celebrating those tackling modern slavery

Our second annual Unseen Business Awards celebrated companies leading the way in anti-slavery practices. Sponsored by ISG, Lloyds Banking Group, NatWest, and Nestlé UK, the event brought together over 60 industry leaders. From innovative supply chain audits to life-changing survivor support initiatives, the 2024 awards winners and shortlisters are proving that businesses can be a powerful force for good.



▲ The 2024 Unseen Business Awards took place at London's Kia Oval, recognising businesses and professionals who have made significant contributions to the fight against modern slavery.

## **Manumit Coffee Roasters:** Business Impact Award, Unseen Business Awards 2024

"It was both a huge blessing and surprise to receive the 2024 Unseen Business Impact Award. We didn't get into this industry for awards or recognition, we simply wanted to help survivors of trafficking and exploitation to rebuild their lives in a safe and supportive environment. However, for our work to have been recognised in this way by an organisation like Unseen is a great honour and we are truly humbled."

**Dai Hankey, Director of Manumit Coffee Roasters,** which has provided stable employment to over 13 survivors of modern slavery.



# fighting for justice

## how survivor consultants are influencing policy and research

**True change happens when survivors lead the way. Our policy and research team is dedicated to ensuring survivor voices influence policies, shape services, and remain central to the national fight against modern slavery.**

In 2024, we welcomed six new members to our survivor consultants group, increasing its membership to 13 individuals with lived experience of modern slavery. Their bravery and perspectives help shape our work, as well as influencing researchers, businesses, and policymakers.

The valuable input of our survivor consultants drove many positive changes in 2024, from helping shape the cultural resources developed by the Modern Slavery and Organised Immigration Crime programme, to enhancing our frontline services and helping judge our Unseen Business Awards.

## Breaking new ground in research

In 2024, our policy and research team, alongside the survivor consultants group, contributed to several research projects outlined below.

- Partnering with Liverpool John Moores University, we explored how social media facilitates child trafficking, providing key insights that can inform better protections for vulnerable young people[1].
- In collaboration with the Universities of Sussex, Bath, and the West of England, we published a report on how modern slavery and climate change intersect within public procurement[2].
- Funded by City Bridge Foundation, the survivor consultants have been working with the Modern Slavery & Exploitation Helpline team, discussing trends and advising Unseen on ways to enhance the service that is delivered.
- A year-long project evidencing the impact of recent immigration legislation started in 2024, co-produced by the survivor consultants.

[1] Social media-facilitated trafficking of children and young people: https://bit.ly/4bVwTrk

[2] Climate change and modern slavery in public procurement: https://bit.ly/3StoqDI

*Image posed by models

# speaking truth to power

## advocating for policies that protect survivors

**Policy change is a crucial part of the fight against modern slavery. In 2024, we challenged laws that put survivors at risk, campaigned for better protections, and called for urgent reforms to improve the support system.**

In 2024, our advocacy work included:

- Liaising with the office of Jess Phillips MP, Parliamentary Under-Secretary of State (Minister for Safeguarding and Violence Against Women and Girls), and other sector leaders to challenge the impact of harmful policies like the Nationality and Borders Act 2022 and Safety of Rwanda Act 2024 – legislation that put survivors' safety and rights at risk.
- Presenting a joint statement on the capacity crisis facing non-statutory first responders within the National Referral Mechanism.
- Calling on the government to prioritise the safety and wellbeing of victims through our 'Putting victims first' manifesto, outlining key recommendations to create survivor-centred reforms.
- Requesting changes to the policy on granting temporary permission to stay, known as VTS leave, to better support modern slavery survivors.

### Shaping policy and research through lived experience

"We don't just speak for ourselves, we speak on behalf of many others who may never have the opportunity to be heard. This is why co-production must go beyond simply asking survivors to participate. It means listening without judgment, creating safe spaces, and showing that survivor voices don't just inform research, but shape it."

**Unseen survivor consultant**

# the Coalition to Stop Slavery – a united effort

Unseen is a key member of the Coalition to Stop Slavery, a network of leading UK charities dedicated to combating human trafficking. By working together, we highlight the reality of modern slavery and drive engagement in tackling exploitation.

Our campaign activities in 2024 included coordinating a roundtable on the vital issue of holding more traffickers accountable for their crimes. Anti-slavery experts gathered to discuss the problem of low conviction rates for perpetrators and short sentences.

# Chocolate Scorecard amplifying ethical practices in the chocolate industry

With NGO Be Slavery Free, we helped promote the annual Chocolate Scorecard, an innovative resource that champions ethical business in the chocolate industry and helps consumers make informed choices about their purchases. The annual Scorecard rates the ethics of the world's largest cocoa buyers, and the retailers who sell their products, on areas like child labour, living income, and traceability.

# fostering alliances with law enforcement

*"Modern slavery is a complex and corrosive crime, so it's vital we build and maintain strong working relationships with partner agencies such as Unseen, to identify and protect victims and bring perpetrators to justice.*

*We look forward to continuing our collaboration with Unseen and through our combined experience and expertise, we'll ensure the Avon and Somerset area remains a hostile place for those intent on committing these exploitative offences."*

**Carlos Filippsen, Detective Chief Inspector, Avon and Somerset Police**

# the power of collaboration how Unseen is fighting slavery in the south-west

Unseen continued to drive the fight against modern slavery in the south-west, spearheading the region's anti-slavery partnership (ASP) in 2024.

Partnership working to prevent and respond to modern slavery is recognised as essential to the UK's response to modern slavery and human trafficking by the Home Office and the Independent Anti-Slavery Commissioner.

The ASP was instrumental in supporting partner organisations to meet their statutory duties in tackling modern slavery and human trafficking. It promotes multi-agency collaboration and ensures the use of all available approaches to prevent exploitation and assist survivors.

At the heart of this effort is Unseen's ASP coordinator, a crucial link connecting organisations, facilitating collaboration, and ensuring that key intelligence and legislative updates reach the right people at the right time. In 2024, this role proved vital in keeping partners informed about critical legislative shifts that shaped their duties towards survivors.

## responding to emerging challenges

One of the year's most pressing challenges has been the alarming rise in exploitation within the care sector. The ASP, with Unseen at the forefront, has driven partner responses to this form of modern slavery in the south-west and Unseen has supported individual partners to navigate this complex crime.

Unseen developed a local partnership framework providing guidance to police force area partnerships on good practice and governance and Unseen supported two local partnerships to overhaul their operating structures for greater impact.

In 2024, Unseen designed and operationalised the Bristol Modern Slavery Operational Partnership, an innovative arrangement that brings together frontline professionals from a range of key agencies to identify and take action against traffickers and support survivors.

## ambassadors and patrons

We are very grateful to our ambassadors and patron for the work they do promoting the work of Unseen across their networks.

### Ambassadors

David Olusoga, historian and broadcaster

James Ewins KC

### Patron

Levison Wood, explorer, writer and photographer

# thank you

**We are deeply grateful to our many corporate partners and funders in 2024, together with individual givers and major donors. Your generosity has enabled us to provide support to survivors and take one step closer towards eradicating slavery.**

## Corporate partners

Corporate partners in 2024 included:

- Achilles
- Aldi
- Airbnb
- ASOS
- AS Watson
- Avenues Group
- Barrettine
- Bidvest Noonan
- Booking.com
- Boohoo
- British Land
- Bupa
- Cancer Research UK
- Capgemini
- Cast Interiors
- Challenge-trg Recruitment
- Churchill Group
- Co-operative Group
- EG Group
- Drax
- HSS Business Solutions
- IHG
- Indeed Flex
- Investec
- International Recruitment East
- ISG
- JD Foundation
- JD Sports
- John Lewis Partnership
- Lidl
- Legal & General
- Lloyds Banking Group
- Luton Council
- Marks & Spencer
- McDonald's
- McLaren Construction Group
- Muse Places
- NatWest
- NBCUniversal
- Nestlé
- Next
- Northern Trust
- Novuna
- Ocado
- Phoenix Group
- Sainsbury's
- Santander
- The Very Group
- Sky
- Smurfit Kappa
- Sopra Steria
- Tesco
- Thatchers
- The Urology Foundation
- Topspeed Couriers
- Wates
- Wellcome Trust
- WSH

## Funders

- Big Give
- City Bridge Foundation
- Dandia Charitable Trust
- Eleanor Rathbone Charitable Trust
- Garfield Weston Foundation
- Heart of Bucks Community Foundation
- J & M Britton Trust
- John James Bristol Foundation
- Kathleen Beryl Sleigh Charitable Trust
- Moondance Foundation
- Odin Charitable Trust
- Scouloudi Foundation
- Souter Charitable Trust
- The Albert Gubay Charitable Foundation
- The Batchworth Trust
- The Burden Trust
- The Clothworkers' Foundation
- The Emmanual Kaye Foundation
- The Evan Cornish Foundation
- The Green Room Charitable Trust
- The Henry Smith Charity
- The Merchant Venturers' Charity
- The National Benevolent Charity
- The National Lottery Community Fund
- The Nisbet Trust
- The Samworth Foundation
- The Screwfix Foundation
- The Tony and Audrey Watson Charitable Trust
- The Wixamtree Trust

**We would also like to thank all our many generous private donors.**

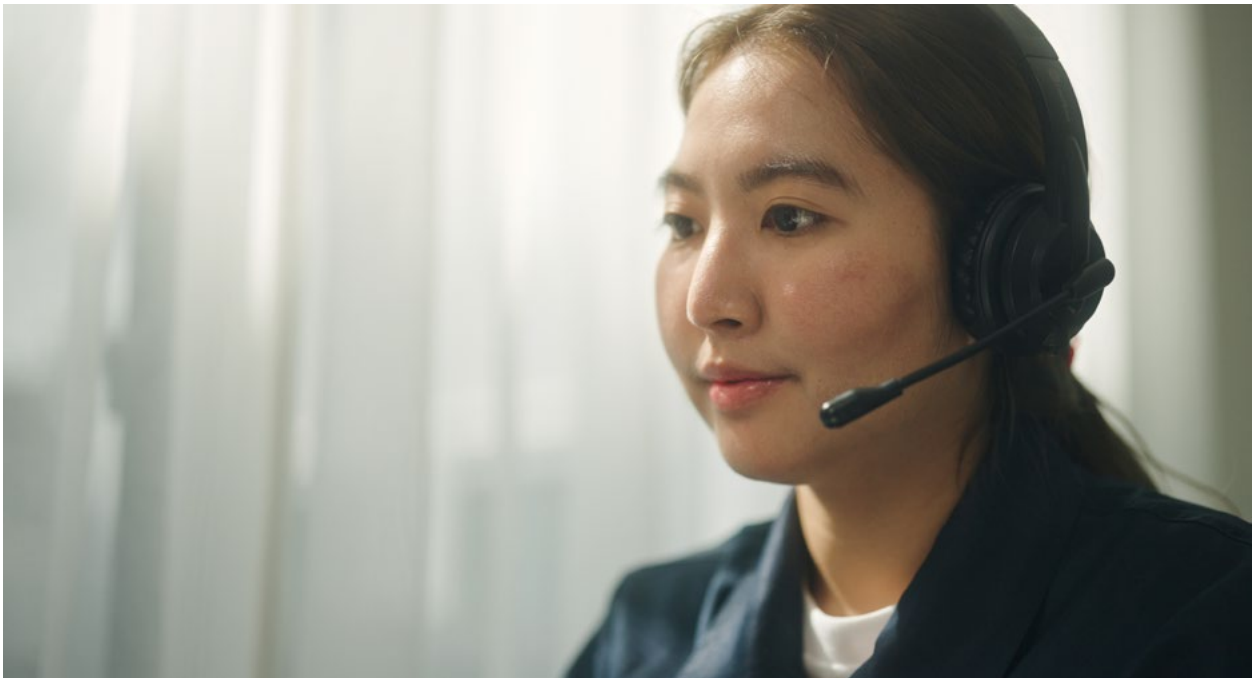
# funder spotlight

## helpline awarded £1m to expand the fight against modern slavery

Funding of £1 million over five years from The National Lottery Community Fund will enable the Modern Slavery & Exploitation Helpline to target hard to reach communities across England.

The funding will increase the capacity of the Helpline to reach those most at risk of exploitation by recruiting more staff and through collaboration with survivor consultants, people with lived experience of modern slavery.

Survivor consultants will be supported to undertake research into target communities, helping co-design materials and approaches that are culturally sensitive, easily accessible in appropriate formats, and available in multiple languages.



# every effort counts
## how our donors and fundraisers make a difference

**Our fundraising team worked tirelessly behind the scenes to ensure every challenge, event, and campaign in 2024 had the biggest impact possible. Thanks to their hard work, hundreds of thousands of pounds were raised to support survivors.**

In 2024, our dedicated community of supporters made an extraordinary impact, both on the ground and in the air. In March, 20 enthusiastic runners from our corporate fundraising partners – Hitachi, Accenture UK, and Bidvest Noonan (which selected Unseen as its charity partner of the year) – took on the London Landmarks Half Marathon, raising an impressive £13,500. Meanwhile, runners at the Bristol Half Marathon added another £2,000 to the total.

Fundraising efforts reached new heights – literally – with Conlon Construction organising a charity skydive that brought in £2,500. Over in London, Scitech united 20 teams for a Construction Cup tournament at Selhurst Park, home of Crystal Palace Football Club, raising over £4,000 for Unseen.

Our student supporters also proved they're in vogue when it comes to fundraising. The University of Bristol's Fashion Forward society raised a stylish £2,000 in a single event, while other students nationwide contributed over £10,000 to our cause.

We ended the year on a high by raising more than £75,000 through the Big Give fundraising appeal, with donations going towards providing vital wellbeing support to survivors of exploitation.

Funds were also raised through a range of sources including the submission of bids to trusts and foundations and appeals to supporters and the general public.

# bringing communities together
## events and faith groups

Beyond fundraising, our community events strengthened bonds with our supporters. On International Women's Day, we hosted a powerful panel discussion, featuring three incredible anti-slavery champions: Professor and Human Rights Barrister Parosha Chandran; Professor Bela Arora; and Unseen's Chair of Trustees, Rosey Hurst.

Later in the year, supporters got a behind-the-scenes look at our frontline and Helpline services through a webinar with Unseen staff, deepening their understanding of how their contributions make a real difference.

Faith groups also showed their support. Bath Abbey led the way, partnering with us for an event marking International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade. This was followed by a moving Christmas carol service in November.

# the voice of our donors

"Donating to Unseen is important to me because I know that my money is making a real difference in the lives of the most vulnerable people. I hope and pray that someday soon there won't be any need for charities to help victims of this horrific abuse. Until that day comes, I feel that it is every good person's responsibility to help how they can."

**Mike, an Unseen donor**

"Modern slavery is an abhorrent practice happening in plain sight, often affecting the most vulnerable – people without voice, support, or protection. I support Unseen because I like the way they combine frontline support for survivors with systemic change through their advocacy and consultancy work."

**Ben, an Unseen donor**

# income

Our total income for the year was £3,294,058, an increase of £15,147 or 0.5% on the previous period. Fundraising income, which increased by £165,355, or 19% on the previous year, includes £46,353 generated via business engagement (2023: £62,149).

There was a £147,823 increase in earned income, related to services provided to businesses. We had a £213,113 decrease in income from our involvement in the Modern Slavery Victim Care Contract (MSVCC). In 2024, policy, legislation and research income was £7,528 (2023: £92,445).

47% Service income ..... £1,552,367

15% Grants income ..... £479,632

0% Policy, legislation and research income ..... £7,528

12% Donations ..... £383,163

26% Earned income ..... £871,368

## Total Income £3,294,058



# expenditure

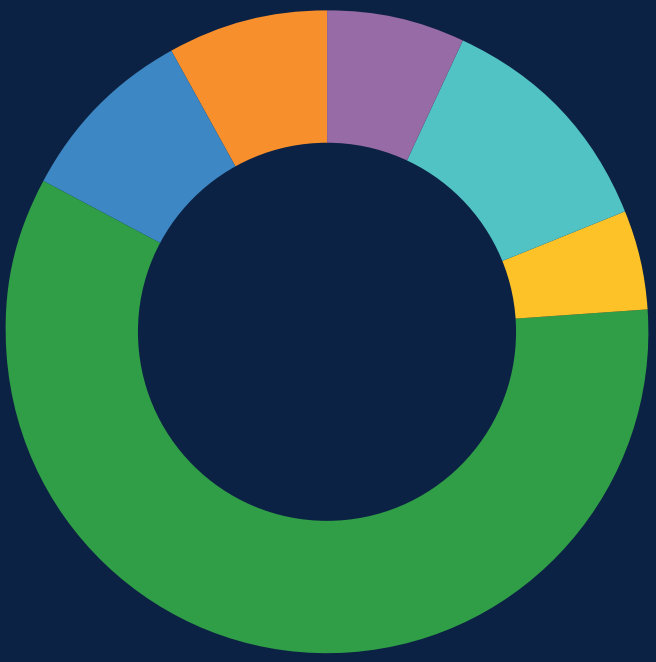
Our total expenditure for the year was £3,316,760, a decrease of £91,462, or 3%, on the previous year.

Our cost base has decreased during 2024 as a result of reduced activity within the MSVCC.

Of our £3,316,760 total expenditure, £3,046,358 was spent directly on charitable activities.

| | | |
|---|---|---|
| 7% | Educating society | £221,168 |
| 12% | Business engagement | £406,772 |
| 5% | Policy, legislation and operational change | £157,321 |
| 59% | Support services | £1,974,316 |
| 9% | Organisational sustainability and optimisation | £286,781 |
| 8% | Raising funds | £270,402 |

**Total expended £3,316,760**



# principal risks

To achieve our vision, we must manage our principal risks, which are outlined below for 2024:

- A hostile legislative environment continues to maintain a climate of fear and uncertainty for survivors. This means many do not seek the help they need.
- A fall in the percentage of people receiving reasonable grounds and conclusive grounds decisions means that fewer survivors qualify for support.
- Shifting government priorities and competition for the support of donors could result in a reduction of funding for survivor support. This is compounded by unforeseen increases in expenditure, such as increased employers' National Insurance contributions.
- Uncertainty over the future of the Modern Slavery Victim Care Contract, which is due for tender in 2025 with the contract holder set to be announced in 2026. This highlights the continued importance of diversifying income streams and ensuring a sustainable funding model for Unseen.

In quarter one of 2025, our principal risks, which are reviewed quarterly, were:

- Continued barriers in place preventing victims accessing support services.
- Increased costs and more challenging conditions in which to generate unrestricted income.
- Increasing demand for services and complexity in nature of support required (business services, Modern Slavery & Exploitation Helpline and frontline services).
- complex nature of our work and increasingly negative market conditions impacting staff health and wellbeing.

The trustees acknowledge their responsibility for the management and control of the organisation and are involved in the key aspects of the risk management process. An overall risk review is included in the charity's annual governance calendar. As part of the MSVCC, we must comply with ISO standards 9001, 14001, 23001, 27001, and 45001 but we are not ISO accredited.

The major risks to the charity have been reviewed during the year, and control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

Under the direction of the trustees, the senior leadership team has reviewed all forms of insurance to ensure that the cover provided is adequate for Unseen offices and secure accommodation needs. This review is revisited each year as the policies in place come up for renewal.

Also, we have outsourced some operational areas, such as IT support and employment law advice to third parties that provide expertise in these areas. As a result, the trustees are confident that the organisation complies with current legislation and effectively manages the related risks.

## Going concern

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

Net assets at the balance sheet date were £801,386 (2023: £824,088) and net current asets at the balance sheet date were £491,380 (2023: £534,406).

At the year-end, the balance of cash and bank balances held by the charity was £741,006 (2023: £385,893) and the level of unrestricted reserves was £798,292 (2023: £772,445).

# reserves policy

**Our reserves policy is set to achieve a balance between ensuring that our work is protected from the risk of disruption that occurs at short notice because of a lack of funds and ensuring we do not retain income for longer than required.**

The trustees have determined that the charity needs free reserves for the following purposes:

- To protect against unforeseen income fluctuations.
- To provide the resources to enable the organisation to execute its strategy to diversify income streams.
- To provide working capital for the effective running of the organisation.
- To enable Unseen to invest in emerging opportunities should the trustees decide to.

The trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to between six and nine months of expenditure, where pre-secured income does not exist.

Based on the above policy, the trustees calculate that the target level of free reserves would be between £727,620 and £1,091,430. At the year end we held £798,292 of free reserves, which is equivalent to 6.6 months of expenditure, where pre-secured income does not exist. The unit trust investments are included within free reserves as they are readily realisable, held to support the charity's ongoing operating activities, and are not subject to restrictions or designated for specific future purposes.

We plan to utilise these reserves as we move towards a greater level of income diversification and also continue to grow the charity so we can maximise our impact. Recent years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

# governance and management

## Legal status

Unseen is a charitable company limited by guarantee and governed by its memorandum and articles of association, which were updated in 2024. There are therefore no shares in issue. In the event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

## Governance

During the year, the trustees have considered the requirements of the Charity Governance Code and its principles – organisational purpose, leadership, integrity, decision making, risk and control, board effectiveness, equality, diversity and inclusion, openness and accountability – and believe that these principles are consistent with how the organisation is governed.

## Appointment of trustees

Due to the nature of the services Unseen provides, the board of trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the charity successfully.

Unseen has an experienced, knowledgeable, and diverse trustee board with a range of skills and experience, including financial planning and advice, project management, safeguarding, human resources, management, health and social work, advocacy and partnership, policy, policing, law, fundraising and government strategy.

## Recruitment

Periodic skills audits are conducted, enabling trustees to identify potential gaps in the board that can then be suitably recruited for.

The usual term of office for a director shall be three years, at the end of which they shall retire. Subject to article 32, a director shall be eligible for reappointment by the directors for up to a further two terms, each of three years. No director shall serve for more than nine consecutive years, unless the directors consider it would be in the best interests of the charity for a particular director to continue to serve beyond that period and that director is reappointed in accordance with the articles.

An interview with the CEO and chair of trustees takes place before an appointment. There is also ongoing training of current trustees.

## Equity, diversity and inclusion

The trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership and enhance decision-making through a wide variety of perspectives, experience, and skills. Diversity is an area of ongoing improvement with a diversity audit scheduled for 2025.

Training has been provided to trustees so that the board is aware of diversity and its responsibilities in this area. We seek to minimise barriers around attendance at board meetings, for example ensuring that meetings are held with full disabled access and that trustee expenses are fully reimbursed.

As an organisation, we do not favour a quota approach to the wider diversity issue and instead, we focus on ensuring that the board is as diverse as possible within the need to recruit trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

## Organisational structure and executive team

The CEO has been appointed by the trustees to oversee the running of the charity through the executive team. For matters significantly affecting the charity's operations, decisions are discussed in detail by the executive team and the board of trustees together before a decision is made. Executive remuneration is approved by the board of trustees.

## Meetings

Directors meet a minimum of three times a year as per the charity's governing document.

## Safeguarding

As a values-led organisation, we are committed to the safeguarding of children and vulnerable adults in everything we do.

Enhanced Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who work with vulnerable people being supported by Unseen. All trustees and the executive team are subject to an enhanced DBS check. Also, we:

- Have a trustee safeguarding committee and the wider board recognises its joint responsibility for safeguarding.
- Provide ongoing safeguarding training for all frontline staff.
- Have a monthly safeguarding report which captures all risks recorded and our response to these incidents. This ensures transparency in our actions and decision-making. This report is submitted to the senior leadership team monthly and the trustee safeguarding committee every quarter for review.

# trustee directors' report

The trustees present their report and financial statements for the year ended 31 December 2024. The directors of the charitable company are also its trustees.

The accounts and annual report are required to comply with the requirements of company and charity legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2011, and the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2019) and the provision of Part 15 of the Companies Act 2006 relating to small companies.

## Objectives, activities, and public benefit

The objects for which the charity is established (the 'objects') are to relieve the need of, and to help and assist anyone who may have been a victim of human trafficking and modern slavery, in particular by:

- The provision of safe housing, medical care, financial support, legal advice, counselling and life skills and coaching.
- Raising awareness of human trafficking and modern slavery in the UK and internationally.
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the directors shall in their absolute discretion see fit.
- Nothing in the articles shall authorise an application of the property of the charity for purposes which are not charitable in accordance with section seven of the Charities and Trustee Investment (Scotland) Act 2005 and/or section two of the Charities Act (Northern Ireland) 2008.

## Aims

Unseen is working towards a world without slavery. We do this by:

- **Empowering survivors and vulnerable people.** Through specialist services, we can enable them to recover safely and develop resilient, independent lives.
- **Equipping stakeholders.** Through the provision of training, advice, and resources we can better identify and support actual and potential victims of slavery.
- **Influencing society.** Through systemic change, we can use our practical experience, research, and survivor stories to inspire change in legislation, policy, and consumer choices.

## Mission statement

Unseen is working towards a world without slavery.

## Public benefit

The trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives, and planning its activities.

Addressing modern slavery through supporting survivors, working with businesses, educating and influencing society, and ensuring organisational sustainability are in the public interest. These activities:

- Support the most vulnerable.
- Help tackle the reasons slavery exists.

# statement of trustees' responsibilities

The charity trustees, who are also the directors of Unseen (UK) for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure of the charity for that year. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities' SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

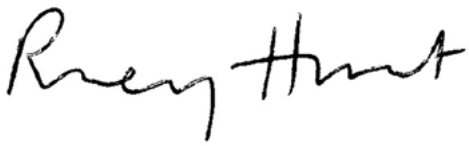
The trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

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

The trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

This report was approved by the board of trustees on 14 June 2025 and signed on their behalf by:



**Chair:** Rosey Hurst



**Trustee:** Daniel Pounder

# executive information

**Charity name**
Unseen (UK) trading as Unseen

**Company number**
06754171 (England and Wales)

**Charity number**
1127620 (England and Wales)

**Company registered office and charity address**
7 Hide Market, West Street, St Philips, Bristol, BS2 0BH

**Trustees**
Rosey Hurst, Chair
Dr Jan Birtle, Vice Chair (resigned June 2025)
Richard Marsh
Daniel Pounder
Vanessa Di Cuffa (resigned March 2024)
Nicholas Dutnall
Eric Anderson (resigned March 2025)
Andrea McMahon
Raquel McGrath
Ian Theodoreson (resigned September 2024)
Samantha Burt (resigned June 2025)
Shaun Sawyer (appointed May 2024)
Leah Brown (appointed February 2024, resigned March 2025)

**Executive team**
Chief Executive Officer: Andrew Wallis OBE
Director of Strategy: Justine Carter
Director of Fundraising, Communications, and Operations: Sian Hartstill
Deputy Director of Frontline Services: Lauren Saunders

**Bankers**
Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh, EH12 9DJ
Triodos Bank UK, Deanery Road, Bristol, BS1 5AS

**Auditors**
Albert Goodman, Goodwood House, Blackbrook Park Ave, Taunton, TA1 2PX

# Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2024

## Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 December 2024 and of its incoming resources and application of resources for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.



## Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2024

### Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' 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.

### Opinion on other matter prescribed by the Companies Act 2006

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

- The information given in the Trustees' Report, which includes the Directors' 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 Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our 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 Directors' Report included within the Trustees' Report.

### Matters on which we are required to report by exception

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

- Adequate and proper 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.

# Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2024

## Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 33, 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.

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

## The extent to which the audit was considered capable of detecting irregularities including fraud

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

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- We identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, Care Quality Commission registration, anti-bribery, employment, data protection and health and safety legislation;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

## Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2024

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

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

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

- Performed analytical procedures to identify any unusual or unexpected relationships;
- Tested journal entries to identify unusual transactions;
- Assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- Investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation;
- Reading the minutes of meetings of those charged with governance;
- Enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- Reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

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

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



# Independent Auditors' Report to the Trustees and Members

For The Year Ended 31 December 2024

## 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 and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



**Michelle Ferris BSc (Hons) FCA DChA**
Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 14 June 2025

## Unseen (UK)

# Statement of Financial Activities (including Income and Expenditure Account)

For The Year Ended 31 December 2024

| | Notes | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ | Unrestricted funds £ | Restricted funds £ | 2023 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Income:** | | | | | | | |
| Donations and legacies | 3 | 303,491 | 115,547 | 419,038 | 365,640 | 103,507 | 469,147 |
| Charitable activities | | | | | | | |
| *Support services* | 4 | 1,552,367 | 443,756 | 1,996,123 | 1,765,480 | 290,442 | 2,055,922 |
| *Business engagement* | 4 | 810,323 | - | 810,323 | 614,956 | - | 614,956 |
| *Policy, legislation and operational change* | 4 | - | 7,528 | 7,528 | 1,119 | 91,326 | 92,445 |
| *Educating society* | 4 | 1,645 | 32,132 | 33,777 | 396 | 30,959 | 31,355 |
| *Organisational sustainability and optimisation* | 4 | 27,269 | - | 27,269 | 15,086 | - | 15,086 |
| **Total income** | | 2,695,095 | 598,963 | 3,294,058 | 2,762,677 | 516,234 | 3,278,911 |
| **Expenditure:** | | | | | | | |
| Raising funds | 5 | 270,402 | - | 270,402 | 303,319 | - | 303,319 |
| Charitable activities | | | | | | | |
| *Support services* | 6 | 1,366,464 | 607,852 | 1,974,316 | 1,696,466 | 420,520 | 2,116,986 |
| *Business engagement* | 6 | 406,772 | - | 406,772 | 327,133 | - | 327,133 |
| *Policy, legislation and operational change* | 6 | 149,793 | 7,528 | 157,321 | 82,589 | 91,326 | 173,915 |
| *Educating society* | 6 | 189,036 | 32,132 | 221,168 | 197,231 | 30,959 | 228,190 |
| *Organisational sustainability and optimisation* | 6 | 286,781 | - | 286,781 | 259,678 | - | 259,678 |
| **Total expenditure** | | 2,669,248 | 647,512 | 3,316,760 | 2,866,416 | 542,805 | 3,409,221 |
| **Net income / (expenditure)** | | 25,847 | (48,549) | (22,702) | (103,739) | (26,571) | (130,310) |
| Transfer between funds | 16 | - | - | - | - | - | - |
| **Net movement in funds** | | 25,847 | (48,549) | (22,702) | (103,739) | (26,571) | (130,310) |
| **Reconciliaton of funds** | | | | | | | |
| Total funds brought forward | | 772,445 | 51,643 | 824,088 | 876,184 | 78,214 | 954,398 |
| **Total funds carried forward** | | 798,292 | 3,094 | 801,386 | 772,445 | 51,643 | 824,088 |

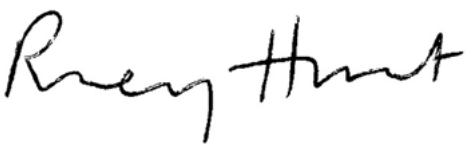
## Balance Sheet

For The Year Ended 31 December 2024

| | Notes | Unrestricted funds 2024 £ | Restricted funds 2024 £ | 2024 Total funds £ | Unrestricted funds 2023 £ | Restricted funds 2023 £ | 2023 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Fixed assets** | | | | | | | |
| Tangible fixed assets | 12 | 25,397 | - | 25,397 | 19,224 | 7,631 | 26,855 |
| Investments | 13 | 284,608 | - | 284,608 | 262,827 | - | 262,827 |
| | | 310,005 | - | 310,005 | 282,051 | 7,631 | 289,682 |
| **Current assets** | | | | | | | |
| Debtors | 14 | 346,537 | - | 346,537 | 511,734 | 81,958 | 593,692 |
| Cash at bank and in hand | | 733,906 | 7,100 | 741,006 | 365,072 | 20,821 | 385,893 |
| | | 1,080,443 | 7,100 | 1,087,543 | 876,806 | 102,779 | 979,585 |
| **Liabilities** | | | | | | | |
| Creditors falling due within one year | 15 | (592,157) | (4,006) | (596,163) | (386,412) | (58,767) | (445,179) |
| Net current assets | | 488,286 | 3,094 | 491,380 | 490,394 | 44,012 | 534,406 |
| **Total net assets** | | 798,292 | 3,094 | 801,386 | 772,445 | 51,643 | 824,088 |
| **The funds of the charity:** | | | | | | | |
| Restricted funds | 16 | - | 3,094 | 3,094 | - | 51,643 | 51,643 |
| Unrestricted funds | 16 | 798,292 | - | 798,292 | 772,445 | - | 722,445 |
| **Total charity funds** | | 798,292 | 3,094 | 801,386 | 772,445 | 51,643 | 824,088 |

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 14 June 2025 and signed on their behalf by:



**R Hurst**
Chair



**D Pounder**
Trustee

## Statement of Cash Flows

For The Year Ended 31 December 2024

| | Notes | 2024 £ | 2023 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net movements in funds for the year | | (22,702) | (130,310) |
| Adjustments to cash flows from non-cash items | | | |
| Investment income reinvested | 13 | (21,781) | (12,827) |
| Depreciation and amortisation | 12 | 24,328 | 22,740 |
| | | (20,155) | (120,397) |
| Working capital adjustments | | | |
| Decrease/(increase) in debtors | 14 | 247,156 | (162,582) |
| (Decrease)/increase in creditors | 15 | 150,983 | 135,710 |
| Net cash flow from operations | | 377,984 | (147,269) |
| **Cash flows from investing activities** | | | |
| Purchase of fixed assets | 12 | (22,871) | (3,730) |
| Purchase of investments | 13 | - | (250,000) |
| Net cash (used in)/provided by investing activities | | (22,871) | (253,730) |
| Net increase/(decrease) in cash and cash equivalents | | 355,113 | (400,999) |
| Cash and cash equivalents at the beginning of the reporting period | | 385,893 | 786,892 |
| Cash and cash equivalents at the end of the reporting period | | 741,006 | 385,893 |
| **Analysis of cash and cash equivalents** | | | |
| Cash at bank and in hand | | 741,006 | 385,893 |

# Notes to the Financial Statements

For The Year Ended 31 December 2024

## 1. Accounting Policies

### Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 34. The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally, and nationally.

The financial statements have been prepared in £ sterling on the historical cost basis and 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) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

### Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the 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. Amounts received which are not yet recognised are classified as deferred income.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

### Expenditure

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 associated with 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 that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

# Notes to the Financial Statements

For The Year Ended 31 December 2024

## Tangible fixed assets and depreciation

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

| | |
|---|---|
| Fixtures and fittings over 5 years | Straight line basis |
| Computer equipment over 3 years | Straight line basis |

## Investments

Investments which are publicly traded are recognised initially at fair value which is normally the transaction price (but excludes any transaction costs). Subsequently, investments which are publicly traded are held at market value, with all realised and unrealised gains and losses passing through the SOFA.

## Debtors

Accrued income is recognised at the settlement amount due and prepayments are valued at the amount prepaid.

## Cash at bank and in hand

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

## Creditors

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.

## Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

## Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged in the Statement of Financial Activities on a straight-line basis over the period of the lease. The charity has operating leases for the premises in which they operate. The title of the leased premises remains with the lessor.

### Fund accounting

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

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

### 1.12 Judgements and estimates

Key accounting judgements and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The trustees believe that the most significant area of estimation relates to the recognition of grant income. The policy applied is outlined above in this accounting policies note.

### Financial instruments

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Investment portfolios are basic financial instruments measured at fair value through the income and expenditure account as detailed in note 18.

Cash at bank and deposit accounts is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost as detailed in note 18. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument

## 2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.



## Notes to the Financial Statements

For The Year Ended 31 December 2024

## 3. Donations and legacies

| | Unrestricted | Restricted | 2024 Total | Unrestricted | Restricted | 2023 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Donations | 267,616 | 115,547 | 383,163 | 358,640 | 103,507 | 462,147 |
| Grants of general nature | 35,875 | - | 35,875 | 7,000 | - | 7,000 |
| | 303,491 | 115,547 | 419,038 | 365,640 | 103,507 | 469,147 |

## 4. Income from charitable activities

| | Unrestricted | Restricted | 2024 Total | Unrestricted | Restricted | 2023 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| *Support services* | | | | | | |
| Service Income | 1,552,367 | - | 1,552,367 | 1,765,480 | - | 1,765,480 |
| Support services - *Grants received* | - | 443,756 | 443,756 | - | 290,442 | 290,442 |
| Business engagement | 810,323 | - | 810,323 | 614,956 | - | 614,956 |
| Policy, legislation and operational change | - | 7,528 | 7,528 | 1,119 | 91,326 | 92,445 |
| Educating society | 1,645 | 32,132 | 33,777 | 396 | 30,959 | 31,355 |
| Organisational sustainability and optimisation | 27,269 | - | 27,269 | 15,086 | - | 15,086 |
| | 2,391,604 | 483,416 | 2,875,020 | 2,397,037 | 412,727 | 2,809,764 |

## Notes to the Financial Statements

For The Year Ended 31 December 2024

During the year to 31 December 2024 the following Trust funds and other institutions supported the work of the Charity and the amounts below are included in grants received above across notes 3 and 4:

| | Unrestricted funds | Restricted funds | 2024 Total funds | Unrestricted funds | Restricted funds | 2023 Total funds |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Avon & Somerset Police & Crime Commissioner | - | 41,416 | 41,416 | - | 39,828 | 39,828 |
| City Bridge Foundation | - | 44,240 | 44,240 | - | - | - |
| Garfield Weston Foundation | - | - | - | - | 45,000 | 45,000 |
| Heart of Bucks Community Foundation | - | 5,000 | 5,000 | - | - | - |
| Hilton Foundation | - | - | - | - | 65,000 | 65,000 |
| J & M Britton Charitable Trust | - | 5,000 | 5,000 | - | - | - |
| John James Bristol Foundation | - | 10,000 | 10,000 | - | 10,000 | 10,000 |
| Kathleen Beryl Charitable Trust | 10,000 | - | 10,000 | - | - | - |
| Moondance Foundation | - | 15,000 | 15,000 | - | 10,000 | 10,000 |
| Odin Charitable Trust | - | 10,000 | 10,000 | - | - | - |
| Samworth Foundation | - | 50,000 | 50,000 | - | 50,000 | 50,000 |
| Scouloudi Foundation | - | 15,000 | 15,000 | - | - | - |
| The Albert Gubay Charitable Foundation | - | 10,000 | 10,000 | - | - | - |
| The Batchworth Trust | 10,000 | - | 10,000 | - | - | - |
| The Burden Trust | - | 6,000 | 6,000 | - | 6,000 | 6,000 |
| The Clothworkers' Foundation | - | 10,000 | 10,000 | - | - | - |
| The Emmanuel Kaye Foundation | - | 30,000 | 30,000 | - | - | - |
| The Evan Cornish Foundation | - | 5,000 | 5,000 | - | - | - |
| The Green Room Charitable Trust | - | 5,000 | 5,000 | - | - | - |
| The Henry Smith Charity | - | 39,800 | 39,800 | - | 38,000 | 38,000 |
| The JD Foundation | - | 20,000 | 20,000 | - | - | - |
| The National Lottery Community Fund | - | 58,713 | 58,713 | - | - | - |
| The National Benevolent Charity | - | 20,000 | 20,000 | | | - |
| The Nisbet Trust | - | 10,855 | 10,855 | - | 10,014 | 10,014 |
| The Peter Stebbings Memorial Charity | - | - | - | - | 5,000 | 5,000 |
| The Screwfix Foundation | - | 5,000 | 5,000 | - | - | - |
| The Tony And Audrey Watson Charitable Trust | 5,000 | - | 5,000 | - | - | - |
| The Wixamtree Trust | - | 6,000 | 6,000 | - | - | - |
| Other grants (individually < £5,000) | 10,875 | 21,732 | 32,607 | 7,000 | 11,600 | 18,600 |
| | 35,875 | 443,756 | 479,631 | 7,000 | 290,442 | 297,442 |

During the year to 31 December 2024 the charity did not receive any amounts from universities and other institutions.

| | Unrestricted funds | Restricted funds | 2024 Total funds | Unrestricted funds | Restricted funds | 2023 Total funds |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| University Of Leicester | - | - | - | - | 75,679 | 75,679 |
| University Of Surrey | - | - | - | - | 15,647 | 15,647 |
| | - | - | - | - | 91,326 | 91,326 |

## 5. Expenditure on raising funds

| | Unrestricted | Restricted | 2024 Total | Unrestricted | Restricted | 2023 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Direct fundraising cost | 27,439 | - | 27,439 | 59,324 | - | 59,324 |
| Staffing cost | 156,127 | - | 156,127 | 205,019 | - | 205,019 |
| Support costs (note 7) | 85,681 | - | 85,681 | 34,197 | - | 34,197 |
| Governance costs (note 7) | 1,157 | - | 1,157 | 4,779 | - | 4,779 |
| | 270,402 | - | 270,402 | 303,319 | - | 303,319 |

## 6. Expenditure on charitable activities

| | Support services | Business engagement | Policy, legislation and operational change | Educating society | Organisational sustainability and optimisation | 2024 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Activities costs | 18,622 | - | 1,000 | 39 | - | 19,661 |
| DBS checks | 168 | 108 | 114 | - | - | 390 |
| Depreciation | 7,216 | 804 | 1,690 | - | - | 9,710 |
| Finance costs | - | - | - | - | - | - |
| General premises and sundry costs | 17,431 | - | 21 | - | 77 | 17,529 |
| Heat, light and insurance | 21,607 | - | - | - | - | 21,607 |
| Interpreting costs | 34,126 | - | - | - | 189 | 34,315 |
| IT costs | 11,989 | 1,791 | 759 | 5,813 | - | 20,352 |
| Office costs and comms | - | 15,153 | - | 22,120 | - | 37,273 |
| Printing, postage, stationery and advertising | 2,271 | - | - | - | - | 2,271 |
| Professional fees and outsourced service costs | 4,995 | 1,994 | - | - | - | 6,989 |
| Property costs | 73,927 | 474 | - | - | - | 74,401 |
| Staff and contractor costs | 1,198,751 | 284,979 | 124,851 | 126,581 | - | 1,735,162 |
| Staff other costs | 28,646 | 1,460 | 383 | - | - | 30,489 |
| Staff travel | 16,148 | 11,347 | 2,503 | 534 | 12,859 | 43,391 |
| Subscriptions | 353 | 10,388 | 2 | - | 2,289 | 13,032 |
| Telephone | 26,831 | 370 | - | - | - | 27,201 |
| Venue hire | - | - | - | - | - | - |
| MSVCC costs | 349,718 | - | - | - | - | 349,718 |
| Waste disposal and cleaning | 4,992 | - | - | - | - | 4,992 |
| Support costs (note 7) | 144,449 | 75,468 | 24,811 | 65,104 | 265,346 | 575,178 |
| Governance (note 7) | 12,076 | 2,436 | 1,186 | 976 | 6,021 | 22,695 |
| | 1,974,316 | 406,772 | 157,320 | 221,167 | 286,781 | 3,046,358 |

## Notes to the Financial Statements

For The Year Ended 31 December 2024

**Expenditure on charitable activities - 2023**

| | Support services | Business engagement | Policy, legislation and operational change | Educating society | Organisational sustainability and optimisation | 2023 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Activities costs | 20,461 | - | 9,860 | - | - | 30,321 |
| CRB checks | 1,316 | 45 | - | - | - | 1,361 |
| Depreciation | 6,534 | 807 | 1,690 | - | - | 9,031 |
| Finance Costs | - | (3,224) | - | - | - | (3,224) |
| General premises and sundry costs | 11,095 | - | 11 | - | 184 | 11,290 |
| Heat, light and insurance | 4,308 | 494 | - | - | - | 4,802 |
| Interpreting costs | 35,333 | - | - | - | - | 35,333 |
| IT costs | 17,792 | 5,045 | 2,348 | 1,688 | - | 26,873 |
| Office costs and comms | - | 28,076 | - | 22,848 | - | 50,924 |
| Printing, postage, stationery and advertising | 712 | 53 | - | - | - | 765 |
| Professional fees and outsourced service costs | 607 | - | 720 | - | - | 1,327 |
| Property costs | 76,093 | - | - | - | - | 76,093 |
| Staff and contractor costs | 1,280,613 | 256,975 | 134,226 | 169,713 | 38,214 | 1,879,741 |
| Staff other costs | 31,006 | 1,875 | 2,528 | 25 | - | 35,434 |
| Staff travel | 17,025 | 11,266 | 2,157 | 9,432 | 11,308 | 51,188 |
| Subscriptions | 38 | 404 | 6 | - | 1,806 | 2,254 |
| Telephone | 22,312 | 458 | 182 | - | - | 22,952 |
| Venue hire | 312 | - | - | - | - | 312 |
| MSVCC costs | 454,450 | - | 484 | - | - | 454,934 |
| Waste disposal and cleaning | 3,528 | - | - | - | - | 3,528 |
| Support costs (note 7) | 110,968 | 18,277 | 14,954 | 11,750 | 203,078 | 359,027 |
| Governance (note 7) | 22,483 | 6,582 | 4,748 | 12,734 | 5,088 | 51,635 |
| | 2,116,986 | 327,133 | 173,914 | 228,191 | 259,678 | 3,105,902 |

## 7. Allocation of support costs and governance costs

The charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the costs of raising funds (note 5) and five charitable activities (note 6) undertaken in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs. The costs have been apportioned based on a % of direct expenditure (2023: % of direct expenditure).

| | Support costs | Governance costs | 2024 Total | Support costs | Governance costs | 2023 Total |
|---|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ | £ |
| Auditors' remuneration | - | 7,920 | 7,920 | - | 11,820 | 11,820 |
| Office costs and communications | 110,034 | - | 110,034 | 107,280 | - | 107,280 |
| Premises cost | 21,338 | - | 21,338 | 21,385 | - | 21,835 |
| Professional fees | 50,535 | 3,729 | 54,264 | 36,615 | 2,617 | 39,232 |
| Depreciation | 14,618 | - | 14,618 | 13,708 | - | 13,708 |
| Staffing costs | 464,335 | 12,203 | 476,538 | 214,236 | 41,978 | 256,213 |
| | 660,860 | 23,852 | 684,712 | 393,224 | 56,415 | 449,638 |

## 8. Net incoming resources

Net resources are stated after charging:

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Depreciation of owned assets | 24,328 | 22,740 |
| Operating leases expenditure | 94,507 | 108,399 |
| Bad debt expense | - | - |
| Auditors' remuneration for: | | |
| Audit services | 7,920 | 7,860 |
| Accountancy services | - | 2,820 |

## Notes to the Financial Statements

For The Year Ended 31 December 2024

# 9. Employees

| Employment costs | 2024 £ | 2023 £ |
|---|---|---|
| Wages and salaries | 2,101,971 | 2,052,930 |
| Social security costs | 174,508 | 183,536 |
| Other pension costs | 65,213 | 60,604 |
| | 2,341,692 | 2,297,070 |

**Number of employees**

The average monthly head count during the year was as follows:

| | 2024 | 2023 |
|---|---|---|
| Direct staff | 77 | 87 |
| Leadership and operations staff | 14 | 18 |
| | 91 | 105 |

Of the 91 employees, 65 were full-time and 26 part-time (2023: 68 and 37 respectively).

The key management personnel of the charity are considered to be the Chief Executive, the two Directors, and the Deputy Director, appointed November 2024 (2023: Chief Executive and two Directors). The total cost to the charity for employee benefits for the employed key management were £259,933 (2023: £257,291).

The number of employees whose annual emoluments (excluding employers NI and employers pension costs) were £60,000 or more were:

| | 2024 number | 2023 number |
|---|---|---|
| £60,000 - £70,000 | 2 | - |
| £70,000 - £80,000 | 1 | 1 |
| £80,000 - £90,000 | - | 1 |

**Defined contribution pension scheme**

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £65,213 (2023: £60,604).

## 10. Trustees' remuneration and benefit

There was no remuneration nor other benefits paid to trustees for their governance duties during the year ended 31 December 2024 nor for the year ended 31 December 2023.

During the year, travelling expenses of £110 were reimbursed to one trustee (2023: travelling expenses of £289 to two trustees).

## 11. Operating lease commitments

At 31 December, the Charity had future minimum lease payments under non-cancellable operating leases as follows:

| | 2024<br>£ | 2023<br>£ |
|---|---|---|
| **Land and Buildings** | | |
| Expiry date: | | |
| Within one year | 70,540 | 63,771 |
| Between two and five years | 68,412 | 113,019 |
| **Office Equipment** | | |
| Expiry date: | | |
| Within one year | 1,222 | 1,224 |
| Between two and five years | 916 | 2,135 |
| **Total** | 141,090 | 180,149 |



## 12. Tangible fixed assets

| | Fixtures & Fittings £ | Computer Equipment £ | Total £ |
|---|---|---|---|
| **Cost** | | | |
| At 1 January 2024 | 24,128 | 144,140 | 168,268 |
| Additions | 8,691 | 14,180 | 22,871 |
| Disposals | - | - | - |
| At 31 December 2024 | 32,819 | 158,320 | 191,139 |
| **Depreciation** | | | |
| At 1 January 2024 | 22,709 | 118,704 | 141,413 |
| Charge for the year | 5,840 | 18,488 | 24,328 |
| Eliminated on disposal | - | - | - |
| At 31 December 2024 | 28,549 | 137,192 | 165,741 |
| **Net book value** | | | |
| At 31 December 2024 | 4,270 | 21,128 | 25,398 |
| At 31 December 2023 | 1,419 | 25,438 | 26,855 |

## 13. Investments

| | 2024 £ | 2023 £ |
|---|---|---|
| **Cost** | | |
| At 1 January | 262,827 | 250,000 |
| Reinvestment of income | 21,781 | 12,827 |
| Losses | - | - |
| At 31 December | 284,608 | 262,827 |

**Shares in subsidiary undertaking**

None.

## Notes to the Financial Statements

For The Year Ended 31 December 2024

## 14. Debtors

| | 2024<br>£ | 2023<br>£ |
|---|---|---|
| Trade debtors | 170,972 | 342,429 |
| Prepayments and accrued income | 175,565 | 251,263 |
| | 346,537 | 593,692 |

## 15. Creditors: Amounts falling due within one year

| | 2024<br>£ | 2023<br>£ |
|---|---|---|
| Trade creditors | 35,819 | 29,157 |
| Other taxes and social security | 68,224 | 82,758 |
| Other creditors | 13,580 | 2,092 |
| Accruals and deferred income | 478,540 | 331,172 |
| | 596,163 | 445,179 |

| **Reconciliation of deferred income** | | |
|---|---|---|
| Opening balance | 318,153 | 191,840 |
| Released during the year | (318,153) | (191,840) |
| Received during the year | 467,637 | 318,153 |
| Closing balance | 467,637 | 318,153 |

## Notes to the Financial Statements

For The Year Ended 31 December 2024

## 16. Summary of movement in fund

| | At 1 January 2024 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2024 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General funds | 772,445 | 2,695,095 | (2,669,248) | - | 798,292 |
| | 772,445 | 2,695,095 | (2,669,248) | - | 798,292 |
| **Restricted funds** | | | | | |
| Anti-Slavery Partnership (ASP) | 3,094 | 32,132 | (32,132) | - | 3,094 |
| Helpline (Support Services) | 48,549 | 353,345 | (401,894) | - | - |
| One Team (Support Services) | - | 205,958 | (205,958) | - | - |
| Policy, legislation, and operational change | - | 7,528 | (7,528) | - | - |
| | 51,643 | 598,963 | (647,512) | - | 3,094 |
| **TOTAL FUNDS** | 824,088 | 3,294,058 | (3,316,760) | - | 801,386 |

**Summary of movement in funds – 2023**

| | At 1 January 2023 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2023 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General funds | 876,184 | 2,762,677 | (2,866,416) | - | 772,445 |
| | 876,184 | 2,762,677 | (2,866,416) | - | 772,445 |
| **Restricted funds** | | | | | |
| Anti-Slavery Partnership (ASP) | 3,094 | 30,959 | (30,959) | - | 3,094 |
| Helpline (Support Services) | 75,120 | 333,449 | (360,050) | - | 48,549 |
| One Team (Support Services) | - | 60,500 | (60,500) | - | - |
| Policy, legislation, and operational change | - | 91,326 | (91,326) | - | - |
| | 78,214 | 516,234 | (542,805) | - | 51,643 |
| **TOTAL FUNDS** | 954,398 | 3,278,911 | (3,409,221) | - | 824,088 |

## 16. Summary of movement in funds (continued)

**Details of Restricted Funds:**

One Team: Funding from One Team has been split up to cover the costs of the following three areas:

- Unseen women's safe house: A safe house for women who have suffered exploitation and trafficking.
- Resettlement and integration project: Resettlement, outreach and integration project for men and women who have survived trafficking and exploitation.
- Unseen men's safe house: A safe house for men who have suffered exploitation and trafficking.

Anti-Slavery Partnership (ASP): A collaboration between Unseen, south-west regional police authorities, Bristol City Council, and other partners to discover and respond to incidents of human trafficking and exploitation.

Policy, legislation, and operational change: Research project in collaboration with Liverpool John Moores University which aimed to increase the understanding of the role social media plays in the exploitation of children and young people. This funding enabled Unseen to share our insights and facilitate people with lived experience of modern slavery feeding into this important topic.

## 17. Related party transactions

No related party transactions during the year. (2023: £4,620 was paid to Cultureology Ltd, a company where previous trustee Vanessa Di Cuffa is a director.)

## 18. Financial instruments

| | 2024<br>£ | 2023<br>£ |
|---|---|---|
| Financial assets measured at fair value through income and expenditure account | 284,608 | 262,827 |
| Financial assets that are debt instruments measured at amortised cost | 1,054,266 | 931,868 |
| | 1,338,874 | 1,194,695 |
| Financial liabilities measured at amortised cost | 66,301 | 44,268 |

**Item of income, expenditure, gain or losses**

| **2024** | Income<br>£ | Expenses<br>£ | Net gains<br>£ | Net losses<br>£ |
|---|---|---|---|---|
| Financial assets measured at fair value through income and expenditure account | 21,781 | - | - | - |

| **2023** | Income<br>£ | Expenses<br>£ | Net gains<br>£ | Net losses<br>£ |
|---|---|---|---|---|
| Financial assets measured at fair value through income and expenditure account | 12,827 | - | - | - |





**Ian Theodoreson (1957 to 2024),** former Unseen trustee

# remembering Ian Theodoreson

## purpose, passion and principle

We remember with deep gratitude the life and legacy of Ian Theodoreson, a cherished trustee and friend of Unseen, who passed away in 2024.

Ian's unwavering commitment, expertise, and generosity during his time with Unseen have left an indelible mark on our organisation and bolstered our fight against modern slavery.

As head of our finance and audit subcommittee, Ian guided Unseen through pivotal moments, managing financial complexities with clarity. His vision allowed us to take bold steps towards growth while managing our resources wisely.

Beyond his significant contributions as a trustee, Ian was a generous supporter of our cause, demonstrating his deep belief in our mission to eradicate modern slavery.

His dedication has been a source of strength and inspiration to our entire team, reminding us of the profound impact our work can have on individuals and communities.

**We will forever cherish the memory of Ian's kindness, his dedication, and his passion for justice.**

# how you can help us end modern slavery

**Every action, no matter how small, brings us closer to a world where no one is exploited for profit or power.**

Whether you donate to support survivors, use your voice to advocate for stronger protections, or educate yourself and others on the signs of exploitation, you become part of the solution.

Businesses, policymakers, frontline professionals, and individuals all have a role to play. With your help, we can dismantle the systems that allow slavery to thrive and build a future rooted in freedom, justice, and dignity for all.

Stand with us today – because no one should have to fight for their freedom alone.

- **Visit our website to subscribe to our newsletter**
- **Make a donation**
- **Explore collaboration opportunities with our teams**

unseen

**unseenuk.org**

**make a donation**

Unseen is a registered charity no 1127620, and a company limited by guarantee, no 06754171.
Registered office: 7 Hide Market, West Street, St Philips, Bristol BS2 0BH.

**UNSEEN (UK)**

England & Wales - Charity number 1127620

# Accounts

**Registered Company number: 06754171 (England and Wales) Registered Charity number: 1127620 (England and Wales)**

# Unseen (UK)

# Trustees' Report and Financial Statements

# For the year ended 31 December 2023

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**Letter from the Chair of Trustees, Rosey Hurst**

Reading this report, I am left with the powerful impression of the importance of the work Unseen continues to do. We work with some of the most vulnerable people in our society at the most vulnerable time in their lives, directly contributing towards our objective of relieving the need of anyone who may have been a victim of human trafficking and modern slavery.

This report sets out in black and white our activities during 2023. Last year we directly supported 332 survivors through our safehouses, outreach and reach-in services, and identified 5,800 potential victims of modern slavery via Unseen's Modern Slavery & Exploitation Helpline.

Sadly, the need for our services continues to grow, with this year seeing a 20% increase in calls and web forms to the Helpline, 23% more women being supported in our safehouses, and an increase of 7% in survivors in our outreach service.

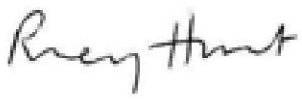
All this was achieved despite operating in a hostile political and legislative environment, which continued to erode efforts to tackle modern slavery. The Illegal Migration Act and the Nationality and Borders Act, legislation we opposed with partner NGOs, reduced support for victims and discouraged people from coming forward for fear of deportation. We continue to work with partners to advocate for policies which support survivors of modern slavery, with some success. The Home Office recently withdrew new rules that had made it more difficult for survivors to access statutory services.

I am particularly proud of the work that Unseen has done helping survivors to raise their voices directly with policy makers. This year we supported a group of survivors to give evidence to the House of Commons Home Affairs Committee's inquiry into the UK's response to human trafficking. Survivors shared their views on how non-UK nationals should be granted the right to work while waiting for a decision from the National Referral Mechanism. They talked about the emotional impact that extended waiting times can have on their mental wellbeing and recovery. We hope that policy makers will listen to their voices and act to protect and support survivors.

Another vital part of Unseen's response is to equip professionals across many sectors with the skills and confidence to tackle exploitation. This year, we trained 20,000 people and more than 100 businesses, statutory agencies, NGOs and other organisations – helping to tackle the risk of modern slavery and improve reporting and action.

I therefore commend this report to you and encourage you to support Unseen in its vital work.

Best wishes



## Trustee Directors' Report

The trustees present their report and financial statements for the year ended 31 December 2023. The directors of the charitable company are also its trustees.

The accounts and annual report are required to comply with the requirements of company and charity legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2011, and the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2019) and the provision of Part 15 of the Companies Act 2006 relating to small companies.

### Objectives, activities, and public benefit

The objects for which the charity is established (the 'objects') are to relieve the need of, and to help and assist anyone who may have been a victim of human trafficking and modern slavery, in particular by:

- The provision of safe housing, medical care, financial support, legal advice, counselling and life skills and coaching.
- Raising awareness of human trafficking and modern slavery in the UK and internationally.
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the directors shall in their absolute discretion see fit.

Nothing in the articles shall authorise an application of the property of the charity for purposes which are not charitable in accordance with section seven of the Charities and Trustee Investment (Scotland) Act 2005 and/or section two of the Charities Act (Northern Ireland) 2008.

### Aims

Unseen is working towards a world without slavery. We do this by:

- Empowering survivors and vulnerable people. Through specialist services, we can enable them to recover safely and develop resilient, independent lives.
- Equipping stakeholders. Through the provision of training, advice, and resources we can better identify and support actual and potential victims of slavery.
- Influencing society. Through systemic change, we can use our practical experience, research, and survivor stories to inspire change in legislation, policy, and consumer choices.

## Mission statement

Unseen is working towards a world without slavery.

## Public benefit

The trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives, and planning its activities.

Addressing modern slavery through supporting survivors, working with businesses, educating and influencing society, and ensuring organisational sustainability are in the public interest. These activities:

- Support the most vulnerable.
- Help tackle the reasons slavery exists.

## 2023 in focus – Trustees' report overview

We believe a world without slavery is possible and that the only way to tackle modern slavery effectively is through a whole society response.

In recognition of this need, Unseen has provided a diverse range of services over the years, enabling us to:

- Empower survivors.
- Spark transformation across multiple sectors and industries.
- Capture and share analysis of trends and new areas of vulnerability to exploitation.
- Drive legislative changes.

Through our extensive frontline services, 24/7 Modern Slavery & Exploitation Helpline, and extensive partnership work, we've honed an unparalleled expertise.

The breadth of our activity and experience has enabled Unseen to make a unique contribution to the sector and educate new audiences on the reality and impact of modern slavery.

### Influencing businesses to adopt best practices

One area where we made significant progress in tackling modern slavery and exploitation in 2023 was through our business services. Our team worked with organisations of all sizes and across diverse sectors, supporting them with strategies to tackle forced labour in their operations and supply chains. This work culminated in our inaugural Unseen Business Awards, celebrating the achievements of companies in tackling modern slavery.

Educating society on the dangers of modern slavery and how to spot the signs of exploitation remains a core part of our work. It is why we prioritise media liaison and public awareness campaigns. Unseen achieved significant media exposure across national media outlets in 2023, enabling us to grow our community and amplify our campaigns.

**Advocating for vulnerable groups**

Our work highlighting exploitation in the care sector was a further highlight in 2023. Data analysis of our Helpline acted as an early warning sign on the growing problem of modern slavery across the care sector. Our widely publicised report 'Who cares?' helped shape public discourse in this area, highlighting the suffering of many migrant care workers. In 2023, we brought together government departments, statutory agencies and other key stakeholders to explore solutions and ways to prevent others from being exploited.

Another example of our continuing impact on vulnerable groups was our Ukrainians Welcome campaign. With the support of telecom and NGO partners, we helped safeguard Ukrainian refugees by sending them a text message as they arrived in the UK, directing them to online support services. Produced with agency BBD Perfect Storm, the campaign won multiple awards in 2023, including a Lions Award from the prestigious Cannes Advertising Festival. Our work led to an invitation for Unseen to speak at the OSCE (Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings) conference about the impact of the campaign and the role of Helplines in the aftermath of the Russian invasion of Ukraine.

**Thriving despite a hostile political environment**

Unseen's impact was achieved despite operating in a hostile political and legislative environment in 2023, which continued to erode efforts to tackle modern slavery. The Illegal Migration Act and Nationality and Borders Act, legislation we opposed with partner NGOs, reduced support for victims and discouraged people from coming forward for fear of deportation.

However, we did have a positive advocacy outcome as our work with partners led to a Home Office decision in 2023 to withdraw and reconsider new rules that had made it more difficult for victims to access statutory support.

**Driving change in the NHS**

Unseen achieved a further advocacy breakthrough in the NHS. In 2023, the NHS was banned, in the Health and Care Act, from buying goods produced by forced labour thanks to a campaign led the previous year by anti-slavery and human rights organisations including Unseen. Our work in 2023 helped ensure new regulations in the NHS were being implemented. The Unseen app was also deployed across much of the NHS, enabling staff to understand the indicators of modern slavery.

## Leveraging lived experience to improve policy design

Unseen's advocacy work has been bolstered by the insights provided by our survivor consultants. These are a group of survivors who have used their lived experience of modern slavery to share first-hand knowledge of the issues. One example of their work in 2023 was when they attended the House of Commons to feed into the Home Affairs Committee's enquiry into the UK's response to human trafficking.

This trustees' annual report details our activities and impact in 2023 across our full array of services and activities. Though the challenges of eradicating modern slavery remain significant, our activities in 2023 helped us take another important step forward.

We remain grateful to the many organisations who generously support our mission, including trusts, foundations, academic institutions, and corporate partners, as well as individual donors who are passionate about human rights.

## 2023 in focus – Support services

Supporting people who have experienced the horrors of modern slavery will always be at the heart of what we do. In 2023, our Frontline Services team continued its vital work providing support, information, and guidance to survivors.

We have now worked with more than 600 people in total through our outreach service and over 200 residents at our women's safehouse, with a further 84 at the men's house.

In 2023 alone, our casework team worked with more than 300 women and men.

Our support provisions include practical assistance navigating health and mental health systems as well as signposting and information sharing on how to access legal support for issues linked to trafficking, such as asylum claims and forced criminality.

We also provide activities that promote wellbeing and recovery such as joining community classes and groups, and learning new skills like cooking, crafts, and sports. We have continued to provide support for dental care such as working with Dentaid, The Dental Charity. We also provide guidance with opening a bank account to enable financial independence – it's sometimes the first time a survivor will have had a bank account.

Wellbeing activities are vitally important for our client group and 2023 saw the launch of a regular wellbeing café, a space for survivors to come together, make friends and have fun, reducing isolation and forging lasting relationships.

## Unseen women's and men's safehouses

Our safehouses provide support to survivors who have experienced a high level of trauma and continue to be at risk from their exploiters. Some have experienced homelessness while other challenges include insecure immigration status, physical health issues, and complex needs issues like mental health and substance addiction.

We can provide high-level support for up to ten female and six male survivors of modern slavery and human trafficking at one time.

Support is provided by a team of caseworkers and accommodation support officers. This means we have a flexible team that has experience of providing high quality support in both accommodation-based and outreach services.

Our accommodation support officers support the work of the caseworkers while ensuring that we maintain good accommodation standards and provide holistic support to residents at the safehouses.

## Women's safehouse

At the women's safehouse, we supported 16 survivors in 2023. Six survivors were new referrals to the service, with 10 survivors remaining in the safehouse since various dates prior to 2023.

One survivor who first entered our safehouse in 2018 finally received decisions on her asylum and National Referral Mechanism (NRM) claims in 2023 and will be supported to move on from the safehouse in 2024.

Domestic servitude was the most common type of exploitation reported by survivors before they arrived at the safehouse. They also reported having been victims of sexual exploitation, labour and financial exploitation together, forced labour in isolation and other combinations of exploitation types.

We supported survivors of 14 different nationalities, the most common being Bulgarian and Albanian.

## Women's safehouse in numbers

The table below shows the number of female survivors we have supported through our safehouse.

| Year | Number of clients |
|---|---|
| 2011 | 17 |
| 2012 | 25 |
| 2013 | 28 |
| 2014 | 30 |
| 2015 | 33 |
| 2016 | 23 |
| 2017 | 22 |
| 2018 | 20 |
| 2019 | 21 |
| 2020 | 13 (five new referrals) |
| 2021 | 19 (10 new referrals) |
| 2022 | 13 (three new referrals) |
| 2023 | 16 (six new referrals) |
| Total individuals[1] | 201 |

## Men's safehouse

In 2023, the men's safehouse supported 10 survivors of exploitation, four of whom were new referrals. This brought the total number of men supported since the project launched in 2011 to 84.

We supported residents of nine nationalities in 2023, the most common being Ghanaian.

Survivors had been through situations of both labour and financial exploitation together. Other combinations included criminal exploitation with forced labour, and sexual exploitation with domestic servitude.

[1] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

## Men's safehouse in numbers

The table below shows the number of male survivors we have supported through our safehouse.

| Year | Number of clients |
|---|---|
| 2016 | 14 |
| 2017 | 21 |
| 2018 | 14 |
| 2019 | 17 |
| 2020 | 20 |
| 2021 | 16 (11 new referrals) |
| 2022 | 14 (eight new referrals) |
| 2023 | 10 (four new referrals) |
| Total individuals[2] | 84 |

## Outreach service

The outreach service provides support to survivors in the community. Some survivors may move from a safehouse into the community where they are supported in the next stage of their recovery.

Others may already be living independently in the community, in asylum accommodation, with friends or family or, in some cases, they might be homeless.

The casework team takes a comprehensive approach to supporting survivors through our outreach service. This includes support with:

- Mental and physical health issues.
- Immigration claims.
- Accessing legal assistance.
- Sourcing opportunities for further education and training.

The team aims to support people to independence, where they are empowered to make their own choices. We take time to understand the needs of those we support by building a trusting and respectful relationship. We celebrate progress and achievements, whether that is getting a job or attending an appointment alone for the first time.

[2] Ibid.

## Outreach service in numbers

The table below shows the number of clients Unseen has supported via its outreach service.

| Year | Number of clients |
|---|---|
| 2013 | 16 |
| 2014 | 38 |
| 2015 | 40 |
| 2016 | 49 |
| 2017 | 59 |
| 2018 | 74 |
| 2019 | 87 |
| 2020 | 89 |
| 2021 | 184 (113 new referrals) |
| 2022 | 270 (132 new referrals) |
| 2023 | 290 (94 new referrals) |
| Total individuals[3] | 615 |

## Access to statutory support

People in the government's Modern Slavery Victim Care Contract (MSVCC) can access general health care, mental health care and legal support as part of their statutory entitlement. We support all our clients to access these services and support.

In addition to statutory entitlements, Unseen provides several services and opportunities in-house, tailored to the personal needs of survivors to give them the extra support required.

In 2023, the statutory modern slavery guidance was updated to reflect the passing of the Nationality and Borders Act in 2022. This Act and the subsequent guidance changed the threshold for which victims of trafficking are eligible to access statutory support. This was a concern for our team supporting those affected as we saw referral numbers to our safehouses and outreach services drop, meaning those who needed support weren't accessing it.

Following a High Court decision, some of the changes were overturned and we saw a rise in the number of people entering our service again.

Despite these challenges, we continued to help survivors in our safehouses and outreach service access physical and mental health and legal support, develop independent living and personal safety skills, and access education, employment and training.

[3] Ibid.

## Reach-in service

Our reach-in service is an additional support avenue available for survivors who have received a positive conclusive grounds decision (recognised as a victim of modern slavery by the government) and have exited NRM support.

Survivors can self-refer to this service for light-touch support and signposting advice.

In 2023, we supported 16 survivors in this service, nine of whom were new referrals. The survivors were given advice and guidance as required. A total of 31 survivors have benefitted from this service since it was launched in 2021.

## Unseen accompaniment on police operations and as a first responder

Unseen provides support during police operations, where we talk to potential victims about the services they might be eligible to access and explain the NRM referral process.

We believe close partnership working is key to better identification of victims. This has been a highly effective partnership over the past seven years, and we have been able to support improved practice between NGOs and the police while safeguarding potential victims.

We also provide information to other organisations that might have concerns about an individual they suspect to be a potential victim.

Unseen is a first responder for the NRM, meaning we can enter people into the government's framework for the support of victims of modern slavery.

We continue to work with local police on welfare operations to potential sites of exploitation. In 2023, we completed safeguarding checks on more than 11 visits. This work included supportive discussions with individuals who were deemed to be at risk.

Nine individuals spoken to during our work as a first responder consented to enter the NRM in 2023. Many more were provided with wellbeing packs and signposted to various other support services, such as the Helpline, enabling them to access support in the future.

Low numbers of uptake on support can occur because of the fear, and sometimes the emotional attachment potential victims can have of their exploiters. Potential victims can also be fearful of law enforcement agencies.

This support is therefore focused on showing care and building trust. The aim is to help that person reflect on their circumstances and gain information and confidence so that they are more likely to access support.

**Modern Slavery & Exploitation Helpline**

In 2023, the Helpline dealt with 8,367 calls and 3,333 web forms and app submissions – 20% more than in 2022.

We have consistently provided a confidential and independent channel for potential victims, members of the public, businesses, statutory agencies and other professionals to seek information, get advice and support, or report concerns.

Retaining the Helpline's independence from the government and law enforcement agencies means that it continues to provide a safe haven for callers to speak in confidence to a trained Helpline advisor, knowing the Helpline will not pass on any details to Immigration Enforcement. This is an important feature of the Helpline considering the wider context of a hostile political environment and alongside the introduction of the Nationality and Borders Act and Illegal Migration Act.

Following key efforts in 2023, the Helpline is on a more stable financial footing, despite the challenges of inflation and the cost-of-living crisis. One fundraising highlight was our Big Give appeal: we raised over £62,000 including Gift Aid. We have also secured multi-year funding from the Samworth Foundation, The Nisbet Trust, BT, and JD Foundation.

**Supporting people and professionals from outside the UK**

The Helpline remains free to anyone calling from within the UK. Calls, emails, web forms and Unseen app submissions are received from across the UK and, occasionally, from overseas. Aside from the UK, the Helpline received calls from 31 countries in 2023.

When a caller contacts the Helpline from outside the UK, we respond by providing advice, information and support, based on their circumstances. This might involve signposting the caller to services available in another country, identifying NGOs or other stakeholders who might be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

Callers can also contact the Helpline if they cannot speak English. We have access to telephone interpreters who work in more than 250 different languages in real-time.

## Connecting people with support services

In 2023, the Helpline team provided 1,845 referrals to agencies including the police, local authorities, HMRC, the Gangmasters and Labour Abuse Authority and NGOs. A new referral pathway was set up with the Employment Agency Standards Inspectorate in response to growing reports of concerns within the care sector. This enabled the Helpline team to refer reports of legislative breaches by agencies.

Potential victims accessing the Helpline are offered help to consider their options including:

- Accessing crisis assistance.
- Safety planning.
- Emotional support.
- Accessing critical social and legal services.
- Connecting with law enforcement agencies to safely leave a situation.

## Providing guidance to professionals from multiple sectors

The Helpline also provides technical advice and support to health professionals, police, local authority personnel, businesses and other NGOs who support vulnerable people. In 2023, the Helpline team contributed to a new modern slavery training package for NHS safeguarding leads.

We continue to develop our internal database and partnerships to ensure that, as new local, regional and national services are established, we can signpost contacts quickly to the services most appropriate for them.

## Modern Slavery & Exploitation Helpline statistics

The table below lists key statistics from the Helpline for 2023 and recent years.

| | Incoming calls | Web forms/app | Modern slavery PVs* | Modern slavery cases | Labour abuse PVs | Labour abuse cases | Referrals/ signposts |
|---|---|---|---|---|---|---|---|
| **2016** | 468 | 13 | 620 | 165 | NA | NA | 175 |
| **2017** | 3,710 | 710 | 4,886 | 1,271 | NA | NA | 2,483 |
| **2018** | 6,012 | 1,393 | 7,121 | 1,849 | NA | NA | 3,382 |
| **2019** | 7,073 | 2,163 | 4,739 | 1,812 | NA | NA | 3,844 |
| **2020** | 6,052 | 1,924 | 3,481 | 1,742 | NA | NA | 3,080 |
| **2021** | 6,302 | 2,166 | 3,019 | 1,526 | NA | NA | 5,504 |
| **2022** | 7,315 | 2,464 | 6,516 | 2,588 | 1,767 | 464 | 8,387 |
| **2023** | 8,367 | 3,333 | 5,876 | 2,185 | 1,799 | 516 | 9,067 |
| **Total** | **45,299** | **14,166** | **36,258** | **13,138** | **3,566** | **980** | **35,922** |

*PV is potential victim

## 2023 in focus – Business engagement

### Training services expansion

We continued to grow our training services, reaching more than 20,000 individuals in 2023. Our work involves equipping professionals across diverse sectors with the skills and confidence to tackle exploitation in their organisations.

We delivered 74 training sessions, three Business Hub webinars, and e-learning for individuals in more than 100 businesses, statutory agencies, NGOs and other organisations.

We also developed two bespoke e-learning training modules and updated our construction, business and procurement e-learning courses.

### Business services

We diversified our premium Business Hub offer in 2023 to provide consultancy services on escalation and remediation, reflecting the direction of change for global legislation. Through Unseen's Business Hub, organisations access comprehensive support, helping them optimise their approach to social responsibility.

In 2023, 15 new members joined our Business Hub, bringing the total to 22 premium Hub member organisations.

A further 30 organisations gained access to our Hub webinars and communications via associate membership, which involves one-off services such as training or consultancy. New associate members include IHG Hotels and Resorts, Bupa, and Legal & General.

**Supporting care sector organisations**

In response to the growing concern of modern slavery in the care sector, Unseen was selected as a partner for the International Recruitment East project, encompassing 12 local authorities in the East of England and their respective care providers. Unseen delivered expert training workshops to care workers and local authority staff and created a toolkit to support learning outcomes.

We also:

- Ran one-to-one sessions with workers, developing their understanding of modern slavery.
- Empowered workers to identify modern slavery.
- Equipped organisations with the tools to escalate issues.

**Worker wellbeing site visits**

We continued to champion worker voice and conducted 20 worker wellbeing site visits in 2023, interviewing workers, and gaining anonymous intelligence on modern slavery and labour abuse risks.

To support the above activities, the business services team grew in 2023. We welcomed three new employees and introduced a senior engagement manager role dedicated to growing Unseen's message and reach.

**2023 in focus – Policy, legislation and operational change**

Our policy and research team collaborated with the University of Leicester on a joint research project in 2023 that aimed to raise awareness of sexual exploitation across adult services websites.

One of the project's key goals was to highlight the signs of exploitation and prompt people to call the Helpline if they suspected a modern slavery case.

Unseen and the University of Leicester compiled expert views of law enforcement agencies, safeguarding experts, and insights from lived experience survivors, as well as Helpline data to inform the research.

In 2023, much of our policy work became reactive because of the need to respond to the re-release of modern slavery statutory guidance containing updates from the Nationality and Borders Act and the Illegal Migration Act. This involved providing feedback and evidence to policymakers and statutory agencies on the harmful effect of these changes on efforts to tackle modern slavery.

Other highlights of our policy and research work in 2023 included:

- Contributing to a report on 'Climate change and modern slavery in public procurement' in collaboration with the Universities of Bath, West of England and Surrey.
- Joint anti-slavery sector open letters to MPs on issues such as the impact of the Nationality and Borders Act and the Illegal Migration Act.
- Participation on anti-slavery advisory panels including with the Home Office, law enforcement agencies, and the Modern Slavery and Human Rights Policy and Evidence Centre.

### Incorporating lived experience into advocacy

The team has been focused on ensuring the views of people with lived experience is factored into policy design and considered as part of activities to tackle exploitation.

In 2023, Unseen expanded its survivor consultants' group to 13 people and recruited two lived experience coordinator posts to help facilitate the group.

We continue to engage wider survivors in policy and research discussions, regularly circulating a survivor newsletter containing policy updates in easy-to-understand, bite-sized chunks.

## 2023 in focus – survivor voice

### Empowering survivors to influence MPs

We provided training to survivors so that they could communicate their views effectively at the House of Commons during the Home Affairs Committee's inquiry into the UK's response to human trafficking.

Survivors shared their views on how non-UK nationals should be granted the right to work while waiting for a decision from the National Referral Mechanism. Survivors talked about the emotional impact extended waiting times can have on their mental wellbeing and recovery. They called for survivors to be compensated for delays and for improved access to mental health support while waiting for decisions.

Having been deprived of fair pay and the ability to contribute fully to society during their period of exploitation, the survivors told MPs about their wishes for adequate wages and to be empowered to give back to their communities.

## Supporting survivors on the journey to recovery

Inspections by the Care Quality Commission (CQC) in 2023 highlighted the significant progress survivors had made thanks to our safehouses and outreach support.

Survivors told inspectors that they felt safe in the safehouses and described how caseworkers had provided the support needed to assist their recovery. While one survivor commented that services appeared short-staffed at times, the consensus from survivors was that they felt happy in their accommodation and confident that they could always contact a caseworker if needed.

## The views of survivors

The positive impact Unseen has had on empowering survivors and supporting their journey to recovery are illustrated in the quotes below from service users in 2023.

- *"The service has been of help to me because I wouldn't know where I would be if Unseen hadn't taken me in. Whenever I need something, I can talk to staff and they shortly get it done. My caseworker always discusses things with me before taking things forward."*

- *"I feel confident and motivated when I see [the caseworker]. He is always very professional and is good at appreciating and motivating [me]."*

- *"[My caseworker] works really hard for me. She has done lots for me like finding me a new solicitor, she is really caring for me and concerned for me. She really helps my mental health."*

- *"All staff [are] doing a hard job. I feel like they really care about me. Every time I come to the office everybody says hello, not just my caseworker, but all other staff too. I am never left waiting outside for a long time, I am always offered tea and coffee. I am more than 100% happy."*

## 2023 in focus – Educating society

Unseen is committed to increasing people's understanding of modern slavery and ensuring they are not, knowingly or unwittingly, contributing to it.

We do this through:

- Training frontline professionals, schools, partners and individuals so they know what to do and are victim aware.
- Raising awareness among the wider public and informing them how their choices affect others.
- Sharing our knowledge and expertise with anti-slavery partnerships and national and international stakeholders.

## Public awareness 2023

Our awareness raising activities in 2023 enabled Unseen to reach new audiences and amplify its key messages across multiple sectors and industries. Some of our key achievements are listed below.

**Care sector report:** published in October 2023, Unseen's care sector report revealed a 606% increase in care work-related modern slavery cases reported by the Helpline in the year to end 2022. Our report raised awareness of the issue nationally, leading to coverage in national and local outlets, including an interview with our CEO Andrew Wallis on BBC Panorama.

**Anti-Slavery Day:** we gained exposure for the Helpline with the number featuring prominently on the BT Tower's digital screen in London for Anti-Slavery Day on 18 October. One of our staff was interviewed on BBC Crimewatch for Anti-Slavery Day, where they raised awareness of modern slavery, highlighting the work done by Unseen, and outlining the signs of exploitation. We continued our long history of partnership work by collaborating with fellow anti-slavery charity A21 as part of the 'Can you see me?' campaign. Posters were displayed across the London underground during Anti-Slavery Day, raising awareness of the signs of human trafficking and how to take action by calling Unseen's Helpline.

**New Independent Anti-Slavery Commissioner:** Unseen ran a campaign calling for the appointment of a new Independent Anti-Slavery Commissioner after the role had been vacant for a year. We invited people to sign our open letter, which we presented to the Home Office. In October 2023, Eleanor Lyons was announced as the new commissioner.

**Ethical consumer choices:** in collaboration with Australia-based anti-slavery charity Be Slavery Free, we promoted the annual Chocolate Scorecard, celebrating ethical business and consumer choices in the chocolate industry. Media coverage in publications like The Grocer and the Daily Mail continued raising awareness of this human rights issue.

**Collaboration with anti-slavery organisations:** Unseen voiced its concerns about the Illegal Migration Act's impact on victims and survivors of modern slavery arriving via small boats to the UK, reflected in a joint letter in The Times. This was one of several joint letters Unseen signed in 2023 on a wide range of issues, including tackling exploitation in the care sector and garment industries, as well as voicing concerns to the government about the shelving of a pledge to offer survivors support pre-NRM.

**App re-launch:** we announced a refreshed Unseen app for frontline professionals, businesses and the general public to identify and report modern slavery in confidence. Endorsed by anti-slavery experts, used by frontline professionals and recommended by senior police officers, the app, available in 27 languages, is a vital tool in our fight against modern slavery and exploitation. The relaunch was made possible thanks to pro bono support from digital technology agency Storm.

**Award winners:** our Ukrainians Welcome campaign, produced with agency BBD Perfect Storm, won multiple awards, including a Lions Award from the prestigious Cannes Advertising Festival. The campaign aimed to keep Ukrainian refugees safe by sending them a text message upon arriving in the UK, linking them to the Ukrainians Welcome website with information on navigating life in the UK and with the number of the Helpline.

**15 years in operation:** Unseen marked 15 years of combating modern slavery and exploitation in 2023. Our campaign asked people to consider donating £15 a month towards funding our vital services, including our outreach and safehouse support and our Helpline.

**Growing our community via social media and media outlets**

Unseen's rising public profile in 2023 was reflected in our growing online community – we now have more than 41k followers across our social media platforms: LinkedIn, X, Facebook, Instagram and YouTube. On LinkedIn, which we use to promote our business services, we saw a 20% increase in the number of followers in 2023.

We are trusted by the media for our expertise and robust data. In 2023, we continued to provide authoritative commentary and analysis, contributing to articles in a wide range of titles and outlets. These included national outlets like BBC News, Sky News, ITV News, The Guardian, and The Independent, as well as local and national radio stations and podcasts like The Times Radio, and television programs like BBC Panorama. We were also featured in many local and regional titles. In 2023, there was a 160% increase in opportunities to read about the charity's work in the media in comparison to 2022.

**Anti-slavery partnerships**

The mission of the Anti-Slavery Partnership (ASP) that covers south-west England is to support and enable the discovery of, and response to, incidents of modern slavery and exploitation. We do this through a victim-centred, multi-agency and collaborative community effort at both a local and regional level.

In 2023, Unseen continued to coordinate the Avon and Somerset ASP and provide support and expertise to the other force-area partnerships in the south-west region, as well as coordinate and co-chair the regional oversight board.

A new Bristol Modern Slavery Operational Partnership was designed and established, which will improve collaborative working between key frontline professionals, increase proactive identification of modern slavery incidents, and increase our understanding of modern slavery in the city.

In other areas, local partnerships were supported to restructure their partnership arrangements to improve efficacy and impact.

Unseen has continued to act as a central point of contact and expertise in modern slavery for the south-west region. Unseen has provided advice and consultation to a range of partners, assisting them to improve their organisation's response to modern slavery and react effectively to unfolding situations.

The partnership acted as a conduit for pivotal information about changes to statutory guidance to be cascaded out to key frontline teams across the region. Sessions were delivered across the region to inform partner agencies about the implications of updated legislation.

**Eastern Region Anti-Slavery Partnership**

The Eastern Region Anti-Slavery Partnership (ERASP) supports the region's anti-slavery partnerships across seven police force areas in their response to incidents and the threat of modern slavery and human trafficking. The partnership brings together representatives from more than 40 organisations, including the police, statutory agencies, local authorities and NGOs.

The ERASP met three times during 2023, convening in September for a face-to-face conference at the Imperial War Museum, Duxford, which brought together over 60 representatives from the partners. The conference provided the opportunity for partners to discuss a wide range of issues, including the impact and challenges for survivors because of the changes to the NRM.

The event included the sharing of data and feedback from first responders and aimed to establish more effective collaboration and practices in the response to modern slavery across the entire region. The networking opportunities the conference provided were described as invaluable by participants and the partnership will continue to explore ways to facilitate more in-person meetings in the coming year.

## Patron

Our thanks go out to our patron Levison Wood, who has continued to show his support and use his considerable profile to help raise awareness of Unseen.

## Ambassadors

We are also very grateful to our ambassadors for the work they do promoting the work of Unseen across their networks. They are:

- David Olusoga.
- Baroness Stroud.
- James Ewins KC.
- Stephen Chapman.

As an example of the contributions of our ambassadors, David Olusoga helped Unseen reach a wider audience by presenting our Radio 4 Appeal in 2023, which raised more than £27,000 for the Modern Slavery & Exploitation Helpline.

## 2023 in focus – Organisational sustainability and optimisation

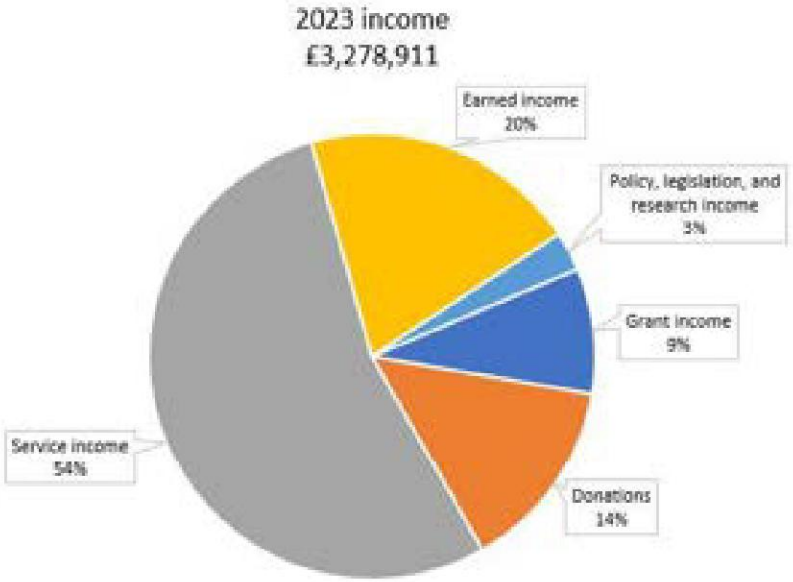
### Income

Our total income for the year was £3,278,911, an increase of £205,211 or 7% on the previous period.

Fundraising-related income decreased by £166,562, or 18%, on the previous year. Included in donations of £462,147 is £62,149 (13%) which was earned by business engagement (2022: £189,861 (37%) was earned by business engagement of the £508,241 in donations).

There was a £143,725 increase in earned income, related to services provided to businesses, and a £167,441 increase in income from our involvement in the Modern Slavery Victim Care Contract (MSVCC). Both the increase in the MSVCC and earned income have associated cost increases.

For 2023, we have split out income earned from policy, legislation and research from grant income. In 2023 this was £92,445 (2022: £31,837).

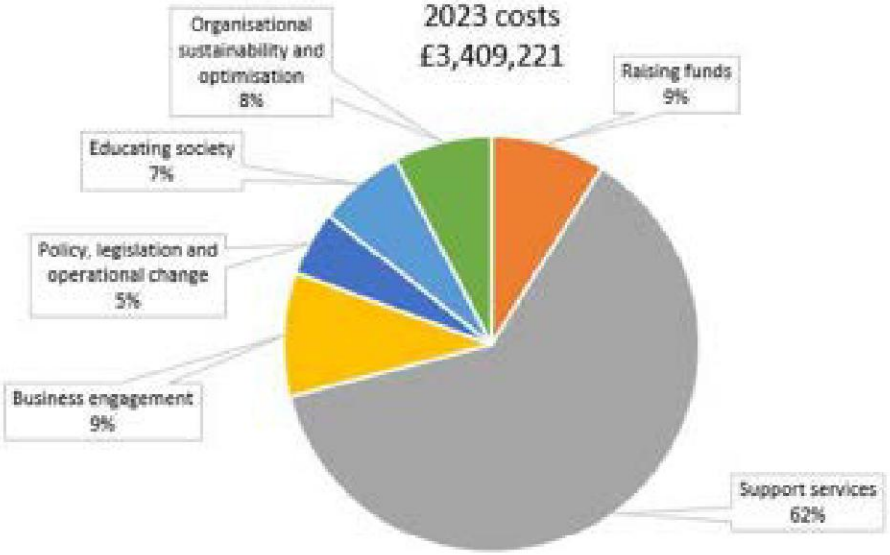



## Expenditure

Our total expenditure for the year was £3,409,221, an increase of £342,421, or 11%, on the previous year.

Our cost basis has increased during 2023 due to inflationary pressures as well as some modest investment in business engagement to drive income growth. The investment in business engagement aligns with our 2027 strategy and our continued drive to diversify income streams and create funding resilience.

Of our £3,490,221 total expenditure, £3,105,902 was spent directly on charitable activities.



## Principal risks

To achieve our vision, we must manage risks effectively.

Our principal risks are:

- Continued detrimental changes in the political environment with further ramping up of the hostile environment and the re-conflation of human trafficking with smuggling and immigration. The Rwanda bill risks further negatively affecting survivors of modern slavery, denying access to support services for anyone with irregular status.
- Securing sustainable funding. A key strategic aim for the charity is to diversify income streams and move towards a sustainable funding model.
- The current economic and political outlook presents a funding risk not just from the government but across-the-board funding.

The trustees acknowledge their responsibility for the management and control of the organisation and therefore are involved in the key aspects of the risk management process. Risks are explicitly identified and considered as part of the trustees' approach to making decisions, and an overall risk review is included in the charity's annual governance calendar. As part of the MSVCC, we must comply with ISO standards 9001, 14001, 23001, 27001, and 45001 but we are not ISO accredited.

The major risks to the charity have been reviewed during the year, and control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

Under the direction of the trustees, the senior leadership team has reviewed all forms of insurance to ensure that the cover provided is adequate for Unseen offices and secure accommodation needs. This review will be revisited each year as the policies in place come up for renewal.

Also, we have outsourced some operational areas, such as IT support, to third parties who provide relevant expertise in these areas. As a result, the trustees are confident that the organisation complies with current legislation and effectively manages the related risks.

## Going concern

The financial statements have been prepared on a going concern basis. Net assets at the balance sheet date were £824,088 (2022: £954,398) and net current assets at the balance sheet date were £534,406 (2022: £908,533).

At the year-end, the balance of cash and bank balances held by the charity was £385,893 (2022: £786,892) and the level of unrestricted reserves was £772,445 (2022: £876,184).

## Reserves policy

Our reserves policy is set to achieve a balance between ensuring that our work is protected from the risk of disruption that occurs at short notice because of a lack of funds and ensuring we do not retain income for longer than required.

The trustees have determined that the charity needs free reserves for the following purposes:

- To protect against unforeseen income fluctuations.
- To provide the resources to enable the organisation to execute its strategy to diversify its income streams.
- To provide working capital for the effective running of the organisation.
- To enable Unseen to invest in emerging opportunities should the trustees decide to.

The trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to between six and nine months of expenditure, where pre-secured income does not exist.

Based on the above policy, the trustees calculate that the target level of free reserves would be between £727,620 and £1,091,430. At the year-end we held £772,445 of free reserves, which is equivalent to 6.4 months of expenditure, where pre-secured income does not exist.

We plan to use these reserves as we move towards a greater level of income diversification and continue to grow the charity so we can maximise our impact. Recent years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

During 2022, the trustees reviewed our reserves policy, in line with the latest Charity Commission guidance, and agreed the current reserves policy meets the needs of the charity. This remained the case in 2023. However, our cash position has changed as we have invested £250,000 in a mix of short-term notice and longer-term investment wrappers screened for ethical compliance and in line with our values.

## Fundraising campaigns and activity

Key fundraising achievements in 2023 included our BBC Radio 4 Appeal, which raised more than £27,000 for the Helpline.

In addition, our matched fundraising appeal through Big Give raised over £62,000, including Gift Aid.

The fundraising team supported a wide range of exciting community and business fundraising activities in 2023, including the London Landmarks Half Marathon, the Three Peaks Challenge, skydives, the Machu Picchu and climb Kilimanjaro challenges.

Funds were raised through a range of sources including the submission of bids to trusts and foundations, appeals to supporters and the general public, online events and partnership building.

Our corporate partners donated through their businesses, took part in employee fundraising, provided pro bono support, and donated their products and services as gifts in kind.

Other fundraising highlights in 2023 included:

- A campaign to generate new supporters through a petition for the recruitment of an Independent Anti-Slavery Commissioner and by sharing our guide on county lines.
- A new promotion called 'Dine for Freedom', where we worked with cafés and restaurants to generate fundraising support.
- Events for our supporters including Chaiya Art Awards and Mission Sunday at Bath Abbey.

## Fundraising Regulator and Code of Practice

Unseen is registered with the Fundraising Regulator and observes best practice as outlined in the regulator's Code of Fundraising Practice, ensuring compliance with any changes to the code as they are released.

Unseen takes its responsibilities under the Data Protection Act very seriously and we have an extensive privacy policy on our website. We have compliance measures in place covering data retention and data cleansing; supporter privacy, consent and preference management; and a clear complaints process for members of the public, including how to escalate a complaint.

In 2023, Unseen did not employ any third parties to conduct fundraising on its behalf. Unseen is a member of the Chartered Institute of Fundraising, and we abide by its Codes of Conduct.

## Complaints

In 2023, Unseen received no complaints from the general public, including none through the Fundraising Regulator's complaints process which is recorded monthly. The staff team always take complaints very seriously and do their utmost to ensure supporters are listened to and that a satisfactory conclusion is reached.

## Protecting vulnerable people

In compliance with GDPR and our internal policy, Unseen has an opt-in mechanism on all its fundraising materials, so that newly subscribed supporters receive communications that they have consented to and via the channel they prefer, with a clear opportunity to update their preferences at any time.

Unseen only contacts individual supporters if it has consent or a legitimate interest basis to do so. We never contact or continue communication with an individual who we have reason to believe is vulnerable, including minors (under the age of 18 where known).

## Staffing and organisational structure

We are committed to ensuring that all those who work for us are treated equally and rewarded fairly. Their expertise and dedication are essential for our services. We are determined and committed to ensuring as much funding as possible goes towards project staffing, supported by an effective and lean support team structure.

Unseen operates a clear pay scale which all staff are on. It is benchmarked to the NJC pay scale and other comparative organisations. All staff are paid the real living wage or higher. Policies and procedures are in place to ensure we pay all staff fairly for the same roles, regardless of gender or any other characteristic.

Key management personnel are the members of our executive team (senior leadership team): Andrew Wallis OBE, Justine Carter and Sian Hartstill.

The hourly rate of the highest-paid employee is 3.17 (2022: 3.22) times higher than the median pay of the charity.

## Plans for the future

The charity's priorities are set out below. We plan to:

- Successfully deliver our organisational strategy by 2027.
- Continue expanding our consultancy and training with businesses of all sizes to address modern slavery issues in their practices and supply chains.
- Continue to expand our reintegration programme and strive for excellence in other frontline services, using our data to strengthen and develop the support we offer.
- Maintain the UK Modern Slavery & Exploitation Helpline as a free, round-the-clock service so we can continue to enhance the UK's response to combatting modern slavery.
- Continue to work with partners to ensure modern slavery remains a priority for the government.
- Collaborate more to ensure victims and survivors get the service they deserve.
- Develop policy, individually and collaboratively, to ensure the UK is at the cutting edge of tackling modern slavery and human trafficking.

- Continue to share our policy and operational expertise with other countries.
- Continue to develop and grow diverse income streams – in particular our regular giving, major donor, and legacy giving programmes. We plan to increase multi-year funding from trusts and foundations. We will continue to engage supporters in our work and share the impact of their funding.
- Continue to be committed to finding long-term, strategic, and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

## Governance and management information

### Legal status

Unseen is a charitable company limited by guarantee and governed by its memorandum and articles of association, which were updated in 2024. There are therefore no shares in issue. In the event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

### Governance

During the year, the trustees have considered the requirements of the Charity Governance Code and its seven principles – leadership, integrity, decision making, risk and control, board effectiveness, diversity, openness, and accountability – and believe that these principles are consistent with how the organisation is governed.

### Appointment of trustees

Due to the nature of the services Unseen provides, the board of trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the charity successfully.

Unseen has an experienced, knowledgeable, and diverse trustee board with a range of skills and experience, including financial planning and advice, project management, safeguarding, human resources, management, health and social work, advocacy and partnership, policy, policing, law, fundraising and government strategy.

### Recruitment

An annual skills audit is conducted and allows the trustees to identify potential gaps in the board that can then be suitably recruited for.

The charity's governing document permits a maximum of 15 trustees. One third of trustees (or the number nearest one third) must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A trustee may be reappointed for a maximum of nine consecutive terms. However, the trustees see immense value in ensuring that new, high calibre individuals are added to the board, bringing fresh perspectives and skills to help the charity develop.

When a new trustee joins the board, there is an induction process, including visits to operations, a detailed file of responsibilities and observer status at a trustee board meeting. An interview with the CEO and chair of trustees takes place before an appointment. There is also ongoing training of current trustees.

### Diversity

The trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership and enhance decision-making through a wide variety of perspectives, experience, and skills.

Training has been provided to trustees so that the board is aware of diversity and its responsibilities in this area. We seek to minimise barriers around attendance at board meetings, for example ensuring that meetings are held with full disabled access and that trustee expenses are fully reimbursed.

As an organisation, we do not favour a quota approach to the wider diversity issue and instead, we focus on ensuring that the board is as diverse as possible within the need to recruit trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

### Meetings

Directors meet a minimum of three times a year as per the charity's governing document.

### Organisational structure and executive team

The CEO has been appointed by the trustees to oversee the running of the charity through the executive team. For matters significantly affecting the charity's operations, decisions are discussed in detail by the executive team and the board of trustees together before a decision is made.

Concerning the setting of pay and remuneration of key management personnel, there is an approved pay scale and executive remuneration is approved by the board of trustees.

### Safeguarding

As a values-led organisation, we are committed to the safeguarding of children and vulnerable adults in everything we do.

Enhanced Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who work with vulnerable people being supported by Unseen. All trustees and the executive team are subject to an enhanced DBS check. Also, we:

- Have a trustee safeguarding committee and the wider board recognises its joint responsibility for safeguarding.
- Provide ongoing safeguarding training for all frontline staff.

- Have a monthly safeguarding report which captures all risks recorded and our response to these incidents. This ensures transparency in our actions and decision-making. This report is submitted to the senior leadership team monthly and the trustee safeguarding committee every quarter for review.

## Partnerships

Collaboration is a key value for Unseen as we recognise that we cannot achieve our vision without working with partners across government – local and central – business and public services.

We continue to work closely in partnership with a range of statutory, law enforcement and non-governmental agencies, including:

- Home Office
- Police forces across the UK
- Modern Slavery and Organised Immigration Crime Unit
- Police and Crime Commissioners
- UK Visas and Immigration
- Border Force
- Gangmasters and Labour Abuse Authority
- HMRC
- National Crime Agency: Modern Slavery and Human Trafficking Unit
- Local authorities
- Children's Services and Safeguarding Children and Adults boards
- Devolved administrations
- NHS
- Regional and local Anti-Slavery Partnerships and their members (statutory, law enforcement, third sector)
- Local and national businesses
- Other NGOs to develop and deliver services to survivors of modern slavery and trafficking

## Corporate partners

Unseen works closely with a range of corporate partners to deliver its services, including the delivery of the UK Modern Slavery & Exploitation Helpline.

Corporate partners in 2023 included:

- Achilles
- Airbnb
- Aldi
- AS Watson Group
- Barrettine

- Berkeley Group
- Bidvest Noonan
- Boohoo
- British Land
- BT
- Bupa
- Burges Salmon
- Cancer Research UK
- Challenge TRG
- Clewer
- Conlon Construction
- Derwent London
- Drax
- EDF
- EG Group
- Entain
- Everest People Solutions
- Facing the Past
- Ground Control
- HH Global
- IHG Hotels and Resorts
- Indeed Flex
- International Recruitment East
- ISG
- JD Sports
- JLP
- Job & Talent
- Legal & General
- Lloyds Banking Group
- Marks and Spencer
- MicroSystem Support
- Morgan Sindall Group
- Nationwide
- NatWest
- Nestlé
- Next
- Ocado
- Phoenix Group
- Sainsbury's
- Sky
- Smurfit Kappa
- Tesco
- Thatchers
- The Co-operative Group
- The Urology Foundation

- The Very Group
- Wellcome Trust
- WSH

Unseen continued to be a sub-contractor during 2023, under the government's Modern Slavery Victim Care Contract, for The Salvation Army, who are the prime contractors for the Home Office. The purpose of this role is to provide support services to adult victims of human trafficking and modern slavery.

**Funders**

We would like to thank our generous funders, whose support also makes our work possible:

- Avon and Somerset Police and Crime Commissioner
- Big Give
- Bristol City Council Fund
- Garfield Weston Foundation
- Heart of Bucks Community Foundation
- Hilton UK Foundation
- Home Office Modern Slavery Prevention Fund
- JD Foundation
- John James Bristol Foundation
- Medlock Charitable Trust
- Samworth Foundation
- Schroder Charity Trust
- The Burden Trust
- The Childwick Trust
- The Henry Smith Charity
- The Moondance Foundation
- The Nisbet Trust
- The Peter Stebbings Memorial Charity
- The Souter Charitable Trust
- The Swire Charitable Trust
- University of Leicester
- University of Surrey

We would also like to thank all our many generous private donors.

## Statement of trustees' responsibilities

The charity trustees, who are also the directors of Unseen (UK) for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure of the charity for that year. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities' SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

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

The trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

This report was approved by the board of trustees on 11 May 2024 and signed on their behalf by:

**Chair: Rosey Hurst** **Trustee: Ian Theodoreson**

## Executive information

**Charity name**
Unseen (UK) trading as Unseen

**Company number**
06754171 (England and Wales)

**Charity number**
1127620 (England and Wales)

**Company registered office and charity address**
7 Hide Market, West Street, St Philips, Bristol BS2 0BH

**Trustees**
Rosey Hurst, Chair
Richard Marsh (appointed 19 July 2023)
Daniel Pounder (appointed 13 May 2023)
Vanessa Di Cuffa (appointed 13 May 2023, resigned 24 March 2024)
Nicholas Dutnall
Eric Anderson
Andrea McMahon
Raquel McGrath
Ian Theodoreson
Samantha Burt
Dr Jan Birtle

**Executive team**
Chief Executive Officer: Andrew Wallis OBE
Director: Justine Carter
Director of Fundraising, Communications, and Operations: Sian Hartstill

**Patron**
Levison Wood

**Bankers**
Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh, EH12 9DJ
Triodos Bank UK, Deanery Road, Bristol BS1 5AS

**Auditors**
Albert Goodman, Goodwood House, Blackbrook Park Ave, Taunton TA1 2PX

## Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 December 2023 and of its incoming resources and application of resources for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' 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.

## Opinion on other matter prescribed by the Companies Act 2006

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

- The information given in the Trustees' Report, which includes the Directors' 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 Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our 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 Directors' Report included within the Trustees' Report.

## Matters on which we are required to report by exception

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

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

## Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 31, 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.

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

## The extent to which the audit was considered capable of detecting irregularities including fraud

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

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

- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, Care Quality Commission registration, anti-bribery, employment, data protection and health and safety legislation;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

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

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

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

- Performed analytical procedures to identify any unusual or unexpected relationships;
- Tested journal entries to identify unusual transactions;
- Assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- Investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation;
- Reading the minutes of meetings of those charged with governance;
- Enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- Reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

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

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

## 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 and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Michelle Ferris BSc (Hons) FCA DChA**
Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 23 May 2024

**Unseen (UK)**
Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 December 2023

| | Notes | Unrestricted funds £ | Restricted funds £ | 2023 Total funds £ | Unrestricted funds £ | Restricted funds £ | 2022 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Income:** | | | | | | | |
| Donations and legacies | 3 | 365,640 | 103,507 | 469,147 | 531,345 | 108,334 | 639,679 |
| Charitable activities | | | | | | | |
| *Support services* | 4 | 1,765,480 | 290,442 | 2,055,922 | 1,598,039 | 318,310 | 1,916,349 |
| *Business engagement* | 4 | 614,956 | - | 614,956 | 427,747 | - | 427,747 |
| *Policy, legislation and operational change* | 4 | 1,119 | 91,326 | 92,445 | 1,261 | 23,736 | 24,997 |
| *Educating society* | 4 | 396 | 30,959 | 31,355 | 37,618 | 26,922 | 64,540 |
| *Organisational sustainability and optimisation* | 4 | 15,086 | - | 15,086 | 388 | - | 388 |
| **Total income** | | 2,762,677 | 516,234 | 3,278,911 | 2,596,398 | 477,302 | 3,073,700 |
| **Expenditure:** | | | | | | | |
| Raising funds | 5 | 303,319 | - | 303,319 | 295,500 | - | 295,500 |
| Charitable activities | | | | | | | |
| *Support services* | 6 | 1,696,466 | 420,520 | 2,116,986 | 1,494,885 | 351,524 | 1,846,409 |
| *Business engagement* | 6 | 327,133 | - | 327,133 | 274,573 | - | 274,573 |
| *Policy, legislation and operational change* | 6 | 82,589 | 91,326 | 173,915 | 174,357 | 23,736 | 198,093 |
| *Educating society* | 6 | 197,231 | 30,959 | 228,190 | 190,701 | 25,957 | 216,658 |
| *Organisational sustainability and optimisation* | 6 | 259,678 | - | 259,678 | 235,567 | - | 235,567 |
| **Total expenditure** | | 2,866,416 | 542,805 | 3,409,221 | 2,665,583 | 401,217 | 3,066,800 |
| **Net income / (expenditure)** | | (103,739) | (26,571) | (130,310) | (69,185) | 76,085 | 6,900 |
| Transfer between funds | 16 | - | - | - | - | - | - |
| **Net movement in funds** | | (103,739) | (26,571) | (130,310) | (69,185) | 76,085 | 6,900 |
| **Reconciliation of funds** | | | | | | | |
| Total funds brought forward | | 876,184 | 78,214 | 954,398 | 945,369 | 2,129 | 947,498 |
| **Total funds carried forward** | | 772,445 | 51,643 | 824,088 | 876,184 | 78,214 | 954,398 |

The statement of financial activities has been prepared on the basis that all operations are continuing operations. There were no gains or losses arising in the year that are not shown above.
The statement of financial activities incorporates the income and expenditure account.

Balance Sheet
As at 31 December 2023

| | Notes | Unrestricted Funds 2023 £ | Restricted Funds 2023 £ | Total 2023 £ | Unrestricted Funds 2022 £ | Restricted Funds 2022 £ | Total 2022 £ |
|---|---|---|---|---|---|---|---|
| **Fixed assets** | | | | | | | |
| Tangible fixed assets | 12 | 19,224 | 7,631 | 26,855 | 37,968 | 7,897 | 45,865 |
| Investments | 13 | 262,827 | - | 262,827 | - | - | - |
| | | 282,051 | 7,631 | 289,682 | 37,968 | 7,897 | 45,865 |
| **Current assets** | | | | | | | |
| Debtors | 14 | 511,734 | 81,958 | 593,692 | 410,046 | 21,064 | 431,110 |
| Cash at bank and in hand | | 365,072 | 20,821 | 385,893 | 702,105 | 84,787 | 786,892 |
| | | 876,806 | 102,779 | 979,585 | 1,112,151 | 105,851 | 1,218,002 |
| **Liabilities:** | | | | | | | |
| Creditors falling due within one year | 15 | (386,412) | (58,767) | (445,179) | (273,935) | (35,534) | (309,469) |
| Net current assets | | 490,394 | 44,012 | 534,406 | 838,216 | 70,317 | 908,533 |
| **Total net assets** | | 772,445 | 51,643 | 824,088 | 876,184 | 78,214 | 954,398 |
| **The funds of the charity:** | | | | | | | |
| Restricted funds | 16 | - | 51,643 | 51,643 | - | 78,214 | 78,214 |
| Unrestricted funds | 16 | 772,445 | - | 772,445 | 876,184 | - | 876,184 |
| **Total charity funds** | | 772,445 | 51,643 | 824,088 | 876,184 | 78,214 | 954,398 |

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 11 May 2024 and signed on their behalf by:

**R Hurst**
Chair

**I Theodoreson**
Trustee

| | Notes | 2023<br>£ | 2022<br>£ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net movements in funds for the year | | (130,310) | 6,900 |
| Adjustments to cash flows from non-cash items: | | | |
| Investment income reinvested | | (12,827) | - |
| Depreciation and amortisation | 12 | 22,740 | 18,930 |
| | | (120,397) | 25,830 |
| Working capital adjustments | | | |
| (Increase)/decrease in debtors | 14 | (162,582) | (66,827) |
| Increase/(decrease) in creditors | 15 | 135,710 | 29,907 |
| Net cash flow from operations | | (147,269) | (11,090) |
| **Cash flows from investing activities** | | | |
| Purchase of fixed assets | 12 | (3,730) | (35,282) |
| Purchase of investments | 13 | (250,000) | - |
| Net cash (used in)/provided by investing activities | | (253,730) | (35,282) |
| Net (decrease)/increase in cash and cash equivalents | | (400,999) | (46,372) |
| Cash and cash equivalents at the beginning of the reporting period | | 786,892 | 833,264 |
| Cash and cash equivalents at the end of the reporting period | | 385,893 | 786,892 |
| **Analysis of cash and cash equivalents** | | | |
| Cash at bank and in hand | | 385,893 | 786,892 |

## 1 Accounting Policies

### 1.1 Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 32. The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally, and nationally.

The financial statements have been prepared in £ sterling on the historical cost basis and 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) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

### 1.2 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the 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. Amounts received which are not yet recognised are classified as deferred income.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

### 1.3 Expenditure

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 associated with 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 that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

### 1.4 Tangible fixed assets and depreciation

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

| | |
|---|---|
| Fixtures and fittings | Straight line basis over 5 years |
| Computer equipment | Straight line basis over 3 years |

### 1.5 Investments

Investments which are publicly traded are recognised initially at fair value which is normally the transaction price (but excludes any transaction costs). Subsequently, investments which are publicly traded are held at market value, with all realised and unrealised gains and losses passing through the SOFA.

### 1.6 Debtors

Accrued income is recognised at the settlement amount due and prepayments are valued at the amount prepaid.

### 1.7 Cash at bank and in hand

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

### 1.8 Creditors

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.

### 1.9 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### 1.10 Operating lease commitments

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged in the Statement of Financial Activities on a straight-line basis over the period of the lease. The charity has operating leases for the premises in which they operate. The title of the leased premises remains with the lessor.

### 1.11 Fund accounting

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

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

### 1.12 Judgements and estimates

Key accounting judgements and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The trustees believe that the most significant area of estimation relates to the recognition of grant income. The policy applied is outlined above in this accounting policies note.

### 1.13 Financial instruments

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Investment portfolios are basic financial instruments measured at fair value through the income and expenditure account as detailed in note 18.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost as detailed in note 18. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

## 2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

## 3. Donations and legacies

| | Unrestricted funds £ | Restricted funds £ | 2023 Total £ | Unrestricted funds £ | Restricted funds £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| Donations | 358,640 | 103,507 | 462,147 | 399,907 | 108,334 | 508,241 |
| Grants of a general nature | 7,000 | - | 7,000 | 131,438 | - | 131,438 |
| | 365,640 | 103,507 | 469,147 | 531,345 | 108,334 | 639,679 |

## 4. Income from charitable activities

| | Unrestricted funds £ | Restricted funds £ | 2023 Total £ | Unrestricted funds £ | Restricted funds £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| *Support services* | | | | | | |
| Service income | 1,765,480 | - | 1,765,480 | 1,598,039 | - | 1,598,039 |
| Support services | | | | | | |
| - *grants received* | - | 290,442 | 290,442 | - | 318,310 | 318,310 |
| Business engagement | 614,956 | - | 614,956 | 427,747 | - | 427,747 |
| Policy, legislation and operational change | | | | | | |
| - *grants received* | 1,119 | 91,326 | 92,445 | 1,261 | 23,736 | 24,997 |
| Educating society | 396 | 30,959 | 31,355 | 37,618 | 26,922 | 64,540 |
| Organisational sustainability and optimisation | 15,086 | - | 15,086 | 388 | - | 388 |
| | 2,397,037 | 412,727 | 2,809,764 | 2,065,053 | 368,968 | 2,434,021 |

During the year to 31 December 2023 the following Trusts funds and other institutions supported the work of the Charity and the amounts below are included in grants received above across notes 3 and 4:

| | Unrestricted funds £ | Restricted funds £ | 2023 Total £ | Unrestricted funds £ | Restricted funds £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| Anonymous | - | - | - | 10,000 | - | 10,000 |
| Avon & Somerset Police & Crime Commissioner | - | 39,828 | 39,828 | - | 34,836 | 34,836 |
| Comic Relief | - | - | - | - | 38,706 | 38,706 |
| Garfield Weston Foundation | - | 45,000 | 45,000 | 45,000 | - | 45,000 |
| Heart of Bucks Community Foundation | - | - | - | - | 5,000 | 5,000 |
| Home Office | - | - | - | - | 96,440 | 96,440 |
| Hilton Foundation | - | 65,000 | 65,000 | - | - | - |
| John James Bristol Foundation | - | 10,000 | 10,000 | - | 10,000 | 10,000 |
| Peter Stebbings Memorial Charity | - | 5,000 | 5,000 | - | - | - |
| Samworth Foundation | - | 50,000 | 50,000 | - | - | - |
| Swire Charitable Trust | - | - | - | 25,000 | - | 25,000 |
| The Big Give | - | - | - | - | 19,420 | 19,420 |
| The Burden Trust | - | 6,000 | 6,000 | - | 6,000 | 6,000 |
| The Childwick Trust | - | - | - | 10,000 | - | 10,000 |
| The Henry Smith Charity | - | 38,000 | 38,000 | - | 69,657 | 69,657 |
| The Medlock Charity | - | - | - | - | 5,000 | 5,000 |
| The Nisbet Trust | - | 10,014 | 10,014 | 10,000 | - | 10,000 |
| The Moondance Foundation | - | 10,000 | 10,000 | - | - | - |
| The Orr Mackintosh Foundation Limited | - | - | - | 15,000 | - | 15,000 |
| The Roger And Jean Jefcoate Trust | - | - | - | 5,000 | - | 5,000 |
| The Schroder Charity Trust | - | - | - | - | 5,000 | 5,000 |
| Wixamtree Trust | - | - | - | - | 5,000 | 5,000 |
| Other grants (individually < £5,000) | 7,000 | 11,600 | 18,600 | 11,438 | 15,151 | 26,589 |
| | 7,000 | 290,442 | 297,442 | 131,438 | 310,210 | 441,648 |

During the year to 31 December 2023 the following universities and other institutions supported the work of the charity and the amounts below are included in policy, legislation, and operational change income.

| | Unrestricted funds £ | Restricted funds £ | 2023 Total £ | Unrestricted funds £ | Restricted funds £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| British Institute of International & Comparative Law | - | - | - | - | 23,736 | 23,736 |
| University College London | - | - | - | - | 8,100 | 8,100 |
| University of Leicester | - | 75,679 | 75,679 | - | - | - |
| University of Surrey | - | 15,647 | 15,647 | - | - | - |
| | - | 91,326 | 91,326 | - | 31,836 | 31,836 |

## 5. Expenditure on raising funds

| | Unrestricted funds £ | Restricted funds £ | 2023 Total £ | Unrestricted funds £ | Restricted funds £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| Direct fundraising cost | 59,324 | - | 59,324 | 81,794 | - | 81,794 |
| Staffing cost | 205,019 | - | 205,019 | 174,484 | - | 174,484 |
| Support costs (note 7) | 34,197 | - | 34,197 | 36,318 | - | 36,318 |
| Governance (note 7) | 4,779 | - | 4,779 | 2,904 | - | 2,904 |
| | 303,319 | - | 303,319 | 295,500 | - | 295,500 |

## 6. Expenditure on charitable activities

| | Support services £ | Business engagement £ | Policy, legislation and operational change £ | Educating society £ | Organisa-tional, sustainability and optimisation £ | 2023 Total £ |
|---|---|---|---|---|---|---|
| Activities costs | 20,461 | - | 9,860 | - | - | 30,321 |
| CRB checks | 1,316 | 45 | - | - | - | 1,361 |
| Depreciation | 6,534 | 807 | 1,690 | - | - | 9,031 |
| Finance costs | - | (3,224) | - | - | - | (3,224) |
| General premises and sundry costs | 11,095 | - | 11 | - | 184 | 11,290 |
| Heat, light and insurance | 4,308 | 494 | - | - | - | 4,802 |
| Interpreting costs | 35,333 | - | - | - | - | 35,333 |
| IT costs | 17,792 | 5,045 | 2,348 | 1,688 | - | 26,873 |
| Office costs and comms | - | 28,076 | - | 22,848 | - | 50,924 |
| Printing, postage, stationery and advertising | 712 | 53 | - | - | - | 765 |
| Professional fees and outsourced service costs | 607 | - | 720 | - | - | 1,327 |
| Property costs | 76,093 | - | - | - | - | 76,093 |
| Staff and contractor costs | 1,280,613 | 256,975 | 134,226 | 169,713 | 38,214 | 1,879,741 |
| Staff other costs | 31,006 | 1,875 | 2,528 | 25 | - | 35,434 |
| Staff travel | 17,025 | 11,266 | 2,158 | 9,432 | 11,308 | 51,189 |
| Subscriptions | 38 | 404 | 6 | - | 1,806 | 2,254 |
| Telephone | 22,312 | 458 | 182 | - | - | 22,952 |
| Venue hire | 312 | - | - | - | - | 312 |
| Victim NRM costs | 454,450 | - | 484 | - | - | 454,934 |
| Waste disposal and cleaning | 3,528 | - | - | - | - | 3,528 |
| Support costs (note 7) | 110,968 | 18,277 | 14,954 | 11,750 | 203,078 | 359,027 |
| Governance (note 7) | 22,483 | 6,582 | 4,748 | 12,734 | 5,088 | 51,635 |
| | 2,116,986 | 327,133 | 173,915 | 228,190 | 259,678 | 3,105,902 |

## Expenditure on charitable activities - 2022

| | Support services £ | Business engagement £ | Policy, legislation and operational change £ | Educating society £ | Organis-ational, sustainability and optimisation £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| Activities costs | 7,120 | - | 5,528 | - | - | 12,648 |
| CRB checks | 2,475 | 282 | 56 | - | - | 2,813 |
| Depreciation | 4,347 | 509 | 704 | - | - | 5,559 |
| Finance costs | - | - | - | - | (1,620) | (1,620) |
| General premises and sundry costs | 19,582 | - | 11 | - | 9 | 19,602 |
| Heat, light and insurance | 6,227 | - | - | - | - | 6,227 |
| Interpreting costs | 32,382 | 98 | 2,979 | - | - | 35,459 |
| IT costs | 16,791 | 2,784 | 12,062 | 611 | - | 32,248 |
| Office costs and comms | - | 49,020 | 300 | 16,753 | - | 66,073 |
| Printing, postage, stationery and advertising | 4,442 | 238 | 29 | - | - | 4,709 |
| Professional fees and outsourced service costs | 53,629 | 791 | - | - | - | 54,420 |
| Property costs | 72,794 | - | - | - | - | 72,794 |
| Staff and contractor costs | 1,033,153 | 192,470 | 155,379 | 176,606 | 28,742 | 1,586,350 |
| Staff other costs | 22,966 | 1,612 | 917 | 238 | - | 25,733 |
| Staff travel | 16,565 | 6,182 | 1,549 | 7,950 | 8,878 | 41,124 |
| Subscriptions | 114 | - | 3 | - | 1,161 | 1,278 |
| Telephone | 36,408 | 216 | 229 | - | - | 36,853 |
| Venue hire | - | - | 13 | - | - | 13 |
| Victim NRM costs | 400,776 | - | 99 | - | - | 400,874 |
| Waste disposal and cleaning | 4,249 | - | - | - | - | 4,249 |
| Support costs (note 7) | 99,875 | 16,450 | 13,459 | 10,575 | 195,500 | 335,859 |
| Governance (note 7) | 12,513 | 3,923 | 4,777 | 3,925 | 2,896 | 28,034 |
| | 1,846,409 | 274,573 | 198,093 | 216,658 | 235,567 | 2,771,300 |

## 7. Allocation of support costs and governance costs

The charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the costs of raising funds (note 5) and five charitable activities (note 6) undertaken in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs. The costs have been apportioned based on a % of direct expenditure (2022: % of direct expenditure).

| | Support costs £ | Governance costs £ | 2023 Total £ | Support costs £ | Governance costs £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| Auditor's remuneration | - | 11,820 | 11,820 | - | 9,240 | 9,240 |
| Office costs and communications | 107,280 | - | 107,280 | 107,178 | - | 107,178 |
| Premises cost | 21,385 | - | 21,385 | 19,395 | - | 19,395 |
| Professional fees | 36,615 | 2,617 | 39,232 | 32,723 | 2,755 | 35,478 |
| Depreciation | 13,708 | - | 13,708 | 13,371 | - | 13,371 |
| Staffing costs | 214,236 | 41,977 | 256,213 | 199,510 | 18,943 | 218,453 |
| | 393,224 | 56,414 | 449,638 | 372,177 | 30,938 | 403,115 |

## 8. Net incoming resources

Net resources are stated after charging:

| | 2023 £ | 2022 £ |
|---|---|---|
| Depreciation of owned assets | 22,740 | 18,930 |
| Operating lease expenditure | 108,399 | 106,618 |
| Auditors' remuneration for: | | |
| Audit services | 7,860 | 7,440 |
| Accountancy services & other | 3,960 | 1,800 |

## 9. Employees

### Employment costs

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 2,052,930 | 1,735,405 |
| Social security costs | 183,536 | 163,126 |
| Other pension costs | 60,604 | 43,690 |
| | 2,297,070 | 1,942,221 |

### Number of employees

The average monthly head count during the year was as follows:

| | 2023 | 2022 |
|---|---|---|
| Direct staff | 87 | 72 |
| Leadership and operations staff | 18 | 21 |
| | 105 | 93 |

Of the 105 employees, 68 were Full-Time and 37 Part-Time (2022: 60 and 33 respectively).

The key management personnel of the charity are considered to be the Chief Executive and the two Directors (2022: Chief Executive and two Directors) The total cost to the charity for employee benefits for the employed key management were £257,291 (2022: £229,742).

The number of employees whose annual emoluments (excluding employers NI and employers pension costs) were £60,000 or more were:

| | 2023 | 2022 |
|---|---|---|
| £70,000 - £80,000 | 1 | 1 |
| £80,000 - £90,000 | 1 | 1 |

### Defined contribution pension scheme

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £60,604 (2022: £43,690). Contributions totalling £8,265 (2022: £8,439) were payable to the scheme at the end of the year and are included in creditors.

## 10. Trustee's remuneration and benefits

There was no remuneration nor other benefits paid to trustees for their governance duties during the year ended 31 December 2023 nor for the year ended 31 December 2022.

During the year, travelling expenses of £289 were reimbursed to two trustees (2022: travelling expenses of £843 to three trustees).

## 11. Operating lease commitments

At 31 December, the charity had future minimum lease payments under non-cancellable operating leases as follows:

| | 2023 | 2022 |
|---|---|---|
| **Land and buildings** | **£** | **£** |
| Expiry date: | | |
| Within one year | 63,771 | 69,766 |
| Between two and five years | 113,019 | 17,500 |
| **Office equipment** | | |
| Expiry date: | | |
| Within one year | 1,224 | 1,222 |
| Between two and five years | 2,135 | - |
| | 180,149 | 88,488 |

## 12. Tangible fixed assets

| | Fixtures & Fittings | Computer Equipment | Total |
|---|---|---|---|
| **Cost** | £ | £ | £ |
| At 1 January 2023 | 24,128 | 140,410 | 164,538 |
| Additions | - | 3,730 | 3,730 |
| Disposals | - | - | - |
| At 31 December 2023 | 24,128 | 144,140 | 168,268 |
| **Depreciation** | | | |
| At 1 January 2023 | 19,452 | 99,221 | 118,673 |
| Charge for the year | 3,257 | 19,483 | 22,740 |
| Eliminated on disposal | - | - | - |
| At 31 December 2023 | 22,709 | 118,704 | 141,413 |
| **Net book value** | | | |
| At 31 December 2023 | 1,419 | 25,436 | 26,855 |
| At 31 December 2022 | 4,676 | 41,189 | 45,865 |

## 13. Investments

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| **Market value** | | |
| At 1 January 2023 | - | - |
| Additions at cost | 250,000 | - |
| Reinvestment of income | 12,827 | - |
| At 31 December 2023 | 262,827 | - |
| Historical cost as at 31 December 2023 | 262,827 | - |

## 14. Debtors

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Trade debtors | 342,429 | 233,197 |
| Prepayments and accrued income | 251,263 | 197,913 |
| | 593,692 | 431,110 |

## 15. Creditors: Amounts falling due within one year

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Trade creditors | 29,157 | 22,743 |
| Other taxes and social security | 82,758 | 74,782 |
| Other creditors | 2,092 | 1,586 |
| Accruals and deferred income | 331,172 | 210,358 |
| | 445,179 | 309,469 |

**Reconciliation of deferred income:**

| | | |
|---|---|---|
| Opening balance | 191,840 | 172,196 |
| Released during the year | (191,840) | (172,196) |
| Received during the year | 318,153 | 191,840 |
| Closing balance | 318,153 | 191,840 |

Where income for services is received in advance, for a specific period, these funds are deferred and recognised in the period to which they relate. Deferred income relates to Business Portal, Business Hub and consultancy fees received in advance.

## 16. Summary of movement in funds

| | At 1 January 2023 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2023 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 876,184 | 2,762,677 | (2,866,416) | - | 772,445 |
| | 876,184 | 2,762,677 | (2,866,416) | - | 772,445 |
| **Restricted funds** | | | | | |
| Anti-Slavery Partnership (ASP) | 3,094 | 30,959 | (30,959) | - | 3,094 |
| Helpline (Support Services) | 75,120 | 333,449 | (360,020) | - | 48,549 |
| One Team (Support Services) | - | 60,500 | (60,500) | - | - |
| Policy, legislation and operational change | - | 91,326 | (91,326) | - | - |
| | 78,214 | 516,234 | (542,805) | - | 51,643 |
| **Total funds** | 954,398 | 3,278,911 | (3,409,221) | - | 824,088 |

## 17. Summary of movement in funds (continued)

### Summary of movement in funds – 2022

| | At 1 January 2022 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2022 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 702,881 | 2,596,398 | (2,111,524) | (311,571) | 876,184 |
| Designated fund | | | | | |
| Helpline | 242,488 | - | (554,059) | 311,571 | - |
| | 945,369 | 2,596,398 | (2,665,583) | - | 876,184 |
| **Restricted funds** | | | | | |
| Anti-Slavery Partnership (ASP) | 2,129 | 26,922 | (25,957) | - | 3,094 |
| Helpline (Support Services) | - | 274,614 | (199,494) | - | 75,120 |
| One Team (Support Services) | - | 152,030 | (152,030) | - | - |
| Policy, legislation and operational change | - | 23,736 | (23,736) | - | - |
| | 2,129 | 477,302 | (401,217) | - | 78,214 |
| **Total funds** | 947,498 | 3,073,700 | (3,066,800) | - | 954,398 |

**Details of Restricted Funds:**

**One Team:** Funding from One Team has been split up to cover the costs of the following three areas: covering men's and women's safehouses and outreach and reach in services.

**Anti-Slavery Partnership (ASP)**: A collaboration between Unseen, SW Regional police authorities, Bristol City Council, and other partners to discover and respond to, incidents of human trafficking and exploitation.

**Helpline:** Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service.

**Policy, Legislation and Operational Change:** Research grant funding to enable the delivery of research projects.

**Designated fund – Helpline:** Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service. The transfer made in 2022 from the general fund to the designated fund is to transfer the opening reserve designated towards the service.

## 17. Related party transactions

During the year the charity paid £4,620 to Cultureology Ltd (a company where previous trustee Vanessa Di Cuffa is a director) for the provision of training. No amounts are outstanding at the year end. (2022: No related party transactions).

## 18. Financial instruments

| | 2023<br>£ | 2022<br>£ |
|---|---|---|
| Financial assets measured at fair value through income and expenditure account | 262,827 | - |
| Financial assets that are debt instruments measured at amortised cost | 931,868 | 1,187,689 |
| | 1,194,695 | 1,187,689 |
| Financial liabilities measured at amortised cost | 44,268 | 42,847 |

**Item of income, expenditure, gain or losses**

| 2023 | Income<br>£ | Expense<br>£ | Net gains<br>£ | Net losses<br>£ |
|---|---|---|---|---|
| Financial assets measured at fair value through income and expenditure account | 12,827 | - | - | - |

| 2022 | Income<br>£ | Expense<br>£ | Net gains<br>£ | Net losses<br>£ |
|---|---|---|---|---|
| Financial assets measured at fair value through income and expenditure account | - | - | - | - |

**UNSEEN (UK)**

England & Wales - Charity number 1127620

# Accounts

**Registered Company number: 06754171 (England and Wales)**
**Registered Charity number: 1127620 (England and Wales)**

# Unseen (UK)

# Trustees' Report and Financial Statements

# For the year ended 31 December 2022

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# Letter from the Chair of Trustees, Rosey Hurst

This year has been a year of consolidation and recovery for Unseen. As we emerge from the pandemic, demand for Unseen's services has been stronger than ever. Action is needed to combat modern slavery not only in brothels and criminal enterprises, and factories and farms, but in boardrooms, police stations and Government departments across the country.

Contacts to the Unseen Modern Slavery & Exploitation Helpline have increased 15 per cent over the year, resulting in 6,516 potential victims of modern slavery being indicated. We have now worked with more than 750 women, men and children through our safehouses and outreach services; that's 750 people whose lives we have helped rebuild after they have experienced all manner of exploitation.

This was the first year of Unseen's new five-year strategy which was developed under my predecessor as Chair, Danny Morris. The strategy focuses on building on the post-pandemic recovery plan to strengthen the organisation across five areas: education, survivor support, business services and policy development – all underpinned by optimised operations. Initial indications are strong, as you will read in this report.

I'd like to thank Danny for his many years of tremendous leadership, steering the charity almost since its inception. I'd also like to thank retiring trustees Steve Daykin, Jonathan Frank and Steven Jeffries for their years of service, their wise counsel and time freely given.

I was appointed Chair in July 2022 and have been joined this year by Eric Anderson, Andrea McMahon and Nick Dutnall. Between them they bring first class business, human rights, communications and brand building skills, and I look forward to working with them.

The Board's priorities this year have been to support the Senior Leadership Team as they strengthen our operations post-pandemic, and to provide oversight on financial and governance matters.

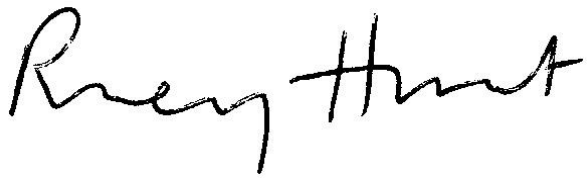
We have carried out a Trustee skills audit to understand our strengths and weaknesses and will be strengthening our capacity in the areas of human resource management, policing and finance during early 2023.

As you will read in this report, Unseen continues to make an important contribution to positive outcomes for survivors of modern slavery in this country. Our vital work in building business awareness and understanding of the risks of modern slavery – and how to address existing issues and mitigate against potential future problems – continues to grow.

Unseen's advocacy work is rooted in real world experience, via our Modern Slavery & Exploitation Helpline. This makes the organisation doubly valuable as we, as a community and a society, work to combat this greatest of social evils.

I commend this report to you.

Best wishes



# Trustees' report

The Trustees present their report and financial statements For The Year Ended 31 December 2022. The Directors of the Charitable Company are also its Trustees.

The Accounts and Annual Report are required to comply with the requirements of Companies and Charities legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2011, and the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2019) and the provision of Part 15 of the Companies Act 2006 relating to small companies.

## Objectives, activities, and public benefit

The objects for which Unseen is established are:

- Providing relief, help and assistance for anyone who may have been a victim of modern slavery, in particular by the provision of safe housing, medical care, financial support, legal advice, counselling, and life skills coaching.
- Raising awareness of trafficking and sexual exploitation in Bristol, the South West and nationally.
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the committee shall in their absolute discretion see fit.

We are currently updating our mems and arts to better reflect the work of the charity. Final approval from the charity commission is awaited and will be reflected in the 2023 accounts. The proposed objects are as follows:

(1) providing relief, help and assistance for anyone who may have been a victim of human trafficking and/or modern slavery, in particular by the provision of safe housing, medical care, financial support, legal advice, counselling and life skills and coaching;

(2) raising awareness of human trafficking and/or modern slavery in the United Kingdom and internationally; and

(3) such other charitable objects and for the benefit of such other charitable bodies and institutions as the directors shall in their absolute discretion see fit.

## Aims

Unseen is working towards a world without slavery. We do this by:

- **Empowering survivors and vulnerable people**. Through specialist services, we can enable them to recover safely and develop resilient, independent lives.

- **Equipping stakeholders.** Through the provision of training, advice, and resources we can better identify and support actual and potential victims of slavery.

- **Influencing society.** Through systemic change, we can use our practical experience, research, and survivor stories to inspire change in legislation, policy, and consumer choices.

## Mission statement

Unseen is working towards a world without slavery.

## Public benefit

The Trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and planning its activities.

Addressing modern slavery through supporting survivors, working with businesses, educating and influencing society, and ensuring organisational sustainability are in the public interest as they:

- support the most vulnerable
- help tackle the reasons slavery exists.

## 2022 in focus – Support Services

Supporting people who have experienced the horrors of modern slavery will always be at the heart of what we do, and in 2022 our Frontline Services team, who provide daily support and guidance to survivors, passed an important milestone.

We have now worked with more than 500 people through our Outreach service and over 250 residents have stayed at one of our safehouses.

In 2022 alone, our Casework team worked with more than 250 women and men.

Our support ranges from practical assistance, such as helping survivors navigate the health system and get legal support for issues linked to trafficking, such as asylum claims; to group activities such as cooking, sports, trips to the beach and wellbeing sessions.

These wellbeing activities are a key service for us, giving survivors a safe space to meet new people and build their confidence as they work to overcome the trauma of their experiences.

Our support includes ordinary things that many of us take for granted, such as being able to open a bank account or visit the dentist. In 2022, for example, we worked with the charity Dentaid to organise check-ups and essential dental work for some survivors.

### Unseen women's and men's safehouses

Our safehouses provide support to survivors who have experienced a high level of trauma and continue to be at risk from their exploiters. Some have experienced homelessness while other challenges include insecure immigration status, physical and mental health issues, and substance dependency.

We can provide high-level support for up to ten female and six male survivors of human trafficking at one time.

Support is provided by a team of Caseworkers and Accommodation Support Officers. This means we have a flexible team that have experience of providing high-quality support in both accommodation-based and outreach services.

Our Accommodation Support Officers support the work of the Caseworkers while ensuring that we maintain good accommodation standards and provide holistic support to residents at the safehouses.

At the women's safehouse, we have supported 13 survivors in 2022. Three survivors this year were new referrals into the service, with eight survivors receiving support since 2021, and one survivor since 2020.

One survivor who has been with us since 2019 moved on to live independently after a long asylum and National Referral Mechanism (NRM)[1] process finally ended.

Forced labour was the highest reported type of exploitation experienced, with survivors at the safehouse also reporting sexual exploitation, domestic servitude, criminal and financial exploitation.

We supported survivors of 11 different nationalities, the most common being Pakistani and Albanian.

The age of survivors supported ranged from 27 to 70, with an average age of 41.

Women's safehouse in numbers

| Year | Number of clients |
|---|---|
| 2011 | 17 |
| 2012 | 25 |
| 2013 | 28 |
| 2014 | 30 |
| 2015 | 33 |
| 2016 | 23 |
| 2017 | 22 |
| 2018 | 20 |
| 2019 | 21 |
| 2020 | 13 (5 new referrals)[2] |
| 2021 | 19 (10 new referrals) |
| 2022 | 13 (3 new referrals) [2] |
| Total[3] | 195 |

In 2022, the men's safehouse supported 14 survivors of exploitation in total, eight of whom were new referrals, bringing the total number supported since the project launched in 2011 to 80.

We supported residents of 11 different nationalities, the most common being Vietnamese. Ages ranged from 20 to 56, with an average age of 33.7.

Survivors had been exploited in forced labour, criminal and sexual exploitation and domestic servitude.

[1] The NRM is the Government system for supporting survivors of modern slavery.
[2] Due to the Covid-19 lockdowns and ongoing impacts on other services we saw a high number of clients unable to move on from the safehouse. This explains why there is a drop in numbers we accommodated at the safehouse in 2020 and 2022.
[3] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

Men's safehouse in numbers

| Year | Number of clients |
|---|---|
| 2016 | 14 |
| 2017 | 21 |
| 2018 | 14 |
| 2019 | 17 |
| 2020 | 20 |
| 2021 | 16 (11 new referrals) |
| 2022 | 14 (8 new referrals) |
| Total[4] | 80 |

## Outreach service

The Outreach Service provides support to survivors in the community. Some survivors may move from a safehouse into the community where they are supported in the next stage of their recovery.

Others may already be living independently in the community, in asylum accommodation, with friends or family or, in some cases, they might be homeless.

The Casework team takes a comprehensive approach to supporting survivors through our Outreach Service – from support with mental and physical health issues to immigration claims, to accessing legal assistance, to sourcing opportunities for further education and training.

The team aims to support people to independence, where they are empowered to make their own choices. We take time to understand the needs of those we support by building a trusting and respectful relationship. We celebrate progress and achievements, whether that is getting a job or attending an appointment alone for the first time.

[4] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

Outreach Service in numbers

| Year | Number of clients |
|---|---|
| 2013 | 16 |
| 2014 | 38 |
| 2015 | 40 |
| 2016 | 49 |
| 2017 | 59 |
| 2018 | 74 |
| 2019 | 87 |
| 2020 | 89 |
| 2021 | 184 (113 new referrals) |
| 2022 | 270 (132 new referrals) |
| Total[5] | 521 |

## Access to statutory support

People in the Government's Modern Slavery Victim Care Contract can access general health care, mental health care and legal support as part of their statutory entitlement, and we support all our clients to do this if they want to.

In addition to statutory entitlements, Unseen provides several services and opportunities in-house, tailored to the needs of each individual, to give survivors the extra support they need.

In 2022 we helped survivors in our safehouses and Outreach service access physical and mental health and legal support, develop independent living and personal safety skills, and access education, employment and training.

## Reach-In service

Our Reach-In service is an additional support avenue available for survivors who have received a positive Conclusive Grounds decision (recognised as a victim of modern slavery by the UK Government) and have exited NRM support.

Survivors can self-refer into this service for light-touch support and signposting advice.

In 2022 we supported 20 survivors within the service, providing suitable advice and guidance as required, making a total of 22 survivors since launching in 2021.

[5] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

## Unseen accompaniment on police operations and as a First Responder

Unseen provides support during police operations, to talk to potential victims about the services they might be eligible to access and to explain the National Referral Mechanism (NRM) referral process.

We believe close partnership working is key to better identification of victims. This has been a highly effective partnership over the past six years, and we have been able to support improved practice between NGOs and the police while safeguarding potential victims.

We also provide information to other organisations that might have concerns about an individual they suspect to be a potential victim.

Unseen is a First Responder for the NRM, meaning we can enter people into the Government's framework for the support of victims of modern slavery.

We continue to work with local police on welfare operations to potential sites of exploitation, completing safeguarding checks on more than 12 visits in 2022, and talking to 65 possible at-risk individuals on sites of potential sexual exploitation, forced labour and criminal exploitation.

None of the individuals spoken to on our police operations consented to enter the NRM in 2022. However, they were signposted to various other support services, such as the Modern Slavery & Exploitation Helpline, in case they wanted to access support in the future.

## UK Modern Slavery & Exploitation Helpline

2022 was the sixth full year of operation for the UK-wide Modern Slavery & Exploitation Helpline, which was originally set up in October 2016.

Over the past six years, we have consistently provided a confidential and independent channel for potential victims, businesses, statutory agencies and the public to seek information, get advice and support, or report concerns.

We remained open 24 hours a day, 365 days a year throughout the Covid-19 pandemic of the past three years.

Following key efforts in 2022, the Helpline is on a more stable financial footing, despite the many challenges lingering from the global pandemic. One fundraising highlight was our Big Give appeal: including Gift Aid, we raised over £95,000.

Retaining the Helpline's independence from the Government and law enforcement agencies means that it continues to provide a safe haven for callers to speak in confidence to a trained Helpline Advisor, knowing the Helpline will not pass on any details to Immigration Enforcement.

The Helpline remains free to anyone calling from within the UK.

Calls, emails, webforms and Unseen app submissions are received from across the UK and, in some circumstances, from overseas.

Aside from the UK, the Helpline received calls from a further 22 different countries in 2022. In total, the Helpline received information indicating exploitation/modern slavery in 66 different countries overseas.

When a caller contacts the Helpline from outside the UK, we respond by providing advice, information and support, based on their circumstances.

This might be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who might be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

In 2022 the Helpline provided 2,207 referrals to agencies, including the police, local authorities, HMRC, the Gangmasters' and Labour Abuse Authority and other NGOs – as well as instigating law enforcement action and providing support services to those in need. We made 77% more referrals in 2022 than in 2021.

Potential victims accessing the Helpline are offered help to consider their options: accessing crisis assistance; safety planning; emotional support; help with access to critical social and legal services and help to connect with law enforcement agencies to get out of a situation and stay safe.

The Helpline also provides technical advice and support to health professionals, police, local authority personnel, businesses and other NGOs who support vulnerable people.

We continue to grow our internal database and relationships to ensure that, as new local, regional and national services are established, we can signpost contacts quickly to the services most appropriate for them.

In 2022, the Helpline made 6,180 signposts. We made 45% more signposts than in 2021.

Callers can also contact the Helpline if they cannot speak English. We have access to telephone interpreters who work in more than 200 different languages in real-time.

In 2022 the Helpline dealt with 7,315 calls and 2,464 webforms and app submissions – an increase of 15% in the number of incoming calls, app contacts and web forms compared to 2021.

Callers reported 2,588 situations of modern slavery, indicating 6,516 potential victims. Additionally, the Helpline responded to 464 situations of reported labour abuse, indicating 1,767 potential victims.

Our desire to partner with diverse organisations and businesses continues. The Helpline remains the single point of contact for many Government-led and partner-led modern slavery-related campaigns.

Increasingly, more businesses also recognise the expertise offered by the Helpline in complex modern slavery cases. The Helpline is now routinely mentioned in the modern slavery statements of large businesses, such as Sainsbury's, Tesco, BT and Nationwide.

Collaboration remains paramount in Helpline operations. To increase seamless reporting in partnership with other organisations, we use advanced technological solutions to enable secure sharing of data and reports directly to the Helpline.

In 2022, the Helpline also presented to 14 regional Anti-Slavery Partnerships, a 40% increase from 2021, to highlight findings from our data for each region and review Helpline services available in the area.

The Helpline also delivered expert training to local, regional and national partners, as well as offering webinars and key input at events across the UK.

A key part of the Helpline's mission is providing an evidence base on Helpline data for use across the sector, to better inform modern slavery responses.

To this end, in 2022, we completed work on enriching our data analysis as part of the Tech Against Trafficking Accelerator programme, a unique opportunity to benefit from expert support from leading technologists, data scientists and business leaders. Amazon Web Services, BT, Salesforce, Microsoft and BSR were involved in the initiative.

Due to the high number of labour abuse situations indicated to the Helpline, in 2022 we changed the way we capture this information. Similarly to the way the Helpline records modern slavery cases, we began recording the number of labour abuse cases and associated potential victims.

**Modern Slavery & Exploitation Helpline – published statistics**

| | Incoming Calls | Webforms/ App | Modern Slavery PVs | Modern Slavery cases | Labour Abuse PVs | Labour Abuse cases | Referrals/ signposts |
|---|---|---|---|---|---|---|---|
| **2022** | **7,315** | **2,464** | **6,516** | **2,588** | **1,767** | **464** | **8,387** |
| **2021** | 6,302 | 2,166 | 3,019 | 1,526 | NA | NA | 5,504 |
| **2020** | 6,052 | 1,924 | 3,481 | 1,742 | NA | NA | 3,080 |
| **2019** | 7,073 | 2,163 | 4,739 | 1,812 | NA | NA | 3,844 |
| **2018** | 6,012 | 1,393 | 7,121 | 1,849 | NA | NA | 3,382 |
| **2017** | 3,710 | 710 | 4,886 | 1,271 | NA | NA | 2,483 |
| **2016** | 468 | 13 | 620 | 165 | NA | NA | 175 |
| **Total** | **36,932** | **10,833** | **30,382** | **10,953** | **1,767** | **464** | **26,855** |

## 2022 in focus – Business Services

2022 has been an exciting year for Unseen's Business Services team, despite the backdrop of a challenging global economic climate, and a deepening cost-of-living crisis in the UK.

Our team has expanded to keep up with increasing demand for its services, ensuring future sustainability and scalability of our offer.

In March we launched the Unseen Business Hub, a collaborative, educational platform for the businesses we work with.

Through the Business Hub we deliver expert webinars on modern slavery and its context in wider issues, such as climate change and financial crime. We also offer a 12-month rolling premium membership providing training and consultancy.

We are delighted that we now have 27 premium and associate members.

Our Hub members are kept informed of current trends through data shared from the Modern Slavery & Exploitation Helpline, as well as understanding in the local and global landscape, and deepening awareness and understanding of risks.

We have a growing number of long-term and strategic partners, with new business partnerships including Ocado, Thatchers, AS Watson and Morgan Sindall Group.

The Helpline Business Portal, which provides invaluable intelligence regarding situations reported to the Helpline, continued to grow throughout 2022 and we welcomed five new members.

To further increase our interaction and influence, in 2022 we strengthened partnerships within key sectors. We now sit as a member of the SCAPE group, which represents a construction public sector spend of over £7 billion.

We also established a Financial Hub, bringing together key organisations within the financial sector to provide a confidential environment to discuss, share and seek solutions that will strengthen the sector's commitment to tackling modern slavery and labour exploitation.

A further focus has been to engage existing clients' suppliers and increase transparency in their supply chains. We've undertaken several activities including providing supplier risk assessments and engagement projects involving on-site worker wellbeing interviews.

## 2022 in focus – Policy and Research

In 2022 Unseen began developing our first dedicated Policy and Research team (launched at the end of 2021).

Our policy and research work enables us to build on the unique position Unseen occupies as a First Responder organisation to the National Referral Mechanism, a sub-contractor to the MSVCC[6], operators of the UK's Modern Slavery & Exploitation Helpline and through our work with businesses and statutory partners.

Unseen staff have contributed to policy and developed research historically (most notably through the development of the Modern Slavery Act 2015, the Children's Safehouse pilot in 2017, and the BT Smartphone project of 2021). However, we now have a dedicated team to bolster our insights and contribution to the UK's anti-slavery agenda.

The team is focused on closing the gap between decision makers, those working to disrupt modern slavery and human trafficking, and people with lived experience. We do this by partnering academia with in-practice situations to develop evidence-based research for use in Government policy and other anti-slavery strategies.

As exploitation changes, prevention efforts must change with it. In 2022 our research included immigration policy, online safety and procurement policies.

In January 2022 we launched our programme of supporting lived experience in research through the creation of a survivor newsletter which, among other things, provides key policy updates that affect those in our services.

We also supported survivors who wanted to speak out about the modern slavery elements of the controversial Nationality & Borders Act, which came into law in 2022.

In April 2022 we released our report "How to Prevent Modern Slavery" using a combination of statistical evidence from Unseen's Helpline and lived experience views from survivors we work with.

[6] Modern Slavery Victim Care Contract

Unseen has long had ambitions for survivors of modern slavery to help guide and inform what we do. As a result, in 2022 we launched a Survivor Consultants Group, which meets regularly with staff to ensure survivors are regularly inputting into the many areas of our work.

Throughout the year we have worked on developing our pool of academic partners and have contributed to many conversations with statutory strategic partners about how to respond to modern slavery and human trafficking.

We completed our first partnered research project with the British Institute of International and Comparative Law on Lived Experiences of Legal support.

Work also began on a year-long project with the University of Leicester exploring adult services websites and exploitation, to be published in summer 2023.

As part of embedding our insights in wider anti-slavery strategies and influencing policy, legislation and operational practice, we work closely with others in the anti-slavery sector and advocate at the highest levels of government and business. Some examples in 2022 include the following:

- We took part in many Westminster and Government briefings and input to various policy and legislative reviews.

- We are a member of all the Home Office's Modern Slavery Strategy and Implementation Groups (MSSIG), which bring together key stakeholders to support the implementation of the Government's modern slavery strategy, and we are the chair of the MSSIG Business Transparency Group.

- We are part of a coalition of international NGOs that has persuaded the G7 to commit to doing more to tackle forced labour in supply chains, and that work continued to progress through 2022. The EU, for example, brought forward legislation to make businesses and their suppliers carry out mandatory due diligence.

- We worked with other anti-slavery organisations to bring about an amendment in the Health Care Act so that the NHS cannot buy products tainted by forced labour.

- We continue to have high-level engagement with the devolved governments of Scotland, Northern Ireland, and Wales to improve their response to modern slavery and human trafficking.

- Our CEO is an expert advisor to Competent Boards, where we continued to help educate C-suite board members around the world on modern slavery and human rights issues.

- Our CEO sits on the advisory board of the Modern Slavery and Human Rights Policy and Evidence Centre.

## 2022 in focus – Educate Society

We know how important it is to raise awareness and educate others on the risks of modern slavery, so we are committed to increasing everyone's understanding of the issue and of how they can ensure they are not, knowingly or unwittingly, contributing to it.

We do this through:

- Training frontline professionals, schools, partners and individuals so they know what to do and are victim aware.

- Raising awareness among the wider public and informing them how their choices affect others.

- Sharing our knowledge and expertise with anti-slavery partnerships and national and international stakeholders.

**Training**
Training remains a core offering and in 2022 we delivered 50 CPD-accredited training sessions to more than 70 businesses, statutory agencies, NGOs and others.

We have also developed bespoke e-learning training modules and updated our Spotlight programme for schoolchildren and teachers in line with the National Curriculum in 2022.

Altogether our training has reached more than 50,000 individuals.

## Public awareness

Our awareness raising activities in 2022 included the following:

- After the Russian invasion of Ukraine and the subsequent refugee crisis, we launched a public information campaign aimed at keeping Ukrainian refugees safe. This included working with fellow charities Stop The Traffik and Hope for Justice to build a website with information to help Ukrainians navigate life in the UK. The website was funded by the Freedom Fund.

  We also persuaded Vodafone Ukraine to send a text message to all Ukrainians arriving in the UK, signposting them to the Modern Slavery & Exploitation Helpline and the website.

Our work inspired the Organisation for Security and Co-operation in Europe (OSCE) to build a pan-European website for Ukrainians to access support wherever they ended up. OSCE also loved the simplicity and effectiveness of the text message idea and as a result, we are working with the OSCE to persuade all the Ukrainian telecoms companies to do the same across Europe.

- In July we partnered with fellow charity It's a Penalty to raise awareness of modern slavery and promote Unseen's Helpline at the Birmingham Commonwealth Games, which boasted an audience of over 180 million people. A film with top athletes Usain Bolt and Ellie Simmonds, featuring the Helpline, was shown on all flights by Emirates Airlines and British Airways and distributed in hotels across the West Midlands.

- To mark Anti-Slavery Day, we co-led 17 human rights organisations under the banner of the Coalition to Stop Slavery for a new awareness-raising campaign – #itstimetostopslavery. This included a new website urging people to learn the signs of exploitation and how to report them through Unseen's Modern Slavery & Exploitation Helpline. There was also a petition urging the Government to ban the import of all products tainted by forced labour.

  The campaign reached 6.7 million people on social media and the films at the centre of the campaign have been viewed more than 3.3 million times.

We use our website and social media channels to raise public awareness of modern slavery and human trafficking and to encourage people to spot the signs of exploitation and report concerns to the Helpline.

Social media following continued to grow throughout 2022, with the result that our messages about modern slavery are reaching ever more people. Of note is the growth in our LinkedIn channel (a year-on-year increase in followers of 34%), reflecting our strategic ambitions to significantly develop our business services.

Our work with the media – broadcast, online and print – is vital to drive reporting to the Helpline, encourage support for our activities, and raise awareness of modern slavery and human trafficking.

This year there were more than 1.3 billion opportunities to read about the work of Unseen and the Modern Slavery & Exploitation Helpline, an increase on the previous year of just under 50%[7].

We are trusted by the media for our expertise and robust data and in 2022 we continued to provide authoritative comment and analysis, as well as contribute articles, to a wide range of titles and outlets – including the BBC and Sky news, local and national radio and podcasts, the Guardian, the Observer, the Telegraph and many local titles.

**South West Anti-Slavery Partnership (ASP)**

The Anti-Slavery Partnership's (ASP) mission is to support and enable the discovery of, and response to, incidents of modern slavery and exploitation.

We do this through a victim-centred, multi-agency and collaborative community effort at both a local and regional level.

In 2022 Unseen continued to coordinate the Avon & Somerset ASP and provide support and expertise to the other force-area partnerships in the South West region, as well as coordinate and co-chair the regional oversight board.

In a year of change the partnership was an essential conduit for sector developments and good practice. The partnership informed and supported local agencies to respond effectively to the threat of exploitation posed to Ukrainian nationals arriving in the UK.

In Avon & Somerset, a public health approach to modern slavery has been adopted.[8] In Bristol, funding has been secured to design and coordinate a new partnership to drive multi-agency activity in the city and improve partner responses to modern slavery. The partnership has also supported the progress of pre-NRM[9] support for female survivors of modern slavery.

The partnership produced a range of materials to upskill partners on trauma-informed responses to modern slavery, forced begging and multi-agency problem profiling[10].

[7] We began monitoring our media reach in February 2021, so while the 1.3 billion figure is accurate for the whole of 2022, we have adjusted the percentage increase to take account of the fact that monitoring started one month into the previous year.

[8] www.antislaverycommissioner.co.uk/media/1606/final-report-24-may-21.pdf

[9] The National Referral Mechanism (NRM) is the Government system for supporting victims of modern slavery

[10] Problem profiling is multi-agency operational activity that aims to improve our understanding of modern slavery. Multi-agency welfare visits are arranged to sectors likely to be affected by modern slavery in order to increase intelligence, safeguard potential victims, and utilise partner powers to disrupt illegal activity.

## The Eastern Region Anti-Slavery Partnership

The purpose of the Eastern Region Anti-Slavery Partnership (ERASP) is to support the region's local anti-slavery partnerships (ASPs) across seven police force areas, in their response to incidents and threats of modern slavery and human trafficking.

This is achieved by bringing together local ASP leads to ensure there is an effective, consistent and coordinated response across the region.

The ERASP also acts as an interface with the Government on behalf of the region and its constituent ASPs.

The ERASP met periodically throughout 2022, creating opportunities for cross-partner working, facilitating the development of best practice, and providing a central hub for sharing knowledge, updates and experience.

The partnership also helped coordinate and support a range of police activities that were part of national anti-slavery initiatives, such as Operation Aidant.

Despite being unable to secure dedicated resource to support the group, the partnership ensures ongoing collaboration and a route to escalate issues and concerns to the appropriate authorities.

## Patron

Our thanks go out to our patron Levison Wood, who has continued to show his support throughout 2022 and use his considerable profile to help raise awareness of Unseen among the public.

## 2022 in focus – Organisational Optimisation

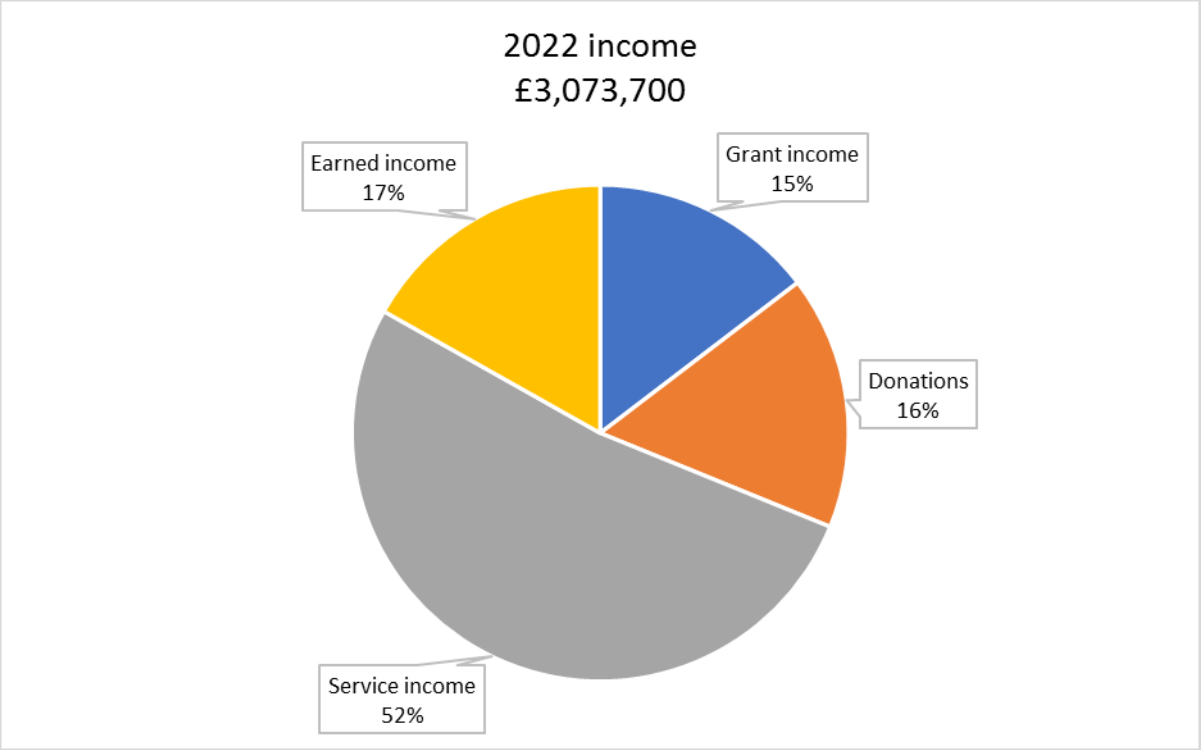
### Income

Our total income for the year was £3,073,700 – an increase of £617,252, or 25%, on the previous period.

Fundraising-related income decreased by £7,142, or 0.7%, on the previous year.

Maintaining fundraising income levels to a similar level achieved in 2021 increased associated fundraising direct costs, resulting in a net decrease in fundraising of £78,640.

There was a £188,970 increase in earned income, related to services provided to businesses, and a £447,957 increase in income from our involvement in the Modern Slavery Victim Care Contract (MSVCC), most notably in relation to the number of survivors supported within our Outreach service. Both the increase in the MSVCC and earned income have associated cost increases.

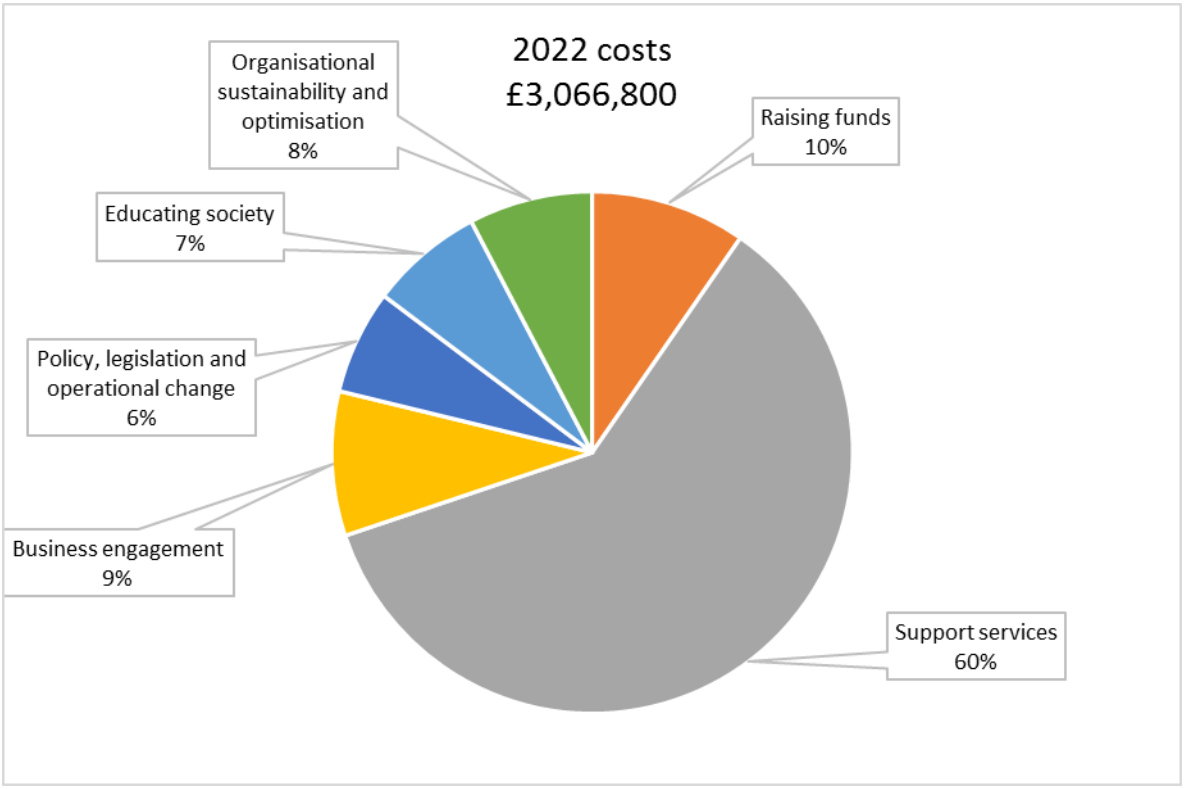


## Expenditure

Total expenditure for the year was £3,066,800, an increase of £820,922, or 37%, on the previous year.

A large proportion of the increase in expenditure is down to the growth of the Modern Slavery Victim Care Contract, and increased activity in Unseen's Business Services offering.

Of our £3,066,800 total expenditure, £2,771,300 was spent directly on charitable activities.



## Principal risks

To achieve our vision, we must manage risks effectively.

Our principal risks are:

- Changes in the political environment. There are several Government-led initiatives in play currently, including policy reviews of modern slavery and new legislation that directly impacts victims of modern slavery.

- Securing sustainable funding. A key strategic aim for the charity is to diversify income streams and move towards a sustainable funding model.

- Brexit continues to present a significant risk in terms of Government funding for modern slavery.

The Trustees acknowledge their responsibility for the management and control of the organisation and therefore are involved in the key aspects of the risk management process. Risks are explicitly identified and considered as part of the Trustees' approach to making decisions, and an overall risk review is included in the charity's annual governance calendar.

The major risks to the charity have been reviewed during the year, and control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

Under the direction of the Trustees, the Senior Leadership Team has reviewed all forms of insurance to ensure that the cover provided is adequate for Unseen offices and secure accommodation needs. This review will be revisited each year as the policies in place come up for renewal.

Also, we have outsourced some operational areas, such as IT support, to third parties who provide relevant expertise in these areas. As a result, the Trustees are confident that the organisation complies with current legislation and effectively manages the related risks.

## Going concern

The Financial Statements have been prepared on a going concern basis. Net assets at the balance sheet date were £954,398 (2021: £947,498) and net current assets at the balance sheet date were £908,533 (2021: £917,985).

At the year-end, the balance of cash and bank balances held by the charity was £786,892 (2021: £833,264) and the level of unrestricted reserves is £876,184 (2021: £702,881).

## Reserves policy

Our reserves policy is set to achieve a balance between ensuring that our work is protected from the risk of disruption that occurs at short notice because of a lack of funds and ensuring we do not retain income for longer than required.

The Trustees have determined that the charity needs free reserves for the following purposes:

- To protect against unforeseen income fluctuations.
- To provide the resources to enable the organisation to execute its strategy to diversify income streams.
- To provide working capital for the effective running of the organisation.
- To enable Unseen to invest in emerging opportunities should the Trustees decide to.

The Trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to between six and nine months of expenditure, where pre-secured income does not exist.

Based on the above policy, the Trustees calculate that the target level of free reserves would be between £671,508 and £1,007,262. At the year-end we held £838,216 of free reserves, which is equivalent to 7.2 months of expenditure, where pre-secured income does not exist.

The past few years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

During 2022, the Trustees reviewed our reserves policy, in line with the latest Charity Commission guidance, and agreed the current reserves policy meets the needs of the charity.

**Fundraising campaigns and activity**

Unseen's fundraising approach in 2022 centred on trusts and foundations, statutory and academic funding, corporate partnerships and voluntary donations.

Funds were raised through the submission of bids to trusts and foundations, appeals to supporters and the public, online events and partnership building.

A digital agency – Web Atomic – was engaged on an on-going basis, to manage our paid social media and Google grant pay-per-click activity, for digital marketing purposes.

Our corporate partners donated through their businesses, took part in employee fundraising, provided pro-bono support for various aspects of our work, and donated their products/services as gifts in kind.

Fundraising campaigns and appeals in 2022 included:

- A campaign to generate legacy pledgers – a new medium-to-long-term income stream for the charity through gifts in Wills.

- A campaign to raise awareness of County Lines exploitation and generate new supporters through our work around this.

- An appeal to donate in support of our work with women who have experienced sex exploitation, distributed with our new supporter print magazine, Unseen in Focus.

- A matched appeal through the Big Give, raising funds to ensure the continuation of Unseen's Modern Slavery & Exploitation Helpline service.

## Fundraising Regulator and Code of Practice

Unseen is registered with the Fundraising Regulator and observes best practice as outlined in the regulator's Code of Fundraising Practice, ensuring compliance with any changes to the Code as they are released.

Unseen takes its responsibilities under GDPR very seriously and we have an extensive Privacy Policy accessible on our website. We have compliance measures in place covering data retention, cleansing and supporter privacy, consent and preference management, and a clear complaints process for members of the public, including how to escalate a complaint.

In 2022 Unseen did not employ any third parties to conduct fundraising on its behalf, and with some staff in the Fundraising team also being members of the Chartered Institute of Fundraising, we are also sure to abide by its suggested codes of conduct.

## Maintaining fundraising standards of others

Unseen had partnerships with commercial entities donating a percentage of sales of their products/services to Unseen. The charity ensured compliance with legal and best practice obligations, as detailed in partnership agreements between the charity and corporate partners.

Unseen also shared the obligations of our partners within the Fundraising Code of Practice before agreements were reached, ensuring they maintained fundraising standards. There were no instances of failure to comply with a scheme or standard cited.

## Complaints

In 2022 Unseen received no complaints from the public, including none through the Fundraising Regulator's complaints process, which is recorded monthly. The team always take complaints very seriously and do their utmost to ensure supporters are listened to and a satisfactory conclusion is reached.

## Protecting vulnerable people

In compliance with GDPR and our internal policy, Unseen has an opt-in mechanism on all its fundraising materials, so that newly subscribed supporters receive communications they have consented to and via the channel they prefer, with a clear opportunity to update their preferences at any time. Unseen only contacts individual supporters if it has consent or a legitimate interest basis to do so. We never contact or continue communication with an individual who we have reason to believe is vulnerable, including minors (under the age of 18 where known).

## Staffing and organisational structure

We are committed to ensuring that all those who work for us are treated equally and rewarded fairly. Their expertise and dedication are essential for our services. We are determined and committed to ensuring as much funding as possible goes towards project staffing, supported by an effective and lean support team structure.

Unseen operates a clear pay scale which all staff are on. It is benchmarked to the NJC pay scale and other comparative organisations. All staff are paid the Real Living Wage or higher. Policies and procedures are in place to ensure we pay all staff fairly for the same roles, regardless of gender or any other characteristic.

Key management personnel are the members of our Executive Team (Senior Leadership Team), who are Andrew Wallis (CEO), Justine Currell and Sian Hartstill.

The hourly rate of the highest-paid employee is 2.78 times higher than the median pay of the charity.

## Plans for the future

The Charity's priorities are set out below. We plan to:

- Successfully deliver a new organisational strategy to 2027.
- Continue expanding our consultancy and training with businesses of all sizes to address modern slavery issues in their practices and supply chains.
- Continue to expand our reintegration programme and strive for excellence in other frontline services, using our data to strengthen and develop the support we offer.
- Maintain the UK Modern Slavery & Exploitation Helpline as a free, round-the-clock service so we can continue to enhance the UK's response to combatting modern slavery.
- Continue to work with partners to ensure modern slavery remains a priority for the Government.
- Collaborate more to ensure victims and survivors get the service they deserve.
- Develop policy, individually and collaboratively, to ensure the UK is at the cutting edge of tackling modern slavery and human trafficking.
- Continue to share our policy and operational expertise with other countries.
- Continue to develop diverse income streams – increasing our regular giving base; expanding corporate and community fundraising; raising funds through gifts in wills and in-memory giving programmes; and holding supporter events.
- Continue to be committed to finding long-term, strategic and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

## Governance and management information

### Legal status

Unseen is a Charitable Company Limited by Guarantee and governed by its Memorandum and Articles of Association. There are therefore no shares in issue. In event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

### Governance

During the year, the Trustees have considered the requirements of the Charity Governance Code and its seven principles – leadership, integrity, decision making, risk and control, board effectiveness, diversity, openness, and accountability – and believe that these principles are consistent with how the organisation is governed.

### Appointment of Trustees

Due to the nature of the services Unseen provides, the Board of Trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the charity successfully.

Unseen has an experienced, knowledgeable, and diverse Trustee board with a range of skills and experience, including financial planning and advice, project management, human resources, management, health and social work, advocacy and partnership, policy, policing, law, fundraising and government strategy.

### Recruitment

An annual skills audit is conducted and allows the Trustees to identify potential gaps in the Board that can then be suitably recruited for.

The charity's governing document permits a maximum of 12 Trustees. One-third of Trustees (or the number nearest one third) must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A Trustee may be reappointed for a maximum of nine consecutive terms. However, the Trustees see immense value in ensuring that new, high-calibre individuals are added to the Board, bringing fresh perspectives and skills to help the charity develop.

When a new Trustee joins the Board, there is an induction process, including visits to operations, a detailed file of responsibilities, observer status at a Trustee Board meeting and an interview with the CEO and Chair of Trustees in advance of an appointment. There is also ongoing training of current Trustees.

## Diversity

The Trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership and enhance decision making through a wide variety of perspectives, experience, and skills.

Training has been provided to Trustees so that as a Board we are aware of diversity and our responsibilities in this area. We seek to minimise barriers around attendance at Board meetings, for example ensuring that meetings are held with full disabled access and that Trustee expenses are fully reimbursed.

The make-up of the Board is diverse in many ways, as was noted by the GSK IMPACT Awards during the due diligence process leading to the selection of Unseen as a 2018 winner.

But the Trustees observe that currently, diversity is lacking in ethnic background. As an organisation, we do not favour a quota approach to the diversity issue and instead we focus on ensuring that the Board is as diverse as possible within the need to recruit Trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

## Meetings

Directors meet a minimum of three times a year as per the charity's governing document.

## Organisational structure and Executive team

The CEO has been appointed by the Trustees to oversee the running of the charity through the Executive team. For matters significantly affecting the charity's operations, decisions are discussed in detail by the Executive team and the Board of Trustees together before a decision is made.

Concerning the setting of pay and remuneration of key management personnel, there is an approved pay-scale and Executive remuneration is approved by the Board of Trustees. A Remuneration Sub-Committee of the Board was established in 2016.

## Safeguarding

As a values-led organisation, we are committed to the safeguarding of children and vulnerable adults in everything we do.

Enhanced Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who work with vulnerable people being supported by Unseen. All Trustees and the Executive team are subject to a Standard Enhanced DBS check.

Also, we:

- Have a Trustee with responsibility for safeguarding.
- Provide ongoing safeguarding training for all frontline staff.
- Have a monthly safeguarding report which captures all risks recorded and our response to these incidents. This ensures transparency in our actions and decision making. This report is submitted to the Senior Leadership team monthly and Trustees every quarter for critique.

## Partnerships

Collaboration is a key value for Unseen as we recognise that we cannot achieve our vision without working with partners across government – local and central – business and public services.

We continue to work closely in partnership with a range of statutory, law enforcement and non-governmental agencies, including:

- Home Office
- Police forces across the UK
- Modern Slavery Police Transformation Unit
- Police and Crime Commissioners
- UK Visa and Immigration
- UK Border Force
- Gangmasters and Labour Abuse Authority
- National Crime Agency: Modern Slavery and Human Trafficking Unit
- City councils and local authorities
- Children's Services and Safeguarding Children and Adults Boards
- Devolved Administrations
- NHS
- Regional and local Anti-Slavery Partnerships and their members (statutory, law enforcement, Third Sector)
- Local and national businesses
- Other NGOs to develop and deliver services to survivors of modern slavery and trafficking.

Unseen also works closely with a range of corporate partners to deliver its services, including the delivery of the UK Modern Slavery & Exploitation Helpline.

Corporate partners in 2022 included:-

- Achilles
- Aldi
- Amazon
- Barrettine
- Bidvest Noonan
- Blue Bear Coffee
- Boohoo
- British Land
- BT
- Burges Salmon
- Clearvoice
- Computershare
- Convercent
- PMP Recruitment
- Drax
- Dyson
- Entain
- Euromoney
- Eversheds Sutherland
- Fleet Caravans
- HH Global
- Indeed Flex
- ISG
- JD Sports
- Job & Talent
- John Lewis and Waitrose Partnership
- Lloyds Banking Group
- M & S
- Microsystem Support
- Morgan Sindall
- NatWest
- Nationwide
- NBCUniversal
- Nestle
- Next
- Ocado
- Places for People
- Roger Bullivant
- Sainsburys
- Salesforce
- Sky
- Tesco
- Thatchers
- Tide
- The Co-op
- The Waves Group
- Ultimate Recruitment
- Very
- Vodafone Foundation
- Wellcome Trust

Unseen continued to be a sub-contractor during 2022, under the Government's Victim Care Contract (VCC), for The Salvation Army, who are prime contractors for the Home Office to provide support services to adult victims of human trafficking and modern slavery.

## Funders

We would like to thank our generous funders, whose support also makes our work possible:

- Avon & Somerset PCC
- Arnold Clark Community Trust
- Bristol City Council Fund
- British Institute of International & Comparative Law
- Burden Trust
- Childwick Trust
- Dandia Charitable Trust
- Eleanor Rathbone Trust
- Garfield Weston Foundation
- Gloucestershire PCC
- GF Eyre Charitable Foundation
- Heart of Bucks Community Foundation
- Hertfordshire PCC Action Fund
- Home Office Modern Slavery Prevention Fund
- John James Bristol Foundation
- Kent Community Foundation
- Leonard Laity Stoate Charitable Trust
- Macfarlanes Freddie Smith Trust
- Medlock Charitable Trust
- Morel Charitable Trust
- National Lottery Community Fund
- Nisbet Trust
- Roger and Jean Jefcoate Foundation
- Schroder Charity Trust
- Souter Charitable Trust
- Sport England Inequalities Fund
- Swan Mountain Trust
- Swire Charitable Trust
- Sylvia and Colin Shepherd Charitable Trust
- The Charles Jacob Charitable Trust
- The Henry Smith Charity
- The Orr Mackintosh Foundation
- The Pentwyn Trust
- The Pilgrim Trust
- Wixamtree Charitable Trust

We would also like to thank all our many generous private donors.

## Statement of Trustees' responsibilities

The charity Trustees, who are also the Directors of Unseen UK for the purposes of company law, are responsible for preparing the Trustees' Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 Charitable Company and of the incoming resources and application of resources, including the income and expenditure of the charity for that year. In preparing the financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The Trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

This report was approved by the Board of Trustees on 16 June 2023 and signed on their behalf by:

**Chair: Rosey Hurst** **Trustee: Ian Theodoreson**

## Executive information

**Charity name**
Unseen (UK) trading as Unseen

**Company number**
06754171 (England and Wales)

**Charity number**
1127620 (England and Wales)

**Company Registered Office and charity address**
7 Hide Market, West Street, St Philips, Bristol BS2 0BH

**Trustees**
Daniel Morris – Chair (resigned 7 May 2022)
Rosey Hurst – Chair (appointed 7 May 2022)
Dr Jan Birtle – Vice Chair
Eric Anderson (appointed 5 February 2022)
Samantha Burt
Steve Daykin (resigned 31 July 2022)
Vanessa Di Cuffa (appointed 13 May 2023)
Nick Dutnall (appointed 27 July 2022)
Jonathan Frank (resigned 5 February 2022)
Steven Jeffries (resigned 29 October 2022)
Raquel McGrath
Andrea McMahon (appointed 5 February 2022)
Daniel Pounder (appointed 13 May 2023)
Ian Theodoreson

**Executive team**
Chief Executive Officer – Andrew Wallis OBE
Director – Justine Currell
Director of Fundraising, Communications & Operations – Sian Hartstill (from May 2022)

**Patron**
Levison Wood

**Bankers**
Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh EH12 9DJ
Triodos Bank UK, Deanery Road, Bristol BS1 5AS

**Auditors**
Albert Goodman, Goodwood House, Blackbrook Park Ave, Taunton TA1 2PX

## Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2022 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' 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.

**Opinion on other matter prescribed by the Companies Act 2006**
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' 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 Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our 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 Directors' Report included within the Trustees' Report.

**Matters on which we are required to report by exception**
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

**Responsibilities of trustees**
As explained more fully in the Statement of Trustees' Responsibilities set out on page 32, 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.

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

**The extent to which the audit was considered capable of detecting irregularities including fraud**
Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, Care Quality Commission registration, anti-bribery, employment, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

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

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

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

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

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

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

**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 and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Michelle Ferris BSc (Hons) FCA DChA
Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 3 July 2023

**Unseen (UK)**
Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 December 2022

| | Notes | Unrestricted funds £ | Restricted funds £ | 2022 Total funds £ | Unrestricted funds £ | Restricted funds £ | 2021 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Income:** | | | | | | | |
| Donations and legacies | 3 | 531,345 | 108,334 | 639,679 | 670,551 | 33,768 | 704,319 |
| Charitable activities | | | | | | | |
| *Support services* | 4 | 1,598,039 | 318,310 | 1,916,349 | 1,137,180 | 309,984 | 1,447,164 |
| *Business engagement* | 4 | 427,747 | - | 427,747 | 299,044 | - | 299,044 |
| *Policy, legislation and operational change* | 4 | 1,261 | 23,736 | 24,997 | - | - | - |
| *Educating society* | 4 | 37,618 | 26,922 | 64,540 | 5,921 | - | 5,921 |
| *Organisational sustainability and optimisation* | 4 | 388 | - | 388 | - | - | - |
| **Total income** | | 2,596,398 | 477,302 | 3,073,700 | 2,112,696 | 343,752 | 2,456,448 |
| **Expenditure:** | | | | | | | |
| Raising funds | 5 | 295,500 | - | 295,500 | 229,482 | - | 229,482 |
| Charitable activities | | | | | | | |
| *Support services* | 6 | 1,494,885 | 351,524 | 1,846,409 | 1,143,266 | 343,752 | 1,487,018 |
| *Business engagement* | 6 | 274,573 | - | 274,573 | 130,210 | - | 130,210 |
| *Policy, legislation and operational change* | 6 | 174,357 | 23,736 | 198,093 | 103,092 | - | 103,092 |
| *Educating society* | 6 | 190,701 | 25,957 | 216,658 | 164,966 | - | 164,966 |
| *Organisational sustainability and optimisation* | 6 | 235,567 | - | 235,567 | 131,110 | - | 131,110 |
| **Total expenditure** | | 2,665,583 | 401,217 | 3,066,800 | 1,902,126 | 343,752 | 2,245,878 |
| **Net income / (expenditure)** | | (69,185) | 76,085 | 6,900 | 210,570 | - | 210,570 |
| Transfer between funds | 15 | - | - | - | 32,603 | (32,603) | - |
| **Net movement in funds** | | (69,185) | 76,085 | 6,900 | 243,173 | (32,603) | 210,570 |
| **Reconciliation of funds** | | | | | | | |
| Total funds brought forward | | 945,369 | 2,129 | 947,498 | 702,196 | 34,732 | 736,928 |
| **Total funds carried forward** | | 876,184 | 78,214 | 954,398 | 945,369 | 2,129 | 947,498 |

The statement of financial activities has been prepared on the basis that all operations are continuing operations. There were no gains or losses arising in the year that are not shown above.

The statement of financial activities incorporates the income and expenditure account.

Balance Sheet
As at 31 December 2022

| | Notes | Unrestricted Funds 2022 £ | Restricted Funds 2022 £ | Total 2022 £ | Unrestricted Funds 2021 £ | Restricted Funds 2021 £ | Total 2021 £ |
|---|---|---|---|---|---|---|---|
| **Fixed assets** | | | | | | | |
| Tangible fixed assets | 12 | 37,968 | 7,897 | 45,865 | 29,513 | - | 29,513 |
| | | 37,968 | 7,897 | 45,865 | 29,513 | - | 29,513 |
| **Current assets** | | | | | | | |
| Debtors | 13 | 410,046 | 21,064 | 431,110 | 330,497 | 33,786 | 364,283 |
| Cash at bank and in hand | | 702,105 | 84,787 | 786,892 | 834,894 | (1,630) | 833,264 |
| | | 1,112,151 | 105,851 | 1,218,002 | 1,165,391 | 32,156 | 1,197,547 |
| **Liabilities:** | | | | | | | |
| Creditors falling due within one year | 14 | (273,935) | (35,534) | (309,469) | (249,535) | (30,027) | (279,562) |
| Net current assets | | 838,216 | 70,317 | 908,533 | 915,856 | 2,129 | 917,985 |
| **Total net assets** | | 876,184 | 78,214 | 954,398 | 945,369 | 2,129 | 947,498 |
| **The funds of the charity:** | | | | | | | |
| Restricted funds | 15 | - | 78,214 | 78,214 | - | 2,129 | 2,129 |
| Unrestricted funds | 15 | 876,184 | - | 876,184 | 702,881 | - | 702,881 |
| Designated funds | 15 | - | - | - | 242,488 | - | 242,488 |
| **Total charity funds** | | 876,184 | 78,214 | 954,398 | 945,369 | 2,129 | 947,498 |

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 16 June 2023 and signed on their behalf by:

R Hurst
Chair

I Theodoreson
Trustee

**Unseen (UK)**
Statement of Cash Flows
For The Year Ended 31 December 2022

| | Notes | 2022<br>£ | 2021<br>£ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net movements in funds for the year | | 6,900 | 210,570 |
| Adjustments to cash flows from non-cash items | | | |
| Loss on disposal of fixed assets | 12 | - | 180 |
| Loss on disposal of investments | | - | 1 |
| Depreciation and amortisation | 12 | 18,930 | 16,616 |
| | | 25,830 | 227,367 |
| Working capital adjustments | | | |
| Decrease/(increase) in debtors | 13 | (66,827) | 22,327 |
| (Decrease)/increase in creditors | 14 | 29,907 | (142,870) |
| Net cash flow from operations | | (11,090) | 106,824 |
| **Cash flows from investing activities** | | | |
| Purchase of fixed assets | 12 | (35,282) | (14,426) |
| Net cash (used in)/provided by investing activities | | (35,282) | (14,426) |
| Net increase/(decrease) in cash and cash equivalents | | (46,372) | 92,398 |
| Cash and cash equivalents at the beginning of the reporting period | | 833,264 | 740,866 |
| Cash and cash equivalents at the end of the reporting period | | 786,892 | 833,264 |
| **Analysis of cash and cash equivalents** | | | |
| Cash at bank and in hand | | 786,892 | 833,264 |

## 1 Accounting Policies

### 1.1 Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 33. The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally, and nationally.

The financial statements have been prepared in £ sterling on the historical cost basis and 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) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charity has one wholly owned subsidiary (Business for the Unseen Limited- Company number 11083594), which was dissolved in the prior year. The subsidiary company was previously considered immaterial to the group and has therefore not been consolidated into these accounts.

### 1.2 Change in activity reporting

During the year, the charity changed its activity reporting categories for both income and expenditure, in order to align the activities with the charity's new strategy. The comparative figures have been reallocated to align with the new categories for comparison.

### 1.3 Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the 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. Amounts received which are not yet recognised are classified as deferred income.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

1.4 **Expenditure**

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 associated with 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 that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

1.5 **Tangible fixed assets and depreciation**

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

| | |
|---|---|
| Fixtures and fittings | Straight line basis over 5 years |
| Computer equipment | Straight line basis over 3 years |

1.6 **Investments**

Investments in subsidiaries are held at cost.

1.7 **Debtors**

Accrued income is recognised at the settlement amount due and prepayments are valued at the amount prepaid.

1.8 **Cash at bank and in hand**

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

1.9 **Creditors**

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.

1.10 **Taxation**

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

1.11 **Operating lease commitments**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged in the Statement of Financial Activities on a straight-line basis over the period of the lease. The charity has operating leases for the premises in which they operate. The title of the leased premises remains with the lessor.

1.12 **Fund accounting**

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

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

1.13 **Judgements and estimates**

Key accounting judgements and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The Trustees believe that the most significant area of estimation relates to the recognition of grant income. The policy applied is outlined above in this accounting policies note.

1.14 **Financial Instruments**

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

**2. Legal status of the Charity**

The charity is a Company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

## 3. Donations and legacies

| | Unrestricted funds £ | Restricted funds £ | 2022 Total £ | Unrestricted funds £ | Restricted funds £ | 2021 Total £ |
|---|---|---|---|---|---|---|
| Donations | 399,907 | 108,334 | 508,241 | 493,930 | 33,768 | 527,698 |
| Grants of general nature | 131,438 | - | 131,438 | 140,351 | - | 140,351 |
| **Exceptional government funding** | | | | | | |
| Coronavirus Job Retention Scheme grant* | - | - | - | 19,087 | - | 19,087 |
| Kickstart Scheme* | - | - | - | 17,183 | - | 17,183 |
| | 531,345 | 108,334 | 639,679 | 670,551 | 33,768 | 704,319 |

The charity has been eligible to claim additional funding in the prior year from government support schemes in response to the coronavirus outbreak. The funding received is shown above under "exceptional government funding". The charity furloughed some of its staff under the governments CJRS. The funding received in the prior year relates to staff costs which are included within note 9 as appropriate.

*Denotes government grants

## 4. Income from charitable activities

| | Unrestricted funds £ | Restricted funds £ | 2022 Total £ | Unrestricted funds £ | Restricted funds £ | 2021 Total £ |
|---|---|---|---|---|---|---|
| *Supporting services* | | | | | | |
| Service Income | 1,598,039 | - | 1,598,039 | 1,137,180 | 12,902 | 1,150,082 |
| Grants received not elsewhere | - | 318,310 | 318,310 | - | 297,082 | 297,082 |
| Business engagement | 427,747 | - | 427,747 | 299,044 | - | 299,044 |
| Policy, legislation and operational change | 1,261 | | 1,261 | - | - | - |
| *- grants received* | | 23,736 | 23,736 | - | - | - |
| Educating society | 37,618 | 26,922 | 64,540 | 5,921 | - | 5,921 |
| Organisational sustainability and optimisation | 388 | - | 388 | - | - | - |
| | 2,065,053 | 368,968 | 2,434,021 | 1,442,145 | 309,984 | 1,752,129 |

During the year to 31 December 2022 the following Trusts funds and other institutions supported the work of the Charity and the amounts below are included in grants received above across notes 3 and 4:

| | Unrestricted funds £ | Restricted funds £ | 2022 Total £ | Unrestricted funds £ | Restricted funds £ | 2021 Total £ |
|---|---|---|---|---|---|---|
| Anonymous | 10,000 | - | 10,000 | - | - | - |
| Avon & Somerset Police & Crime Commissioner | - | 34,836 | 34,836 | - | 45,943 | 45,943 |
| Bluenumber Foundation | - | - | - | 18,875 | - | 18,875 |
| Bristol City Council | - | - | - | - | 28,684 | 28,684 |
| British Institute Of International & Comparative Law | - | 23,736 | 23,736 | - | - | - |
| Charities Aid Foundation - Resilience Fund | - | - | - | 14,802 | - | 14,802 |
| Chartered Accountants' Livery Charity | - | - | - | - | 3,001 | 3,001 |
| Comic Relief | - | 38,706 | 38,706 | - | 31,294 | 31,294 |
| Garfield Weston Foundation | 45,000 | - | 45,000 | - | - | - |
| Heart of Bucks Community Foundation | - | 5,000 | 5,000 | - | 5,000 | 5,000 |
| Hertfordshire Community Foundation | - | - | - | - | 5,000 | 5,000 |
| Home Office | - | 96,440 | 96,440 | - | - | - |
| John James Bristol Foundation | - | 10,000 | 10,000 | - | 10,000 | 10,000 |
| Kent Community Foundation | - | - | - | - | 5,008 | 5,008 |
| Nationwide Building Society | - | - | - | - | 46,228 | 46,228 |
| Postcode Neighbourhood Trust | - | - | - | - | 17,300 | 17,300 |
| Swan Mountain Trust | - | 4,000 | 4,000 | - | - | - |
| Swire Charitable Trust | 25,000 | - | 25,000 | 25,000 | - | 25,000 |
| The Big Give | - | 19,420 | 19,420 | - | 25,000 | 25,000 |
| The Burden Trust | - | 6,000 | 6,000 | - | - | - |
| The Childwick Trust | 10,000 | - | 10,000 | - | - | - |
| The Elm Tree Trust | - | - | - | 10,000 | - | 10,000 |
| The Freedom Fund | 4,988 | - | 4,988 | - | - | - |
| The Henry Smith Charity | - | 69,657 | 69,657 | | 50,593 | 50,593 |
| The Kickstart Scheme | - | - | - | 4,500 | - | 4,500 |
| The Medlock Charity | - | 5,000 | 5,000 | - | - | - |
| The National Lottery Community Fund | - | - | - | 49,508 | - | 49,508 |
| Carried forward | 94,988 | 312,795 | 407,783 | 122,685 | 273,051 | 395,736 |

| | Unrestricted funds £ | Restricted funds £ | 2022 Total £ | Unrestricted funds £ | Restricted funds £ | 2021 Total £ |
|---|---|---|---|---|---|---|
| Brought forward | 94,988 | 312,795 | 407,783 | 122,685 | 273,051 | 395,736 |
| The Nisbet Trust | 10,000 | - | 10,000 | - | - | - |
| The Odin Charitable Trust | - | - | - | - | 5,000 | 5,000 |
| The Orr Mackintosh Foundation Limited | 15,000 | - | 15,000 | - | - | - |
| The Pilgrim Trust | - | - | - | - | 10,000 | 10,000 |
| The Roger And Jean Jefcoate Trust | 5,000 | - | 5,000 | - | - | - |
| The Roy Proctor Foundation | - | - | - | 5,000 | - | 5,000 |
| The Schroder Charity Trust | - | 5,000 | 5,000 | - | - | - |
| The Souter Charitable Trust | - | 3,000 | 3,000 | - | - | - |
| University College London | - | 8,100 | 8,100 | - | - | - |
| Wixamtree Trust | - | 5,000 | 5,000 | - | - | - |
| Other grants (individually < £2,500) | 6,450 | 8,151 | 14,601 | 12,666 | 9031 | 21,697 |
| | **131,438** | **342,046** | **473,484** | **140,351** | **297,082** | **437,433** |

## 5. Expenditure on raising funds

| | Unrestricted funds £ | Restricted funds £ | 2022 Total £ | Unrestricted funds £ | Restricted funds £ | 2021 Total £ |
|---|---|---|---|---|---|---|
| Direct fundraising cost | 81,794 | - | 81,794 | 36,111 | - | 36,111 |
| Staffing cost | 174,484 | - | 174,484 | 159,601 | - | 159,601 |
| Support costs (note 7) | 36,318 | - | 36,318 | 30,903 | - | 30,903 |
| Governance (note 7) | 2,904 | - | 2,904 | 2,867 | - | 2,867 |
| | 295,500 | - | 295,500 | 229,482 | - | 229,482 |

## 6. Expenditure on charitable activities

| | Support services £ | Business engagement £ | Policy, legislation and operational change £ | Educating society £ | Organisa-tional, sustainability and optimisation £ | 2022 Total £ |
|---|---|---|---|---|---|---|
| Activities costs | 7,120 | - | 5,528 | - | - | 12,648 |
| CRB checks | 2,475 | 282 | 56 | - | - | 2,813 |
| Depreciation | 4,347 | 509 | 704 | - | - | 5,559 |
| Finance Costs | - | - | - | - | (1,620) | (1,620) |
| General premises and sundry costs | 19,582 | - | 11 | - | 9 | 19,602 |
| Heat, light and insurance | 6,227 | - | - | - | - | 6,227 |
| Interpreting costs | 32,382 | 98 | 2,979 | - | - | 35,459 |
| IT costs | 16,791 | 2,784 | 12,062 | 611 | - | 32,248 |
| Office costs and comms | - | 49,020 | 300 | 16,753 | - | 66,073 |
| Printing, postage, stationery and advertising | 4,442 | 238 | 29 | - | - | 4,709 |
| Professional fees and outsourced service costs | 53,629 | 791 | - | - | - | 54,420 |
| Property costs | 72,794 | - | - | - | - | 72,794 |
| Staff and contractor costs | 1,033,153 | 192,470 | 155,379 | 176,606 | 28,742 | 1,586,350 |
| Staff other costs | 22,966 | 1,612 | 917 | 238 | - | 25,733 |
| Staff travel | 16,565 | 6,182 | 1,549 | 7,950 | 8,878 | 41,124 |
| Subscriptions | 114 | - | 3 | - | 1,161 | 1,278 |
| Telephone | 36,408 | 216 | 229 | - | - | 36,853 |
| Venue hire | - | - | 13 | - | - | 13 |
| Victim NRM costs | 400,776 | - | 99 | - | - | 400,874 |
| Waste disposal and cleaning | 4,249 | - | - | - | - | 4,249 |
| Support costs (note 7) | 99,875 | 16,450 | 13,459 | 10,575 | 195,500 | 335,859 |
| Governance (note 7) | 12,513 | 3,923 | 4,777 | 3,925 | 2,896 | 28,034 |
| | 1,846,409 | 274,573 | 198,093 | 216,658 | 235,567 | 2,771,300 |

## Expenditure on charitable activities - 2021

| | Support services £ | Business engagement £ | Policy, legislation and operational change £ | Educating society £ | Organis-ational, sustainability and optimisation £ | 2021 Total £ |
|---|---|---|---|---|---|---|
| Activities costs | 1,636 | - | - | - | - | 1,636 |
| CRB checks | 1,392 | - | - | - | - | 1,392 |
| Depreciation | 4,058 | - | - | - | - | 4,058 |
| Direct fundraising costs | - | 9 | - | - | - | 9 |
| General premises and sundry costs | 22,025 | - | - | - | 31 | 22,056 |
| Heat, light and insurance | 7,691 | - | - | - | - | 7,691 |
| Interpreting costs | 24,122 | - | - | - | - | 24,122 |
| IT costs | 9,729 | 4,955 | - | 1,278 | - | 15,962 |
| Office costs and comms | 621 | - | - | 12,439 | - | 13,060 |
| Printing, postage, stationery and advertising | 4,556 | - | - | - | - | 4,556 |
| Professional fees and outsourced service costs | 25,165 | - | - | - | - | 25,165 |
| Property costs | 72,131 | - | - | - | - | 72,131 |
| Staff and contractor costs | 822,199 | 65,583 | 71,148 | 79,931 | 117,246 | 1,156,107 |
| Staff other costs | 27,331 | 35 | 119 | - | - | 27,485 |
| Staff travel | 6,099 | 1,870 | - | - | - | 7,969 |
| Subscriptions | 1,886 | - | - | - | - | 1,886 |
| Telephone | 31,675 | - | - | - | - | 31,675 |
| Venue hire | (131) | - | - | - | - | (131) |
| Victim NRM costs | 300,149 | - | - | - | - | 300,149 |
| Waste disposal and cleaning | 2,696 | - | - | - | - | 2,696 |
| Support costs (note 7) | 112,608 | 54,011 | 29,661 | 67,140 | 8,112 | 271,532 |
| Governance (note 7) | 9,380 | 3,747 | 2,164 | 4,178 | 5,721 | 25,190 |
| | 1,487,018 | 130,210 | 103,092 | 164,966 | 131,110 | 2,016,396 |

## 7. Allocation of support costs and governance costs

The charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the costs of raising funds (note 5) and five charitable activities (note 6) undertaken in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs. The costs have been apportioned based on a % of direct expenditure (2021: % of direct expenditure).

| | Support costs £ | Gover-nance costs £ | 2022 Total £ | Support costs £ | Gover-nance costs £ | 2021 Total £ |
|---|---|---|---|---|---|---|
| Auditor's Remuneration | - | 9,240 | 9,240 | - | 9,000 | 9,000 |
| Office costs and communications | 107,178 | - | 107,178 | 101,424 | 13 | 101,437 |
| Premises cost | 19,395 | - | 19,395 | 15,234 | - | 15,234 |
| Professional fees | 32,723 | 2,755 | 35,478 | 35,827 | 2,675 | 38,502 |
| Depreciation | 13,371 | - | 13,371 | 12,738 | - | 12,738 |
| Staffing costs | 199,510 | 18,943 | 218,453 | 137,212 | 16,369 | 153,581 |
| | 372,177 | 30,938 | 403,115 | 302,435 | 28,057 | 330,492 |

## 8. Net incoming resources

Net resources are stated after charging:

| | 2022 £ | 2021 £ |
|---|---|---|
| Depreciation of owned assets | 18,930 | 16,616 |
| Operating lease expenditure | 106,618 | 92,495 |
| Auditors' remuneration for: | | |
| Audit services | 7,440 | 6,600 |
| Accountancy services & other | 1,800 | 2,400 |

## 9. Employees

| Employment costs | 2022<br>£ | 2021<br>£ |
|---|---|---|
| Wages and salaries | 1,735,405 | 1,303,301 |
| Social security costs | 163,126 | 106,387 |
| Other pension costs | 43,690 | 31,052 |
| | 1,942,221 | 1,440,740 |

**Number of employees**

The average monthly head count during the year was as follows:

| | 2022 | 2021 |
|---|---|---|
| Direct staff | 72 | 73 |
| Leadership and operations staff | 21 | 19 |
| | 93 | 92 |

Of the 93 employees, 60 were Full-Time and 33 Part-Time (2021: 44 and 48 respectively).

The key management personnel of the charity are considered to be the Chief Executive and the two Directors (2021: Chief Executive and three Directors, with one of the directors being self employed) The total cost to the charity for employee benefits for the employed key management were £229,742 (2021: £175,070) and the self-employed key management cost for the prior year is disclosed in note 16.

The number of employees whose annual emoluments (excluding employers NI and employers pension costs) were £60,000 or more were:

| | 2022<br>number | 2021<br>number |
|---|---|---|
| £70,000 - £80,000 | 1 | 2 |
| £80,000 - £90,000 | 1 | - |

**Defined contribution pension scheme**

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £43,690 (2021: £31,052). Contributions totalling £8,439 (2021: £5,363) were payable to the scheme at the end of the year and are included in creditors.

## 10. Trustee's remuneration and benefits

There was no remuneration nor other benefits paid to trustees for their governance duties during the year ended 31 December 2022 nor for the year ended 31 December 2021.

During the year, travelling expenses of £843 were reimbursed to three trustees (2021: travelling expenses of £677 to three trustees).

## 11. Operating lease commitments

At 31 December, the Charity had future minimum lease payments under non-cancellable operating leases as follows:

| | 2022 | 2021 |
|---|---|---|
| **Land and Buildings** | **£** | **£** |
| Expiry date: | | |
| Within one year | 69,766 | 63,820 |
| Between two and five years | 17,500 | 58,500 |
| **Office equipment** | | |
| Expiry date: | | |
| Within one year | 1,222 | - |
| Between two and five years | - | - |
| | 88,488 | 122,320 |

## 12. Tangible fixed assets

| | Fixtures & Fittings | Computer Equipment | Total |
|---|---|---|---|
| **Cost** | **£** | **£** | **£** |
| At 1 January 2022 | 24,128 | 105,128 | 129,256 |
| Additions | - | 35,282 | 35,282 |
| Disposals | - | - | - |
| At 31 December 2022 | 24,128 | 140,410 | 164,538 |
| **Depreciation** | | | |
| At 1 January 2022 | 15,999 | 83,744 | 99,743 |
| Charge for the year | 3,453 | 15,477 | 18,930 |
| Eliminated on disposal | - | - | - |
| At 31 December 2022 | 19,452 | 99,221 | 118,673 |
| **Net book value** | | | |
| At 31 December 2022 | 4,676 | 41,189 | 45,865 |
| At 31 December 2021 | 8,129 | 21,384 | 29,513 |

## 13. Debtors

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Trade debtors | 233,197 | 170,919 |
| Prepayments and accrued income | 197,913 | 193,364 |
| | 431,110 | 364,283 |

## 14. Creditors: Amounts falling due within one year

| | £ | £ |
|---|---|---|
| Trade creditors | 22,743 | 42,788 |
| Other taxes and social security | 74,782 | 28,398 |
| Other creditors | 1,586 | 16,278 |
| Accruals and deferred income | 210,358 | 192,098 |
| | 309,469 | 279,562 |

**Reconciliation of deferred income:**

| | | |
|---|---|---|
| Opening balance | 172,196 | 306,884 |
| Released during the year | (172,196) | (306,884) |
| Received during the year | 191,840 | 172,196 |
| Closing balance | 191,840 | 172,196 |

Where income for services are received in advance, for a specific period, these funds are deferred and recognised in the period to which they relate. Deferred income relates to Business Portal, Business Hub and consultancy fees received in advance.

## 15. Summary of movement in funds

| | At 1 January 2022 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2022 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 702,881 | 2,596,398 | (2,111,524) | (311,571) | 876,184 |
| Designated fund | | | | | |
| Helpline | 242,488 | - | (554,059) | 311,571 | - |
| | 945,369 | 2,596,398 | (2,665,583) | - | 876,184 |
| **Restricted funds** | | | | | |
| Anti-Slavery Partnership (ASP) | 2,129 | 26,922 | (25,957) | - | 3,094 |
| Helpline | - | 274,614 | (199,494) | - | 75,120 |
| Policy and Research | - | 23,736 | (23,736) | - | - |
| One Team | - | 152,030 | (152,030) | - | - |
| | 2,129 | 477,302 | (401,217) | - | 78,214 |
| **TOTAL FUNDS** | 947,498 | 3,073,700 | (3,066,800) | - | 954,398 |

## 15. Summary of movement in funds (continued)

**Summary of movement in funds – 2021**

| | At 1 January 2021 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2021 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 539,096 | 1,463,977 | (1,332,795) | 32,603 | 702,881 |
| Designated fund | | | | | |
| Helpline | 163,100 | 648,719 | (569,331) | - | 242,488 |
| | 702,196 | 2,112,696 | (1,902,126) | 32,603 | 945,369 |
| **Restricted funds** | | | | | |
| Anti-Slavery Partnership (ASP) | 2,129 | 27,890 | (27,890) | - | 2,129 |
| Helpline | - | 115,980 | (115,980) | - | - |
| Postcode Neighbourhood | - | 10,752 | (10,752) | - | - |
| One Team | - | 189,130 | (189,130) | - | - |
| Unseen Children's House | 32,603 | - | - | (32,603) | - |
| | 34,732 | 343,752 | (343,752) | (32,603) | 2,129 |
| **TOTAL FUNDS** | 736,928 | 2,456,448 | (2,245,878) | - | 947,498 |

## 15. Summary of movement in funds (continued)

**Details of Restricted Funds:**

**One Team:** Funding from One Team has been split up to cover the costs of the following three areas: covering men's and women's safehouses and outreach and reach in services.

**Anti-Slavery Partnership (ASP)**: A collaboration between Unseen, SW Regional police authorities, Bristol City Council, and other partners to discover and respond to, incidents of human trafficking and exploitation.

**Helpline:** Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service.

**Policy and Research:** Research grant funding to enable the delivery of research projects.

**Postcode Neighbourhood:** Funds received to train mental health champions alongside staff receiving well-being activities and an employee helpline.

**Unseen Children's House:** Funds received to provide a 24-hour staffed house for children who are potential victims of exploitation and trafficking. The project launched in 2017 with our first children received during 2018. The amount has been transferred to unrestricted in the prior year following Charity Commission approval.

**Designated fund – Helpline:** Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service. The transfer made from the general fund to the designated fund is to transfer the opening reserve designated towards the service.

## 16. Related party transactions

There were no related party transactions during the year (2021: the charity paid £25,680, including VAT, to Portt Ltd (a company owned by Matt Portt, member of the Senior Leadership Team until 31 December 2021) for the provision of services including that of the Finance Director, bookkeeping, payroll and management accounts. As at the 2021 year end: £nil was owed to Portt Ltd).

**UNSEEN (UK)**

England & Wales - Charity number 1127620

# Accounts

**Registered Company number: 06754171 (England and Wales)**
**Registered Charity number: 1127620 (England and Wales)**

# Unseen (UK)

# Trustees' Report and Financial Statements

# For the year ended 31 December 2021



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# Letter from the Chair of Trustees, Daniel Morris

Despite the uncertain challenges with the pandemic and the global economy, Unseen has continued to provide vital support to survivors, professionals and organisations wanting to make a greater impact on slavery.

In this report, you will read about the wonderful work taking place in our frontline services that support survivors. You will learn about the impressive way the Modern Slavery & Exploitation Helpline goes from strength to strength. Our support to business has continued to expand and provide insight and know-how to enable real change. And much more. All of this has been achieved through robust trading performance which gives the charity a respectable balance sheet.

Over the past 14 years, Unseen has gone from being a start-up to a scale-up and is now showing many characteristics of being a stable and mature organisation. Much credit for this goes to a strong executive and wider management teams, supported by the stewardship of the board.

A number of issues rumble on that have affected Unseen and also the wider sector.

Firstly, what is the appropriate level of reserves to set? Too low and there is insufficient ballast to ride out unforeseen storms or to invest. Too high and charities are vulnerable to the accusation they are flush with cash so why ask for more.

The past few years have demonstrated Unseen has had the balance about right – we have needed to draw on reserves during the pandemic crisis. But it's my opinion that across the Third Sector, charities, including Unseen, should deepen their reserves to further strengthen organisational sustainability. Who knows the perils and investment needs of the future?

Secondly, being a Trustee is enormously rewarding and can be hard work. My sense from talking anecdotally with trustees/Chairs of other charities is that there are ever greater expectations being put on Trustees by regulators and the law, to the extent it might be argued there's a professionalisation of the role that's taking place.

I would caution care with this lest it prove disengaging for Trustees and prospective Trustees. That's not happened yet with Unseen, but it could do if this trajectory continues. Happily, Unseen has always attracted high-calibre trustees and there is a strong board to lead the charity into the future alongside the excellent CEO and executive team.

After more than 10 years in the role, I had intended to step down as Chair last year. Covid-19 delayed this decision; however, I am delighted that Rosey Hurst has been appointed as the new Chair.

We had a number of high-calibre candidates for the role, and I congratulate Rosey for being successful. Rosey is an impressive individual with deep experience of running growing organisations and I am thrilled for her and Unseen.

As I reflect over the past 10 or so years in post, modern slavery has if anything got worse. And yet how it is being dealt with is improving. More people are aware of it – and its causes – than ever before.

I am also of the view that Unseen is a bright light in this encroaching darkness. The safehouses, the Helpline, the training, the outreach services, the business data and services have been game-changers in the lives of people.

Most of all, I am proud of the people that make up Unseen – frontline workers, fundraisers, administrators, trainers, managers, senior leaders, trustees and so on. The people we serve have seen the worst of humankind; in our people, I think they are now seeing some of the very best.

I commend this report to you.

Best wishes



# Trustees' report

The Trustees present their report and financial statements for the year ended 31 December 2021. The Directors of the Charitable Company are also its Trustees.

The Accounts and Annual Report are required to comply with the requirements of Companies and Charities legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2011, and the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2019) and the provision of Part 15 of the Companies Act 2006 relating to small companies.

## Objectives, activities, and public benefit

The objects for which Unseen is established are:

- Providing relief, help and assistance for anyone who may have been a victim of modern slavery, in particular by the provision of safe housing, medical care, financial support, legal advice, counselling, and life skills coaching.
- Raising awareness of trafficking and sexual exploitation in Bristol, the South West and nationally.
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the committee shall in their absolute discretion see fit.

**Aims**
Unseen is working towards a world without slavery. We do this by:

- **Supporting survivors and vulnerable people**. Through specialist services, we can enable them to recover safely and develop resilient, independent lives.

- **Equipping stakeholders.** Through the provision of training, advice, and resources we can better identify and support actual and potential victims of slavery.

- **Influencing society.** Through systemic change, we can use our practical experience, research, and survivor stories to inspire change in legislation, policy, and consumer choices.

**Mission statement**
Unseen is working towards a world without slavery.

**Public benefit**
The Trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and planning its activities.

Addressing modern slavery through supporting survivors, working with businesses, educating and influencing society, and ensuring organisational sustainability are in the public interest as they:

- support the most vulnerable
- help tackle the reasons slavery exists.

## A note on Covid-19

The Covid-19 pandemic continued to cast its shadow over this reporting period, but we went into the year fully prepared for such an eventuality.

Where possible, teams continued to work remotely for much of the year, although, lockdowns aside, the offices remained open for essential functions and to support those unable to work from home.

Despite the challenges, Unseen also maintained its essential services at pre-Covid levels. We ensured the survivors we work with continued to receive the first-class support they deserved, and the UK's Modern Slavery & Exploitation Helpline maintained its round-the-clock operation, providing advice and support to victims, the public, businesses, and statutory services.

## 2021 in focus – Supporting survivors

### Unseen women's and men's safehouses

At the start of 2021, the Government's new Modern Slavery and Victim Care Contract (MSVCC) came into operation, which gave us the chance to review our service needs and resulted in a new structure and approach to our service delivery to survivors.

We moved from 24/7 support at safehouses to daily staff from 8 am until 10 pm. We also increased the number of bedrooms available and are now able to provide high-level support for up to ten female and six male survivors of human trafficking at one time. This change has meant that we can continue to safeguard those most at risk, while better promoting an environment that fosters independence and choice.

Support is now provided by a team of Case Workers and Accommodation Support Officers. This change means that we have a more flexible casework team that have experience in providing high-quality support in both accommodation-based and outreach services.

Our Accommodation Support Officers support the work of the Case Workers while ensuring that we maintain good accommodation standards and provide holistic support to residents at the safehouses.

We provide support to survivors who have experienced a high level of trauma and continue to be at risk from their exploiters or of re-exploitation. Some have experienced homelessness while other challenges include insecure immigration status, physical and mental health issues, and substance dependency.

At the women's safehouse, we have supported 19 survivors in 2021. Ten survivors this year were new referrals into the service, with eight survivors receiving support since 2020, and one survivor since 2019.

Forced labour was the highest reported type of exploitation experienced, with survivors at the safehouse also reporting sexual exploitation, domestic servitude, and criminal exploitation.

We supported survivors of 10 different nationalities, the most common being Pakistani, Kenyan, and Nigerian.

The age of survivors supported ranged from 19 to 70, with an average age of 36.

Women's safehouse in numbers

| Year | Number of clients |
|---|---|
| 2011 | 17 |
| 2012 | 25 |
| 2013 | 28 |
| 2014 | 30 |
| 2015 | 33 |
| 2016 | 23 |
| 2017 | 22 |
| 2018 | 20 |
| 2019 | 21 |
| 2020 | 13 (5 new referrals)[1] |
| 2021 | 19 (10 new referrals) |
| Total[2] | 193 |

In 2021, the men's safehouse supported 16 survivors of exploitation in total, 11 of whom were new referrals received throughout the year, bringing the total number supported since the project launch in 2011 to 72.

We supported residents of nine different nationalities, the most common being Vietnamese and Romanian. Ages ranged from 20 to 56, with an average age of 32.

Survivors had been exploited in forced labour, domestic servitude, and criminal exploitation. Our men's house saw some challenging behaviour and complex mental health needs arising in 2021, to which our staff team responded well with support from several of our multi-agency partners.

Men's safehouse in numbers

| Year | Number of clients |
|---|---|
| 2016 | 14 |
| 2017 | 21 |
| 2018 | 14 |
| 2019 | 17 |
| 2020 | 20 |
| 2021 | 16 (11 new referrals) |
| Total[2] | 72 |

[1] Due to the Covid-19 lockdowns and impacts on other services we saw a high number of clients unable to move on from the safehouse, with some remaining for the entire duration of 2020. This explains why there is a drop in numbers we accommodated at the safehouse in 2020.

[2] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

## Highlights and developments at the safehouses

Our safehouses provide a supportive and comfortable environment for survivors to rest and start taking steps forward in their recovery.

To support this, we seek to create a respectful and caring environment for residents and staff. As Covid restrictions continued to affect what survivors could do and what services they could access, we supported residents at both safehouses with activities to build up skills and independence once restrictions allowed. These included cooking, in-house English lessons, wellbeing activities, sports, and creative activities.

Both houses have continued to be updated and decorated with the input of residents, who have chosen bright colours for both houses. New storage space has been added, updated security systems have been installed and we have added an additional kitchen and shower to the women's house.

We have continued to make use of the outdoor spaces and have increased the cultivated space in the women's safehouse garden.

We have marked several different celebrations, such as Eid, Easter, and the Chinese New Year, and have even hosted three baby showers at the women's house.

The ongoing impact of Covid on staffing levels has been a challenge, but the team responded well, ensuring that impact to survivor support was minimal.

We helped survivors to access mental health services remotely from the safehouses during the pandemic – a vital route of support for survivors and, for some who struggle to attend face-to-face appointments, this has continued.

As part of survivors' rehabilitation and our commitment to continuity of care, several residents from both safehouses have been successfully housed by the local authority or through private landlords and are now supported by our Outreach team.

The move away from 24/7 support at our safehouses did create a sense of uncertainty for both staff and residents. As we reflect on the year, however, we have not seen a spike in the number or nature of incidents we respond to.

On the contrary, survivors have adapted well to this new level of independence and, if necessary, have been able to use the new on-call phone support that's available overnight. As part of this, we encourage residents to take the lead in what support they need and make informed and safe choices in how they spend their time.

With the new MSVCC came new KPIs to work towards and governance responsibilities to meet. This includes inspections of our safehouses by the Care Quality Commission.

We were pleased to receive positive feedback from these inspections and are grateful for the external perspective which will aid ongoing improvement in our service.

## Outreach service

The Outreach service provides support to survivors in the community. Some survivors may have moved from a safehouse into the community and are being supported in the next stage of their recovery.

Others may already be living independently in the community, in asylum accommodation, with friends or family or, in some cases, they might be homeless.

The Case Work team takes a comprehensive approach to supporting survivors through our Outreach service – from support with mental and physical health issues to immigration claims, to accessing legal assistance, to sourcing opportunities for further education and training.

The team aims to support survivors to independence, where they are empowered to make their own choices. We take time to understand the needs of survivors by building a trusting and respectful relationship. We celebrate progress and achievements with survivors, whether that is getting a job or attending an appointment alone for the first time.

In 2021, we have seen a notable change in the level of need for our Outreach support, and almost doubled the number of survivors we work with. We are now covering a much wider area, too, with referrals from South Gloucestershire, Swindon, Plymouth, Taunton and more.

As referrals have grown and our reach has expanded, we have invested more in the Case Work team and widened our interactions with partner organisations in the local community to ensure we continue to provide quality support to all survivors.

We continue to work with local police on welfare operations to potential sites of exploitation, completing safeguarding checks on more than 20 visits in 2021 to sites of potential sexual exploitation, forced labour and criminal exploitation.

In our role as a First Responder, we have completed five referrals into the National Referral Mechanism (NRM, the Government's system for supporting victims of modern slavery).

We have also successfully restarted our survivor involvement forums following a break enforced by the pandemic.

Outreach service in numbers

| Year | Number of clients |
|---|---|
| 2013 | 16 |
| 2014 | 38 |
| 2015 | 40 |
| 2016 | 49 |
| 2017 | 59 |
| 2018 | 74 |
| 2019 | 87 |
| 2020 | 89 |
| 2021 | 184 (113 new referrals) |
| Total[3] | 383 |

## Access to statutory support

People in the National Referral Mechanism (NRM – the Government's system for supporting victims of modern slavery) can access general health care, mental health care and legal support as part of their statutory entitlement, and we support all our clients to do this if they want to.

In addition to statutory entitlements, Unseen provides several services and opportunities in-house, tailored to the needs of each individual, to give survivors the extra support they need.

In 2021 we provided support to service users at the women's safehouse in the following areas (figures represent the percentage of total service users for each quarter of the year):

| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| Community support | 4.4% | 3.8% | 42% | 83% |
| Physical health support | 23.8% | 24% | 71% | 58% |
| Mental health support | 19.4% | 15.3% | 50% | 58% |
| Legal support | 17.9% | 17% | 50% | 75% |
| Independent living skills | 19.4% | 13.4% | 57% | 67% |
| Personal safety support | 20.9% | 11.5% | 57% | 58% |
| Education, employment, and training | 5.9% | 14.5% | 35% | 50% |

[3] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

In 2021 we provided support to service users at the men's safehouse in the following areas (figures represent the percentage of total service users for each quarter of the year):

| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| Community support | 6.9% | 9.9% | 50% | 12.5% |
| Physical health support | 25.5% | 18.1% | 100% | 100% |
| Mental health support | 4.6% | 29.5% | 33% | 67.5% |
| Legal support | 23.2% | 6.8% | 66% | 12.5% |
| Independent living skills | 23.2% | 13.6% | 100% | 87.5% |
| Personal safety support | 6.9% | 6.8% | 10% | 62.5% |
| Education, employment, and training | 9.3% | 11.3% | 50% | 37.5% |

In 2021 we provided support to service users in our Outreach service in the following areas (figures represent the percentage of total service users for each quarter of the year):

| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| Community support | 14.21% | 16.76% | 16.76% | 27.81% |
| Physical health support | 14.39% | 11.72% | 12.72% | 21.85% |
| Mental health support | 11.40% | 8.38% | 8.38% | 16.55% |
| Legal support | 20.56% | 18.21% | 18.50% | 33.11% |
| Independent living skills | 26.17% | 33.5% | 33.53 % | 39.07% |
| Personal safety support | 5.42% | 4.62% | 4.20% | 9.93% |
| Education, employment, and training | 7.85% | 5.49% | 5.49% | 12.58% |

**Reach-In service**

Our Reach-In service was launched along with the new MSVCC in January 2021. Reach-in is an additional support avenue available for survivors who have received a positive Conclusive Grounds decision and have exited NRM support.

Survivors can self-refer back into this service for light-touch support and signposting advice.

This provision has developed slowly over the year, and we have now supported eight survivors within the service. Support needs have been much lower, and we have been able to provide suitable advice and guidance to survivors as required.

We are grateful that ongoing support after the NRM has been recognised as a need for survivors and we will continue to monitor the growth of this service into 2022.

## Unseen accompaniment on police operations and as a First Responder

Unseen provides support during police operations, to talk to potential victims about the services they might be eligible to access and to explain the National Referral Mechanism (NRM) referral process.

We believe close partnership working is key to better identification of victims. This has been a highly effective partnership over the past five years, and we have been able to support improved practice between NGOs and the police while safeguarding potential victims.

We also provide information to other organisations that might have concerns about an individual they suspect to be a potential victim.

Unseen is a First Responder for the NRM, meaning we can enter people into the Government's framework for the support of victims of modern slavery.

In 2021 our activities as a First Responder have been impacted by the ongoing restrictions from the pandemic. Welfare checks on sites of potential exploitation were suspended as businesses closed.

However, as exploiters found new ways to adapt this was short term, and the team went on 10 police visits throughout the year. All visits concerned reports of either sexual exploitation or forced labour. Potential indicators of trafficking were identified in four visits.

## UK Modern Slavery & Exploitation Helpline

2021 was the fifth full year of operation for the UK-wide Modern Slavery & Exploitation Helpline, which was originally set up in October 2016.

In October 2021, we held a fifth-anniversary event with external stakeholders to celebrate the Helpline as a key tool in the fight against modern slavery in the UK. At the event, the UK's Independent Anti-Slavery Commissioner endorsed the key role the Helpline plays in the UK's response to modern slavery.

Over the past five years, we have consistently provided a confidential and independent channel for potential victims, businesses, statutory agencies, and the public to seek information, get advice and support, or report concerns.

We remained open 24 hours a day, 365 days a year throughout the Covid-19 pandemic of the past two years.

Following key efforts in 2021, the Helpline is on a more stable financial footing, despite the many challenges lingering from the global pandemic. One highlight was surpassing the fundraising target of the 2021 Christmas Challenge Big Give campaign.

Retaining the Helpline's independence from the Government and law enforcement agencies means that it continues to provide a safe haven for callers to speak in confidence to a trained Helpline Advisor.

No personal information is provided to other agencies or organisations unless the caller gives consent, and all contact is assessed for risk before deciding on the next steps. The Helpline remains free to anyone calling from within the UK.

Calls, emails, webforms and Unseen App submissions are received from across the UK and, in some circumstances, from overseas. In 2021 we had calls from over 50 countries; there were more than 55 countries (including UK countries) where exploitation/modern slavery was indicated to have occurred.

When a caller contacts the Helpline from outside the UK, we respond by providing advice, information, and support, based on their circumstances.

This might be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who might be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

In 2021 the Helpline provided more than 1,200 referrals to agencies, including the police, local authorities, the Gangmasters' and Labour Abuse Authority and other NGOs – as well as instigating law enforcement action and providing support services to those in need.

Potential victims accessing the Helpline are offered help to consider their options: accessing crisis assistance; safety planning; emotional support; help with access to critical social and legal services, and help to connect with law enforcement agencies to get out of a situation and stay safe.

The Helpline also provides technical advice and support to health professionals, police, local authority personnel, businesses and other NGOs who support vulnerable people.

We continue to grow our internal database and relationships to ensure that, as new local, regional, and national services are established, we can signpost contacts quickly to those services most appropriate for them.

In 2021, the Helpline made over 4,200 signposts. We also made 79% more referrals and signposts than in 2020.

Callers can also contact the Helpline if they cannot speak English. We have access to telephone interpreters who work in more than 200 different languages in real-time.

In 2021 the Helpline dealt with approximately 6,300 calls and more than 2,000 webforms and app submissions – an increase of 6% in the number of incoming calls, apps and web forms compared to 2020.

This is despite the ongoing impact of restricted movement due to the pandemic in 2021, meaning some interactions across communities, commutes or typical sectors were not in operation as usual. We suspect that Covid restrictions led to fewer members of the public contacting the Helpline.

Nevertheless, callers reported more than 1,500 situations of modern slavery, indicating over 3,000 potential victims. Additionally, the Helpline responded to just shy of 800 situations of reported labour abuse.

Our desire to partner with diverse organisations and businesses continues. The Helpline remains the single point of contact for many Government-led and partner-led modern slavery-related campaigns. For example, for Anti-Slavery Day in October 2021, Police Scotland installed Unseen's App on all 17,000 officers' mobile devices.

Increasingly, more businesses also recognise the expertise offered by the Helpline in complex modern slavery cases. The Helpline is now routinely mentioned in the modern slavery statements of large businesses, such as Tesco, Sainsbury's, and BT.

Collaboration remains paramount in Helpline operations. To increase seamless reporting in partnership with other organisations, we advanced technological solutions to enable secure sharing of data and reports directly to the Helpline.

In 2021, the Helpline also presented to 10 regional Anti-Slavery Partnerships, to highlight findings from our data for each region and review Helpline services available in the area.

The Helpline also delivered expert training to Vietnam's human trafficking hotline, as well as offering webinars and key input at events across the UK.

A key part of the Helpline's mission is providing an evidence base from Helpline data for use across the sector, to better inform modern slavery responses.

To this end, in 2021, we have been investing in key initiatives to expand and enrich services and our data programme. The Helpline was awarded participation with the Tech Against Trafficking Accelerator, a unique opportunity to benefit from expert support from leading technologists, data scientists and business leaders. AWS, Amazon, BT, Salesforce, Microsoft and BSR are involved in the initiative.

Additionally, we were also awarded a place in Comic Relief's Tech for Good programme.

Both these programmes extend into 2022, with funding and expertise to improve and expand services and impact through data analysis.

These programmes will directly impact multiple research bids and collaborations with universities, statutory bodies and NGOs requesting bespoke analysis of Helpline data.

**Modern Slavery & Exploitation Helpline – published statistics**

| | Incoming Calls | Webforms/ App | PVs | Cases | Referrals/ signposts |
|---|---|---|---|---|---|
| **2021** | 6,302 | 2,166 | 3,019 | 1,526 | 5,504 |
| **2020** | 6,052 | 1,924 | 3,481 | 1,742 | 3,080 |
| **2019** | 7,073 | 2,163 | 4,739 | 1,812 | 3,844 |
| **2018** | 6,012 | 1,393 | 7,121 | 1,849 | 3,382 |
| **2017** | 3,710 | 710 | 4,886 | 1,271 | 2,483 |
| **2016** | 468 | 13 | 620 | 165 | 175 |
| **Total** | **29,617** | **8,369** | **23,866** | **8,365** | **18,468** |

## 2021 in focus – Equipping stakeholders

### Working with business

Despite the ongoing challenges brought by the Covid-19 pandemic Unseen's business services and engagement has continued to thrive.

Throughout 2021 our focus has continued to centre on raising awareness and offering services to businesses that promote genuine understanding of the issue and the behaviour change that's needed to increase resiliency to worker exploitation in all forms.

Our ability to utilise and maximise the data from our Modern Slavery & Exploitation Helpline continues to provide the unique insight that businesses of all sizes and sectors need to better understand the risks and opportunities.

The importance we place on partnership working is key and continues to pay dividends in ensuring we can influence both partners and their clients to prioritise modern slavery and mitigate risks.

Our strategic partnerships continue to grow from strength to strength and include BT, Salesforce, Achilles, Alcumus, Amazon, Nestle, Tesco, M&S, JLP, Aldi, The Very Group, Nationwide, Nat West Bank, British Land and Places for People.

The Helpline Business Portal, which provides unique insight into grassroots situations reported to the Helpline, is continuing to grow and now has 15 large businesses signed up as members. We are also having conversations with several other businesses who we hope will also join us soon.

To build our Portal membership, we are supporting businesses to raise awareness in their supply chains. In 2021 this included presenting at businesses' supplier days and other events and providing keynote speeches at national and global conferences on food production, climate change, construction and financial crime.

Training and education continue to play an important role in how we engage with businesses and their employees.

Having set up a suite of e-learning modules in 2020 to combat the lack of face-to-face opportunities, 2021 saw us deliver a wide range of virtual sessions online as well as provide several bespoke e-learning sessions for businesses.

In this way, Unseen reached more than 30,000 individuals in businesses, statutory agencies, NGOs, and other organisations in 2021. This includes housing associations, entertainment and gaming organisations, financial institutions, retailers, NHS professionals, and policing and local authority personnel.

We continue to promote our Spotlight sessions to highlight the risks of criminal and sexual exploitation to young people and reached more than 1,000 individuals in 2021.

Our package has expanded to include lesson plans for key stages 2 and 3 in schools while being flexible enough for delivery in other settings such as youth offending teams and community groups.

## South West Anti-Slavery Partnership (ASP)

The Anti-Slavery Partnership's (ASP) mission is to support and enable the discovery of, and response to, incidents of modern slavery and exploitation.

We do this through a victim-centred, multi-agency and collaborative community effort at both a local and regional level. Unseen helped found the South West ASP in 2009 and coordinates and co-chairs it.

The partnership remains a central point of contact from which good practice is circulated in the region and a place where gaps in practice and provision are identified and addressed.

In 2021 there was a renewed focus on the role of partner agencies, with the ASP providing guidance and resources, and Unseen Victim Care Contract staff supporting some local agencies to improve services for survivors.

We also started recording KPIs to better monitor performance and ensure partners maintain a focus on modern slavery.

We made renewed contact with areas in Devon and Cornwall, extending the connection between each part of the South West.

And the ASP annual event, Victim-centred Approaches to Modern Slavery, also helped inform representatives from across the region on best practices.

## The Eastern Region Anti-Slavery Partnership

The Eastern Region Anti-Slavery Partnership (ERASP) continued to meet virtually in 2021, playing a significant part in facilitating opportunities for collaborative working, as well as sharing knowledge and best practice among a wide membership spanning seven police force areas.

Key interactions with partner organisations included:

- Establishing regular engagement with the Home Office to ensure members are kept informed of strategic developments.

- Awareness-raising with ATLEU (the Anti Trafficking and Labour Exploitation Unit) regarding impacts of legislative changes (such as leave to remain).

- Providing a platform for sharing new initiatives such as the Independent Child Trafficking Guardians.

The partnership has also supported police forces and helped facilitate, coordinate, and add value to some of the police's Operation Aidant activity.

In 2021 the ERASP initiated a project to develop an understanding of, and map, the Eastern Region's response to incidents and threats of modern slavery and human trafficking, including the support services offered.

The aim is to identify gaps in current service provision and generate solutions to ensure they are filled to strengthen the region's response to modern slavery.

## 2021 in focus – Influencing society

### Addressing digital exclusion among survivors of modern slavery – a joint report with BT and Bristol University

In 2020 Unseen worked on a project with BT and Bristol University to provide survivors of modern slavery with a smartphone and data, to be used in any way they liked.

We were eager to find out more about what has become known as "digital exclusion" among vulnerable groups, and how phones might improve individual wellbeing.

In summer 2021 we published the findings of this research, which concluded that access to online services through mobile technology is essential for survivors of modern slavery – and should be considered a necessary element of survivor support.

### Advocacy, policy, and campaigns

Highlights of the year include the following:

- As an authority on modern slavery and human trafficking, we took part in many Westminster and Government briefings and input to various policy and legislative reviews. For example, we fed into the Home Office's modern slavery strategic review.

  We are also a member of all the Home Office's Modern Slavery Strategy and Implementation Groups (MSSIG), which bring together key stakeholders to support the implementation of the Government's modern slavery strategy, and we are the chair of the MSSIG Business Transparency Group.

- We contributed to the national and local policing plans to improve response to reports of abuse.

- We continued to be a leading voice calling for significant amendments to the new Nationality and Borders Bill, which conflates immigration with modern slavery and will be a disaster for victims of exploitation.

  Activities included signing an open letter to the Government from more than 100 leaders in the human rights community; Unseen coordinating successful media coverage of the letter and a social media campaign; and an article in the Guardian from our CEO on the many flaws of the Bill.

  At the time of writing the legislation is going through Parliament with potential amendments being debated.

- For Anti-Slavery Day 2021 we coordinated an unprecedented cross-sector campaign involving more than 20 anti-slavery groups. Together we were calling for survivors, drawing on their lived experience, to be included in any new initiatives to combat trafficking and exploitation.

- We were part of a coalition of anti-slavery groups who made a series of recommendations to world leaders meeting at the UK G7 summit in Cornwall, to transform trade rules to better deal with forced labour.

  The initiative drew a joint response from trade ministers, who acknowledged concerns about the issue and made a commitment to "further enhancing clarity and predictability for businesses".

  It's a step in the right direction but we will be keeping up the pressure to ensure the G7 delivers on its promise.

- We continue to have high-level engagement with the devolved governments of Scotland, Northern Ireland, and Wales to improve their response to modern slavery and human trafficking.

- We took part in multiple speaking engagements to businesses and the Third Sector. Covid-19 restrictions meant these took place, for the most part, remotely.

- We spoke at Financial Crimes World Forum and, in the UK, working with financial crime consultants Themis on initiatives to raise awareness of modern slavery in the financial sector. In recognition of the value of this work, Unseen's CEO won the Themis Public Sector Anti-Financial Crime Pioneer award.

- We worked with health charity the King's Fund, contributing to their research projects on leadership in the Third Sector during the pandemic, and equality, diversity, and inclusion in the Third Sector.

- Despite Brexit and the UK leaving the EU, we remain members of and continue to attend, the EU Civil Society Platform.

- Our CEO is an expert advisor to Competent Boards, where we continued to help educate C-suite board members around the world on modern slavery and human rights issues.

- Our CEO sits on the advisory board of the Modern Slavery and Human Rights Policy and Evidence Centre, contributing to various research projects aimed at enhancing the understanding of modern slavery and transforming laws and policies designed to address it.

## Media and communications

2021 was a communications milestone for Unseen with a brand refresh and a new website that brought together the best of our two former websites. A significant amount of the work on the project was delivered pro bono by two communications agencies, Estrella Ventures and Milk & Tweed.

This marked a solid branding foundation from which we move into the new 2022-2027 strategy.

We use our website and social media channels to raise public awareness of modern slavery and human trafficking and to encourage people to spot the signs of exploitation and report concerns to the Helpline.

Social media following continued to grow throughout 2020, with the result that our messages about modern slavery are reaching ever more people. Of note is the growth in our LinkedIn channel (a year-on-year increase in followers of 52%), reflecting our strategic ambitions to significantly develop our business services.

Our work with the media – broadcast, online and print – is vital to drive reporting to the Helpline, encourage support for our activities, and raise awareness of modern slavery and human trafficking.

We are trusted by the media for our expertise and robust data and in 2021 we continued to provide authoritative comment and analysis, as well as contribute articles, to a wide range of titles and outlets – including the BBC and Sky news, local and national radio, the Guardian, the Observer, and many local titles.

## Patron

Our thanks go out to our patron Levison Wood, who has continued to show his support throughout 2021 and use his considerable profile to help raise awareness of Unseen among the public.

## 2021 in focus - Ensuring organisational sustainability

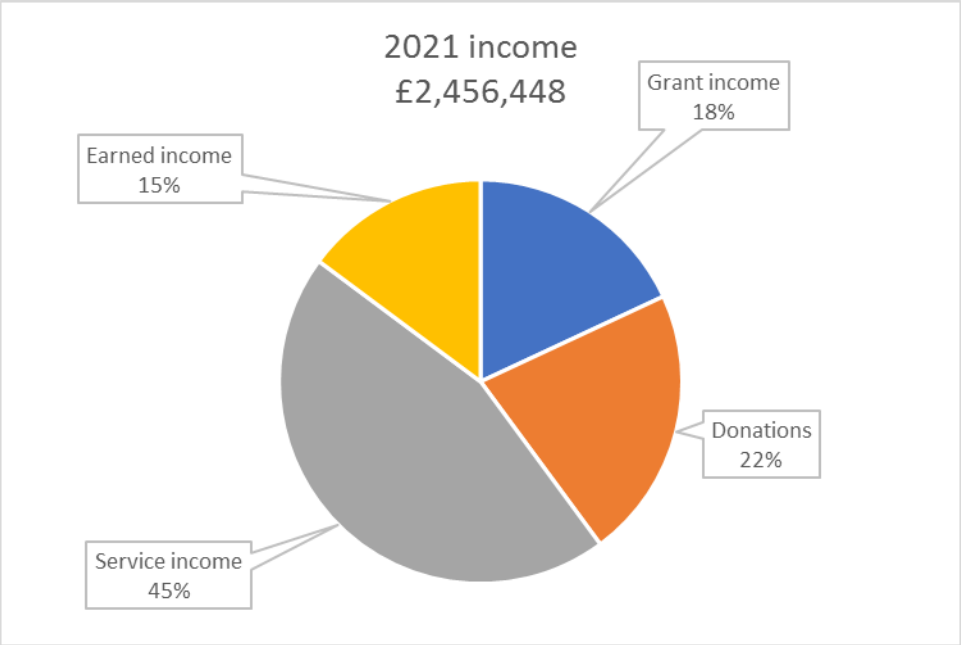
### Income

Our total income for the year was £2,456,448 – an increase of £134,914 or 6% on the previous period.

This increase in overall income masks a challenging year, where fundraising-related income decreased by £102,693, or 10%, on the previous year. This figure was offset by a £188,352 increase in services provided to businesses. There was also a £105,312 increase in income from our involvement in the Modern Slavery Victim Care Contract, most notably in relation to the number of survivors supported within our outreach service. Both the increase in outreach service and business service income have associated cost increases.

It should also be noted that our income for 2021 includes £19,087 claimed under the Coronavirus Job Retention Scheme (CJRS), and £17,183 claimed under the Kickstart Scheme.

Continuing to decrease our reliance on donations, we have increased our business services (earned income) to secure the long-term viability of the Helpline.

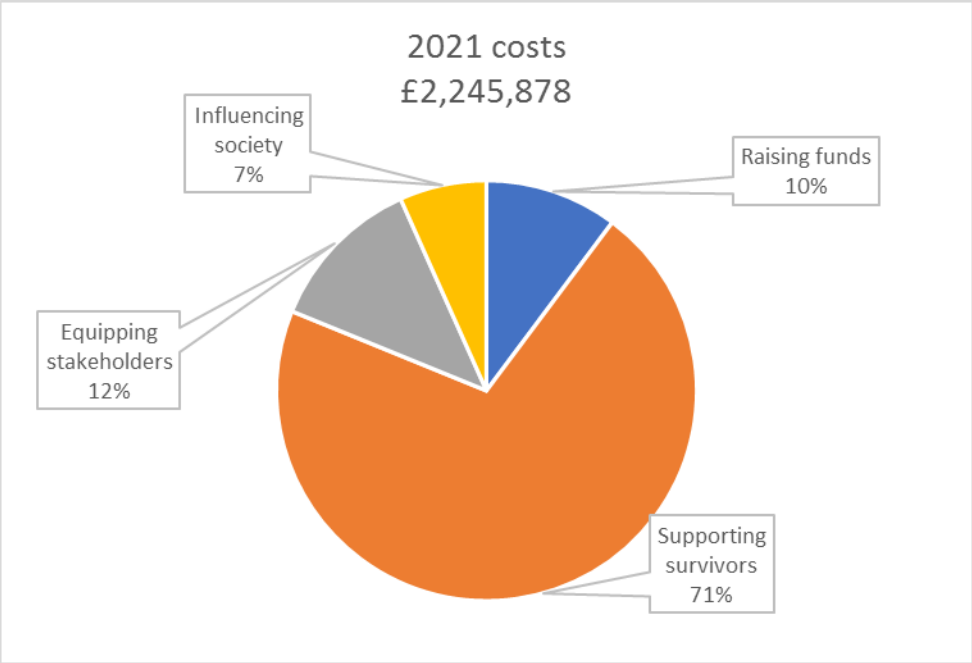


## Expenditure

Total expenditure for the year was £2,245,878, a decrease of £8,010, or 0.4%, on the previous year.

During 2020, a significant proportion of salary costs were supported by the Coronavirus Job Retention Scheme (CJRS). Throughout 2020 and at the beginning of 2021, we undertook a number of reorganisation exercises to reduce costs. The benefit of this is masked by additional costs for increased activity within the Modern Slavery Victim Care Contract and our business services offering.

Of our £2,245,878 total expenditure, £2,016,396 was spent directly on charitable activities.



## Principal risks

To achieve our vision, we must manage risks effectively.

Our principal risks are:

- Changes in the political environment. There are several Government-led initiatives in play currently, including policy reviews of modern slavery and new legislation that directly impacts victims of modern slavery.
- Securing sustainable funding. A key strategic aim for the charity is to diversify income streams and move towards a sustainable funding model.
- Brexit continues to present a significant risk in terms of Government funding for modern slavery.

Covid-19 has brought unprecedented challenges to the whole of the charity sector: individual donors have suffered financial hardship; fundraising events have had to be cancelled and corporate donors have suffered major disruptions to their businesses.

The Trustees acknowledge their responsibility for the management and control of the organisation and therefore are involved in the key aspects of the risk management process. Risks are explicitly identified and considered as part of the Trustees' approach to making decisions, and an overall risk review is included in the charity's annual governance calendar.

The major risks to the charity have been reviewed during the year, and control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

Under the direction of the Trustees, the Executive Team has reviewed all forms of insurance to ensure that the cover provided is adequate for Unseen offices and secure accommodation needs. This review will be revisited each year as the policies in place come up for renewal.

Also, we have outsourced some operational areas, such as IT support, to third parties who provide relevant expertise in these areas. As a result, the Trustees are confident that the organisation complies with current legislation and effectively manages the related risks.

## Going concern

The Financial Statements have been prepared on a going concern basis.

Net assets at the balance sheet date were £947,498 (2020: £736,928) and net current assets at the balance sheet date were £917,985 (2020: £705,044).

At the year-end, the balance of cash and bank balances held by the charity was £833,264 (2020: £740,866) and the level of unrestricted reserves is £702,881 (2020: £539,096). In addition to the year-end unrestricted reserves of £702,881, the charity has designated £242,488 (2020: £163,100) of reserves, where no restriction exists, to the Modern Slavery & Exploitation Helpline. This gives total free reserves of £945,369 (2020: £702,196).

## Reserves policy

Our reserves policy is set to achieve a balance between ensuring that our work is protected from the risk of disruption that occurs at short notice because of a lack of funds and ensuring we do not retain income for longer than required.

The Trustees have determined that the charity needs free reserves for the following purposes:

- To protect against unforeseen income fluctuations, including the impact of Covid-19.
- To provide the resources to enable the organisation to execute its strategy to diversify income streams.
- To provide working capital for the effective running of the organisation.
- To enable Unseen to invest in emerging opportunities should the trustees decide to.
- To prepare for the launch of a new project or service such that a significant proportion of funding is secured ahead of the project launch.

The Trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to between six and nine months of expenditure, where pre secured income does not exist. Based on the above policy, the Trustees calculate that the target level of free reserves would be between £670,285 and £1,005,427. At the year end we held £945,369 of free reserves, which is equivalent to 8.5 months of expenditure, where pre secured income does not exist.

We plan to utilise these reserves as we move towards a greater level of income diversification and also continue to grow the charity so we can maximise our impact. The last few years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

During 2022, trustees plan to undertake a review of our reserves policy, in line with the latest Charity Commission guidance, to ensure our reserves policy continues to meet the needs of the charity in the years ahead.

## Fundraising campaigns and activity

Unseen's fundraising approach in 2021 centred on trusts and foundations, statutory funding, corporate partnerships, and voluntary donations.

Funds were raised through the submission of bids to trusts and foundations, appeals to supporters and the general public, events (held online during Covid-19) and partnership building.

Our corporate partners donated through their businesses, took part in employee fundraising, provided pro-bono support for various aspects of our work, and donated their products/services as gifts in kind.

Fundraising campaigns and appeals in 2021 included:

- A campaign to raise awareness of County Lines exploitation and funds for our work around this.
- An appeal to fund the Modern Slavery & Exploitation Helpline for community groups.
- A matched appeal through the Big Give, also to raise funds to ensure the continuation of the Helpline service.

## Fundraising Regulator and Code of Practice

Unseen is registered with the Fundraising Regulator and observes best practice as outlined in the regulator's Code of Fundraising Practice, ensuring compliance with any changes to the Code as they are released.

Unseen takes its responsibilities under GDPR very seriously and we have an extensive Privacy Policy accessible on our website. We have compliance measures in place covering data retention, cleansing and supporter privacy, consent and preference management, and a clear complaints process for members of the public, including how to escalate a complaint.

In 2021 Unseen did not employ any third parties to conduct fundraising on its behalf, and with some staff in the fundraising team also being members of the Chartered Institute of Fundraising, we are also sure to abide by its suggested codes of conduct.

## Maintaining fundraising standards of others

Unseen had partnerships with commercial entities donating a percentage of sales of their products/services to Unseen. The charity ensured compliance with legal and best practice obligations, as detailed in partnership agreements between the charity and corporate partners.

Unseen also shared the obligations of our partners within the Fundraising Code of Practice before agreements were reached, ensuring they maintained fundraising standards. There have been no instances of failure to comply with a scheme or standard cited.

## Complaints

In 2021 Unseen received just one complaint from a supporter which was satisfactorily concluded with no further action required. The team always take complaints very seriously and do their utmost to ensure supporters are listened to and a satisfactory conclusion is reached.

## Protecting vulnerable people

In compliance with GDPR and our internal policy, Unseen has an opt-in mechanism on all its fundraising materials, so that newly subscribed supporters receive communications that they have consented to and via the channel they prefer, with a clear opportunity to update their preferences at any time.

Unseen only contacts individual supporters if it has consent or legitimate interest to do so. We never contact or continue communication with an individual who we have reason to believe is vulnerable, including minors (under the age of 18 where known).

## Staffing and organisational structure

We are committed to ensuring that all those who work for us are treated equally and rewarded fairly. Their expertise and dedication are essential for our services. We are determined and committed to ensuring as much funding as possible goes towards project staffing, supported by an effective and lean support team structure.

Unseen operates a clear pay scale which all staff are on. It is benchmarked to the NJC pay scale which is widely used in the public and voluntary sectors and reviewed regularly. All staff are paid the Real Living Wage or higher. Policies and procedures are in place to ensure we pay all staff fairly for the same roles, regardless of gender or any other characteristic.

Key management personnel are the members of our Executive Team who are Andrew Wallis (CEO), Justine Currell and Matt Portt (resigned December 2021).

The hourly rate of the highest-paid employee is 3.40 times higher than the median pay of the charity.

## Plans for the future

The Charity's priorities are set out below. We plan to:

- Successfully deliver a new organisational strategy to 2027, following a delay to our strategy roll-out due to the pandemic, where the immediate focus was on the continuation of delivery of all frontline services during the crisis.
- Radically expand our consultancy and training with businesses of all sizes to address modern slavery issues in their practices and supply chains.
- Continue to expand our reintegration programme and strive for excellence in other frontline services, using our data to strengthen and develop the support we offer.
- Maintain the Modern Slavery & Exploitation Helpline as a free, round-the-clock service so we can continue to enhance the UK's response to combatting modern slavery.
- Continue to work with partners to ensure modern slavery remains a priority for the Government.
- Collaborate more to ensure victims and survivors get the service they deserve.
- Develop policy, individually and collaboratively, to ensure the UK is at the cutting edge of tackling modern slavery and human trafficking.
- Continue to share our policy and operational expertise with other countries.
- Continue to develop diverse income streams – increasing our regular giving base and introducing paid digital outreach and fundraising; expanding corporate and community fundraising; raising funds through gifts in wills and in-memory giving programmes; and holding supporter events, some of which will be in person or hybrid events.
- Continue to be committed to finding long-term, strategic, and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

## Governance and management information

### Legal status

Unseen is a Charitable Company Limited by Guarantee and governed by its Memorandum and Articles of Association. There are therefore no shares in issue. In event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

### Governance

During the year, the Trustees have considered the requirements of the Charity Governance Code and its seven principles – leadership, integrity, decision making, risk and control, board effectiveness, diversity, openness, and accountability – and believe that these principles are consistent with how the organisation is governed.

### Appointment of Trustees

Due to the nature of the services Unseen provides, the Board of Trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the charity successfully.

Unseen has an experienced, knowledgeable, and diverse Trustee board with a range of skills and experience, including financial planning and advice, project management, human resources, management, health and social work, advocacy and partnership, policy knowledge, policing, law, fundraising and government strategy.

### Recruitment

An annual skills audit is conducted and allows the Trustees to identify potential gaps in the Board that can then be suitably recruited for.

The charity's governing document permits a maximum of 12 Trustees. One-third of Trustees (or the number nearest one third) must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A Trustee may be reappointed for a maximum of nine consecutive terms. However, the Trustees see immense value in ensuring that new, high-calibre individuals are added to the Board, bringing fresh perspectives and skills to help the charity develop.

When a new Trustee joins the Board, there is an induction process, including visits to operations, a detailed file of responsibilities, observer status at a Trustee Board meeting and an interview with the CEO and Chair of Trustees in advance of an appointment. There is also ongoing training of current Trustees.

## Diversity

The Trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership and enhance decision making through a wide variety of perspectives, experience, and skills.

Training has been provided to Trustees so that as a Board we are aware of diversity and our responsibilities in this area. We seek to minimise barriers around attendance at Board meetings, for example ensuring that meetings are held with full disabled access and that Trustee expenses are fully reimbursed.

The make-up of the Board is diverse in many ways, as was noted by the GSK IMPACT Awards during the due diligence process leading to the selection of Unseen as a 2018 winner.

But the Trustees observe that currently, diversity is lacking in ethnic background. As an organisation, we do not favour a quota approach to the diversity issue and instead we focus on ensuring that the Board is as diverse as possible within the need to recruit Trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

## Meetings

Directors meet a minimum of three times a year as per the charity's governing document.

## Organisational structure and Executive team

The CEO has been appointed by the Trustees to oversee the running of the charity through the Executive team. For matters significantly affecting the charity's operations, decisions are discussed in detail by the Executive Team and the Board of Trustees together before a decision is made.

Concerning the setting of pay and remuneration of key management personnel, there is an approved pay-scale and Executive remuneration is approved by the Board of Trustees. A Remuneration Sub-Committee of the Board was established in 2016.

## Safeguarding

As a values-led organisation, we are committed to the safeguarding of children and vulnerable adults in everything we do.

Enhanced Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who work with vulnerable people being supported by Unseen. All Trustees and the Executive team are subject to a Standard Enhanced DBS check.

Also, we:

- Have a Trustee with responsibility for safeguarding.
- Provide ongoing safeguarding training for all frontline staff.
- Have a monthly safeguarding report which captures all risks recorded and our response to these incidents. This ensures transparency in our actions and decision making. This report is submitted to the Senior Leadership team monthly and Trustees every quarter for critique.

## GDPR

As an organisation, we are committed to embedding the principals of GDPR within all our operations. We value the trust that the public and our beneficiaries place in us and we are fully committed to ensuring that we are good custodians of people's personal data. To this end, we will continue to monitor our compliance with data protection laws and seek to implement improvements when identified.

## Partnerships

Collaboration is a key value for Unseen as we recognise that we cannot achieve our vision without working with partners across government – local and central – business and public services.

We continue to work closely in partnership with a range of statutory, law enforcement and non-governmental agencies, including:

- Home Office
- Police forces across the UK
- Modern Slavery Police Transformation Unit
- Police and Crime Commissioners
- UK Visa and Immigration
- UK Border Force
- Gangmasters and Labour Abuse Authority
- National Crime Agency: Modern Slavery and Human Trafficking Unit
- City councils and local authorities
- Children's Services and Safeguarding Children and Adults Boards
- Devolved Administrations
- NHS
- Regional and local Anti-Slavery Partnerships and their members (statutory, law enforcement, Third Sector)
- Local and national businesses
- Other NGOs to develop and deliver services to survivors of modern slavery and trafficking

Unseen also works closely with a range of corporate partners to deliver its services, including the delivery of the Modern Slavery & Exploitation Helpline.

Corporate partners in 2021 included:

- Achilles
- Alcumus
- Aldi
- Amazon
- Apollo
- AWS
- Barrettine
- Blue Bear Coffee
- Boohoo
- British Land
- BT
- Burges Salmon
- Convercent
- Cordant Group /PMP Recruitment
- Drax
- Dyson
- Entain
- Eversheds Sutherland
- Fleet Caravans
- Hargreaves Lansdown
- Hotel Chocolat
- JD Sports
- John Lewis and Waitrose Partnership
- M & S
- Nat West
- Nationwide
- NBCUniversal
- Nestle
- Next
- Places for People
- Robert Bullivant
- Sainsburys
- Salesforce
- Sir Robert McAlpine
- Sky
- Tesco
- The Co-op
- The Waves Group
- Ultimate Recruitment
- Very
- Vodafone Foundation
- Wates
- Wellcome Trust

Unseen continued to be a sub-contractor during 2021, under the Government's new Victim Care Contract (VCC), for The Salvation Army, who are prime contractors for the Home Office to provide support services to adult victims of human trafficking and modern slavery.

## Funders

We would like to thank our generous funders, whose support also makes our work possible:

- The Henry Smith Charity
- Marsh Charitable Trust
- Medlock Charitable Trust
- The Pilgrim Trust
- John James Bristol Foundation
- Souter Charitable Trust
- Dandia Charitable Trust
- Swire Charitable Trust
- Garfield Weston Foundation
- Wixamtree Charitable Trust
- National Lottery Community Fund
- GF Eyre Charitable Foundation
- Leonard Laity Stoate Charitable Trust
- Morel Charitable Trust
- Hertfordshire PCC Action Fund
- Four Winds Charitable Trust
- Kent Community Foundation
- Margaret Rolfe Charitable Trust
- Sport England Inequalities Fund
- Chartered Accountants' Livery Charity
- Macfarlanes Freddie Smith Trust
- The Pentwyn Trust
- Roy Proctor Foundation
- Cambridgeshire Community Foundation
- Odin Charitable Trust
- Bristol City Council Fund
- Heart of Bucks Community Foundation
- The Charles Jacob Charitable Trust

We would also like to thank all of our many generous private donors.

## Statement of Trustees' responsibilities

The charity Trustees, who are also the Directors of Unseen UK for the purposes of company law, are responsible for preparing the Trustees' Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 Charitable Company and of the incoming resources and application of resources, including the income and expenditure of the charity for that year. In preparing the financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statement.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charitable Company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the Charitable Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The Trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

This report was approved by the Board of Trustees on 7 May 2022 and signed on their behalf by:

**Chair: Daniel Morris** **Trustee: Ian Theodoreson**

**Unseen (UK)**
Reference and Administrative Details
For the Year Ended 31 December 2021

## Executive information

**Charity name**
Unseen (UK) trading as Unseen

**Company number**
06754171 (England and Wales)

**Charity number**
1127620 (England and Wales)

**Company Registered Office and charity address**
7 Hide Market, West Street, St Philips, Bristol BS2 0BH

**Subsidiary undertakings**
Business for the Unseen Limited (incorporated 27 November 2017, dissolved 25 May 2021)

**Trustees**
Daniel Morris – Chair
Dr Jan Birtle – Vice Chair
Samantha Burt
Steve Daykin
Jonathan Frank (resigned January 2022)
Steven Jeffries
Raquel McGarth (appointed March 2021)
Ian Theodoreson
Eric Anderson (appointed January 2022)
Andrea McMahon (appointed January 2022)

**Executive team**
Chief Executive Officer – Andrew Wallis OBE
Director – Justine Currell
Finance Director – Matt Portt (resigned December 2021)

**Patron**
Levison Wood

**Bankers**
Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh EH12 9DJ
Triodos Bank UK, Deanery Road, Bristol BS1 5AS

**Auditors**
Albert Goodman, Goodwood House, Blackbrook Park Ave, Taunton TA1 2PX

**Unseen (UK)**
Independent Auditors' Report to the Trustees and Members
For the Year Ended 31 December 2021

**Opinion**
We have audited the financial statements of Unseen (UK) (the 'charitable company') For the Year Ended 31 December 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2021 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

**Other information**
The trustees are responsible for the other information. The other information comprises the information included in the Trustees' 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.

**Opinion on other matter prescribed by the Companies Act 2006**
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' 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 Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our 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 Directors' Report included within the Trustees' Report.

**Matters on which we are required to report by exception**
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

**Responsibilities of trustees**
As explained more fully in the Statement of Trustees' Responsibilities set out on page 34, 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.

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

**The extent to which the audit was considered capable of detecting irregularities including fraud**
Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, Care Quality Commission registration, anti-bribery, employment, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

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

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

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

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

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

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

**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 and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Michelle Ferris BSc (Hons) FCA DChA
Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 6 June 2022

**Unseen (UK)**
Statement of Financial Activities (including Income and Expenditure Account)
For the Year Ended 31 December 2021

| | Notes | Unrestricted funds £ | Restricted funds £ | 2021 Total funds £ | Unrestricted funds £ | Restricted funds £ | 2020 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Income:** | | | | | | | |
| Donations and legacies | 3 | 670,551 | 33,768 | 704,319 | 802,356 | - | 802,356 |
| Charitable activities | | | | | | | |
| *Supporting survivors* | 4 | 1,096,180 | 297,082 | 1,393,263 | 990,871 | 297,793 | 1,288,664 |
| *Equipping stakeholders* | 4 | 340,044 | 12,902 | 352,945 | 206,408 | 18,000 | 224,408 |
| Other trading activities | | | - | - | 27 | - | 27 |
| Other incoming resources | | 5,921 | - | 5,921 | 6,079 | - | 6,079 |
| **Total income** | | 2,112,696 | 343,752 | 2,456,448 | 2,005,741 | 315,793 | 2,321,534 |
| **Expenditure:** | | | | | | | |
| Raising funds | 5 | 229,482 | - | 229,482 | 252,127 | - | 252,127 |
| Charitable activities | | | | | | | |
| *Supporting survivors* | 6 | 1,262,559 | 330,851 | 1,593,410 | 1,321,340 | 352,353 | 1,673,693 |
| *Equipping stakeholders* | 6 | 259,437 | 12,901 | 272,338 | 231,507 | 19,120 | 250,627 |
| *Influencing society* | 6 | 150,648 | | 150,648 | 77,441 | - | 77,441 |
| **Total expenditure** | | 1,902,126 | 343,752 | 2,245,878 | 1,882,415 | 371,473 | 2,253,888 |
| **Net income / (expenditure)** | | 210,570 | - | 210,570 | 123,326 | (55,680) | 67,646 |
| Transfer between funds | 16 | 32,603 | (32,603) | - | - | - | - |
| **Net movement in funds** | | 243,173 | (32,603) | 210,570 | 123,326 | (55,680) | 67,646 |
| **Reconciliation of funds** | | | | | | | |
| Total funds brought forward | | 702,196 | 34,732 | 736,928 | 578,870 | 90,412 | 669,282 |
| **Total funds carried forward** | | 945,369 | 2,129 | 947,498 | 702,196 | 34,732 | 736,928 |

The statement of financial activities has been prepared on the basis that all operations are continuing operations. There were no gains or losses arising in the year that are not shown above.

The statement of financial activities incorporates the income and expenditure account.

| | Notes | Unrestricted Funds 2021 £ | Restricted Funds 2021 £ | Total 2021 £ | Unrestricted Funds 2020 £ | Restricted Funds 2020 £ | Total 2020 £ |
|---|---|---|---|---|---|---|---|
| **Fixed assets** | | | | | | | |
| Tangible fixed assets | 12 | 29,513 | - | 29,513 | 31,883 | - | 31,883 |
| Investments | 13 | - | - | - | 1 | - | 1 |
| | | 29,513 | - | 29,513 | 31,884 | - | 31,884 |
| **Current assets** | | | | | | | |
| Debtors | 14 | 330,497 | 33,786 | 364,283 | 340,382 | 46,228 | 386,610 |
| Cash at bank and in hand | | 834,894 | (1,630) | 833,264 | 618,826 | 122,040 | 740,866 |
| | | 1,165,391 | 32,156 | 1,197,547 | 959,208 | 168,268 | 1,127,476 |
| **Liabilities:** | | | | | | | |
| Creditors falling due within one year | 15 | (249,535) | (30,027) | (279,562) | (288,896) | (133,536) | (422,432) |
| Net current assets | | 915,856 | 2,129 | 917,985 | 670,312 | 34,732 | 705,044 |
| **Total net assets** | | 945,369 | 2,129 | 947,498 | 702,196 | 34,732 | 736,928 |
| **The funds of the charity:** | | | | | | | |
| Restricted funds | 16 | - | 2,129 | 2,129 | - | 34,732 | 34,732 |
| Unrestricted funds | 16 | 702,881 | - | 702,881 | 539,096 | - | 539,096 |
| Designated funds | 16 | 242,488 | - | 242,488 | 163,100 | - | 163,100 |
| **Total charity funds** | | 945,369 | 2,129 | 947,498 | 702,196 | 34,732 | 736,928 |

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 7 May 2022 and signed on their behalf by:

D Morris
Chair

I Theodoreson
Trustee

**Unseen (UK)**
Statement of Cash Flows
For the Year Ended 31 December 2021

| | Notes | 2021<br>£ | 2020<br>£ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net movements in funds for the year | | 210,570 | 67,646 |
| Adjustments to cash flows from non-cash items | | | |
| Loss on disposal of fixed assets | 12 | 180 | - |
| Loss on disposal of investments | 13 | 1 | - |
| Depreciation and amortisation | 12 | 16,616 | 20,986 |
| | | 227,367 | 88,632 |
| Working capital adjustments | | | |
| Decrease/(increase) in debtors | 14 | 22,327 | (130,609) |
| (Decrease)/increase in creditors | 15 | (142,870) | 267,997 |
| Net cash flow from operations | | 106,824 | 226,020 |
| **Cash flows from investing activities** | | | |
| Purchase of fixed assets | 12 | (14,426) | (10,883) |
| Net cash (used in)/provided by investing activities | | (14,426) | (10,883) |
| Net increase/(decrease) in cash and cash equivalents | | 92,398 | 215,137 |
| Cash and cash equivalents at the beginning of the reporting period | | 740,866 | 525,729 |
| Cash and cash equivalents at the end of the reporting period | | 833,264 | 740,866 |
| **Analysis of cash and cash equivalents** | | | |
| Cash at bank and in hand | | 833,264 | 740,866 |

## 1 Accounting Policies

### 1.1 Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 35. The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally, and nationally.

The financial statements have been prepared in £ sterling on the historical cost basis and 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) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charity has one wholly owned subsidiary (Business for the Unseen Limited- Company number 11083594), which was dissolved in the year. The subsidiary company was previously considered immaterial to the group and has therefore not been consolidated into these accounts.

### 1.2 Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the 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. Amounts received which are not yet recognised are classified as deferred income.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

1.3 **Expenditure**

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 associated with 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 that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

1.4 **Tangible fixed assets and depreciation**

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

| | |
|---|---|
| Fixtures and fittings | Straight line basis over 5 years |
| Computer equipment | Straight line basis over 3 years |

1.5 **Investments**

Investments in subsidiaries are held at cost.

1.6 **Debtors**

Accrued income is recognised at the settlement amount due and prepayments are valued at the amount prepaid.

1.7 **Cash at bank and in hand**

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

1.8 **Creditors**

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.

1.9 **Taxation**

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

1.10 **Operating lease commitments**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged in the Statement of Financial Activities on a straight-line basis over the period of the lease. The charity has operating leases for the premises in which they operate. The title of the leased premises remains with the lessor.

1.11 **Fund accounting**

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

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

1.12 **Judgements and estimates**

Key accounting judgements and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The Trustees believe that the most significant area of estimation relates to the recognition of grant income. The policy applied is outlined above in this accounting policies note.

1.13 **Covid-19**

The Trustees have considered the implications of the Covid-19 pandemic on the operations of the charity. As outlined in the Trustees Report, the charity has continued to operate throughout the pandemic, and use was made of some government funding where appropriate. Taking into account all reasonable circumstances, the Trustees believe that the charity remains in a strong financial position, no adjustments to the accounts are considered necessary, and that the charity remains a going concern.

1.14 **Financial Instruments**

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

**2. Legal status of the Charity**

The charity is a Company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

## 3. Donations and legacies

| | Unrestricted funds £ | Restricted funds £ | 2021 Total £ | Unrestricted funds £ | Restricted funds £ | 2020 Total £ |
|---|---|---|---|---|---|---|
| Donations | 493,930 | 33,768 | 527,698 | 601,854 | - | 601,854 |
| Grants of general nature | 140,351 | - | 140,351 | 108,175 | - | 108,175 |
| **Exceptional government funding** | | | | | | |
| Coronavirus Job Retention Scheme grant* | 19,087 | - | 19,087 | 92,327 | - | 92,327 |
| Kickstart Scheme* | 17,183 | | 17,183 | - | - | - |
| | 670,551 | 33,768 | 704,319 | 802,356 | - | 802,356 |

The charity has been eligible to claim additional funding in the year from government support schemes in response to the coronavirus outbreak. The funding received is shown above under “exceptional government funding”. The charity furloughed some of its staff under the governments CJRS. The funding received £19,087 relates to staff costs which are included within note 9 as appropriate.

*Denotes government grants

## 4. Income from charitable activities

| | Unrestricted funds £ | Restricted funds £ | 2021 Total £ | Unrestricted funds £ | Restricted funds £ | 2020 Total £ |
|---|---|---|---|---|---|---|
| *Supporting survivors* | | | | | | |
| Service income | 1,096,180 | - | 1,096,180 | 990,871 | - | 990,871 |
| Grants received | - | 297,082 | 297,082 | - | 297,793 | 297,793 |
| | 1,096,180 | 297,082 | 1,393,263 | 990,871 | 297,793 | 1,288,664 |
| *Equipping stakeholders* | | | | | | |
| Service income | 41,000 | 12,902 | 53,901 | - | 18,000 | 18,000 |
| Business services | 299,044 | - | 299,044 | 206,408 | - | 206,408 |
| | 340,044 | 12,902 | 352,945 | 206,408 | 18,000 | 224,408 |
| | 1,436,224 | 309,984 | 1,746,208 | 1,197,279 | 315,793 | 1,513,072 |

During the year to 31 December 2021 the following Trusts funds and other institutions supported the work of the Charity and the amounts below are included in grants received above across notes 3 and 4:

| | Unrestricted funds £ | Restricted funds £ | 2021 Total £ | Unrestricted funds £ | Restricted funds £ | 2020 Total £ |
|---|---|---|---|---|---|---|
| Avon & Somerset Police & Crime Commissioner | - | 45,943 | 45,943 | - | 38,595 | 38,595 |
| Bedfordshire Police & Crime Commissioner | - | - | - | - | 4,435 | 4,435 |
| Berkshire Community Foundation | - | - | - | - | 10,000 | 10,000 |
| Bluenumber Foundation | 18,875 | - | 18,875 | - | - | - |
| Bristol CITY – Impact Fund | - | - | - | - | 39,371 | 39,371 |
| Bristol City Council | - | 28,684 | 28,684 | - | - | - |
| Charities Aid Foundation - Resilience Fund | 14,802 | - | 14,802 | - | 14,802 | 14,802 |
| Chartered Accountants' Livery Charity | - | 3,001 | 3,001 | - | - | - |
| Comic Relief | - | 31,294 | 31,294 | - | - | - |
| Heart of Bucks Community Foundation | - | 5,000 | 5,000 | - | - | - |
| Hertfordshire Community Foundation | - | 5,000 | 5,000 | - | 5,000 | 5,000 |
| John James Bristol Foundation | - | 10,000 | 10,000 | - | 10,000 | 10,000 |
| Kent Community Foundation | - | 5,008 | 5,008 | - | 5,000 | 5,000 |
| Nationwide Building Society | - | 46,228 | 46,228 | - | - | - |
| Nisbets Charitable Trust | - | - | - | - | 10,000 | 10,000 |
| Postcode Neighbourhood Trust | - | 17,300 | 17,300 | - | - | - |
| Quartet Community Foundation | - | 1,000 | 1,000 | - | 2,800 | 2,800 |
| Souter Charitable Trust | - | - | - | - | 3,000 | 3,000 |
| Swire Charitable Trust | 25,000 | - | 25,000 | 25,000 | - | 25,000 |
| The Batchworth Trust | - | - | - | 10,000 | - | 10,000 |
| Carried forward | 58,677 | 198,458 | 257,135 | 35,000 | 143,003 | 178,003 |

| | Unrestricted funds £ | Restricted funds £ | 2021 Total £ | Unrestricted funds £ | Restricted funds £ | 2020 Total £ |
|---|---|---|---|---|---|---|
| Brought forward | 58,677 | 198,458 | 257,135 | 35,000 | 143,003 | 178,003 |
| The Big Give | - | 25,000 | 25,000 | - | - | - |
| The Delfont Foundation | - | - | - | 20,000 | - | 20,000 |
| The Edward Smart Charitable Trust | - | - | - | - | 5,000 | 5,000 |
| The Eleanor Rathbone Charitable Trust | - | - | - | - | 3,000 | 3,000 |
| The Elm Tree Trust | 10,000 | - | 10,000 | - | - | - |
| The Green Room Charitable Trust | - | - | - | - | 5,000 | 5,000 |
| The Henry Smith Charity | - | 50,593 | 50,593 | - | 54,500 | 54,500 |
| The Holbeck Charitable Trust | - | - | - | - | 2,500 | 2,500 |
| The Kestrelman Trust | - | - | - | - | 5,000 | 5,000 |
| The Kickstart Scheme | 4,500 | - | 4,500 | - | - | - |
| The Medlock Charitable Trust | - | - | - | - | 15,000 | 15,000 |
| The Moondance Foundation | - | - | - | - | 10,000 | 10,000 |
| The National Lottery Community Fund | 49,508 | - | 49,508 | 49,508 | - | 49,508 |
| The Odin Charitable Trust | - | 5,000 | 5,000 | - | - | - |
| The Peter Stebbings Memorial Charity | - | - | - | - | 15,000 | 15,000 |
| The Pilgrim Trust | - | 10,000 | 10,000 | - | 20,000 | 20,000 |
| The Roy Proctor Foundation | 5,000 | - | 5,000 | - | - | - |
| The Schroder Charity Trust | - | - | - | - | 5,000 | 5,000 |
| Wixamtree Trust | - | - | - | - | 5,000 | 5,000 |
| Other grants (individually < £2,500) | 12,666 | 8,031 | 20,697 | 3,667 | 9,790 | 13,457 |
| | 140,351 | 297,082 | 437,433 | 108,175 | 297,793 | 405,968 |

## 5. Expenditure on raising funds

| | Unrestricted funds £ | Restricted funds £ | 2021 Total £ | Unrestricted funds £ | Restricted funds £ | 2020 Total £ |
|---|---|---|---|---|---|---|
| Direct fundraising cost | 36,111 | - | 36,111 | 27,860 | - | 27,860 |
| Staffing cost | 159,601 | - | 159,601 | 194,118 | - | 194,118 |
| Support costs (note 7) | 30,903 | - | 30,903 | 27,198 | - | 27,198 |
| Governance (note 7) | 2,867 | - | 2,867 | 2,951 | - | 2,951 |
| | 229,482 | - | 229,482 | 252,127 | - | 252,127 |

## 6. Expenditure on charitable activities

| | Supporting survivors | Equipping stakeholders | Influencing society | 2021 Total | 2020 Total |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Activities costs | 1,599 | 37 | - | 1,636 | 3,488 |
| Auditor's remuneration | - | - | - | - | 1,972 |
| Counselling costs | - | - | - | - | 18,204 |
| CRB checks | 1,254 | 138 | - | 1,392 | 1,012 |
| Depreciation | 4,058 | - | - | 4,058 | 9,547 |
| Direct fundraising cost | - | 9 | - | 9 | 179 |
| General premises costs | 21,678 | 378 | - | 22,056 | 38,210 |
| Heat, light and insurance | 7,623 | 68 | - | 7,691 | 14,559 |
| Interpreting costs | 24,122 | - | - | 24,122 | 16,040 |
| IT costs | 9,336 | 5,530 | 1,096 | 15,962 | 30,755 |
| Medical costs | - | - | | - | 978 |
| Office costs and comms | 478 | 1,231 | 11,351 | 13,060 | 8,875 |
| Printing, postage, stationery and advertising | 3,781 | 775 | - | 4,556 | 11,850 |
| Professional fees and outsourcing | 19,811 | 5,354 | - | 25,165 | 70,295 |
| Property cost | 68,595 | 3,536 | - | 72,131 | 87,123 |
| Staff and contractor costs | 832,471 | 207,721 | 115,915 | 1,156,107 | 1,235,544 |
| Staff other costs | 25,869 | 1,497 | 119 | 27,485 | 18,254 |
| Staff travel | 7,539 | 430 | - | 7,969 | 13,589 |
| Subscriptions | 1,886 | - | - | 1,886 | 284 |
| Telephone | 26,117 | 5,558 | - | 31,675 | 28,152 |
| Venue hire | (131) | - | - | (131) | 348 |
| Victim NRM cost | 300,149 | - | - | 300,149 | 150,496 |
| Waste disposal and cleaning | 2,696 | - | - | 2,696 | 4,507 |
| Support costs (note 7) | 214,574 | 36,674 | 20,285 | 271,533 | 214,254 |
| Governance (note 7) | 19,905 | 3,402 | 1,882 | 25,189 | 23,246 |
| | 1,593,410 | 272,338 | 150,648 | 2,016,396 | 2,001,761 |

**Expenditure on charitable activities - 2020**

| | Supporting survivors | Equipping stakeholders | Influencing society | 2020 Total |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Activities costs | 3,488 | - | - | 3,488 |
| Auditor's remuneration | 1,740 | 232 | - | 1,972 |
| Counselling costs | 18,204 | - | - | 18,204 |
| CRB checks | 862 | 150 | - | 1,012 |
| Depreciation | 8,704 | 843 | - | 9,547 |
| Direct fundraising cost | 158 | 21 | - | 179 |
| General premises costs | 37,646 | 564 | - | 38,210 |
| Heat, light and insurance | 13,811 | 748 | - | 14,559 |
| Interpreting costs | 14,564 | 1,476 | - | 16,040 |
| IT costs | 25,090 | 5,665 | - | 30,755 |
| Medical costs | 978 | - | - | 978 |
| Office costs and comms | - | 888 | 7,987 | 8,875 |
| Printing, postage, stationery and advertising | 5,152 | 6,698 | - | 11,850 |
| Professional fees and outsourcing | 68,637 | 1,658 | - | 70,295 |
| Property cost | 82,932 | 4,191 | - | 87,123 |
| Staff and contractor costs | 983,512 | 191,838 | 60,194 | 1,235,544 |
| Staff other costs | 16,688 | 1,566 | - | 18,254 |
| Staff travel | 12,466 | 1,123 | - | 13,589 |
| Subscriptions | 251 | 33 | - | 284 |
| Telephone | 25,234 | 2,918 | - | 28,152 |
| Venue hire | 348 | - | - | 348 |
| Victim NRM cost | 150,496 | - | - | 150,496 |
| Waste disposal and cleaning | 4,461 | 46 | - | 4,507 |
| Support costs (note 7) | 178,864 | 27,036 | 8,354 | 214,254 |
| Governance (note 7) | 19,407 | 2,933 | 906 | 23,246 |
| | 1,673,693 | 250,627 | 77,441 | 2,001,761 |

## 7. Allocation of support costs and governance costs

The charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the costs of raising funds (note 5) and three charitable activities (note 6) undertaken in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs. The costs have been apportioned based on a % of direct expenditure (2020: % of direct expenditure).

| | Support costs £ | Gover-nance costs £ | 2021 Total £ | Support costs £ | Gover-nance costs £ | 2020 Total £ |
|---|---|---|---|---|---|---|
| Premises cost | 15,234 | - | 15,234 | 46,629 | - | 46,629 |
| Staffing cost | 137,212 | 16,369 | 153,581 | 83,789 | 9,785 | 93,574 |
| Office costs and communications | 101,425 | 12 | 101,437 | 50,080 | - | 50,080 |
| Professional fees | 35,827 | 2,675 | 38,502 | 38,770 | 3,591 | 42,361 |
| Depreciation | 12,738 | - | 12,738 | 11,438 | - | 11,438 |
| Finance costs | - | - | - | 10,746 | - | 10,746 |
| Accountancy fees | - | - | - | - | - | - |
| Auditor's remuneration | - | 9,000 | 9,000 | - | 11,398 | 11,398 |
| Trustee meeting costs | - | - | - | - | 1,423 | 1,423 |
| | 302,436 | 28,056 | 330,492 | 241,452 | 26,197 | 267,649 |

## 8. Net incoming resources

Net resources are stated after charging:

| | 2021 £ | 2020 £ |
|---|---|---|
| Depreciation of owned assets | 16,616 | 20,986 |
| Operating lease expenditure | 92,495 | 100,867 |
| Bad debt expense | - | 9,420 |
| Auditors' remuneration for: | | |
| Audit services | 6,600 | 6,600 |
| Accountancy services | 2,400 | 2,400 |

## 9. Employees

| Employment costs | 2021<br>£ | 2020<br>£ |
|---|---|---|
| Wages and salaries | 1,303,301 | 1,373,375 |
| Social security costs | 106,387 | 108,515 |
| Other pension costs | 31,052 | 39,593 |
| | 1,440,740 | 1,521,483 |

**Number of employees**

The average monthly head count during the year was as follows:

| | 2021 | 2020 |
|---|---|---|
| Direct staff | 73 | 66 |
| Leadership and operations staff | 19 | 19 |
| | 92 | 85 |

Of the 92 employees, 44 were Full-Time and 48 Part-Time (2020: 43 and 42 respectively).

The key management personnel of the charity are considered to be the Chief Executive and the two Directors (2020: Chief Executive and two Directors), with one of the directors being self-employed. The total cost to the charity for employee benefits for the employed key management were £175,070 (2020: £215,187) and the self-employed key management cost is disclosed in note 17.

The number of employees whose annual emoluments (excluding employers NI and employers pension costs) were £60,000 or more were:

| | 2021<br>number | 2020<br>number |
|---|---|---|
| £60,000 - £70,000 | - | 1 |
| £70,000 - £80,000 | 2 | 1 |

**Defined contribution pension scheme**

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £38,531 (2020: £38,317).

## 10. Trustee's remuneration and benefits

There was no remuneration nor other benefits paid to trustees for their governance duties during the year ended 31 December 2021 nor for the year ended 31 December 2020.

During the year, travelling expenses of £677 were reimbursed to 3 trustees (2020: travelling expenses of £139 to 2 trustees).

## 11. Operating lease commitments

At 31 December, the Charity had future minimum lease payments under non-cancellable operating leases as follows:

| | 2021 | 2020 |
|---|---|---|
| **Land and Buildings** | **£** | **£** |
| Expiry date: | | |
| Within one year | 63,820 | 81,259 |
| Between two and five years | 58,500 | 82,500 |
| | 122,320 | 163,759 |

## 12. Tangible fixed assets

| | Fixtures & Fittings | Computer Equipment | Total |
|---|---|---|---|
| **Cost** | **£** | **£** | **£** |
| At 1 January 2021 | 24,128 | 91,421 | 115,549 |
| Additions | - | 14,426 | 14,426 |
| Disposals | - | (719) | (719) |
| At 31 December 2021 | 24,128 | 105,128 | 129,256 |
| **Depreciation** | | | |
| At 1 January 2021 | 12,123 | 71,543 | 83,666 |
| Charge for the year | 3,876 | 12,740 | 16,616 |
| Eliminated on disposal | - | (539) | (539) |
| At 31 December 2021 | 15,999 | 83,744 | 99,743 |
| **Net book value** | | | |
| At 31 December 2021 | 8,129 | 21,384 | 29,513 |
| At 31 December 2020 | 12,005 | 19,878 | 31,883 |

## 13. Investments

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| **Cost** | | |
| At 1 January | 1 | 1 |
| Disposals | (1) | - |
| At 31 December | - | 1 |

### Shares in subsidiary undertaking

The Charity owned one subsidiary - Business for the Unseen Limited (Company number: 11083594 and date of incorporation: 27 November 2017). The charity owned 100% of the issued share capital of the company.

The registered address of Business for the Unseen Limited was 7 Hide Market, West Street, Bristol, BS2 0BH.

The company was dissolved on 25 May 2021.

A summary of the activities of the company prior to dissolution can be seen below:

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Turnover | - | 7,800 |
| Expenditure | - | (41) |
| Net profit / (loss) | - | 7,759 |
| Net assets / (liabilities) | - | 10 |
| Comprised of: | | |
| Called up share capital | - | 1 |
| Profit and loss account | - | 9 |
| | - | 10 |

## 14. Debtors

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade debtors | 170,919 | 104,269 |
| Other debtors | - | 63,423 |
| Prepayments and accrued income | 193,364 | 218,918 |
| | 364,283 | 386,610 |

## 15. Creditors: Amounts falling due within one year

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade creditors | 42,788 | 23,959 |
| Other taxes and social security | 28,398 | 28,045 |
| Other creditors | 16,278 | 26,905 |
| Accruals and deferred income | 192,098 | 343,523 |
| | 279,562 | 422,432 |

**Reconciliation of deferred income:**

| | | |
|---|---|---|
| Opening balance | 306,884 | 40,485 |
| Released during the year | (306,884) | (40,485) |
| Received during the year | 172,196 | 306,884 |
| Closing balance | 172,196 | 306,884 |

## 16. Summary of movement in funds

| | At 1 Jan 2021 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2021 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 539,096 | 1,463,977 | (1,332,795) | 32,603 | 702,881 |
| Designated fund | | | | | |
| Helpline | 163,100 | 648,719 | (569,331) | - | 242,488 |
| | 702,196 | 2,112,696 | (1,902,126) | 32,603 | 945,369 |
| **Restricted funds** | | | | | |
| Anti-Slavery Partnership (ASP) | 2,129 | 27,890 | (27,890) | - | 2,129 |
| Helpline | - | 115,980 | (115,980) | - | - |
| Postcode Neighbourhood | - | 10,752 | (10,752) | - | - |
| One Team | - | 189,130 | (189,130) | - | - |
| Unseen Children's House | 32,603 | - | - | (32,603) | - |
| | 34,732 | 343,752 | (343,752) | (32,603) | 2,129 |
| **TOTAL FUNDS** | 736,928 | 2,456,448 | (2,245,878) | - | 947,498 |

## 16. Summary of movement in funds (continued)

**Summary of movement in funds – 2020**

| | At 1 Jan 2020 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2020 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 578,870 | 1,531,557 | (1,406,012) | (165,319) | 539,096 |
| Designated fund | | | | | |
| Helpline | - | 474,184 | (476,403) | 165,319 | 163,100 |
| | 578,870 | 2,005,741 | (1,882,415) | - | 702,196 |
| **Restricted funds** | | | | | |
| Unseen Women's Safehouse | - | 51,376 | (51,376) | - | - |
| Anti-Slavery Partnership (ASP) | 2,063 | 18,800 | (18,734) | - | 2,129 |
| Resettlement & Integration Project | - | 123,080 | (123,080) | - | - |
| Unseen Children's House | 48,179 | - | (15,576) | - | 32,603 |
| Unseen Men's Safehouse | - | 66,300 | (66,300) | - | - |
| Spotlight | 12,300 | - | (12,300) | - | - |
| Support Team Fund | 143 | - | (143) | - | - |
| Helpline | - | 51,802 | (51,802) | - | - |
| Bedfordshire Anti-Slavery Partnership | 23,920 | 4,435 | (28,355) | - | - |
| Business for the Unseen | 1,186 | - | (1,186) | - | - |
| Victim Case Management System (PE-VCMS) | - | - | - | - | - |
| Suffolk PCC Fund | 2,194 | - | (2,194) | - | - |
| West Yorkshire PCC Fund | 427 | - | (427) | - | - |
| | 90,412 | 315,793 | (371,473) | - | 34,732 |
| **TOTAL FUNDS** | 669,282 | 2,321,534 | (2,253,888) | - | 736,928 |

## 16. Summary of movement in funds (continued)

**Details of Restricted Funds:**

**One Team:** Funding from One Team has been split up to cover the costs of the following three areas:

**Unseen Women's Safehouse**: A safe-house for women who have suffered exploitation and trafficking.

**Resettlement & Integration Project**: Resettlement, outreach and integration project for men and women who have survived trafficking and exploitation.

**Unseen Men's Safehouse**: A safe-house for men who have suffered exploitation and trafficking.

**Anti-Slavery Partnership (ASP)**: A collaboration between Unseen, SW Regional police authorities, Bristol City Council, and other partners to discover and respond to, incidents of human trafficking and exploitation.

**Unseen Children's House**: Funds received to provide a 24-hour staffed house for children who are potential victims of exploitation and trafficking. This project launched in 2017 with our first children received during 2018.

**Postcode Neighbourhood**: Funds received to train mental health champions alongside staff receiving well-being activities and an employee helpline.

**Designated fund – Helpline:** Funds held in relation to the independent and confidential UK Modern Slavery and Exploitation Helpline service. The transfer made from the general fund to the designated fund is to transfer the opening reserve designated towards the service.

## 17. Related party transactions

Business for the Unseen Ltd (subsidiary company) – dissolved on 25th May 2021

During 2021 the charity provided no financing to Business for the Unseen Ltd (2020: none). As at the year end, £Nil (2020: £1,599) was owed to the charity.

Portt Ltd (a company owned by Matt Portt, member of the Senior Leadership Team until 31 December 2021)

During the year, the charity paid £25,680, including VAT, (2020: £76,358) to Portt Ltd for the provision of services including that of the Finance Director, bookkeeping, payroll, and management accounts. As at the year end, £nil (2020: £nil) was owed to Portt Ltd.

**UNSEEN (UK)**

England & Wales - Charity number 1127620

# Accounts

**Registered Company number: 06754171 (England and Wales)**
**Registered Charity number: 1127620 (England and Wales)**

# Unseen (UK)

# Trustees' Report and Financial Statements

# For the year ended 31 December 2020



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# Letter from the Chair of Trustees, Daniel Morris

It was Churchill who said, "when you are walking through hell, keep walking." The global pandemic caused 2020 to be a hellish year for many people and organisations and Unseen was no different. There were times in the spring when we asked existential questions about whether Unseen could survive the impact of the UK's sudden economic collapse. We wondered how we could possibly do lockdown in our safehouses. And we were very concerned about the welfare of our staff team – how would they cope with the stress of all that was happening?

The fact that Unseen survived is a testament to the resilience of our teams, the generosity of our partners, and the calibre of our leadership team.

Despite all the surrounding chaos, survivors continued to be supported. Our amazing Modern Slavery & Exploitation Helpline has gone from strength to strength. More and more partners turn to Unseen for training, advice and data insights. Unseen continues to make a strong contribution to this nation's response to modern day slavery. You will read all about it in this report.

These hard won successes came at cost. Inevitably some reorganisation occurred, causing some people to leave and others to work even harder. I am very mindful of these sacrifices and the personal disruption this has caused. I wish there had been another way.

2020 was also the year in which one of our co-founders, Kate Garbers, left to pursue other adventures. She's been a big loss and yet the charity also took this in its stride (just as Kate had worked hard to ensure). On behalf of the board, I would like to record our huge gratitude for all that she has done for Unseen.

This will be my last annual report, as in 2021 I will be standing down as Chair after 10 years in the role. I have seen the charity grow from a startup to a mature organisation that can survive the stresses of 2020. I am confident that under this CEO, leadership team and board, Unseen is set up to enjoy a successful future.

In closing, I reiterate my strong belief that survivors have seen the very worst of humanity but in Unseen they are now seeing the very best.

Best wishes



# Trustees' report

The Trustees present their report and financial statements for the year ended 31 December 2020. The Directors of the Charitable Company are also its Trustees.

The Accounts and Annual Report are required to comply with the requirements of Companies and Charities legislation and have therefore been prepared in accordance with the Companies Act 2006, the Charities Act 2011, and the Statement of Recommended Practice, Charities SORP (FRS 102) (effective 1 January 2019) and the provision of Part 15 of the Companies Act 2006 relating to small companies.

## Objectives, activities and public benefit

The objects for which Unseen is established (as stated in Unseen's governing document) are:

- Providing relief, help and assistance for anyone who may have been a victim of modern slavery, in particular by the provision of safe housing, medical care, financial support, legal advice, counselling, and life skills coaching.
- Raising awareness of trafficking and sexual exploitation in Bristol, the South West and nationally.
- Such other charitable objects and for the benefit of such other charitable bodies and institutions as the committee shall in their absolute discretion see fit.

**Aims**
Unseen is working towards a world without slavery. We do this by:

- **Supporting survivors** and vulnerable people through specialist services we can enable them to recover safely and develop resilient, independent lives

- **Equipping stakeholders** through the provision of training, advice and resources we can better identify and support actual and potential victims of slavery

- **Influencing society** through systemic change, we can use our practical experience, research and survivor stories to inspire change in legislation, policy and consumer choices

**Mission statement**
Unseen is working towards a world without slavery.

**Brand values**
The Trustees have identified the following values as being core to Unseen:

- Collaborative
- Honourable
- Ambitious
- Dynamic
- Insightful

**Public benefit**
The Trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives and planning its activities. Addressing modern slavery through supporting survivors, working with business, educating and influencing society, and ensuring organisational sustainability are in the public interest as they:

- support the most vulnerable
- help tackle the reasons slavery exists.

## A note on Covid-19

The Covid-19 pandemic cast its shadow over more than three quarters of this reporting period (March to December) and meant a radical change to the charity's planned activities for 2020. This included us having to cancel key fundraising events, resulting in a serious loss in our projected income.

Despite these setbacks, and the challenges of lockdowns and social distancing, Unseen maintained its essential services at pre-lockdown levels. We ensured the survivors we work with continued to receive the first-class support they deserved, and the Modern Slavery & Exploitation Helpline maintained its round-the-clock operation, providing advice and support to victims, the public, businesses and statutory services.

Thanks to the brilliant efforts of Unseen's staff – which included emergency fundraising, voluntary senior staff salary sacrifices, and a general willingness to work together for the welfare of the people we support and the charity as a whole – the Trustees are pleased to announce that we ended the year with a small surplus of £67,646, following two years of deficits.

## 2020 in focus – Supporting survivors

### Unseen Women's and Men's Safehouses

Throughout 2020 Unseen provided 24-hour staffed accommodation and high-level support for up to eight female and five male survivors of human trafficking. Our services are tailored for those clients with the most complex needs: those at risk from their exploiters, those who are homeless, have complex physical and mental health challenges, and substance dependency issues. To provide the level of support required for this work all staff are specially trained.

In 2020 the women's safehouse supported 13 survivors of exploitation in total. Five of these were new referrals and eight were clients who entered the safehouse in 2019 or earlier, bringing the total number supported since the project's launch in 2011 to 181.

We supported residents from nine different nationalities, the most common being Kenyan and Pakistani. Ages ranged from 19 to 65, with an average age of 34. Survivors had been exploited in forced labour, sexual exploitation, domestic servitude and criminal exploitation.

The average length of stay for the eight residents was 388 days, the shortest being 67 days. Some residents are still with us from 2019, which helps explain the high figure for an average stay.

Women's safehouse in numbers

| Year | Number of clients |
|---|---|
| 2011 | 17 |
| 2012 | 25 |
| 2013 | 28 |
| 2014 | 30 |
| 2015 | 33 |
| 2016 | 23 |
| 2017 | 22 |
| 2018 | 20 |
| 2019 | 21 |
| 2020 | 13 (5 new referrals)[1] |
| Total[2] | 181 |

[1] Due to the Covid-19 lockdowns and impacts on other services we saw a high number of clients unable to move on from the safehouse, with some remaining for the entire duration of 2020. This explains why there is a drop in numbers we accommodated at the safehouse in 2020.

[2] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

In 2020 the men's safehouse supported 20 survivors of exploitation in total, 15 of which were new referrals received throughout the year, bringing the total number supported since project launch in 2011 to 62.

We supported residents from10 different nationalities, the most common being Polish and British. Ages ranged from 22 to 63, with an average age of 34. Survivors had been exploited in forced labour, domestic servitude and criminal exploitation.

The average length of stay for the nine residents was 46 days, the shortest being four days, and the longest 107 days.

Men's safehouse in numbers

| **Year** | **Number of clients** |
|---|---|
| 2016 | 14 |
| 2017 | 21 |
| 2018 | 14 |
| 2019 | 17 |
| 2020 | 20 |
| Total[3] | 62 |

The coronavirus pandemic affected the ability of some residents to move on from our safehouses due to limited housing movement by the Home Office and local authorities. We are not set up for residents to stay for prolonged periods, so the length of time that some have stayed at the projects this year has been challenging.

Highlights and developments at the safehouses

We aim to change the lives of our residents for the better and to give them new experiences and tools for embarking upon their new lives. And this year, despite Covid-19 restrictions and its impact on other services, the safehouses have helped several residents successfully move on to both supported and private accommodation.

Staff have had to be creative in finding ways to help residents to increase their skills and independence in such a challenging year. At the men's house, for example, as external activities dried up, we offered additional in-house classes such as ESOL (English to Speakers of Other Languages), alongside more activities and games than in previous years. These included photography, communal meals and movie nights.

We also made more use of the garden for outdoor activities such as badminton, gardening and barbecues. The gym equipment in the garage also proved more than welcome in lockdown seeing that other, external sports activities were no longer possible.

[3] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

Activities at the women's house included communal meals with different cultural cuisines to mark a number of different celebration events including Chinese new year, birthdays, Eid, Easter and many more; barbecues in the garden; exercise activities such as yoga; teaching some residents to ride a bike; movie nights; quiz evenings; and jam making.

This year the women's house received a donation to buy new carpets with residents choosing the colours for their rooms. Similarly at the men's house, residents and staff used lockdown as an opportunity to decorate parts of the house, choosing colours themselves and producing ideas for DIY projects. The accommodation is now bright and colourful with the garden tidied up, too, and featuring new hand-built furniture.

Covid-19 also meant we had to speedily adapt the way we provided individual support to residents, such as meetings in the garden or walks with residents while maintaining a social distance. The BT and Unseen pilot phone scheme (see below) meant residents could have a smartphone and some data, which they used for video calls for such things as counselling and education.

In addition to the challenges of the pandemic, the new Victim Care Contract (VCC), due to start in January 2021, meant some upheaval too.

The VCC is one of the mechanisms through which the Government supports victims of modern slavery, contracting organisations such as Unseen to provide the care and rehabilitation of survivors.

With the new VCC requiring all organisations in the scheme to take their fair share of complex clients, and the fact that people have recently been staying in the safehouses for longer, there has been a reduced need for specialism from Unseen. This means that we will no longer have overnight staff at the houses and as a result, towards the end of the year, we began adapting the freed-up accommodation to take more residents.

We will also be moving our support services to a one-team model from the beginning of 2021, with support staff working across both safehouses and in outreach.

The changes to our care contract and needs of our service users has meant both houses losing some staff towards the end of 2020. But thanks to our dedicated "bank" staff stepping up to fill gaps in the team and cover shifts at the last minute, we were able to maintain 24/7 staffed accommodation throughout the year.

## Resettlement, Integration and Outreach (RIO)

The Resettlement, Integration and Outreach (RIO) project provides practical and emotional support to victims of modern slavery and exploitation living in the community. Some have moved on from our safehouses and working with the RIO team is the next stage in their recovery process.

RIO aims to provide information and support to enable survivors to better understand their situation and what services can help them, and to increase their feelings of safety, hope and choice.

| Year | Number of clients |
|---|---|
| 2013 | 16 |
| 2014 | 38 |
| 2015 | 40 |
| 2016 | 49 |
| 2017 | 59 |
| 2018 | 74 |
| 2019 | 87 |
| 2020 | 89 |
| Total[4] | 234 |

RIO's comprehensive approach starts by carrying out a detailed needs assessment of every client, looking at every element of their situation, including:

- need for immigration and asylum assistance
- legal assistance
- emotional and mental health services
- physical health services
- understanding benefits
- housing and practical support
- building safe relationships
- budgeting and money management
- education and English-learning
- training and volunteering
- community building
- faith and spirituality
- leisure activities and hobbies.

At the point at which RIO starts working with survivors, many are unable to leave the house. The RIO staff must build up a relationship of trust, visiting survivors to find out their most pressing needs and suggesting community services that can help. We then work with survivors on the first steps to recovery – helping them get through the front door, for example, or taking that first bus ride with them to see a doctor or counsellor.

[4] Some survivors were supported across more than one year, so the total is less than the sum of the numbers supported per year.

Often while being supported by RIO, survivors experience several changes to their circumstances, which brings many challenges. These can include needing to move to new accommodation, having a baby, having to navigate proceedings around their legal status and being faced with a whole variety of unfamiliar situations.

In 2020 we supported 89 survivors of exploitation in total, with 37 of these being new referrals received throughout the year, bringing the total number supported since the project's launch in 2013 to 234.

We supported people from 31 different nationalities, the most common being Albanian. Ages ranged from 18 to 65, with an average age of 30.

Survivors had been exploited in forced labour, sexual exploitation, domestic servitude and criminal exploitation.

Highlights and developments in RIO

At the beginning of the year, plans were underway to expand social group activities and to get service users to connect more. But then the pandemic hit and that changed everything.

As many other services our clients worked with shut down, RIO staff remained working and spent busy days early in lockdown supporting clients in a situation that was new to everyone.

We had to think creatively to meet our client needs, from organising food deliveries to someone who was self-isolating, to hiring a minibus to help a client get to an asylum interview while maintaining a social distance.

In one instance three RIO staff used their vehicles to help a client move accommodation when no removal vans could be found.

We reached out to Unseen supporters to help provide "wellbeing packs" for clients – and as always, they stepped up to the mark. Donations included seeds to make plant-growing kits; Herbalists Without Borders provided tea and essential oil lotions; Bristol Soroptimists gave fabric for wreath-making kits. Other gifts included jigsaws, clothing, children's games and essential groceries.

In the past year, isolation has been the main challenge for our outreach clients. As a result, we have placed particular emphasis on ensuring regular contact. Staff have had video calls with clients wherever possible, helped by BT donating mobiles and data. And when restrictions have allowed, we have been on socially distanced walks with clients, who appreciated just being outside and having someone to talk to.

No trips have been possible during 2020 due to the risk associated with group events. However, we have organised other activities. We arranged an eight-week nature photography project using clients' new BT smartphones, for example. And when lockdown restrictions eased over the summer, we organised two socially distanced meet-ups in local parks.

We also worked with Bath University on a therapeutic intervention called "Tree of Life". This saw clients, who chose to, working with a clinical psychologist to look at how heritage is portrayed in art and the power of our roots to sustain us.

**Access to statutory support**

People in the National Referral Mechanism (NRM - the Government's system for supporting victims of modern slavery) can access general health care, mental health care and legal support as part of their statutory entitlement, and we support all our clients to do this if they want to.

In addition to statutory entitlements, Unseen provides several services and opportunities in-house which are tailored to the needs of each individual, to give our clients the extra support they need.

In 2020 we provided support to service users at the women's safehouse in the following areas:

| | **Q1** | **Q2** | **Q3** | **Q4** |
|---|---|---|---|---|
| Community support | 100% | 90% | 60% | 63% |
| Physical health support | 100% | 70% | 70% | 88% |
| Mental health support | 100% | 80% | 80% | 88% |
| Legal support | 100% | 90% | 90% | 100% |
| Independent living skills | 100% | 80% | 60% | 100% |
| Personal safety support | 77% | 90% | 100% | 100% |
| Education, employment and training | 88% | 80% | 70% | 63% |

In 2020 we provided support to service users at the men's safehouse in the following areas:

| | **Q1** | **Q2** | **Q3** | **Q4** |
|---|---|---|---|---|
| Community support | 75% | 66% | 23.08% | 2% |
| Physical health support | 50% | 66% | 53.85% | 19% |
| Mental health support | 75% | 100% | 53.85% | 9% |
| Legal support | 50% | 50% | 61.54% | 13% |
| Independent living skills | 87.5% | 100% | 76.92% | 44% |
| Personal safety support | 62.5% | 33% | 53.85% | 12% |
| Education, employment and training | N/A[5] | 33% | 53.85% | 4% |

[5] This figure is not available for the Q1 period

In 2020 we provided support to service users in our RIO programme in the following areas:

| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| Community support | 55% | 71% | 43.20% | 64% |
| Physical health support | 42% | 54% | 33.70% | 46% |
| Mental health support | 39% | 53% | 21.60% | 46% |
| Legal support | 54% | 60% | 24.30% | 68% |
| Independent living skills | 50% | 70% | 29.70% | 70% |
| Personal safety support | 16% | 18% | 16.20% | 27% |
| Education, employment and training | 27% | 32% | 22.90% | 41% |

## RIO accompaniment on police operations and as a first responder

The RIO project also provides support during police operations, to talk to potential victims about the services they might be eligible to access. We believe close partnership working is key to better identification of victims and the appropriate way for NGOs and the police to work together.

We also provide information to other organisations in the area that may have concerns about an individual they suspect to be a potential victim.

In 2020 our activities as first responders were initially curtailed by the pandemic as the likes of nail bars, brothels and car washes closed. However, as exploiters found new ways to adapt this was short term, and the team went on 12 police visits. All visits concerned reports of either sexual exploitation or forced labour. Potential indicators of trafficking were identified in four visits.

Unseen is a first responder for the National Referral Mechanism (NRM), meaning we can enter people into the Government's framework for the support of victims of modern slavery. This responsibility sits with the RIO team. The UK's Modern Slavery and Exploitation Helpline run by Unseen does not function in a First Responder capacity.

## UK Modern Slavery & Exploitation Helpline

2020 was the fourth full year of operation for the UK-wide Modern Slavery & Exploitation Helpline, which was originally set up in October 2016. As a key tool in the fight against modern slavery in the UK, the Helpline continues to provide a confidential and independent channel for potential victims, businesses, statutory agencies and the public to seek information, get advice and support, or report concern

Recognising the breadth of issues the Helpline faces, the Helpline's name was changed in April 2020 to include "exploitation". This is because the spectrum and range of contacts span much further than modern slavery and the Helpline has consistently dealt with wider exploitation concerns such as labour abuse, domestic violence and child neglect.

Despite difficult periods during 2019 when the financial situation of the Helpline was uncertain, we have worked hard through 2020 to develop sustainable income streams. This is despite the many challenges faced during a global pandemic and three national lockdowns.

Retaining the Helpline's independence from the Government and law enforcement agencies means that it can still provide a safe haven for callers to come forward and speak in confidence to a fully trained Helpline Advisor. No personal information is provided to other agencies or organisations unless the caller gives consent, and all contact is assessed for risk before ascertaining the next steps. The Helpline remains free to anyone calling from within the UK so is available to anyone in need of help and support.

Throughout the Covid-19 pandemic, the Helpline has remained open 24 hours a day, 365 days a year. Calls, emails, webforms and Unseen app submissions are received from across the UK and, in some circumstances, from overseas.

When a caller contacts the Helpline from outside the UK, we respond by providing advice, information and support, based on their individual circumstances and needs. This might be signposting the caller to services available in the relevant country, identifying NGOs or other stakeholders who might be able to support the individual, or taking information to inform a report to the relevant law enforcement agency in the UK.

Potential victims accessing the Helpline can be offered help to consider their options based on their circumstances: accessing crisis assistance; safety planning; emotional support; help with access to critical social and legal services; and help to connect with law enforcement agencies to get out of a situation and stay safe. The Helpline also provides technical advice and support to health professionals, police, local authority personnel, businesses and other NGOs who support vulnerable people.

A vital element of the Helpline's approach is to signpost and support potential victims to get relevant help and advice based on their circumstances, including where they are in the UK. We continue to build and grow our Directory of Services to ensure that, as new local, regional and national services are established, we can signpost callers and contacts quickly and easily to those services they need or would benefit from.

The Directory consists of police and local authority contacts, wider services such as immigration advice, domestic abuse charities, homeless shelters and other relevant NGOs. We continue to encourage all related NGOs to provide a summary of their services so they can be included in the Directory, thus being available to those who need them the most.

Callers can also contact the Helpline even if they cannot speak English, regardless of what language they speak. The Helpline has access to telephone interpreters who provide more than 200 different languages in real-time, ensuring that anyone in a situation of modern slavery can get the help and support they need at the time they call.

In 2020 the Helpline took over 6,000 helpline calls and almost 2,000 webforms and app submissions. Callers reported more than 1,700 situations of modern slavery, indicating just shy of 3,500 potential victims. Additionally, the Helpline responded to over 600 situations of reported labour abuse.

Last year saw a decrease of 14% in the number of incoming calls, apps and web forms compared to 2019. This is presumably due to the pandemic and the various stages of lockdown throughout 2020, which meant some typical sectors were not in operation and, we suspect, led to fewer members of the public contacting the Helpline.

Our desire to partner with diverse organisations and businesses continues. We are connecting with more organisations and businesses who share our desire for a world without slavery. The Helpline remains the single point of contact, not only for all Government-led and many partner-led modern slavery-related campaigns, but now more businesses who recognise the expertise offered by the Helpline in complex modern slavery cases related to labour exploitation and labour abuse.

Throughout 2020 the Helpline provided more than 1,500 referrals to other agencies, including the police, local authorities, Gangmasters' and Labour Abuse Authority and other NGOs – as well as instigating law enforcement action and providing support services to those in need.

Modern Slavery & Exploitation Helpline – published statistics:

| | Incoming Calls | Webforms/ App | PVs | Cases | Referrals/ signposts |
|---|---|---|---|---|---|
| **2020** | 6,052 | 1,924 | 3,481 | 1,742 | 3,080 |
| **2019** | 7,073 | 2,163 | 4,739 | 1,812 | 3,844 |
| **2018** | 6,012 | 1,393 | 7,121 | 1,849 | 3,382 |
| **2017** | 3,710 | 710 | 4,886 | 1,271 | 2,483 |
| **2016** | 468 | 13 | 620 | 165 | 175 |
| **Total** | **23,315** | **6,203** | **20,847** | **6,839** | **12,964** |

## 2020 in focus – Equipping stakeholders

### Working with business

With 21 million people trapped in forced labour around the world, the chances are that most businesses will have some kind of exploitation in their supply chains. Businesses therefore have huge potential to influence the fight against modern slavery.

Our unique business services, drawing on our Modern Slavery & Exploitation Helpline data, are designed to help companies address labour abuse and exploitation in supply chains and their own operations, and manage future risks.

This work also provides an important source of income for the charity, and we aim to continue growing this part of our work in line with our strategy to 2027.

In 2020 we stepped up the marketing of our business services – which include consultancy, and exclusive modern slavery reports via our business portal. We doubled the number of businesses signed up to the portal to eight, adding Aldi, British Land, PMP Recruitment and Wellcome Trust to the list of organisations we work with. At the time of writing, we were onboarding a further eight companies to the portal.

We also provide training to businesses and other organisations, such as statutory agencies, working to prevent modern slavery or supporting survivors. Due to the Covid-19 pandemic, however, much of our scheduled face-to-face training for 2020 was postponed or cancelled.

To overcome and positively respond to our inability to train in person we expanded our generic and bespoke e-learning programmes.

We now have over eight different e-learning packages ranging from general training, training for first responders, and training for procurement specialists; we also have several sector-specific e-learning packages including construction, finance, food and agriculture.

These packages have already been made available to more than 2,000 individuals.

During 2020 we ran more than 35 training sessions, providing more than 82 hours of training to local authority personnel, policing, health workers, housing providers and businesses.

Our Spotlight programme for young people and those who work with them was also delivered digitally through a new e-learning package, which was well received by participants.

This allowed us to deliver on our outstanding commitment to raise awareness and strengthen resilience to exploitation among young people.

## South West Anti-Slavery Partnership (ASP)

The Anti-Slavery Partnership's (ASP) mission is to support and enable the discovery of, and response to, incidents of modern slavery and exploitation. We do this through a victim-centred, multi-agency and collaborative community effort at both a local and regional level. Unseen helped found the South West ASP in 2009 and has since coordinated and co-chaired it.

The ASP has been central to the continued focus on modern slavery in 2020, and Unseen has worked to ensure that modern slavery and its victims have remained a priority for statutory partners during the pandemic.

This has been achieved through:

- coordinating and leading the move to online forums to allow partners to connect and share key information during the pandemic;
- acting as a conduit for information around the region, regularly providing partner agencies with updated trends and best practice during the pandemic;
- designing and hosting online conferences to encourage frontline staff to remain vigilant to modern slavery despite the pandemic;
- facilitating growth in e-learning among partner agencies;
- expanding membership to include greater representation from NGOs (Non Governmental Organisations) and community organisations, connecting statutory agencies to grassroots.

## The Eastern Region Anti-Slavery Partnership

The Eastern Regional Anti-Slavery Partnership continued to meet virtually during 2020, maintaining a collaborative working approach to support all the regions anti-slavery partnerships in their responses to incidents and the threat of modern slavery and human trafficking.

The partnership has provided a vehicle for engagement with the office of the Independent Anti-Slavery Commissioner (IASC), raising awareness of the focus and ongoing developments of the IASC across the region.

A key area of concern in 2020 was the impact of changes to immigration rules, and the partnership has facilitated engagement with the Modern Slavery and Organised Immigration Crime Unit, and Migrant Help, to share their insights.

The partnership has also actively promoted the availability and utilisation of Police and Crime Commissioner (PCC) funding during the past year.

## Bedfordshire Anti-Slavery Partnership

In 2020 the Bedfordshire Anti-Slavery Partnership met infrequently due to the pandemic.

Bringing together a wide range of diverse partners across Bedfordshire, the partnership forms an important part of the governance structure in Bedfordshire to tackle exploitation and protect vulnerable people.

Throughout the year the partnership has supported the development of a new initiative focused on raising awareness of exploitation, which brings together the various groups and committees who meet regularly, such as the community safety partnership.

The partnership remains committed to strengthening collaboration and combining resource, experience and expertise to raise awareness across the county through existing and new channels.

## 2020 in focus – Influencing society

### Addressing digital exclusion among survivors of modern slavery – a joint project with BT and Bristol University

In 2020 Unseen worked on a project with BT and Bristol University to provide residents with a smartphone and data, to be used in any way they liked. We were eager to find out more about what has become known as "digital exclusion" among vulnerable groups, and how phones might improve the wellbeing of survivors of modern slavery.

This was a positive project in that clients were able to stay connected with the outside world when so many normal community links were being scaled back – from making video calls to friends and support workers, to continuing their education, to being able to stream TV programmes.

We are currently collating our findings and will publish a report on the project in 2021.

### Unseen Children's House report

In 2020 we published our report on our findings from the Unseen Children's House pilot, following academic assessment and appraisal of the project. The project, which ended in 2019, was set up to provide care for young people of all genders who experienced trafficking and slavery and were looked-after children.

The report, entitled Missing Home, highlighted how systemic failings in the care system, poor training and cost-cutting are contributing to a shocking number of trafficked children still disappearing from care.

With the children's house, however, Unseen piloted an alternative "accommodation-plus" support model. This combined the care and nurture of a family environment with the elevated levels of supervision and risk management of a registered children's home, plus the added security of a safehouse with specially trained staff. Importantly, during the project, no children in the home went missing.

The report was partly funded by the Home Office, and we shared our report and recommendations with them as well as the Children's Commissioner, who congratulated us on the report and its recommendations.

### Advocacy

- As an authority on modern slavery and human trafficking, we took part in many Westminster and Government briefings and input to various policy and legislative reviews.
- At the outbreak of the Covid-19 pandemic, we worked with other charities on a campaign to get more Government support for voluntary sector organisations providing vital frontline services, including supporting the survivors of modern slavery.

- For Anti-Slavery Day 2020 we launched our #whatareyoudoing campaign, asking businesses what they are doing about forced labour in supply chains. Media coverage of Unseen at the time created more than 1 million opportunities to read about our work, while others, such as MPs, major supermarkets and some Police and Crime Commissioners shared our campaign on social media.
- We chair the Modern Slavery Strategic Implementation Group – Transparency in Supply Chains and are members of the Prevent and Protect groups. These groups engage with the Home Office and help them develop policy.
- Despite Brexit and the UK leaving the EU, we remain members of and attend the EU Civil Society Platform.
- We had a high-level engagement with the devolved governments of Scotland, Northern Ireland and Wales to improve the response to modern slavery and human trafficking in those countries.
- We acted as an advisor to Tech Against Trafficking.
- We took part in multiple speaking engagements to business and the Third Sector. Covid-19 restrictions meant these took place, for the most part, remotely.

## Digital and social media

We use our social media channels and our website to raise awareness of modern slavery and human trafficking, and to encourage people to spot the signs of exploitation and report concerns to the Helpline.

Our social media following continued to grow throughout 2020, with the result that our messages about modern slavery are reaching ever more people. Of note is the growth in our LinkedIn channel, reflecting our strategic ambitions to significantly develop our business services.

| Channel | Followers Dec 2019 | Followers Dec 2020 | % increase |
|---|---|---|---|
| Unseen Facebook | 6,869 | 7,434 | 8% |
| Helpline Facebook | 2,655 | 2,777 | 4% |
| Unseen Twitter | 11,107 | 11,372 | 2% |
| Helpline Twitter | 5,167 | 5,926 | 15% |
| LinkedIn | 2,070 | 3,053 | 47% |
| Instagram | 1,590 | 2,169 | 36% |
| YouTube | 74 | 95 | 28% |

## Media

Our work with the media – broadcast, online and print – is vital to drive reporting to the Helpline, encourage support for our activities, and raise awareness of modern slavery and human trafficking.

We are trusted by the media for our expertise and robust data and in 2020 we continued to provide authoritative comment and analysis, as well as contribute articles, to a wide range of titles and outlets – including the BBC and Sky news, local and national radio, the Daily Telegraph, the Sun and the Scottish Daily Star.

## Patron

Our thanks go out to our patron Levison Wood, who has continued to show his support throughout 2020 and use his considerable profile to help raise awareness of Unseen among the public.

## 2020 in focus - Ensuring organisational sustainability

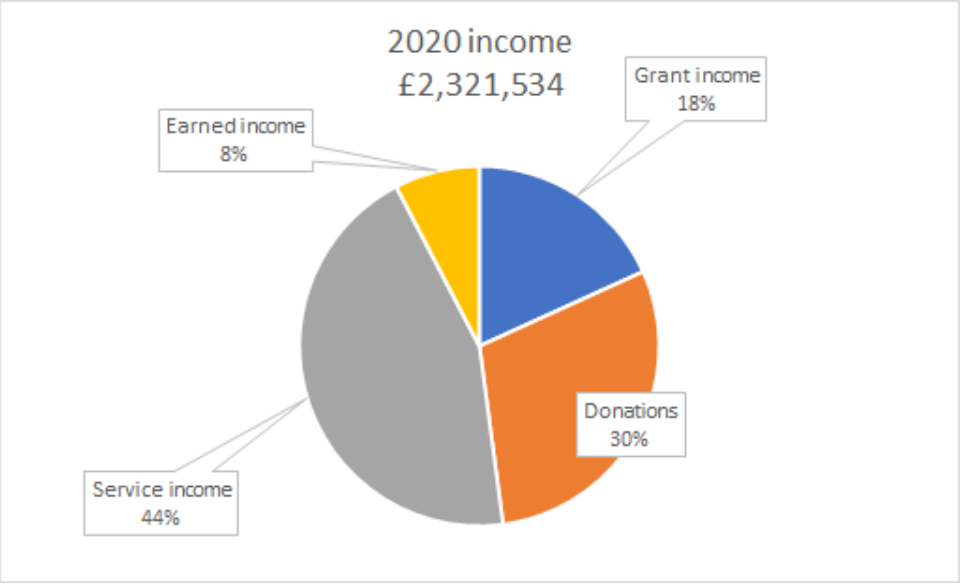
### Income

Our total income for the year was £2,321,534 – an increase of £79,804 or 4% on the previous period.

This increase in overall income masks a challenging year, where fundraising-related income decreased by £198,867, or 16%, on the previous year. This figure was offset by a £121,916 increase in income from our involvement in the Modern Slavery Victim Care Contract, most notably in relation to our outreach services and an indexation increase on the contract. It should also be noted that our income for 2020 includes £92,327 claimed under the Coronavirus Job Retention Scheme (CJRS), where team members were not able to perform their role in full from home. Had it not been for CJRS, our overall income would have decreased by £12,523

A new iteration of the Modern Slavery Victim Care Contract commenced on 4 January 2021. Due to a change in pricing mechanism, we will see a fall in income of around 20% per survivor supported under the new contract.

To decrease our reliance on donations, we have been increasing our focus on our business services, as detailed on page 16. The provision of these services gives us a reliable, repeatable source of income, while being in strong alignment with our aims.



## Expenditure

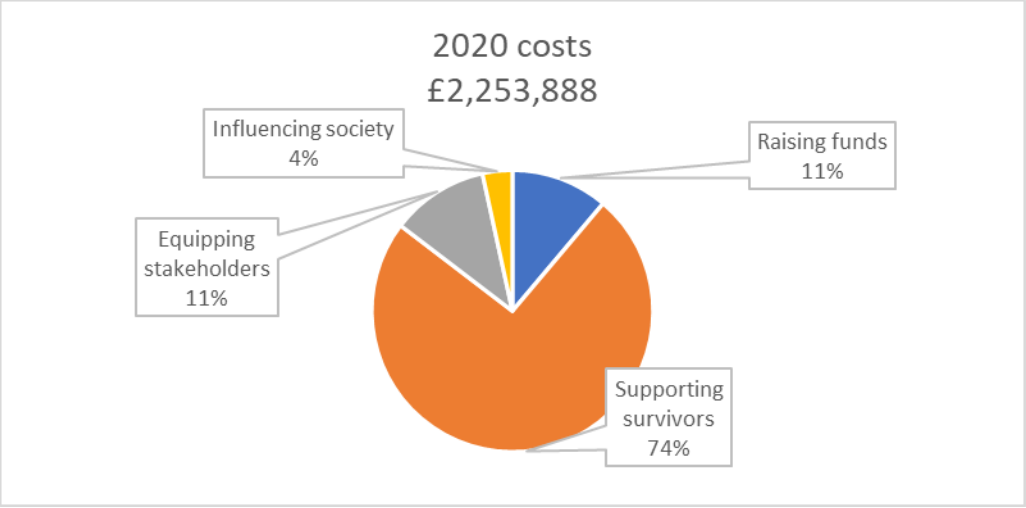
Total expenditure for the year was £2,253,888, a decrease of £164,503, or 7%, on the previous year. Some of this decrease is reflected by a full year of cost cutting measures taken at the Modern Slavery & Exploitation Helpline in 2019.

We also undertook a number of measures in 2020. In response to Covid-19, senior managers agreed a significant, temporary voluntary pay cut, which we are pleased to say we've been able to reverse in 2021. We also had to undertake a further restructuring exercise at the Modern Slavery & Exploitation Helpline to reduce expenditure in line with achievable income. Despite these cuts, we have been able to maintain a 24/7 operation, albeit with great strain upon the team.

The unit economics of the new Victim Care Contract from January 2021 mean that we were sadly not able to maintain the levels of support we provided on the previous contract. The majority of these cost reductions will be seen in 2021, along with the corresponding reduction in income.

Throughout 2020, we placed a significant emphasis on finding financial efficiencies, which we could deliver without impacting frontline services. We have in-housed both our HR and Finance functions, while retaining support from external specialists as well as being able to cease some non-essential expenditure.

Of our £2,253,888 total expenditure, £2,001,998 was spent directly on charitable activities.



## Principal risks

To achieve our vision, we must manage risks effectively.

Our principal risks are:

- Changes in the political environment. There are several Government-led initiatives in play currently, including policy reviews of modern slavery; however, we have been successful in re-tendering for the Victim Care Contract.
- Securing sustainable funding. A key strategic aim for the charity is to diversify income streams and move towards a sustainable funding model.
- Brexit presents a significant risk in terms of Government funding for modern slavery, the Government's bandwidth to deal with other issues, and the impact on fundraising income should this lead to an economic downturn.

Covid-19 has brought unprecedented challenges to the whole of the charity sector: individual donors have suffered financial hardship; fundraising events have had to be cancelled and corporate donors have suffered major disruptions to their businesses.

The Trustees acknowledge their responsibility for the management and control of the organisation and therefore are involved in the key aspects of the risk management process. Risks are explicitly identified and considered as part of the Trustees' approach to making decisions, and an overall risk review is included in the charity's annual governance calendar.

The major risks to the charity have been reviewed during the year, and control systems and policies are in place to ensure that risks are appropriately identified and managed at all levels of the organisation.

Under the direction of the Trustees, the Executive Team has reviewed all forms of insurance to ensure that the cover provided is adequate for Unseen offices and secure accommodation needs. This review will be revisited each year as the policies in place come up for renewal.

Also, we have outsourced some operational areas, such as IT support, to third parties who provide relevant expertise in these areas. As a result, the Trustees are confident that the organisation complies with current legislation and effectively manages the related risks.

## Going concern

The Financial Statements have been prepared on a going concern basis.

Net assets at the balance sheet date were £736,928 (2019: £669,282) and net current assets at the balance sheet date were £705,044 (2019: £627,295). At the year-end, the balance of cash and bank balances held by the charity was £740,866 (2019: £525,729) and the level of unrestricted reserves is £539,096 (2019: 578,870). In addition to the year-end unrestricted reserves of £539,096, the charity has designated £163,100 of reserves, where no restriction exists, to the Modern Slavery & Exploitation Helpline.

The trustees aim to maintain minimum unrestricted reserves equivalent to nine months of unrestricted expenditure. At the year end, we held the equivalent of nine months of unrestricted expenditure.

Therefore, based on the level of reserves held and budgets prepared, the Trustees consider it appropriate to prepare the Financial Statements on the going concern basis.

After reviewing the charity's budgets and its reserves, the Trustees have a reasonable expectation that the charity has adequate resources to continue to operate for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

## Reserves policy

Our reserves policy is set to achieve a balance between ensuring that our work is protected from the risk of disruption that occurs at short notice because of a lack of funds and ensuring we do not retain income for longer than required.

The Trustees have determined that the charity needs free reserves for the following purposes:

- To protect against unforeseen income fluctuations, including the impact of Covid-19.
- To provide the resources to enable the organisation to execute its strategy to diversify income streams.
- To provide working capital for the effective running of the organisation.
- To enable Unseen to invest in emerging opportunities should the trustees decide to.
- To prepare for the launch of a new project or service such that a significant proportion of funding is secured ahead of the project launch.

The Trustees further determined that Unseen should be holding sufficient unrestricted reserves equal to nine months of back-office expenditure at the budgeted activity level. Based on the above policy, the Trustees calculate that the target level of free reserves would be £571,365.

We plan to utilise these reserves as we move towards a greater level of income diversification and also continue to grow the charity so we can maximise our impact. The last few years have shown the importance of holding significant reserves, which enable us to absorb fluctuations in income and continue to make decisions that are in the best interests of the charity and its stakeholders.

## Fundraising campaigns

Unseen is fully compliant with Section 13 of the Charities (Protection and Social Investment) Act 2016. Unseen's fundraising approach in 2020 centred on trusts and foundations, statutory funding, corporate partnerships, and voluntary donations.

Fundraising was achieved through the submission of bids, delivery of appeals, events and partnership building. We had corporate partners who donated through their business, took part in employee fundraising, and donated their products/services as gifts in kind. We also benefited from pro-bono support through our corporate supporters.

Unseen's fundraising team leads on delivery of its campaigns and appeals. In 2020, we launched an appeal in response to the Covid-19 pandemic's impact on our income and service delivery. The campaign was conducted via emails to our supporters and via our social media. We did not contact people from cold lists, nor do we give or sell supporters' details to anyone else. Details regarding our approach to fundraising are on our website, detailed in our Privacy Policy. It is vital that we communicate with our supporters in the manner they prefer, and we are very keen to respect their privacy and communication preferences.

## Fundraising Regulator and Code of Practice

Unseen was not part of any fundraising schemes in 2020. We are registered with the Fundraising Regulator and operate at a best practice level in relation to the Code of Fundraising Practice. We ensure we are up to date and compliant with any changes to the Fundraising Code of Practice and are signed up to its bulletins.

Unseen takes its responsibilities under GDPR very seriously and we have an extensive Privacy Policy accessible through the home page of our website. We have compliance measures in place covering data retention, cleansing and supporter privacy, consent and preference management.

Unseen monitors all activity undertaken by members of its fundraising team and did not employ any third parties to conduct fundraising on our behalf. Unseen's fundraising team members are members of the Institute of Fundraising and we fully abide by its codes of conduct.

## Maintaining fundraising standards of others

Unseen did not use any professional fundraisers in 2020. We had partnerships with commercial participators by way of businesses donating a percentage of sales of their products/services to Unseen. The charity ensured compliance with legal and best practice obligations in relation to commercial participators, as detailed in partnership agreements between the charity and corporate partners.

We also share the obligations partners are obliged to adhere to within the Fundraising Code of Practice before an agreement is reached, to ensure they maintain fundraising standards. There have been no instances of failure to comply with a scheme or standard cited.

## Complaints

In 2020, Unseen received one complaint from a supporter which related to a request from Unseen to adjust where a donation was being allocated. The team always take complaints very seriously and do their utmost to ensure supporters are listened to and are happy to be a part of our work. These issues were concluded satisfactorily, with the supporter generously donating towards Unseen's work.

## Protecting vulnerable people

To protect vulnerable people and others from unreasonable intrusion on a person's privacy, unreasonably persistent approaches, or undue pressure to give, during or in connection with fundraising for the charity, Unseen has an opt-in mechanism on all its fundraising materials, so that supporters only receive communications that they have consented to and via the channel they prefer.

Unseen only contacts individual supporters if it has consent or legitimate interest to do so. We will never contact or continue communication with an individual who we have reason to believe is vulnerable. Unseen does not conduct telephone, door-to-door, or street fundraising to the public.

## Staffing and organisational structure

We are committed to ensuring that all those who work for us are treated equally and rewarded fairly. Their expertise and dedication are essential for our services. We are determined and committed to ensuring as much funding as possible goes towards project staffing, supported by an effective and lean support team structure.

Unseen operates a clear pay scale which all staff are on. It is benchmarked to the NJC pay scale which is widely used in the public and voluntary sectors. All staff are paid the Real Living Wage or higher. Policies and procedures are in place to ensure we pay all staff fairly for the same roles, regardless of gender or any other characteristic.

Key management personnel are the members of our Executive Team who are Andrew Wallis (CEO), Justine Currell and Matt Portt.

The hourly rate of the highest-paid employee is 3.06 times higher than the median pay of the charity.

## Volunteers

We are hugely grateful to our incredible volunteers who give up their time and energy in the fight against modern slavery. We have up to 30 volunteers who volunteer for various projects and staffing public-facing events for us. Covid-19 has reduced our ability to work with these individuals and we are looking forward to welcoming them back, post-pandemic.

## Plans for the future

The Charity's priorities are set out below. We plan to:

- Successfully deliver a new organisational strategy to 2027, following a delay to our strategy roll-out due to the pandemic, where the immediate focus was on the continuation of delivery of all frontline services during the crisis.
- Radically expand our consultancy and training with businesses of all sizes to address modern slavery issues in their practices and supply chains.
- Continue to expand our reintegration programme and strive for excellence in other frontline services, using our data to strengthen and develop the support we offer.
- Put the Modern Slavery & Exploitation Helpline on a sustainable footing so we can continue to enhance the UK's response to combatting modern slavery.
- Work with partners to ensure modern slavery remains a priority for the Government.
- Collaborate more to ensure victims and survivors get the service they deserve.
- Develop policy, individually and collaboratively, to ensure the UK is at the cutting edge of tackling modern slavery and human trafficking.
- Continue to share our policy and operational expertise with other countries.
- Continue to develop diverse income streams – increasing regular giving, corporate and community fundraising, expanding our training programmes and services to businesses.
- Continue to be committed to finding long-term, strategic and systemic solutions to trafficking and modern slavery, drawing on the latest data and technology.

## Governance and management information

### Legal status

Unseen is a Charitable Company Limited by Guarantee and governed by its Memorandum and Articles of Association. There are therefore no shares in issue. In event of the company being wound up, the members are required to contribute an amount not exceeding £1. Unseen is registered as a charity with the Charity Commission.

### Governance

During the year, the Trustees have considered the requirements of the Charity Governance Code and its seven principles – leadership, integrity, decision making, risk and control, board effectiveness, diversity, openness, and accountability – and believe that these principles are consistent with how the organisation is governed.

### Appointment of Trustees

Due to the nature of the services Unseen provides, the Board of Trustees seeks to appoint members who have a wide range of appropriate skills and knowledge of the sector that will allow them to govern and grow the charity successfully.

Unseen has an experienced, knowledgeable, and diverse Trustee board with a range of skills and experience, including financial planning and advice, project management, human resources, management, health and social work, advocacy and partnership, policy knowledge, policing, law, fundraising and government strategy.

### Recruitment

An annual skills audit is conducted and allows the Trustees to identify potential gaps in the Board that can then be suitably recruited for. The charity's governing document permits a maximum of 12 Trustees. One-third of Trustees (or the number nearest one third) must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A Trustee may be reappointed for a maximum of nine consecutive terms. However, the Trustees see immense value in ensuring that new, high-calibre individuals are added to the Board, bringing fresh perspectives and skills to help the charity develop.

When a new Trustee joins the Board, there is an induction process, including visits to operations, a detailed file of responsibilities, observer status at a Trustee Board meeting and an interview with the CEO and Chair of Trustees in advance of an appointment. There is also on-going training of current Trustees.

## Diversity

The Trustees recognise that having a board consisting of diverse individuals can support its effectiveness and leadership, and enhance decision making through the consideration of a wide variety of perspectives, experience, and skills.

Training has been provided to Trustees so that as a Board we are aware of diversity and our responsibilities in this area. We seek to minimise barriers around the attendance of Board meetings, for example ensuring that meetings are held with full disabled access and that Trustee expenses are fully reimbursed.

The make-up of the Board is diverse in many ways, as was noted by the GSK IMPACT Awards during the due diligence process leading to the selection of Unseen as a 2018 winner. But the Trustees observe that currently, diversity is lacking in ethnic background. As an organisation, we do not favour a quota approach to the diversity issue and instead we focus on ensuring that the Board is as diverse as possible within the need to recruit Trustees with the right skills and experience. We continue to seek diverse people from a multitude of backgrounds.

## Meetings

Directors meet a minimum of three times a year per the charity's governing document. During the Covid-19 emergency, Directors met bi-monthly as extra support and to ensure proper oversight of the charity during the pandemic.

## Organisational structure and Executive Team

The CEO has been appointed by the Trustees to oversee the running of the charity through the Executive Team. For matters significantly affecting the charity's operations, decisions are discussed in detail by the Executive Team and the Board of Trustees together before a decision is made.

Concerning the setting of pay and remuneration of key management personnel, there is an approved pay-scale and executive remuneration is approved by the Board of Trustees. A Remuneration Sub-Committee of the Board was established in 2016.

## Safeguarding

As a values-led organisation, we are committed to the safeguarding of children and vulnerable adults in everything we do.

Enhanced Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who work with vulnerable people being supported by Unseen. All Trustees and the Executive Team are subject to a Standard Enhanced DBS check.

Also, we:

- have a Trustee with responsibility for safeguarding
- provide ongoing safeguarding training for all frontline staff
- have a monthly safeguarding report which captures all risks recorded and our response to these incidents. This ensures transparency in our actions and decision making. This report is submitted to the Senior Leadership Team monthly and Trustees every quarter for critique.

## GDPR

As an organisation, we are committed to embedding the principals of GDPR within all our operations. We value the trust that the public and our beneficiaries place in us and we are fully committed to ensuring that we are good custodians of people's personal data. To this end, we will continue to monitor our compliance with data protection laws and seek to implement improvements when identified.

## Partnerships

Collaboration is a key value for Unseen as we recognise that we cannot achieve our vision without working with partners across government – local and central – business and public services.

We continue to work closely in partnership with a range of statutory, law enforcement and non-governmental agencies, including:

- Home Office
- Police Forces across the UK
- Modern Slavery Police Transformation Unit
- Police and Crime Commissioners
- UK Visa and Immigration
- UK Border Force
- Gangmasters and Labour Abuse Authority
- National Crime Agency: Modern Slavery and Human Trafficking Unit
- TISC Report
- City councils and local authorities
- Children's Services and Safeguarding Children and Adults Boards
- Devolved Administrations
- NHS
- Regional and local Anti-Slavery Partnerships and their members (statutory, law enforcement, Third Sector)
- Local and national businesses
- Other NGOs to develop and deliver services to survivors of modern slavery and trafficking.

Unseen continued to be a sub-contractor during 2020 for The Salvation Army, who are prime contractors for the Home Office to provide support services to adult victims of human trafficking and modern slavery. From 2021 we will continue to be a sub-contractor under the Government's new Victim Care Contract (VCC).

Unseen also works closely with a range of corporate partners to deliver its services, including the delivery of the Modern Slavery & Exploitation Helpline.

Corporate partners in 2020 included:

- Bristol City Council
- The Henry Smith Charity
- Quartet Community Foundation
- Medlock Charitable Trust
- The Pilgrim Trust
- The Peter Stebbings Memorial Charity
- John James Bristol Foundation
- The Nisbet Trust
- The National Lottery Community Fund
- The Wixamtree Trust
- Postcode Neighbourhood Trust
- Batchworth Charitable Trust
- Garfield Weston Foundation
- The Swire Charitable Trust
- The Emmanuel Kaye Foundation
- The Fairfield Charitable Trust
- Holbeck Charitable Trust
- Dandia Charitable Trust
- Souter Charitable Trust
- CAF
- Berkshire Community Foundation
- Delfont Foundation
- Amazon
- BT
- Convercent
- NBCUniversal International
- Nestle
- Cordant Group /PMP Recruitment
- Shambala Festival
- Tesco
- The Waves Group
- Vodafone Foundation
- Dyson
- Achilles
- Aldi
- British Land
- JD Sports
- John Lewis Partnerhsip
- M & S
- Next
- Very
- Wellcome Trust
- Sir Robert McAlpine
- Hargreaves Lansdown
- Nationwide
- Nat West

## Statement of Trustees' responsibilities

The charity Trustees (who are also the Directors of Unseen (UK) for the purposes of company law) are responsible for preparing the Trustees' Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 Charitable Company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that year. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statement
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees have complied with section 17(5) of the Charities Act 2011 by having due regard to the Charity Commission's guidance on public benefit.

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

The Trustees confirm (to the best of their knowledge) that there is no information relevant to the audit that the auditors are unaware of. The Trustees also confirm they have taken every necessary step to ensure they themselves are aware of all relevant financial information and that this information has been communicated to the auditors.

## Auditors

Following a competitive tender process, Albert Goodman was appointed as auditors in November 2020 for the 2020 financial year. A resolution for the appointment of auditors for the 2020 financial year was proposed and passed at a meeting of Trustees on 26th November 2020. The charity has taken advantage of the exemptions available to small companies and has not prepared a strategic review.

This report was approved by the Board of Trustees on 20 September 2021 and signed on their behalf by:

**Chair: Daniel Morris** **Trustee: Ian Theodoreson**

**Unseen (UK)**
Reference and Administrative Details
For the Year Ended 31 December 2020

## Executive information

**Charity name**
Unseen (UK) trading as Unseen

**Company number**
06754171 (England and Wales)

**Charity number**
1127620 (England and Wales)

**Company Registered Office and charity address**
7 Hide Market, West Street, St Philips, Bristol BS2 0BH

**Subsidiary undertakings**
Business for the Unseen Limited (incorporated 27 November 2017, dissolved 25 May 2021)

**Trustees**
Daniel Morris – Chair
Dr Jan Birtle – Vice Chair
Samantha Burt
Steve Daykin
Jonathan Frank
Steven Jeffries
Raquel McGarth (appointed March 2021)
Rob Taylor (resigned 15 June 2020)
Anny Tubbs (resigned 22 August 2020)
Ian Theodoreson

**Executive team**
Chief Executive Officer – Andrew Wallis OBE
Director – Justine Currell
Director – Kate Garbers (resigned 31 July 2020)
Finance Director – Matt Portt

**Patron**
Levison Wood

**Bankers**
Bank of Scotland, Pentland House, 8 Lochside Avenue, Edinburgh EH12 9DJ
Triodos Bank UK, Deanery Road, Bristol BS1 5AS

**Auditors**
Albert Goodman, Goodwood House, Blackbrook Park Ave, Taunton TA1 2PX

**Unseen (UK)**
Independent Auditors' Report to the Trustees and Members
For the Year Ended 31 December 2020

## Opinion

We have audited the financial statements of Unseen (UK) (the 'charitable company') for the year ended 31 December 2020, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' 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.

**Opinion on other matter prescribed by the Companies Act 2006**
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' 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 Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

In the light of our 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 Directors' Report included within the Trustees' Report.

**Matters on which we are required to report by exception**
We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

**Responsibilities of trustees**
As explained more fully in the Statement of Trustees' Responsibilities set out on page 14, 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.

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

**The extent to which the audit was considered capable of detecting irregularities including fraud**
Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity SORP FRS 2019, Safeguarding Vulnerable Groups Act 2006, anti-bribery, employment, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

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

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

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

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the company's legal advisors and insurers.

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

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

**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 and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Michelle Ferris FCA
Senior Statutory Auditor
for and on behalf of
Albert Goodman LLP
Chartered Accountants
Statutory Auditor

Goodwood House
Blackbrook Park Avenue
Taunton
Somerset
TA1 2PX

Date: 24 September 2021

**Unseen (UK)**
Statement of Financial Activities (including Income and Expenditure Account)
For the Year Ended 31 December 2020

| | Notes | Unres-tricted funds £ | Res-tricted funds £ | 2020 Total funds £ | Unres-tricted funds £ | Res-tricted funds £ | 2019 Total funds £ |
|---|---|---|---|---|---|---|---|
| **Income:** | | | | | | | |
| Donations and legacies | 3 | 802,356 | - | 802,356 | 870,858 | 256 | 871,114 |
| Charitable activities | | | | | | | |
| *Supporting survivors* | 4 | 990,871 | 297,793 | 1,288,664 | 683,474 | 407,876 | 1,091,350 |
| *Equipping stakeholders* | 4 | 206,408 | 18,000 | 224,408 | 260,972 | - | 260,972 |
| *Influencing society* | 4 | - | - | - | - | - | - |
| Other trading activities | | 27 | - | 27 | 15 | - | 15 |
| Other incoming resources | | 6,079 | - | 6,079 | 18,279 | - | 18,279 |
| **Total income** | | 2,005,741 | 315,793 | 2,321,534 | 1,833,598 | 408,132 | 2,241,730 |
| **Expenditure:** | | | | | | | |
| Raising funds | 5 | 251,890 | - | 251,890 | 227,024 | - | 227,024 |
| Charitable activities | | | | | | | |
| *Supporting survivors* | 6 | 1,321,638 | 352,353 | 1,673,991 | 1,339,616 | 452,526 | 1,792,142 |
| *Equipping stakeholders* | 6 | 231,519 | 19,120 | 250,639 | 159,389 | 140,926 | 300,315 |
| *Influencing society* | 6 | 77,368 | - | 77,368 | 93,062 | 5,848 | 98,910 |
| **Total expenditure** | | 1,882,415 | 371,473 | 2,253,888 | 1,819,091 | 599,300 | 2,418,391 |
| **Net income / (expenditure)** | | 123,326 | (55,680) | 67,646 | 14,507 | (191,168) | (176,661) |
| Transfer between funds | 16 | - | - | - | (172,894) | 172,894 | - |
| **Net movement in funds** | | 123,326 | (55,680) | 67,646 | (158,387) | (18,274) | (176,661) |
| **Reconciliation of funds** | | | | | | | |
| Total funds brought forward | | 578,870 | 90,412 | 669,282 | 737,257 | 108,686 | 845,943 |
| **Total funds carried forward** | | 702,196 | 34,732 | 736,928 | 578,870 | 90,412 | 669,282 |

The statement of financial activities has been prepared on the basis that all operations are continuing operations. There were no gains or losses arising in the year that are not shown above.

The statement of financial activities incorporates the income and expenditure account.

| | Notes | Unrestricted Funds 2020 £ | Restricted Funds 2020 £ | Total 2020 £ | Unrestricted Funds 2019 £ | Restricted Funds 2019 £ | Total 2019 £ |
|---|---|---|---|---|---|---|---|
| **Fixed assets** | | | | | | | |
| Tangible fixed assets | 12 | 31,883 | - | 31,883 | 35,763 | 6,223 | 41,986 |
| Investments | 13 | 1 | - | 1 | 1 | - | 1 |
| | | 31,884 | - | 31,884 | 35,764 | 6,223 | 41,987 |
| **Current assets** | | | | | | | |
| Debtors | 14 | 340,382 | 46,228 | 386,610 | 254,476 | 1,525 | 256,001 |
| Cash at bank and in hand | | 618,826 | 122,040 | 740,866 | 414,750 | 110,979 | 525,729 |
| | | 959,208 | 168,268 | 1,127,476 | 669,226 | 112,504 | 781,730 |
| **Liabilities:** | | | | | | | |
| Creditors falling due within one year | 15 | (288,896) | (133,536) | (422,432) | (126,120) | (28,315) | (154,435) |
| Net current assets | | 670,312 | 34,732 | 705,044 | 543,106 | 84,189 | 627,295 |
| **Total net assets** | | 702,196 | 34,732 | 736,928 | 578,870 | 90,412 | 669,282 |
| **The funds of the charity:** | | | | | | | |
| Restricted funds | 16 | - | 34,732 | 34,732 | - | 90,412 | 90,412 |
| Unrestricted funds | 16 | 539,096 | - | 539,096 | 578,870 | - | 578,870 |
| Designated funds | 16 | 163,100 | - | 163,100 | - | - | - |
| **Total charity funds** | | 702,196 | 34,732 | 736,928 | 578,870 | 90,412 | 669,282 |

The financial statements have been prepared and delivered in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Approved by the Board of Trustees for issue on 20 September 2021 and signed on their behalf by:

D Morris
Chair

I Theodoreson
Trustee

**Unseen (UK)**
Statement of Cash Flows
For the Year Ended 31 December 2020

| | Notes | 2020<br>£ | 2019<br>£ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Net movements in funds for the year | | 67,646 | (176,661) |
| Adjustments to cash flows from non-cash items | | | |
| Proceeds on disposal of fixed assets | 13 | - | 1 |
| Depreciation and amortisation | 12 | 20,986 | 24,085 |
| | | 88,632 | (152,575) |
| Working capital adjustments | | | |
| (Increase)/decrease in debtors | 14 | (130,609) | (68,584) |
| Increase/(decrease) in creditors | 15 | 267,997 | (72,216) |
| Net cash flow from operations | | 226,020 | (293,375) |
| **Cash flows from investing activities** | | | |
| Purchase of fixed assets | 12 | (10,883) | (30,583) |
| Net cash provided by/(used in) investing activities | | (10,883) | (30,583) |
| Net increase/(decrease) in cash and cash equivalents | | 215,137 | (323,958) |
| Cash and cash equivalents at the beginning of the reporting period | | 525,729 | 849,687 |
| Cash and cash equivalents at the end of the reporting period | | 740,866 | 525,729 |
| **Analysis of cash and cash equivalents** | | | |
| Cash at bank and in hand | | 740,866 | 525,729 |

## 1 Accounting Policies

### 1.1 Basis of accounting

Unseen (UK) is a company limited by guarantee incorporated in the United Kingdom under the Companies Act. The maximum liability of each member is limited to £1. The address of the registered office is given on page 1. The principal activities of the Charity are the provision of help and assistance for those who are victims of human trafficking and raising awareness of human trafficking locally, regionally, and nationally.

The financial statements have been prepared in £ sterling on the historical cost basis and 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) (effective 1 January 2019) - (Charities SORP (FRS 102)) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The charity has one wholly owned subsidiary (Business for the Unseen Limited- Company number 11083594). The subsidiary company is considered immaterial to the group and has therefore not been consolidated into these accounts.

### 1.2 Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the 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. Amounts received which are not yet recognised are classified as deferred income.

Investment income is included when receivable.

Incoming resources from charitable trading activities are accounted for when earned.

**Donated services and facilities**

Donated 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. On receipt, donated 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.

In accordance with the Charities SORP (FRS 102), the general volunteer time of the supporters is not included as income. Refer to the Trustees’ Report for information about volunteers’ contributions.

1.3 **Expenditure**

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 associated with 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 that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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

1.4 **Tangible fixed assets and depreciation**

Individual fixed assets costing more than £250 are capitalised at cost. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

| | |
|---|---|
| Fixtures and fittings | Straight line basis over 5 years |
| Computer equipment | Straight line basis over 3 years |

1.5 **Investments**

Investments in subsidiaries are held at cost.

1.6 **Debtors**

Accrued income is recognised at the settlement amount due and prepayments are valued at the amount prepaid.

1.7 **Cash at bank and in hand**

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

1.8 **Creditors**

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.

1.9 **Taxation**

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

1.10 **Operating lease commitments**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged in the Statement of Financial Activities on a straight-line basis over the period of the lease. The charity has operating leases for the premises in which they operate. The title of the leased premises remains with the lessor.

1.11 **Fund accounting**

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

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

1.12 **Judgements and estimates**

Key accounting judgements and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The resulting accounting estimates will, by definition, seldom equal the related actual results. The Trustees believe that the most significant area of estimation relates to the recognition of grant income. The policy applied is outlined above in this accounting policies note.

1.13 **Covid-19**

The Trustees have considered the implications of the Covid-19 pandemic on the operations of the charity. As outlined in the Trustees Report, the charity has continued to operate throughout the pandemic, and use was made of some government funding where appropriate. A reduction in income has been forecast for future years, however costs have been aligned with anticipated income and there are sufficient reserves to cover any temporary reduction. Taking into account all reasonable circumstances, the Trustees believe that the charity remains in a strong financial position, no adjustments to the accounts are considered necessary, and that the charity remains a going concern.

1.14 **Financial Instruments**

The charity only holds basic financial instruments as defined in FRS 102. The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost and details in note 18.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost and detailed in note 18. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

**2. Legal status of the Charity**

The charity is a Company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

## 3. Donations and legacies

| | Unrestricted funds £ | Restricted funds £ | 2020 Total £ | Unrestricted funds £ | Restricted funds £ | 2019 Total £ |
|---|---|---|---|---|---|---|
| Donations | 601,854 | - | 601,854 | 700,875 | - | 700,875 |
| Grants of general nature | 108,175 | - | 108,175 | 169,983 | - | 169,983 |
| Sponsor a room | - | - | - | - | 256 | 256 |
| **Exceptional government funding** | | | | | | |
| Coronavirus Job Retention Scheme grant* | 92,327 | - | 92,327 | - | - | - |
| | 802,356 | - | 802,356 | 870,858 | 256 | 871,114 |

The charity has been eligible to claim additional funding in the year from government support schemes in response to the coronavirus outbreak. The funding received is shown above under “exceptional government funding”. The charity furloughed some of its staff under the governments CJRS. The funding received £92,327 relates to staff costs which are included within note 9 as appropriate.

*Denotes government grants

## 4. Income from charitable activities

| | Unrestricted funds £ | Restricted funds £ | 2020 Total £ | Unrestricted funds £ | Restricted funds £ | 2019 Total £ |
|---|---|---|---|---|---|---|
| *Supporting survivors* | | | | | | |
| Service income | 990,871 | - | 990,871 | 683,474 | 12,300 | 695,774 |
| Grants received | - | 297,793 | 297,793 | - | 395,576 | 395,576 |
| | 990,871 | 297,793 | 1,288,664 | 683,474 | 407,876 | 1,091,350 |
| *Equipping stakeholders* | | | | | | |
| Service income | - | 18,000 | 18,000 | 173,178 | - | 173,178 |
| Training | - | - | - | 87,794 | - | 87,794 |
| Business services | 206,408 | - | 206,408 | - | - | - |
| | 206,408 | 18,000 | 224,408 | 260,972 | - | 260,972 |
| | 1,197,279 | 315,793 | 1,513,072 | 944,446 | 407,876 | 1,352,322 |

During the year to 31 December 2020 the following Trusts funds and other institutions supported the work of the Charity and the amounts below are included in grants received above across notes 3 and 4:

| | Unrestricted funds £ | Restricted funds £ | 2020 Total £ | Unrestricted funds £ | Restricted funds £ | 2019 Total £ |
|---|---|---|---|---|---|---|
| Austin & Hope Pilkington Trust | - | - | - | - | 5,000 | 5,000 |
| Avon & Somerset Police & Crime Commissioner | - | 38,595 | 38,595 | - | 50,095 | 50,095 |
| Bedfordshire Police & Crime Commissioner | - | 4,435 | 4,435 | - | 18,136 | 18,136 |
| Berkshire Community Foundation | - | 10,000 | 10,000 | - | - | - |
| Bristol CITY – Impact Fund | - | 39,371 | 39,371 | - | 42,745 | 42,745 |
| Charities Aid Foundation - Resilience Fund | - | 14,802 | 14,802 | - | - | - |
| Emmanuel Kaye Foundation | - | - | - | 30,000 | - | 30,000 |
| European Union | - | - | - | - | (8,012) | (8,012) |
| Fairfield Charitable Trust | - | - | - | 10,000 | - | 10,000 |
| Garfield Weston Foundation | - | - | - | 50,000 | - | 50,000 |
| Hertfordshire Community Foundation | - | 5,000 | 5,000 | - | - | - |
| Home Office | - | - | - | - | 48,119 | 48,119 |
| John James Bristol Foundation | - | 10,000 | 10,000 | - | 5,000 | 5,000 |
| Kent Community Foundation | - | 5,000 | 5,000 | - | - | - |
| Lloyds Bank Foundation | - | - | - | - | 20,833 | 20,833 |
| Messrs Hoares Trustees | - | - | - | 25,000 | - | 25,000 |
| Nisbets Charitable Trust | - | 10,000 | 10,000 | - | 10,000 | 10,000 |
| Peoples Postcode Lottery | - | - | - | 10,885 | - | 10,885 |
| Quartet Community Foundatior | - | 2,800 | 2,800 | - | 4,300 | 4,300 |
| Rayne Foundation | - | - | - | - | 17,700 | 17,700 |
| Souter Charitable Trust | - | 3,000 | 3,000 | - | - | - |
| Swire Charitable Trust | 25,000 | - | 25,000 | 32,963 | - | 32,963 |
| The 29th May 1961 Charitable Trust | - | - | - | 5,000 | - | 5,000 |
| The Batchworth Trust | 10,000 | - | 10,000 | - | - | - |
| The Big Give | - | - | - | - | 3,210 | 3,210 |
| The Big Lottery - Men's safehouse | - | - | - | - | 47,688 | 47,688 |
| Carried forward | 35,000 | 143,003 | 178,003 | 163,848 | 264,814 | 428,662 |

| | Unrestricted funds £ | Restricted funds £ | 2020 Total £ | Unrestricted funds £ | Restricted funds £ | 2019 Total £ |
|---|---|---|---|---|---|---|
| Brought forward | 35,000 | 143,003 | 178,003 | 163,848 | 264,814 | 428,662 |
| The Big Lottery – Women's safehouse & Resettlement, Integration and Outreach | - | - | - | - | 68,323 | 68,323 |
| The D'Oyly Charity | - | - | - | - | 3,000 | 3,000 |
| The Delfont Foundation | 20,000 | - | 20,000 | - | - | - |
| The Edward Smart Charitable Trust | - | 5,000 | 5,000 | - | - | - |
| The Eleanor Rathbone Charitable Trust | - | 3,000 | 3,000 | - | - | - |
| The Green Room Charitable Trust | - | 5,000 | 5,000 | - | - | - |
| The Henry Smith Charity | - | 54,500 | 54,500 | - | 27,250 | 27,250 |
| The Holbeck Charitable Trust | - | 2,500 | 2,500 | - | - | - |
| The Kestrelman Trust | - | 5,000 | 5,000 | - | - | - |
| The Medlock Charitable Trust | - | 15,000 | 15,000 | - | - | - |
| The Moondance Foundation | - | 10,000 | 10,000 | - | - | - |
| The National Lottery Community Fund | 49,508 | - | 49,508 | - | - | - |
| The Peter Stebbings Memorial Charity | - | 15,000 | 15,000 | - | - | - |
| The Pilgrim Trust | - | 20,000 | 20,000 | - | - | - |
| The Schroder Charity Trust | - | 5,000 | 5,000 | - | 7,500 | 7,500 |
| University College London | - | - | - | - | 8,100 | 8,100 |
| Wiltshire Police & Crime Commissioner | - | - | - | - | 3,000 | 3,000 |
| Wixamtree Trust | - | 5,000 | 5,000 | - | 5,000 | 5,000 |
| Other grants (individually < £2,500) | 3,667 | 9,790 | 13,457 | 6,135 | 8,589 | 14,724 |
| | 108,175 | 297,793 | 405,968 | 169,983 | 395,576 | 565,559 |

## 5. Expenditure on raising funds

| | Unrestricted funds £ | Restricted funds £ | 2020 Total £ | Unrestricted funds £ | Restricted funds £ | 2019 Total £ |
|---|---|---|---|---|---|---|
| Direct fundraising cost | 27,860 | - | 27,860 | 16,836 | - | 16,836 |
| Staffing cost | 194,118 | - | 194,118 | 185,182 | - | 185,182 |
| Support costs (note 7) | 26,984 | - | 26,984 | 20,517 | - | 20,517 |
| Governance (note 7) | 2,928 | - | 2,928 | 4,489 | - | 4,489 |
| | 251,890 | - | 251,890 | 227,024 | - | 227,024 |

## 6. Expenditure on charitable activities

| | Supporting survivors | Equipping stakeholders | Influencing society | 2020 Total | 2019 Total |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Activities costs | 3,488 | - | - | 3,488 | 3,723 |
| Auditor's remuneration | 1,740 | 232 | - | 1,972 | - |
| Counselling costs | 18,204 | - | - | 18,204 | 8,135 |
| CRB checks | 862 | 150 | - | 1,012 | 839 |
| Depreciation | 8,704 | 843 | - | 9,547 | 15,361 |
| Direct fundraising cost | 158 | 21 | - | 179 | - |
| General premises costs | 37,646 | 564 | - | 38,210 | 12,064 |
| Heat, light and insurance | 13,811 | 748 | - | 14,559 | 19,794 |
| Interpreting costs | 14,564 | 1,476 | - | 16,040 | 13,381 |
| IT costs | 25,090 | 5,665 | - | 30,755 | 33,901 |
| Medical costs | 978 | - | - | 978 | 160 |
| Office costs and comms | - | 888 | 7,987 | 8,875 | - |
| Printing, postage, stationery and advertising | 5,152 | 6,698 | - | 11,850 | 38,664 |
| Professional fees and outsourcing | 68,637 | 1,658 | - | 70,295 | 58,096 |
| Property cost | 82,932 | 4,191 | - | 87,123 | 111,236 |
| Staff and contractor costs | 983,512 | 191,838 | 60,194 | 1,235,544 | 1,415,063 |
| Staff other costs | 16,688 | 1,566 | - | 18,254 | 26,121 |
| Staff travel | 12,466 | 1,123 | - | 13,589 | 64,795 |
| Subscriptions | 251 | 33 | - | 284 | 168 |
| Telephone | 25,234 | 2,918 | - | 28,152 | 26,894 |
| Venue hire | 348 | - | - | 348 | 3,224 |
| Victim NRM cost | 150,496 | - | - | 150,496 | 87,592 |
| Waste disposal and cleaning | 4,461 | 46 | - | 4,507 | 4,731 |
| Support costs (note 7) | 179,133 | 27,046 | 8,288 | 214,467 | 200,278 |
| Governance (note 7) | 19,436 | 2,935 | 899 | 23,270 | 47,147 |
| | 1,673,991 | 250,639 | 77,368 | 2,001,998 | 2,191,367 |

## 7. Allocation of support costs and governance costs

The charity identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Governance costs and other support costs are apportioned separately between the costs of raising funds (note 5) and three charitable activities (note 6) undertaken in the year. The table below gives the basis for the apportionment and the analysis of support and governance costs. The costs have been apportioned based on a % of direct expenditure (2019: % of direct expenditure).

| | Support costs £ | Gover-nance costs £ | 2020 Total £ | Support costs £ | Gover-nance costs £ | 2019 Total £ |
|---|---|---|---|---|---|---|
| Premises cost | 46,629 | - | 46,629 | 30,728 | 122 | 30,850 |
| Staffing cost | 83,789 | 9,785 | 93,574 | 125,317 | 18,579 | 143,896 |
| Office costs and communications | 50,080 | - | 50,080 | 46,856 | 8,041 | 54,897 |
| Professional fees | 38,770 | 3,591 | 42,361 | 10,512 | - | 10,512 |
| Depreciation | 11,438 | - | 11,438 | 8,724 | - | 8,724 |
| Finance costs | 10,746 | - | 10,746 | (3,272) | - | (3,272) |
| Accountancy fees | - | - | - | 1,930 | 4,920 | 6,850 |
| Auditor's remuneration | - | 11,398 | 11,398 | - | 15,852 | 15,852 |
| Trustee meeting costs | - | 1,423 | 1,423 | - | 4,122 | 4,122 |
| | 241,452 | 26,197 | 267,649 | 220,795 | 51,636 | 272,431 |

## 8. Net incoming resources

Net resources are stated after charging:

| | 2020 £ | 2019 £ |
|---|---|---|
| Depreciation of owned assets | 20,986 | 24,085 |
| Operating lease expenditure | 100,867 | 95,577 |
| Bad debt expense | 9,420 | (4,752) |
| Auditors' remuneration for: | | |
| Audit services | 6,600 | 9,592 |
| Accountancy services | 2,400 | 3,000 |
| Other services | - | 6,000 |

## 9. Employees

| Employment costs | 2020 | 2019 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,373,375 | 1,536,416 |
| Social security costs | 108,515 | 126,606 |
| Other pension costs | 39,593 | 46,187 |
| | 1,521,483 | 1,709,209 |

**Number of employees**

The average monthly head count during the year was as follows:

| | 2020 | 2019 |
|---|---|---|
| Direct staff | 66 | 54 |
| Leadership and operations staff | 19 | 20 |
| | 85 | 74 |

Of the 85 employees, 43 were Full-Time and 42 Part-Time (2019: 39 and 35 respectively).

The key management personnel of the charity are considered to be the Chief Executive and the two Directors (2019: three Directors), one of whom is self-employed. The total cost to the charity for employee benefits for the employed key management were £215,187 (2019: £285,326) and the self-employed key management cost is disclosed in note 17.

The number of employees whose annual emoluments were £60,000 or more were:

| | 2020 number | 2019 number |
|---|---|---|
| £60,000 - £70,000 | 1 | - |
| £70,000 - £80,000 | 1 | 2 |

**Defined contribution pension scheme**

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £38,317 (2019: £46,188).

## 10. Trustee's Remuneration and Benefits

There was no remuneration nor other benefits paid to trustees for their governance duties during the year ended 31 December 2020 nor for the year ended 31 December 2019.

During the year, travelling expenses of £139 were reimbursed to 2 trustees (2019: travelling expenses of £529 to 4 trustees).

## 11. Operating lease commitments

At 31 December, the Charity had future minimum lease payments under non-cancellable operating leases as follows:

| | 2020 | 2019 |
|---|---|---|
| **Land and Buildings** | **£** | **£** |
| Expiry date: | | |
| Within one year | 81,259 | 80,326 |
| Between two and five years | 82,500 | 126,000 |
| | 163,759 | 206,326 |

## 12. Tangible fixed assets

| | Fixtures & Fittings | Computer Equipment | Total |
|---|---|---|---|
| **Cost** | **£** | **£** | **£** |
| At 1 January 2020 | 24,128 | 80,538 | 104,666 |
| Additions | - | 10,883 | 10,883 |
| At 31 December 2020 | 24,128 | 91,421 | 115,549 |
| **Depreciation** | | | |
| At 1 January 2020 | 7,935 | 54,745 | 62,680 |
| Charge for the year | 4,188 | 16,798 | 20,986 |
| At 31 December 2020 | 12,123 | 71,543 | 83,666 |
| **Net book value** | | | |
| At 31 December 2019 | 16,193 | 25,793 | 41,986 |
| At 31 December 2020 | 12,005 | 19,878 | 31,883 |

## 13. Investments

| | 2020 | 2019 |
|---|---|---|
| | £ | £ |
| **Cost** | | |
| At 1 January | 1 | 2 |
| Disposals | - | (1) |
| At 31 December | 1 | 1 |

### Shares in subsidiary undertaking

The Charity owns one subsidiary - Business for the Unseen Limited (Company number: 11083594 and date of incorporation: 27 November 2017). The charity owns 100% of the issued share capital of the company.

The registered address of Business for the Unseen Limited is 7 Hide Market, West Street, Bristol, BS2 0BH.

Since the year end, the company has been dissolved on 25 May 2021.

A summary of the activities of the company can be seen below:

| | 2020 | 2019 |
|---|---|---|
| | £ | £ |
| Turnover | 7,800 | - |
| Expenditure | (41) | (7,750) |
| Net profit / (loss) | 7,759 | (7,750) |
| Net assets / (liabilities) | 10 | (7,749) |
| Comprised of: | | |
| Called up share capital | 1 | 1 |
| Profit and loss account | 9 | (7,750) |
| | 10 | (7,749) |

## 14. Debtors

| | 2020 | 2019 |
|---|---|---|
| | £ | £ |
| Trade debtors | 104,269 | 60,263 |
| Other debtors | 63,423 | 61,913 |
| Prepayments and accrued income | 218,918 | 133,825 |
| | 386,610 | 256,001 |

## 15. Creditors: Amounts falling due within one year

| | 2020 | 2019 |
|---|---|---|
| | £ | £ |
| Trade creditors | 23,959 | 32,134 |
| Other taxes and social security | 28,045 | 28,244 |
| Other creditors | 26,905 | 5,024 |
| Amounts due to group undertakings | - | 1 |
| Accruals and deferred income | 343,523 | 89,032 |
| | 422,432 | 154,435 |

**Reconciliation of deferred income:**

| | | |
|---|---|---|
| Opening balance | 40,485 | 125,371 |
| Received during the year | (40,485) | (125,371) |
| Released during the year | 306,884 | 40,485 |
| Closing balance | 306,884 | 40,485 |

## 16. Summary of movement in funds

| | At 1 Jan 2020 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2020 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 578,870 | 1,531,557 | (1,406,012) | (165,319) | 539,096 |
| Designated fund | | | | | |
| Helpline | - | 474,184 | (476,403) | 165,319 | 163,100 |
| | 578,870 | 2,005,741 | (1,882,415) | - | 702,196 |
| **Restricted funds** | | | | | |
| Unseen Women's Safehouse | - | 51,376 | (51,376) | - | - |
| Anti-Slavery Partnership (ASP) | 2,063 | 18,800 | (18,734) | - | 2,129 |
| Resettlement & Integration Project | - | 123,080 | (123,080) | - | - |
| Unseen Children's House | 48,179 | - | (15,576) | - | 32,603 |
| Unseen Men's Safehouse | - | 66,300 | (66,300) | - | - |
| Spotlight | 12,300 | - | (12,300) | - | - |
| Support Team Fund | 143 | - | (143) | - | - |
| Helpline | - | 51,802 | (51,802) | - | - |
| Bedfordshire Anti-Slavery Partnership | 23,920 | 4,435 | (28,355) | - | - |
| Business for the Unseen | 1,186 | - | (1,186) | - | - |
| Victim Case Management System (PE-VCMS) | - | - | - | - | - |
| Suffolk PCC Fund | 2,194 | - | (2,194) | - | - |
| West Yorkshire PCC Fund | 427 | - | (427) | - | - |
| | 90,412 | 315,793 | (371,473) | - | 34,732 |
| **TOTAL FUNDS** | 669,282 | 2,321,534 | (2,253,888) | - | 736,928 |

## 16. Summary of movement in funds (continued)

### Summary of movement in funds – 2019

| | At 1 Jan 2019 £ | Income £ | Expenditure £ | Transfers £ | At 31 December 2019 £ |
|---|---|---|---|---|---|
| **Unrestricted funds** | | | | | |
| General fund | 737,257 | 1,833,598 | (1,819,091) | (172,894) | 578,870 |
| | 737,257 | 1,833,598 | (1,819,091) | (172,894) | 578,870 |
| **Restricted funds** | | | | | |
| Unseen Women's Safehouse | - | 45,596 | (79,532) | 33,936 | - |
| Anti-Slavery Partnership (ASP) | 2,649 | 14,500 | (15,086) | - | 2,063 |
| Resettlement & Integration Project | - | 131,156 | (131,156) | - | - |
| Unseen Children's House | 80,111 | 54,205 | (56,764) | (29,373) | 48,179 |
| Unseen Men's Safehouse | - | 100,988 | (133,921) | 32,933 | - |
| Spotlight | - | 12,300 | - | - | 12,300 |
| Support Team Fund | 143 | - | - | - | 143 |
| Helpline | - | 17,885 | (64,200) | 46,315 | - |
| Contribution to Director's salary | - | 21,953 | (21,953) | - | - |
| Bedfordshire Anti-Slavery Partnership | 13,005 | 17,561 | (6,646) | - | 23,920 |
| Business for the Unseen | 9,275 | - | (8,089) | - | 1,186 |
| Victim Case Management System (PE-VCMS) | - | (8,012) | (81,071) | 89,083 | - |
| Suffolk PCC Fund | 2,461 | - | (267) | - | 2,194 |
| West Yorkshire PCC Fund | 1,042 | - | (615) | - | 427 |
| | 108,686 | 408,132 | (599,300) | 172,894 | 90,412 |
| **TOTAL FUNDS** | 845,943 | 2,241,730 | (2,418,391) | - | 669,282 |

## 16. Summary of movement in funds (continued)

**Details of Restricted Funds:**
**Unseen Women's Safehouse**: A 24-hour staffed safe-house for women who have suffered exploitation and trafficking.

**Anti-Slavery Partnership (ASP)**: A collaboration between Unseen, SW Regional police authorities, Bristol City Council and other partners to discover and respond to, incidents of human trafficking and exploitation.

**Resettlement & Integration Project**: Resettlement, outreach and integration project for men and women who have survived trafficking and exploitation.

**Unseen Men's Safehouse**: A 24-hour staffed safe-house for men who have suffered exploitation and trafficking.

**Unseen Children's House**: Funds received to provide a 24-hour staffed house for children who are potential victims of exploitation and trafficking. This project launched in 2017 with our first children received during 2018.

**Support Team Fund**: Funds received to deliver modern slavery and human trafficking training to the hospitality industry.

**Helpline**: Funds received to set-up the independent and confidential UK Modern Slavery Helpline service.

**Bedfordshire Anti-Slavery Partnership**: A collaboration between Unseen, regional police authorities, business, and schools to raise awareness of incidents of human trafficking and exploitation.

**Business for the Unseen**: Funds received to research and establish a consultancy to work with businesses to address their responsibilities under the Modern Slavery Act.

**Spotlight**: our awareness-raising programme for schools, helps children and young people to protect themselves and their friends against sexual exploitation and forced criminality.

**Victim Case Management System:** Funds received from the EU to build an online case management system for victims of modern slavery.

**Suffolk PCC Fund**: Funding from Suffolk Police & Crime Commissioner to provide school training, frontline awareness, and a business conference in Suffolk.

**West Yorkshire PCC Fund**: Funding from West Yorkshire Police & Crime Commissioner to provide school training in West Yorkshire.

During the prior year, the Charity has made transfers from unrestricted reserves to fully cover deficits that arose in the year in four restricted reserves. The amounts transferred by reserve were Helpline (£46,315), Unseen Men's Safehouse (£32,933), Victim Case Management System (£89,083) and the Unseen Women's Safehouse (£33,936). During the prior year funds previously restricted for use in the Unseen Children's House (£29,373), were reclassified as Unrestricted funds following the closure of the safehouse and approval being received from the funder.

**Designated fund – Helpline:** Funds held in relation to the independent and confidential UK Modern Slavery Helpline service. The transfer made from the general fund to the designated fund is to transfer the opening reserve designated towards the service.

## 17. Related party transactions

Business for the Unseen Ltd (subsidiary company)

During 2019 the charity provided financing to Business for the Unseen Ltd of £9,000. There were no further amounts advanced to the company during 2020. As at the year end, £1,599 (2019: £9,000) was owed to the charity and is included within other debtors.

Portt Ltd (a company owned by Matt Portt, member of the Senior Leadership Team)

Portt Ltd (a company owned by Matt Portt, member of the Senior Leadership Team) During the year, the charity paid £76,358, including VAT, (2019: £45,315) to Portt Ltd for the provision of services including that of the Finance Director, bookkeeping, payroll, and management accounts. As at the year end, £nil (2019: £5,575) was owed to Portt Ltd, and is included in trade creditors.

## 18. Financial instruments

### Categorisation of financial instruments

| | 2020<br>£ | 2019<br>£ |
|---|---|---|
| Financial assets that are debt instruments measured at amortised cost | 1,089,633 | 740,868 |
| Financial liabilities measured at amortised cost | 64,848 | 85,707 |

There were no items of income, expenses, gains or losses to report (2019: none).

## 19. Post balance sheet events

The subsidiary company for the charity, Business for the Unseen Limited, company number 11083594, has been dissolved on 25 May 2021.