

YOUR SANCTUARY

England & Wales · Charity number 1137057

Details

Other names	FORMALLY SURREY WOMEN'S AID
Status	Registered
Legal form	Charitable company
Company number	07257302
Registered	2010-07-23
Register	View on the Charity Commission register

Contact

Address	Your Sanctuary Unit 6C NIB Block C Dukes Court Duke Street Woking GU21 5BH
Phone	01483776868
Email	admin@yoursanctuary.org.uk
Website	www.yoursanctuary.org.uk

Activities

Objects: 3. THE COMPANY'S OBJECTS ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING: TO SUPPORT PEOPLE WHO HAVE SUFFERED FROM, OR WHO ARE EXPOSED TO DOMESTIC ABUSE BY THE PROVISION OF INFORMATION, HOUSING AND/OR OTHER SERVICES, AND TO EDUCATE THE PUBLIC IN THE CAUSES AND EFFECTS OF DOMESTIC ABUSE.4. IN CARRYING OUT ITS OBJECTS, THE COMPANY SHALL PROMOTE EQUALITY OF OPPORTUNITY AND OPPOSE ANY FORM OF DISCRIMINATION ON GROUNDS OF RACE, ETHNIC ORIGIN, GENDER, SEXUAL ORIENTATION, AGE, DISABILITY OR RELIGION.

Activities: We are a charity based in Woking, Surrey, using a trauma-informed, needs-led approach to support and empower survivors of domestic abuse. We provide a domestic abuse helpline, a community-based outreach service for survivors living or working in North West Surrey, the specialist male survivor service for Surrey, two refuges for survivors and their children, and a specialist children's service.

Classification

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

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, NATIONAL
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,768,129	£2,165,756	£1,027,211	49
2024-03-31	£1,829,996	£1,746,852	£1,424,838	43
2023-03-31	£1,751,786	£1,507,274	£1,341,694	29
2022-03-31	£1,491,324	£1,260,431	£1,097,182	26
2021-03-31	£1,505,921	£1,138,047	£866,289	22

Trustees

Name	Role	Appointed
Alexandra Thompson		2025-10-03
David Williams		2023-01-28
GABBIE JOHNSON		2020-07-09
Mona Celiece Channet		2025-09-20
SANDREA MORGAN		2021-12-11
Sharonjeev Benning-Prince		2025-11-29
Victoria Morris		2022-10-15

YOUR SANCTUARY

England & Wales - Charity number 1137057

Accounts

ANNUAL REVIEW

2024/2025





A SAFE
SPACE AND
A VOICE FOR
ALL THOSE
AFFECTED BY
DOMESTIC
ABUSE.

Chair of Trustees

I write this report with a feeling of pride and astonishment. This has been my first year as Chair of the Board of Trustees, and I am deeply honoured to lead an organisation that continues to change and save lives. This year brought continued financial pressure across the charity sector and rising demand for domestic abuse services, yet Your Sanctuary has remained strong and focused. Through clear governance, sound decision-making and collaboration between trustees and the senior leadership team, we have protected the stability of the organisation while continuing to deliver high-quality, trauma-informed services to survivors.

Throughout the year, our dedicated staff and volunteers have shown extraordinary resilience and professionalism. The team has worked tirelessly to meet increasing demand across community outreach, refuge, children's and helpline services, while strengthening partnerships and influencing change across Surrey. We have seen important developments in training and staff development, including the introduction of a competency framework, leadership training for team leads and the launch of an anti-oppressive practice working group. These initiatives reflect our commitment to creating an inclusive and supportive culture, ensuring that those who deliver our services are equipped, valued and cared for.

The Board continues to focus on ensuring strong governance, risk management and financial oversight. We remain acutely aware of the economic challenges that lie ahead and are working closely with the CEO and senior team to diversify income and strengthen fundraising capacity. Despite these pressures, Your Sanctuary remains a respected and trusted partner across the county, known for its expertise, compassion and unwavering advocacy for survivors. I would like to thank our CEO, senior leaders, staff, volunteers, funders and partners for their exceptional contribution this year, and my fellow trustees for their commitment and guidance. Together we continue to ensure that Your Sanctuary remains a safe haven and a voice for all those affected by domestic abuse.

Sandra Morgan
Chair of the Board of Trustees



Chief Executive

Before I reflect on the past year, I want to take a moment to thank everyone who makes our work possible. To our supporters, funders, and partners – thank you for standing with us in our mission. To our incredible staff team – your commitment, compassion, and resilience continue to inspire me every day. And to our volunteers – your time, energy and dedication are truly invaluable. Together, you have helped us create safer futures for those who need it most.

As always, writing this report brings back the incredible events of the past year – but also the harrowing stories of the survivors we've supported. It's a reminder of both the vital need for our services and the resilience of those we walk alongside.

In an increasingly complex and challenging environment, we have worked hard to ensure our staff are well-managed, highly trained, and supported so they can deliver the best possible service to our beneficiaries. With that in mind, we launched an in-house training programme for our team leads, empowering them with coaching and mentoring skills to support staff in line with our values and principles. We also introduced a new competency framework for staff reviews, creating space for deeper conversations around personal development and growth.

As part of our commitment to anti-oppressive practice, we established a working group that has developed a new policy and will be delivering a staff-wide training programme over the coming year.

We have long-standing ties with the Soroptimists in Surrey, who have supported us through donations and volunteering. I was honoured to be invited to the Surrey Hills branch annual lunch this year, where I met both long-time supporters and new members. I was especially pleased to learn about their plans to host a Domestic Abuse and Violence Against Women and Girls conference. This took place in November 2024 and was a huge success, drawing attendees from across the public and charity sectors. We were particularly encouraged by the PCC's speech, reaffirming her commitment to ending abuse and violence against women and girls.

One of the most persistent issues we hear about from survivors is the continued abuse they suffer through the family court system, where perpetrators often weaponise the process to maintain control. We are therefore proud to be part of the Surrey Family Justice and Domestic Abuse Partnership, which brings together survivors, specialist agencies, judges, solicitors, and court staff to tackle this issue. Now in its second year, the partnership is already making a difference. I now sit on the Local Family Justice Board to ensure the voices of survivors and specialist services are heard. The CLOCK project has also been implemented, connecting survivor – many of whom are litigants in person due to lack of legal aid – with volunteer McKenzie Friends from law schools. Through this initiative, we've built strong links with the judiciary, contact centre volunteers, and court staff – relationships that would not have been possible otherwise. This important work will

continue into 2025, and we look forward to sharing further updates in next year's report.

Many women who come into our refuges have never worked or have struggled to maintain employment due to the abuse they have experienced. Many want to return to work but lack confidence. This year, funding from Surrey County Council enabled us to partner with a CV writing expert. During their stay, women can now access support to develop their CVs and prepare for interviews – important steps toward independence and rebuilding their lives.

We are also working to encourage employers to create safe, supportive workplaces for staff who may be experiencing domestic abuse. We were therefore pleased to support Surrey County Council in developing a Domestic Abuse (DA) Champions network within its workforce. These trained Champions will offer an initial listening ear and signposting to further support, either via line managers or organisations like ours. It's a strong statement of commitment to staff wellbeing and highlights the critical role employers can play in helping survivors feel safe and supported.

As the only provider of specialist male outreach services in Surrey, we were asked to contribute to a county-wide awareness campaign following the tragic death of a man in the East of the county who took his own life while experiencing domestic abuse. The campaign aims to break the silence around male survivors and encourage more men to come forward for support.

In March, we hosted a visit from the Lord-Lieutenant's Domestic Abuse Focus Group. They met with staff and visited one of our refuges to gain a deeper understanding of survivors' experiences and the range of services we provide. With their connections across the judiciary, police, and local authorities, the group hopes to raise wider awareness of domestic abuse and highlight the importance of local, specialist services like ours.

As we close this financial year and look ahead, we're acutely aware of the financial challenges that lie ahead. Demand for our services continues to rise, while funding remains static – or, in some cases, is reducing. This creates a significant gap in our finances. Our focus for the coming year will be to strengthen our fundraising capabilities so that we can continue to meet the needs of survivors who rely on us.

Finally, I want to pay tribute to Wendy, our community fundraiser, who very sadly passed away in March 2025 after a short illness. Wendy worked with us for seven years and raised an extraordinary amount of money during that time. She was tenacious, funny, kind, and a hugely popular member of the team. We miss her dearly and hold her family and friends in our thoughts.

Despite the challenges ahead, we remain steadfast in our mission to support survivors and to build a community free from domestic abuse.

Fiamma Pather
CEO

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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).

Objectives and Activities

Vision

Our vision is a world free from domestic abuse.

Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.

Core Aims

- To offer **protection** for survivors and their children
- To work towards the **prevention** of domestic abuse
- To **provide** effective services that are inclusive and needs led
- To **enable** survivors to heal from the harm caused by domestic abuse

Your Sanctuary Values

- **Compassion** – to have an understanding of the experiences of survivors of domestic abuse and others, coupled with a determination to support and help
- **Empowerment** – to work alongside survivors and colleagues to achieve autonomy, self-determination, and space for action
- **Collaboration** – working together with survivors, colleagues, agencies and the wider community to achieve our aims
- **Non-Judgemental** – to be accepting, understanding and respectful of others' experiences, decisions and values

Your Sanctuary Principles

- **Trauma-informed** – all our work to be aligned with the principles of a trauma-informed approach (Safety, Choice, Empowerment, Trustworthiness and Collaboration)
- **Needs-led** – to support and respond to the individual needs of survivors
- **Strengths-based** – to focus on the inherent strengths and resources of the survivors we work with
- **Survivor centred** – to ensure that survivors are at the centre of all that we do

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and, in particular, to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. Our charitable activities are focussed on providing protection from, prevention of and healing from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As the safe houses offer shared accommodation, we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. We do, however, provide an outreach service in the community for both men and women, and for children. Our community outreach service is focussed on risk management and providing support according to individual need. The outreach service is open to the general public limited only by geographical boundaries – i.e. North-West Surrey as per our service level agreements. Our helpline service is available to all, and is advertised throughout Surrey by ourselves and by various partner agencies.

In order to meet our core aims our strategies this year were:

- To ensure we have a highly skilled, knowledgeable and adaptable workforce to be delivered through our structure, people management and learning & development plans.
- To be a trauma-informed and anti-oppressive organisation to be delivered through our people, policies/procedures, management tools, values and ethics.
- To be informed by survivors and those with lived experience to be delivered through/with our survivor steering group, staff and volunteers with lived experience, and research (both national and international).
- To provide holistic and therapeutically based services to enable healing and repair of the parent/child bond to be delivered through our staff teams working as 'teams around the person/family', information sharing (as appropriate), and collaborating.
- To be organisational advocates for survivors to effect change and improve responses in the community and in agencies (statutory and third sector).

With regard to our strategies, the charity has been successful in securing funding, both statutory and non-statutory, during the year and the following reports provide detail of funding received, and how it has been used in furtherance of our objectives and core aims.

Adult Community Outreach Service

Our Community Outreach Service offers confidential, emotional and practical support to adults experiencing domestic abuse across the boroughs of Woking, Runnymede and Surrey Heath.

Using a **needs-led and trauma-informed approach**, we provide a safe and supportive space where survivors can talk openly, understand their options, address practical challenges, and begin rebuilding lives free from abuse and fear.

Clients are referred to us through a wide range of statutory and voluntary partners, including:

- Police
- Health professionals
- Children's Services
- Family Centres
- The Your Sanctuary Helpline
- Other local agencies

Our dedicated team offers a comprehensive package of support services, tailored to individual needs:

- Risk and needs assessments
- Safety planning
- One-to-one emotional and practical support
- Group support programmes
- Advocacy
- Court support (civil and criminal)
- Signposting or referrals to other services
- Surrey-wide specialist male outreach service

"Thank you for being my safe space and support"

Systemic Contribution and Partnership Work:

Our outreach work extends beyond one-to-one support. We are embedded in local systems to help ensure that wherever survivors seek help, they encounter a response that is safe, skilled, and survivor-centred.

- We were invited to join the **Crown Prosecution Service (CPS) Improvement Board for Violence Against Women and Girls**, contributing our specialist knowledge—particularly around coercive control—to improve outcomes and learning.
- We have also participated in several **Domestic Abuse Related Death Reviews (DARDRs)**, many concerning victims who died by suicide. These tragic cases provide critical learning opportunities for professionals and agencies involved, helping to strengthen best practice and early intervention across the sector.

Community Outreach Activity (2024/2025)

This year, we received a record **2,179 referrals**, supporting **1,190 individual survivors**.

Of these:

- **69%** were referred via police or MARAC (Multi-Agency Risk Assessment Conference)
- **58%** were assessed as being at **high risk of harm**
- At any one time, our team supported approximately **300 survivors**

This unprecedented demand reflects both the rising need for our services and the **trust placed in us** by survivors, professionals, and the wider community. However, the growing caseload has also placed significant pressure on staff, who remain committed to ensuring that **no survivor is turned away**.



89%

OF SURVIVORS SAID THAT THEY
FELT SAFER AFTER ENGAGING
WITH YOUR SANCTUARY

Children & Young People's Outreach Service

Key Activity and Impact (2024/2025)

- **52 children and young people supported** through one-to-one or group work interventions
- **601 face-to-face sessions** delivered — including direct support to CYP, parent engagement, and multi-agency meetings
- **15 children** had ongoing involvement from social services
- **31 CYP** presented with additional needs relating to physical or mental health
- Our **Violence Against Women and Girls (VAWG) Prevention Worker** delivered Healthy Relationships lessons as part of PSHE in local schools
- **‘Wanna Talk’ group programme** delivered in 3 schools, providing a safe space for young people to learn about healthy relationships and the dynamics of domestic abuse

Our Children and Young People's (CYP) Outreach Service provides **trauma-informed one-to-one and group support** to children and young people affected by domestic abuse. Referrals are made through our Adult Outreach Service, and all the children supported are the dependants of our adult service users.

Our sessions are **child-centred and needs-led**, creating a safe, empathetic space where children are encouraged to express themselves freely. Using **play-based and therapeutic approaches**, we help children explore key themes such as:

- Personal safety
- Self-awareness
- Self-worth and self-esteem
- Emotional regulation
- Sense of purpose and identity

Meeting Broader Needs

The ongoing **cost of living crisis** continues to severely affect the families we work with, many of whom are living in poor-quality housing and experiencing food poverty. In response, we have:

- Provided essential supplies including **toiletries and food parcels**
- Made referrals to **food banks, community fridges, and local support networks**
- Enabled access to **basic needs** thanks to the generous contributions of our supporters and donors

Safeguarding children is at the heart of our service delivery. Our team works closely with statutory agencies as an active partner in the Surrey Safeguarding Children Partnership, ensuring a coordinated and informed approach to protecting children and promoting their wellbeing.

90%

OF CHILDREN WHO ENGAGED WITH OUR SERVICE SAID THAT THEY UNDERSTOOD MORE ABOUT HOW TO KEEP THEMSELVES SAFE



Surrey-wide Domestic Abuse Helpline

Our **confidential helpline** is often the first point of contact for many people living or working in Surrey – and beyond – who are affected by domestic abuse. The helpline operates **Monday to Friday, 9am to 9pm**, and is staffed by **trained professionals and volunteers** who provide non-judgemental, empathetic support.

We offer support to:

- Survivors of domestic abuse
- Concerned family members or friends
- Professionals seeking advice, information or referral routes
- Individuals wishing to support or donate to our work

Our team provides:

- Listening and emotional support
- Information about rights and options
- Signposting to relevant agencies
- Referrals into Your Sanctuary services

We are currently working towards formal helpline accreditation, which we aim to achieve in the next financial year. This will benchmark our helpline against best practice standards and provide external validation of the quality, safety, and consistency of our service – something we know is increasingly important to funders and partners alike.

Helpline Activity (2024/2025)

This year, we responded to **6,200 contacts** via phone, online chat, and email. Of these:

- **52%** were from survivors
- **37%** were from professionals acting on behalf of a survivor
- **6%** came from concerned friends or family members



97%

**OF SURVIVORS FELT THAT
THEY UNDERSTOOD MORE
ABOUT DOMESTIC ABUSE
AND ABUSIVE BEHAVIOURS
AFTER SPEAKING TO THE
HELPLINE**

**"Thank you for being so
kind and understanding
on the phone"**

Our Refuges

Your Sanctuary operates two refuges in North West Surrey—safe, secure homes at confidential locations for women and their children fleeing domestic abuse and violence.

One of our refuges is a smaller, home-like setting that can accommodate up to six families. It features communal living areas and spacious, ensuite bedrooms. This environment often suits young mothers with small children, who benefit from shared experiences and mutual support with other residents.

Our second refuge is a larger, purpose-built facility that can accommodate approximately 25 families. The building is divided into self-contained units, each with two bedrooms, a kitchen/living area, and a private bathroom. This design provides greater privacy and independence, making it more suitable for families with older children, single women, and older survivors.

Refuge Activity: (2024/2025)

During the year, we received 77 referrals and were able to welcome 43 women and their children into our refuges.

Key highlights:

- 22 of the women we supported were not British nationals. Many required intensive, specialist support to address immigration-related challenges.
- 18 women needed additional support around their mental health.
- The average length of stay in our refuges was 24 weeks.

This larger site also offers a specialist programme of support for single women with higher needs relating to mental health, substance use, or alcohol misuse. The programme includes both one-to-one and group support and is delivered with a more structured and intensive approach, tailored to each woman's unique situation.

Upon arrival at either refuge, every woman is assigned a key worker who provides consistent emotional and practical support throughout her stay – typically lasting up to six months. Our support includes:

- One-to-one keywork support
- Emotional and practical guidance
- Assistance with benefits and budgeting
- Group workshops and peer support
- Volunteering opportunities
- Access to education and training
- Resettlement support and move-on planning
- Parenting guidance
- Advocacy
- Support with legal matters (civil and criminal)

Systemic Contribution and Partnership Working

- In collaboration with other refuge providers in Surrey, we successfully secured funding from Surrey County Council for Opening Doors – a project designed to support survivors to move towards employment following their stay in refuge. Through this initiative, our residents received dedicated support from a CV writer and employment skills consultant. Over the course of the year, 11 women benefitted from the programme.
- We were honoured to welcome newly elected MP Will Forster for a visit to Cedar Court. He expressed his appreciation for the work being done and shared his commitment to advocating for improved move-on housing options for families leaving refuge.



**81% OF SURVIVORS ASKED SAID THEY FELT LESS AT RISK
FROM THE PERPETRATOR OR FURTHER ABUSE**

Children & Young People's Support in Refuge

Our children's service in refuge is rooted in a **trauma-informed approach**, offering both **group sessions and one-to-one play-based support** for the children who stay with us. The aim of this work is to help children and young people begin to **heal from the trauma of domestic abuse**, understand that the abuse was **never their fault**, and rebuild their confidence and sense of self.

We work closely alongside our adult support team to help mothers and their children **rebuild their relationships** and **restore the bonds** that are so often undermined by the perpetrator's behaviour.

Throughout a family's time in refuge, our children's workers focus on creating a safe, nurturing space where children can **play, express themselves**, and simply be children. As families prepare to leave refuge, we support each child through the **transition back into the community**, helping to ensure this move is as smooth and supported as possible.

Each of our refuges includes a welcoming playroom, thoughtfully equipped with toys, books, arts and crafts materials, and a wide range of activities that support emotional recovery through play, creativity, and fun.

Funding and the Future

Our children's service in refuge was generously funded by **BBC Children in Need**, the **Office of the Police and Crime Commissioner (OPCC)**, **Surrey County Council**, and a number of charitable trusts. We are deeply grateful for their support.

However, with some of these grants coming to an end this year, we are actively seeking **new funding opportunities** to ensure the long-term sustainability of this vital service. Every child who comes through our doors deserves the chance to be heard, supported, and to heal — and we are committed to making sure this work continues.

Safeguarding children is at the heart of our service delivery. Our team works closely with statutory agencies as an active partner in the Surrey Safeguarding Children Partnership, ensuring a coordinated and informed approach to protecting children and promoting their wellbeing.

Children and Young People in Refuge Activity 2024/2025)

- We supported **49 children** in refuge this year
- Delivered over **800 hours of group support work**
- **18 children** staying in refuge had an allocated social worker

Some of this year's activities included:

- Nature walks and collage-making
- Big picture play in the garden
- Picnics and games in the park (with mums)
- Treasure hunts
- Karaoke sessions
- Easter Egg Hunt
- Christmas crafts, a visit from Santa, and a festive party
- Teen Club
- Mum and Toddler sessions

100% OF CHILDREN IN REFUGE SAID THEY UNDERSTOOD MORE ABOUT RESPECTFUL RELATIONSHIPS



Our Volunteers

Alongside our dedicated staff team, we are fortunate to be supported by an incredible group of volunteers who give their time, skills and compassion to Your Sanctuary.

In 2024/25, **45 volunteers contributed over 3,143 hours of support** across the organisation — a contribution equivalent to **£38,376**. This generous gift of time and expertise enables us to reach more people, offer more services, and extend the care and support that we provide.

Our volunteers bring energy, creativity and commitment, making a real difference to both clients and staff. They also play a vital role in raising awareness of our services in the wider community.

Helpline Volunteers

A large team of volunteers ensures our helpline can be available not only during the day but also in the evenings, on weekends and bank holidays. This year, they covered **378 shifts** — 271 out of hours and 107 during the day — making it possible for us to be there when people need us most.

Supporting Services

Volunteers contribute in a wide variety of ways, including:

- Providing ongoing support to survivors in the community
- Organising Christmas deliveries and gift bags for families in our refuge and community services
- Running our internal foodbank and preparing food parcels for families in need
- Supporting community groups and activities in our refuges
- Helping with fundraising and managing our eBay and Vinted shops
- Carrying out admin and office tasks
- Assisting with practical maintenance jobs at our refuges and head office

Survivor Steering Group

We are especially grateful to the passionate volunteers in our Survivor Steering Group. Each has used our services in the past and now uses their lived experience to shape our strategy, inform our service delivery and ensure we remain needs-led and trauma-informed. Their voices are invaluable in guiding our future direction.

Thank You

We would also like to thank the Surrey Volunteer Bureaux network, Volunteer Woking, and other organisations that help us connect with volunteers.

Most of all, we want to express our heartfelt thanks to every one of our volunteers. Your generosity, dedication and compassion are at the heart of Your Sanctuary. Together, we are able to make a lasting difference in the lives of those we support.



Donations and Fundraising

As a charity our full-service provision is dependent on the organisations and individuals who support us, enabling us to extend our work and reach as many survivors of domestic abuse as possible.

In the year ended 31 March 2025 we benefitted from on-going grants for our work with children in refuge, and with young people in the community, from BBC Children in Need and from the Masonic Charitable Foundation respectively. These grants have been hugely important for our work with younger survivors, but have now come to an end so we face the challenge of trying to replace them in order to continue that vital work.

We also received grants from the Community Foundation for Surrey towards our community outreach service, and from Runnymede Borough Council towards our refuge service for children. To help survivors stay safe in their own home we have been fitting security devices such as doorbell cameras – Runnymede BC also kindly donated equipment for us to use for that purpose.

We are enormously thankful to local corporates who have regularly supported us financially over the years, including Property Initiatives Management Ltd, Capital Group, Enterprise Rent-a-Car, and GeneSys Biotech. And then there are those that have helped by way of volunteering days – staff from BOC and Ringway did a great job revitalising the gardens at our two refuges.

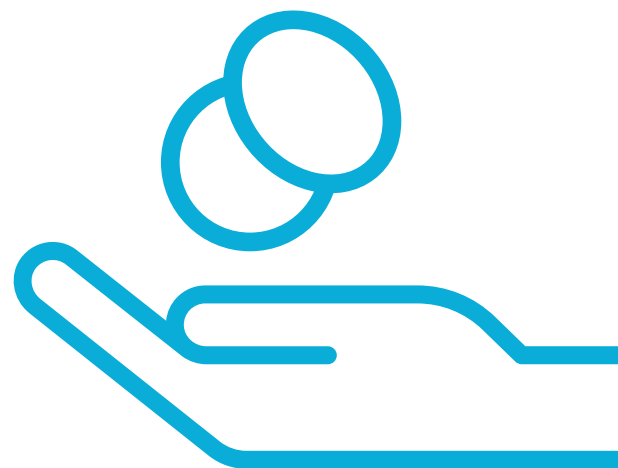
Alongside this, we have the on-going support of individuals, local churches, local supermarkets, local businesses that have made us their charity of the year, and a number of trusts that have been very generous to us this year. We are both grateful and humbled when we are chosen for a sponsored event, or individuals commit to support us monthly, or donate annually.

There are so many worthy causes to choose from, so we are especially thankful to all those who have chosen us, and recognise the great need there is for Your Sanctuary to continue, and to extend our efforts to help survivors of domestic abuse.

The fundraising report would not be complete this year without mention of our late fundraiser. Over the past 7 years, we were fortunate to benefit from the services of a dedicated community fundraiser. Very sadly she passed away recently and unexpectedly after a short illness. She raised thousands for Your Sanctuary, put us firmly on the map in Woking, and will be much missed for her exceptional achievements and as an irreplaceable colleague.

With the backdrop of continuing economic difficulties, unfortunately we have seen a reduction in our overall donations this year. The charity will therefore continue to use a fundraiser to make trust and grant applications, and another fundraiser to raise funds and awareness in the community. We do not run telephone or door to door fundraising campaigns and largely depend on our supporters fundraising on our behalf.

During the year ended 31 March 2025 the total amount fundraised was £116,000. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above.



Looking Ahead

We are now entering the second year of our five-year strategy, developed in collaboration with our staff, volunteers, and survivors. This strategy continues to guide our mission to support, empower and advocate for survivors of domestic abuse. Our work over the next year will be shaped by **five strategic priorities**:





- 1. Financial Sustainability:**
Strengthening our long-term stability by increasing income and reducing costs, ensuring we can continue delivering high-quality support for survivors.
- 2. Workforce Development:**
Building a skilled, knowledgeable, and adaptable workforce through robust people management, organisational structure, and a renewed focus on learning and development.
- 3. Trauma-Informed and Anti-Oppressive Practice:**
Embedding anti-oppressive and trauma informed values across our organisation, from policies and procedures to leadership and frontline practice.
- 4. Lived Experience at the Centre:**
Ensuring our services and strategy are informed by survivors, through active engagement with our Survivor Steering Group, team members with lived experience, and national and international research.
- 5. Holistic, Family-Centred Support:**
Providing trauma-informed services that support the healing and repair of parent-child relationships, through collaborative, whole-family approaches.

In addition, we will continue to act as organisational advocates for survivors – working to influence change across statutory and voluntary sectors and improve community responses to domestic abuse.

Key Commitments for the Year Ahead

As part of our commitment to excellence in service delivery and continuous improvement, we will:

- Pursue accreditation across key services, including:
 - **Respect Accreditation** for our Male Specialist Outreach Service
 - **Helpline Partnership Accreditation** for our specialist DA Helpline
 - **Women's Aid National Quality Standard Accreditation**
- Embed our new **Anti-Oppressive Policy** across staff and volunteer teams through targeted training and reflective practice.
- **Invest in digital innovation** and process improvement to enhance efficiency and free up staff time for relationship-based work. This includes exploring how AI and emerging technologies can support frontline services.
- **Learn from Domestic Abuse-Related Death Reviews (DARDRs) and Safeguarding Adults Reviews (SARs)**, implementing best practices to continually enhance safety and effectiveness.

A Forward-Looking Organisation

We remain ambitious, survivor-informed, and committed to being a leading voice in domestic abuse support and advocacy. Our plans reflect our belief that real and lasting change is possible – within families, communities, and systems.

PUTTING
SURVIVORS
AT THE
HEART OF
OUR WORK.



Financial Review

Financial Review of the Year

During the year funds received were spent across our services; two refuges, community outreach, children's services and the helpline. Total income for the year was £1,768,129 compared to £1,829,996 in 2024/25, a reduction of 3%. Whilst there was a slight increase in statutory funding and returns on investments, at the same time, there was a reduction in fundraising, and in rental income. The main income sources continue to be our contracts with Surrey County Council for safe accommodation and community outreach services, and grants from the Ministry of Justice, and the Office of the Police and Crime Commissioner for Surrey (OPCC). This has enabled the charity to continue to provide refuge in our safe houses for endangered women and families who reach out to us for help, including women who have no recourse to public funds. In the community we have maintained one to one support for survivors in conjunction with advice, advocacy and prevention services, and continued to work alongside the police, also providing assistance for survivors to enable them to stay in their own home by way of the Sanctuary Scheme (more details below), and providing homewares for those in financial need. This work was also financially supported by our local Borough Councils, Woking, Runnymede and Surrey Heath. In addition to the statutory funding referred to above, we were also in receipt of long-term grants from BBC Children in Need and the Masonic Charitable Foundation towards our work with children and young people. Both grants completed during the year so alternative funding is currently being sought in order to continue that work.

Expenditure in the year increased to £2,165,756 from £1,746,822 in 2023/24, an increase of 24%. This mainly comprised staff costs (being 70% of all costs), which increased from £1,201,800 to £1,521,653, and has been funded from restricted grants that had been provided purposefully to enable the recruitment of additional staff (further details on restricted income and expenditure are given in the following paragraph). As a result, staff numbers increased from an average of 43 in 2023/24 to 49 in 2024/25. As referred to earlier, funding from Surrey County Council and the borough councils of Woking, Runnymede and Surrey Heath has enabled us to continue operating the Sanctuary Scheme. This is a nationwide initiative which aims to provide survivors of domestic abuse a way to stay safe in their own home through added physical security in the home, thereby obviating the need to flee from their perpetrator, potentially to homelessness. The related expenditure was £72,600 (2023/24 £54,326).

Restricted income is given to the charity for a specific purpose or project and for 2024/25 amounted to £570,397. At the beginning of the year there were restricted funds brought forward of £280,000. During the year, in keeping with the original restrictions, and in line with the charity's budget, the brought-forward restricted funds, together with those received this financial year, were used to recruit additional staff, and thereby relieve some of the pressure on existing staff having to deal with increasing numbers of referrals and workloads. The restricted expenditure for the year was therefore £831,517, which has been utilised both in refuge and community services. The remaining balance carried forward of £18,880 is largely comprised of grants received to be spent on refuge children and services for clients.

At the beginning of the financial year there was a fund of £237,000 which the trustees had designated for various projects. Of this, £96,000 was expended during the year. The trustees have designated a further £26,000, as set out in Note 18, which is principally to provide funds to purchase essential items for families as they leave refuge, and also to extend our work with women without recourse to public funds. This gives a balance on designated funds at the year-end of £167,000, which is expected to be expended over the next five years.

The overall deficit for the year was £397,627 (2023/24 surplus of £83,144), with a deficit for the year on unrestricted funds of £40,507 (2023/24 surplus £114,874). The deficit was taken from reserves and, after adjusting for a transfer to designated funds, has resulted in a balance of £841,331 on unrestricted funds at the year end, and total funds (including restricted and designated) of £1,027,211. At £841,331, free reserves are higher than the policy level of £650,000; the excess is explained in the Reserves Policy section below. However, our existing levels of funding will not sustain the level of staffing we have to meet the increased demand for our services, and so we will need to obtain more funding from our existing partners or from new funders if we are to maintain current service levels.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

Reserves Policy

The trustees regularly review the reserves policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of no less than 6 months' unrestricted expenditure in respect of refuge running costs, and no less than 3 months' unrestricted expenditure in respect of other services. The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event all other funding ceases, in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge, and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the stated level ensures sufficient working capital is always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges. If funding issues became apparent, it would give the charity the time to seek new funding to support Your Sanctuary. This level of reserves also ensures funds are available to pay any necessary legal obligations, such as redundancy costs, were a winding down of services to become necessary for the charity.

Based on the reserves policy, the charity should maintain free reserves in the order of £650,000. At the year end the charity's unrestricted and undesignated reserves totalled £841,331. As the reserves were higher than the reserves policy, at the outset of 2024/25 the trustees planned to reduce the excess by utilising some of the opening reserves to fund additional staff, and in so doing, to incur a deficit in 2024/25. This resulted in the deficit of £397,627. In 2025/26 there will be a further reduction as the reserves will be required to fund the continuing employment costs of the newly recruited support workers. In addition, our multi-year restricted grants came to an end during 2024/25, therefore it will be necessary to use reserves to maintain some of those vital projects until alternative funding can be found. During the year to 31 March 2026 the charity will also be undertaking re-commissioning of its refuge service, which is provided to Surrey County Council, resulting in considerable uncertainty in relation to a significant part of its funding. Again, it may be necessary to find alternative funding should the charity be unsuccessful in securing the new contract. Given that uncertainty, the trustees felt it expedient to continue with excess free reserves for the time being, but this will be reviewed again once the outcome of the commissioning process is known.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010 as amended, most recently in September 2024. It is registered as a charity with the Charity Commission.

Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Potential new trustees are interviewed by the Chair and meet with existing trustees and the CEO. New trustees are invited and required to attend a short training session on the Your Sanctuary organisation and to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than four and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two Service Leads. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The CEO works with the senior leadership team composed of herself, the two Service Leads and the Finance Manager. The Service Leads have responsibility for the day-to-day operational management of the charity, individual supervision of the front-line staff team, and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees, in conjunction with the CEO and senior leadership team, continue to develop a strategic plan annually to diversify income with the continued investment in fundraisers (see Note 10 of the Notes to the Financial Statements). Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07257302 (England and Wales)

Registered Charity number

1137057

Principal and Registered office

15A Monument Way
Woking
Surrey
GU21 5LY

Trustees

S Morgan (Chair)

S Rose

Resigned 23.11.24

C Earle

Resigned 21.06.25

G Johnson

S Benning-Prince

Resigned 20.09.25

V Morris

D Williams

A Price

Resigned 12.04.25

M Channet

Appointed 20.09.25

E Wilks

Appointed 20.09.25

A Thompson

Appointed 03.10.25

Company Secretary

D Williams

Chief Executive

Fiamma Pather

Auditors

Bennewith 2018 Limited
(Statutory Auditors)
18 Farnham Road,
Guildford, Surrey

Bankers

Barclays Bank
Commercial Way,
Woking,
Surrey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 28th November 2025 and signed on its behalf by:



D Williams – Trustee

Report of the Independent Auditors to the Trustees

Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the entity and determined the most significant are those that relate to FRS 102 Section 1A, safeguarding, and employment.

We assessed the risks of material misstatement in respect of fraud as follows:

- Enquiries made of management and those charged with governance
- Analytical procedures were used to identify if there were any unusual or unexpected relationships
- Discussions with management to identify any fraud risk factors of related party relationships and transactions

Based on the results of our risk assessment we designed our audit procedures to identify non-compliance with such laws and regulations identified above.

Enquiries were made of management and those charged with governance. We corroborated our enquiries through the review of Board minutes and other papers provided. There was no contradictory evidence.

We considered the risk of fraud through management override and, in response, we incorporated testing of manual journal entries into our audit approach. We tested year end journals as well as journal entries throughout the year. There were no transactions identified outside the normal course of business.

Based on the results of our risk assessment we designed our audit procedures to identify and to address material misstatements in relation to fraud. We incorporated an element of unpredictability in the selection of the nature, timing, and extent of audit procedures.

Where transaction meeting risk criteria were identified, we carried out further audit work.

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 Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Bennewith 2018 Limited (Statutory Auditors)

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006 Upper Ground Floor

18 Farnham Road
Guildford
Surrey
GU1 4XA



Date: 28th November 2025

Statement of Financial Activities – Year Ended 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	86,024	30,337	–	116,361	222,163
Charitable activities	5					
Refuges		775,232	1,540	–	776,772	841,326
Community Outreach		191,326	509,520	–	700,846	593,313
Children's services – Refuge		79,465	7,000	–	86,465	85,110
Community Helpline		–	22,000	–	22,000	40,000
Other trading activities	3	17,874	–	–	17,874	16,539
Investment income	4	47,811	–	–	47,811	31,545
Total		1,197,732	570,397	–	1,768,129	1,829,996
EXPENDITURE ON						
Raising funds	6	57,114	–	10,000	67,114	64,205
Charitable activities	7					
Refuges		625,880	188,505	29,000	843,385	767,163
Community Outreach		345,019	606,842	40,000	991,861	670,523
Children's services – Refuge		136,157	14,170	17,000	167,327	167,440
Community Helpline		74,069	22,000	–	96,069	77,521
Total		1,238,239	831,517	96,000	2,165,756	1,746,852
NET INCOME/(EXPENDITURE)		(40,507)	(261,120)	(96,000)	(397,627)	83,144
Transfers between funds	18	(26,000)	–	26,000	–	–
Net movement in funds		(66,507)	(261,120)	(70,000)	(397,627)	83,144
RECONCILIATION OF FUNDS						
Total funds brought forward		907,838	280,000	237,000	1,424,838	1,341,694
TOTAL FUNDS CARRIED FORWARD		841,331	18,880	167,000	1,027,211	1,424,838

Balance Sheet – at 31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS						
Tangible assets	13	24,600	–	–	24,600	26,756
CURRENT ASSETS						
Debtors	14	60,461	–	–	60,461	64,409
Cash at bank and in hand		965,433	18,880	167,000	1,151,313	1,557,986
		1,025,894	18,880	167,000	1,211,774	1,622,395
CREDITORS						
Amounts falling due within one year	15	(132,361)	–	–	(132,361)	(152,511)
NET CURRENT ASSETS		893,533	18,880	167,000	1,079,413	1,469,884
TOTAL ASSETS LESS CURRENT LIABILITIES		918,133	18,880	167,000	1,104,013	1,496,640
PROVISIONS FOR LIABILITIES	17	(76,802)	–	–	(76,802)	(71,802)
NET ASSETS		841,331	18,880	167,000	1,027,211	1,424,838
FUNDS	18					
Unrestricted funds					841,331	907,838
Restricted funds					18,880	280,000
Designated funds					167,000	237,000
TOTAL FUNDS					1,027,211	1,424,838

Balance Sheet continued – at 31 March 2025

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 28th November 2025 and were signed on its behalf by:



D Williams - Trustee

Cash Flow Statement – Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	(441,110)	(67,846)
Interest paid		(344)	(394)
Net cash (used in)/provided by operating activities		(441,454)	(68,240)
Cash flows from investing activities			
Purchase of tangible fixed assets		(13,030)	(13,658)
Interest received		47,811	31,545
Net cash provided by investing activities		34,781	17,887
Change in cash and cash equivalents in the reporting period		(406,673)	(50,353)
Cash and cash equivalents at the beginning of the reporting period		1,557,986	1,608,339
Cash and cash equivalents at the end of the reporting period		1,151,313	1,557,986

Notes to the Cash Flow Statement – Year Ended 31 March 2025

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	Notes	31.3.25 £	31.3.24 £
Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)		(397,627)	83,144
Adjustments for:			
Depreciation charges		15,186	15,928
Interest received		(47,811)	(31,545)
Interest paid		344	394
Increase in provisions		5,000	1,535
Decrease/(increase) in debtors		3,948	(30,703)
Decrease in creditors		(20,150)	(106,599)
Net cash (used in)/provided by operations		(441,110)	(67,846)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	1,557,986	(406,673)	1,151,313
Total	1,557,986	(406,673)	1,151,313

Notes to the Financial Statements – Year Ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs related to a particular activity are allocated to it directly. Other costs are apportioned between the activities on the basis of estimated usage.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	–	Straight line over 5 years
Computer equipment	–	Straight line over 3 years

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been set aside by the charity for a particular purpose. The funds remain unrestricted and can be used for another purpose at the Trustees' discretion.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated goods

The charity receives donated goods for resale. These goods are not recognised as income on receipt. Instead, the net amount received is recognised as income when sold. The proceeds of sale are categorized as 'Income from other trading activities'.

2. DONATIONS AND LEGACIES

	31.3.25 £	31.3.24 £
Donations	86,024	165,728
Grants	30,337	56,435
	116,361	222,163

Grant income is as follows:

	Unrestricted £	Restricted £	Total 31.3.25 £	Total 31.3.24 £
Grants received - donations and legacies (as above)	–	30,337	30,337	56,435
Grants received - charitable activities (note 6)	740,819	540,058	1,280,877	1,198,453
	£740,819	£570,395	£1,311,214	1,254,888

Details of restricted grant income are given in note 17 to these accounts.

Details of unrestricted grant income are as follows:

	31.3.25 £	31.3.24 £
Surrey County Council	729,819	611,082
Social Services	11,000	11,000
Other trust income	–	1,000
	£740,819	£623,082

3. OTHER TRADING ACTIVITIES

	31.3.25 £	31.3.24 £
Donated goods resold	14,424	12,957
Training	3,450	3,582
	17,874	16,539

4. INVESTMENT INCOME

	31.3.25 £	31.3.24 £
Deposit account interest	47,811	31,545

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.25 £	31.3.24 £
Grants	Refuges	471,567	480,030
Refuge rents	Refuges	305,205	361,296
Grants	Community Outreach	700,846	593,313
Grants	Children's services – Refuge	86,465	85,110
Grants	Helpline	22,000	40,000
		1,586,083	1,559,749

Notes to the Financial Statements continued – Year Ended 31 March 2024

6. RAISING FUNDS

	31.3.25 £	31.3.24 £
Raising donations and legacies		
Staff costs	54,950	50,791
Sundries	914	914
Consultancy	11,250	12,500
	67,114	64,205

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support cost (see note 8) £	Totals £
Refuges	774,511	68,874	843,385
Community Outreach	919,046	72,815	991,861
Children's services – Refuge	154,764	12,563	167,327
Helpline	89,023	7,046	96,069
	1,937,344	161,298	2,098,642

8. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Refuges	64,453	4,421	68,874
Community Outreach	68,562	4,253	72,815
Children's services – Refuge	11,812	751	12,563
Helpline	6,629	417	7,046
	151,456	9,842	161,298

9. NET INCOME/(EXPENDITURE)

	31.3.25 £	31.3.24 £
Net income/(expenditure) is stated after charging/(crediting):		
Auditors' remuneration	4,340	4,240
Auditors' remuneration for non-audit work	4,000	4,500
Depreciation – owned assets	15,186	15,928

10. TRUSTEES' REMUNERATION AND BENEFITS

In the 2022-23 financial year, Abigail Price was appointed as a Trustee. Abigail Price has received funds from the charity for several years related to work as a self-employed fundraising consultant. During the 2024-25 financial year, she was paid £11,250 (2024: £12,500) by the charity in her role as fundraising consultant.

There were no other trustees' remuneration or benefits for the year ended 31 March 2025 nor the year ended 31 March 2024.

The trustees have confirmed that, a) there is nothing in the Articles of Association that prevents a trustee from providing paid services; and b) the agreement is consistent with the Charity Commission guidance in CC11.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Key management personnel

The total remuneration paid to Key Management Personnel, was £69,634 (2024: £66,601). The charity are also making contributions to a defined contribution pension scheme for one member of Key Management Personnel (2024: one).

11. STAFF COSTS	31.3.25 £	31.3.24 £
Wages and salaries	1,352,689	1,077,983
Social security costs	119,972	90,236
Other pension costs	48,992	33,581
	1,521,653	1,201,800
The average monthly number of employees during the year was as follows:	31.3.25	31.3.24
Charitable activities	44	38
Support	3	3
Fundraising	2	2
	49	43
The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:	31.3.25	31.3.24
£60,001 - £70,000	1	1

Notes to the Financial Statements continued – Year Ended 31 March 2025

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	125,209	96,954	–	222,163
Charitable activities				
Refuges	712,588	128,738	–	841,326
Community Outreach	192,325	400,988	–	593,313
Children's services – Refuge	79,465	5,645	–	85,110
Helpline	–	40,000	–	40,000
Other trading activities	16,539	–	–	16,539
Investment income	31,545	–	–	31,545
Total	1,157,671	672,325	–	1,829,996
EXPENDITURE ON				
Raising funds	64,205	–	–	64,205
Charitable activities				
Refuges	671,632	56,031	39,500	767,163
Community Outreach	168,645	440,778	61,100	670,523
Children's services – Refuge	124,169	39,371	3,900	167,440
Helpline	14,146	36,875	26,500	77,521
Total	1,042,797	573,055	131,000	1,746,852
NET INCOME/(EXPENDITURE)	114,874	99,270	(131,000)	83,144
Transfers between funds	(158,000)	–	158,000	–
Net movement in funds	(43,126)	99,270	27,000	83,144
RECONCILIATION OF FUNDS				
Total funds brought forward	950,964	180,730	210,000	1,341,694
TOTAL FUNDS CARRIED FORWARD	907,838	280,000	237,000	1,424,838

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	28,434	69,895	98,329
Additions	3,633	9,397	13,030
At 31 March 2025	32,067	79,292	111,359
DEPRECIATION			
At 1 April 2024	16,219	55,354	71,573
Charge for year	5,868	9,318	15,186
At 31 March 2025	22,087	64,672	86,759
NET BOOK VALUE			
At 31 March 2025	9,980	14,620	24,600
At 31 March 2024	12,215	14,541	26,756
14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.25 £	31.3.24 £
Other debtors		14,905	18,533
Prepayments and accrued income		45,556	45,876
		60,461	64,409
15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.25 £	31.3.24 £
Trade creditors		15,068	10,310
Social security and other taxes		29,444	23,396
Other creditors		11,798	1,994
Accruals and deferred income		76,051	116,811
		132,361	152,511
16. LEASING AGREEMENTS		31.3.25 £	31.3.24 £
Minimum lease payments under non-cancellable operating leases fall due as follows:			
Within one year		57,518	54,834

Notes to the Financial Statements continued – Year Ended 31 March 2025

17. PROVISIONS FOR LIABILITIES

	31.3.25 £	31.3.24 £
Provisions	76,802	71,802

	Dilapidations Cedar Court £	Redecoration Cedar Court £	Pension £	Total £
Balance at 1 April 2024	32,915	34,000	4,887	71,802
Adjustment through SOFA	4,000	1,000	–	5,000
Balance at 31 March 2025	36,915	35,000	4,887	76,802

The dilapidations and redecoration provisions relate to work required by a refuge lease to restore the property to its original condition on its return to the landlord Woking Borough Council (WBC). The lease can be terminated with 6 months' notice. At the date of signing the accounts, neither party has given notice.

The pension provision relates to a debt on withdrawal which will be due once there are no members of the pension scheme.

18. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	907,838	(40,507)	(26,000)	841,331
Restricted funds				
OPCC – Programmes and services	10,000	–	–	10,000
SCC – Staffing and services	226,980	(226,980)	–	–
PIML – Community Outreach	40,520	(40,520)	–	–
Runnymede Brough Council	2,500	6,380	–	8,880
	280,000	(261,120)	–	18,880
Designated funds				
Community Outreach services	45,000	(15,000)	–	30,000
Fundraising and commissioning	10,000	(10,000)	–	–
Refuge property costs	107,000	–	–	107,000
Refuge residents without recourse to public funds	20,000	(16,000)	16,000	20,000
Staffing – development and children's work	17,000	(17,000)	–	–
Transition fund	13,000	(13,000)	10,000	10,000
CYP Online Services	25,000	(25,000)	–	–
	237,000	(96,000)	26,000	167,000
TOTAL FUNDS	1,424,838	(397,627)	–	1,027,211

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,197,732	(1,238,239)	(40,507)
Restricted funds			
BBC Children in Need	14,170	(14,170)	–
Community Foundation for Surrey	1,167	(1,167)	–
OPCC – Staffing	125,922	(125,922)	–
OPCC – Programmes and services	12,250	(12,250)	–
SCC – Staffing and services	140,328	(367,308)	(226,980)
Other donations less than £10k	1,540	(1,540)	–
Ministry of Justice	171,355	(171,355)	–
Woking Borough Council	17,459	(17,459)	–
Masonic Charitable Foundation	15,000	(15,000)	–
SCC – Changing Futures/Public Health	29,288	(29,288)	–
PIML – Community Outreach	–	(40,520)	(40,520)
Runnymede Borough Council	24,459	(18,079)	6,380
Surrey Heath Borough Council	17,459	(17,459)	–
	570,397	(831,517)	(261,120)
Designated funds			
Community Outreach Services	–	(15,000)	(15,000)
Fundraising and commissioning	–	(10,000)	(10,000)
Refuge residents without recourse to public funds	–	(16,000)	(16,000)
Staffing – development and children's work	–	(17,000)	(17,000)
Transition fund	–	(13,000)	(13,000)
CYP Online Services	–	(25,000)	(25,000)
	–	(96,000)	(96,000)
TOTAL FUNDS	1,768,129	(2,165,756)	(397,627)

Notes to the Financial Statements continued – Year Ended 31 March 2025

18. MOVEMENT IN FUNDS – continued.

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Comparatives for movement in funds				
Unrestricted funds				
General fund	950,964	114,874	(158,000)	907,838
Restricted funds				
OPCC – Programmes and services	–	10,000	–	10,000
SCC – Staffing and services	178,358	48,622	–	226,980
OPCC – Transition fund	2,372	(2,372)	–	–
PIML – Community outreach	–	40,520	–	40,520
Runnymede Borough Council	–	2,500	–	2,500
	180,730	99,270	–	280,000
Designated funds				
Community Outreach services	15,000	–	30,000	45,000
Helpline project	25,000	(25,000)	–	–
Fundraising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	57,000	107,000
Office space	30,000	(30,000)	–	–
Refuge residents without recourse to public funds	20,000	(16,000)	16,000	20,000
Staffing – development and children’s work	47,000	(47,000)	17,000	17,000
Transition fund	13,000	(13,000)	13,000	13,000
CYP Online Services	–	–	25,000	25,000
	210,000	(131,000)	158,000	237,000
TOTAL FUNDS	1,341,694	83,144	–	1,424,838

Comparative net movement in funds,
included in the above are as follows:

		Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds				
General fund		1,157,671	(1,042,797)	114,874
Restricted funds				
BBC Children in Need		33,726	(33,726)	–
Community Foundation for Surrey		7,708	(7,708)	–
OPCC – Staffing		102,249	(102,249)	–
OPCC – Programmes and services		12,250	(2,250)	10,000
SCC – Staffing and services		289,792	(241,170)	48,622
OPCC – Transition fund		–	(2,372)	(2,372)
Ministry of Justice		118,555	(118,555)	–
Woking Brough Council		7,000	(7,000)	–
Masonic Charitable Foundation		15,000	(15,000)	–
SCC – Changing Futures/Public Health		28,025	(28,025)	–
PIML – Community outreach		40,520	–	40,520
Runnymede Borough Council		17,500	(15,000)	2,500
		672,325	(573,055)	99,270
Designated funds				
Helpline project		–	(25,000)	(25,000)
Office space		–	(30,000)	(30,000)
Refuge residents without recourse to public funds		–	(16,000)	(16,000)
Staffing – development and children’s work		–	(47,000)	(47,000)
Transition fund		–	(13,000)	(13,000)
		–	(131,000)	(131,000)
TOTAL FUNDS		1,829,996	(1,746,852)	83,144

Notes to the Financial Statements continued – Year Ended 31 March 2025

18. MOVEMENT IN FUNDS – continued.

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	950,964	74,367	(184,000)	841,331
Restricted funds				
OPCC – Programmes and services	–	10,000	–	10,000
SCC – Staffing and services	178,358	(178,358)	–	–
OPCC – Transition fund	2,372	(2,372)	–	–
Runnymede Borough Council	–	8,880	–	8,880
	180,730	(161,850)	–	18,880
Designated funds				
Community Outreach services	15,000	(15,000)	30,000	30,000
Helpline project	25,000	(25,000)	–	–
Fundraising and commissioning	10,000	(10,000)	–	–
Refuge property costs	50,000	–	57,000	107,000
Office space	30,000	(30,000)	–	–
Refuge residents without recourse to public funds	20,000	(32,000)	32,000	20,000
Staffing – development and children’s work	47,000	(64,000)	17,000	–
Transition fund	13,000	(26,000)	23,000	10,000
CYP Online Services	–	(25,000)	25,000	–
	210,000	(227,000)	184,000	167,000
TOTAL FUNDS	1,341,694	(314,483)	–	1,027,211

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,355,403	(2,281,036)	74,367
Restricted funds			
BBC Children in Need	47,896	(47,896)	–
Community Foundation for Surrey	8,875	(8,875)	–
OPCC – Staffing	228,171	(228,171)	–
OPCC – Programmes and services	24,500	(14,500)	10,000
SCC – Staffing and services	430,120	(608,478)	(178,358)
OPCC – Transition fund	–	(2,372)	(2,372)
Other donations less than £10k	1,540	(1,540)	–
Ministry of Justice	289,910	(289,910)	–
Woking Borough Council	24,459	(24,459)	–
Masonic Charitable Foundation	30,000	(30,000)	–
SCC – Changing Futures/Public Health	57,313	(57,313)	–
PIML – Community Outreach	40,520	(40,520)	–
Runnymede Borough Council	41,959	(33,079)	8,880
Surrey Heath Borough Council	17,459	(17,459)	–
	1,242,722	(1,404,572)	(161,850)
Designated funds			
Community Outreach Services	–	(15,000)	(15,000)
Helpline project	–	(25,000)	(25,000)
Fundraising and commissioning	–	(10,000)	(10,000)
Office space	–	(30,000)	(30,000)
Refuge residents without recourse to public funds	–	(32,000)	(32,000)
Staffing – development and children’s work	–	(64,000)	(64,000)
Transition fund	–	(26,000)	(26,000)
CYP Online Services	–	(25,000)	(25,000)
	–	(227,000)	(227,000)
TOTAL FUNDS	3,598,125	(3,912,608)	(314,483)

Notes to the Financial Statements continued – Year Ended 31 March 2025

18. MOVEMENT IN FUNDS – continued.

Restricted funds

BBC Children in Need –

Grant received to fund a refuge children's worker.

Community Foundation for Surrey –

Grants received towards helpline development, and community outreach services.

OPCC Staffing –

Grants towards additional staff or staff hours. This included: contributions towards helpline staff, children's workers in refuge, extra support hours in adult community outreach, police advocate, young persons' worker, a support worker for the prevention of violence against women and girls, and perpetrator hub project.

OPCC Programmes & Services –

Grants towards various programmes and services.

This included: delivery of Hope 2 Recovery programmes and counselling services.

SCC Staffing and Services –

Grants towards additional staff and staff hours.

This included: support workers in refuge, a hospital-based community worker, men's community support, and the helpline. Along with our local borough councils, they also provided funding for the Sanctuary Scheme to help survivors remain safely in their own home.

OPCC Transition Fund –

Grants toward the provision of basic homewares for residents moving on from refuge.

Ministry of Justice –

Grants to provide additional support for adult and children's community outreach work.

Woking Borough Council –

Grant toward the Sanctuary Scheme.

Masonic Charitable Foundation –

Grant toward salary of youth engagement and well-being worker.

SCC – Changing Futures/Public Health –

Grants to extend community outreach work with survivors with complex needs.

Property Initiatives Management Limited –

Grant towards community outreach services.

Runnymede Borough Council –

Grant toward the transition fund providing goods for residents moving on from refuge, providing emergency mobile phones for survivors, a contribution towards community services and a grant toward the Sanctuary Scheme.

Surrey Heath Borough Council –

Grant toward the Sanctuary Scheme.

Designated funds

Community outreach Services –

Funds designated for Outreach and training.

Helpline Project –

Funds designated to improve and develop the charity's helpline.

Fundraising and Commissioning –

Funds designated for fundraising for the charity and the costs of commissioning new contracts.

Refuge Property Costs –

Funds set aside for service charges, repairs, and renewals related to refuge property.

Office Space –

To cater for increasing staff members.

Refuge residents without recourse to public funds –

To accommodate more women in refuge.

Staffing development and children's work –

To strengthen the provision for children.

Transition Fund –

To provide basic homewares for residents moving on from refuge.

CYP Online Services –

To develop online services targeted at children and young people.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

WORKING
TO
CREATE
LIVES
WITHOUT
FEAR.



Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse

Surrey County Council; Ministry of Justice; The Office of the Police and Crime Commissioner for Surrey; Woking Borough Council; Runnymede Borough Council; Surrey Heath Borough Council; Public Health; BBC Children in Need; Masonic Charitable Foundation; Community Foundation for Surrey; local Women's Institutes; Soroptimist International; Enterprise Rent-a-Car; Tudor Capital Europe; The Abba Charitable Trust Capital Group; FMDM Foundation; Waitrose; Tesco; Assurant Foundation; Genesys Legacy Project; John Ackroyd Charitable Trust; Skipton Building Society; Elmbridge Ladies Choir; Welcome Church; Property Initiatives Management Ltd.

Thanks also go to all our individual donors, regular givers, schools, supermarkets, local churches, and other organisations and trusts who make such a wonderful contribution.

YOUR SANCTUARY

England & Wales - Charity number 1137057

Accounts



Working to create lives without fear

ANNUAL REVIEW 2023/2024



VISION

Our vision is a world free from domestic abuse.



MISSION

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.



CORE AIMS

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services that are inclusive and needs-led
- To enable survivors to heal from the harm caused by domestic abuse



CORE VALUES

- Compassion
- Empowerment
- Collaboration
- Non-judgemental

Chair of Trustees

Susan Rose

Chair of the Board of Trustees

I write this report with a mixture of pride and sadness as this will be my final report as Chair. After more than 9 years on the Board, the time has come for me to stand down as a Trustee, and so I shall be relinquishing the role at our AGM in November this year. During my time on the Board, I have seen the Your Sanctuary organisation grow and expand in terms of the size and scale of the services we offer, as well as the facilities and numbers of staff and volunteers. This period of growth in terms of income, staffing and breadth of service delivery has required careful diligence and management on the part of the CEO, senior leaders and the Board. Our senior leadership team continues to ensure we provide appropriate resources and leadership to staff and volunteers as our services develop and expand.

Our strategy continues to be that we are a trauma-informed and anti-oppressive organisation providing holistic and therapeutically based services that support survivors of domestic abuse which enable them to heal, and repair fractured relationships within the family. We continue to be diligent in ensuring we are stable in our financial management in order to be able to withstand the volatile economic environment we currently experience. This is not always an easy task as we navigate economic choppy waters. However, the Board continues to believe in investing in our people to ensure they are supported to deliver the work they do and to provide additional support to survivors where

required. Our continuous monitoring and evaluation of our service delivery provides evidence of the impact that our work has on both individuals, families and the wider society.

As always, I am both amazed and exceptionally proud of the work the staff and volunteers undertake which is both demanding and at times distressing. As I end my period on the Board, I would like to recognise all those who work for, and support, Your Sanctuary. A heartfelt thank you to the CEO and senior leadership team, the staff and volunteers who continue to ensure optimum delivery of our services. I would also like to show our appreciation to all fundraisers, donors, partners and suppliers who have supported us this year, and particularly a thank you and goodbye to my fellow Trustees.

Finally, to all those experiencing domestic abuse I continue to have the utmost respect and admiration for your determination and resilience.



Chief Executive

CEO Fiamma Pather

This year has been a year of innovation to strengthen and diversify the services that we deliver to survivors. We have worked in partnership with other agencies to implement new services in the county which further underline the commitment of both statutory and voluntary agencies in Surrey to tackle domestic abuse (DA) and more widely violence against women and girls (VAWG).

Our contract with Surrey County Council to deliver core outreach services was subject to a recommissioning process this year. We worked with our partners in Surrey DA Partnership (SDAP) in order to submit a bid for a high quality, needs led and trauma informed Surrey-wide outreach service. In December 2023 we heard that our bid was successful, and the new contract would commence April 1st 2024 for an initial term of 5 years. We were obviously extremely pleased and proud that we would be able to continue to provide these vital services to survivors living or working in North West Surrey.

This year saw the implementation of a county wide Violence Against Women and Girls prevention project. SDAP worked with partners in the Office of Police and Crime Commissioner and Education to train a number of teachers to deliver VAWG prevention themes across the school curriculums. SDAP specialist engagement workers provide support to teachers in local schools once they have received the training. This is a key project in our efforts to work towards the reduction of all violence against women and girls as well as domestic abuse more specifically.

A partnership of Domestic Abuse specialist providers, a perpetrator behaviour change service and youth services came together to design and implement a virtual hub called the 'Surrey Steps to Change' Hub. This hub co-ordinates referrals from individuals and agencies to ensure that individual and/or families are provided with the right service. Survivors are referred to SDAP specialist services (which includes Your Sanctuary); perpetrators who are motivated to change are referred to Interventions Alliance, and young people using harmful behaviours are referred to the Richmond Fellowship. This is a very innovative approach and underpins the Surrey wide aim of early intervention and pivoting to the perpetrator whilst maintaining support to survivors.

Surrey County Council undertook a piece of work to review and refresh their Domestic Abuse strategy. As a specialist provider we were invited to take part in a number of workshops to ensure that the strategy reflected the needs of survivors. The strategy has now been finalised and is available to see on the Healthy Surrey website.

Whilst Surrey County Council were reviewing their strategy we also took the opportunity to refresh our strategy. As always our strategy is informed by the survivors we work with, the knowledge of our staff, and our wider work within

the multiagency partnership. Our new strategy will be implemented in April 2024 until 2029. You can see our overarching objectives on the 'Future Plans' of this annual report.

For many years we have been aware of the issues that survivors encounter at Family Court. They have found that they have not been believed, their children's voices have not been heard, and perpetrators have successfully used 'Parental Alienation' as a way of manipulating the courts into granting contact and sometimes even residency of their children. Apart from the distress that this causes both the survivor and their children, some decisions made by the Family Courts have increased risk of harm to the children themselves. So when a philanthropist led organisation and an organisation called 'Rights of Women' approached agencies in Surrey to set up a project to make changes to how the family court operates for survivors we jumped at the opportunity to work with them. This led to an 18 month project called the 'Family Court Enquiry Site' bringing together DA specialists, experts by experience, the judiciary, commissioners, and court staff to improve outcomes for survivors of DA. This work is on-going so we will be able to report on the successes of the project in our next annual report.

Sadly we have been involved with a number of Domestic Homicide Reviews (now called Domestic Abuse Related Death Review) over this year. The majority of them were related to the suicide of a victim of domestic abuse. The reviews bring together any agency that was involved with the victim as well as input from the victim's family in order to increase understanding and learning of the experiences of victims. The review makes recommendations to agencies to improve responses and hopefully reduce the number of victims. Our presence on the review panel ensures that the voice of the victim is heard and that our expertise is shared with the other panel members.

Overall we have seen a further shift in the environment in which we work – higher levels of referrals, increased numbers of survivors with complex needs, and impacts from the cost of living crisis on our own staff as well as those we work with. This is also in the context of a continued reduction in services offered by statutory services with thresholds for referrals being moved higher and higher. So we are often left as the only agency actively supporting a survivor, not just around the DA they have experienced, but also with their mental health, substance abuse, parenting, financial issues, housing etc. Also the overall funding environment is very challenging, with statutory funders under increasing pressures, and uncertainty due to a potential change of government.

I am very proud of the work we do that very often goes above and beyond what could reasonably be expected from us and is due to the hard work, dedication and determination of our amazing staff and volunteer teams.

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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).

Objectives and Activities

Vision

Our vision is a world free from domestic abuse.

Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.

Core Aims

- To offer **protection** for survivors and their children
- To work towards the **prevention** of domestic abuse
- To **provide** effective services that are inclusive and needs-led
- To **enable** survivors to heal from the harm caused by domestic abuse

Your Sanctuary Values

- **Compassion** – to have an understanding of the experiences of survivors of domestic abuse and others, coupled with a determination to support and help
- **Empowerment** – to work alongside survivors and colleagues to achieve autonomy, self-determination, and space for action
- **Collaboration** – working together with survivors, colleagues, agencies and the wider community to achieve our aims
- **Non-Judgemental** – to be accepting, understanding and respectful of others' experiences, decisions and values

Your Sanctuary Principles

- **Trauma-informed** – all our work to be aligned with the principles of a trauma-informed approach (Safety, Choice, Empowerment, Trustworthiness and Collaboration)
- **Needs-led** – to support and respond to the individual needs of survivors
- **Strengths-based** – to focus on the inherent strengths and resources of the survivors we work with
- **Survivor centred** – to ensure that survivors are at the centre of all that we do

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and, in particular, to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. Our charitable activities are focussed on providing protection from, prevention of and healing from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As the safe houses offer shared accommodation, we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. We do, however, provide an outreach service in the community for both men and women, and for children. Our community outreach service is focussed on risk management and providing support according to individual need. The outreach service is open to the general public limited only by geographical boundaries – i.e. North-West Surrey as per our service level agreements. Our helpline service is available to all, and is advertised throughout Surrey by ourselves and by various partner agencies.

In order to meet our core aims our strategies this year were:

- To be the specialist provider of support to Children and Young people in NW Surrey who have experienced domestic abuse or are at risk of experiencing it through recovery and educational programmes.
- To ensure that our services are inclusive and diverse so that survivors who may be 'further away' from agencies are able to engage with us.
- To provide programmes that enable adult survivors engaged in our community based and accommodation-based services to recover from their experiences of domestic abuse.
- To provide accommodation-based services that meet the needs of survivors fleeing domestic abuse taking into account existing and relevant external factors.
- To use technology and digital platforms to help us achieve our aims for survivors and for the organisation as a whole
- To build diverse and sustainable income streams so that Your Sanctuary is financially stable.

With regard to our strategies, the charity has been successful in securing funding, both statutory and non-statutory, during the year and the following reports provide detail of funding received, and how it has been used in furtherance of our objectives and core aims.

Achievement and Performance

Community Outreach Service

Our community outreach service provides emotional and practical support to those experiencing domestic abuse in the boroughs of Woking, Runnymede and Surrey Heath. We use a needs-led and trauma informed approach to provide a safe space for survivors to talk about their experiences and understand what options they have to keep safe, to overcome practical issues and hopefully to move on to lives free from abuse and fear. Our clients are referred to us through a variety of agencies:

- Police
- Health professionals
- Children's Services
- Family Centres
- Your Sanctuary helpline...and other statutory and voluntary agencies

During this financial year (2023–2024) we received 2106 referrals, which is over 600 more referrals than the previous year. 1118 of those referrals were for survivors at high risk of harm from their perpetrator and therefore required crisis management including safety planning, multiagency working, and safeguarding. The fact that we have received so many referrals for high-risk survivors is an indication of increased awareness by agencies of risk factors associated with DA and a deeper understanding of perpetrator behaviour.

Each of our outreach workers supported an average of 30 clients at any one time. We offer a wide range of services:

- Risk and needs assessments
- Safety planning
- One to one support
- Emotional and practical support
- Group work
- Advocacy
- Referral or signposting to other agencies
- Support through court (civil or criminal)



"Your work has inspired me so much I intend to undertake a masters in DA and one day help others how Your Sanctuary have helped me."

We continue to attend our local MARAC (Multi-Agency Risk Assessment Conference) which are now held virtually. This regular meeting brings together both statutory and voluntary agencies to discuss the highest risk survivors so that a safety plan can be created using the knowledge and resources of all the agencies present. We also attend professionals' meetings in order to support and advocate for the survivors we are engaged with.

An increasing number of survivors referred to us are experiencing multiple disadvantages ie may be homeless, have mental health issues and/or substance abuse issues, be at risk of offending as well as the domestic abuse that is being perpetrated against them. In response to these more complex needs, we have developed a specialist service within our outreach team to better support them and to advocate for them with other agencies.

We have also been working with partners to embed learnings from DARDs and Safeguarding Adult Reviews to align with the Surrey Suicide prevention strategy. It is now more widely recognised that more survivors lose their lives to suicide than to homicide as a result of the abuse they have experienced and that responses to survivors need to be improved in order to reduce the number who take their own lives.

Our Specialist Male Outreach Service continued to serve the whole of Surrey receiving referrals from our partner outreach services as well as other agencies and professionals. This year we received 109 referrals for male survivors. As well as providing 1:1 support, our male outreach worker has focussed on building links with men's mental health support groups and providing input for our suicide prevention strategy.

Our amazing team of outreach volunteers continued to offer longer term emotional support to those survivors who are past the point of crisis but who need a longer-term service focussed on rebuilding their lives after domestic abuse. They meet either face to face or on the telephone weekly or fortnightly and discuss issues such as healthy relationships, mindfulness, boundaries and safety planning. The volunteers also refer to other agencies to meet the survivor's needs and attend appointments at Citizens Advice and housing with their client as they can be very daunting.

Our Outreach service also strives to ensure that other professionals, agencies and organisations are more aware of domestic abuse and are able to give an appropriate response to survivors who may approach them for help. This year we delivered a number of awareness raising sessions for a number of organisations such as Royal Holloway University, Moorcroft Community Centre, Accent Housing and a number of other organisations.

98%

OF SURVIVORS WHO ENGAGED WITH OUR SERVICE FELT AN INCREASE IN FEELINGS OF EMPOWERMENT AND SPACE FOR ACTION

97%

OF SURVIVORS WHO ENGAGED WITH OUR SERVICE FELT MORE ABLE TO DEAL WITH PROBLEMS

Children's Outreach Service

Our children's outreach service provides 1:1 and group therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and are the children of our outreach clients. During 1:1 sessions, children are encouraged to speak openly in a safe and empathetic environment. They are supported through therapeutic play and are enabled to explore their thoughts and feelings around their personal safety, self-awareness, self-worth, self-esteem and sense of purpose. The sessions are child-centred and needs led. During 2023/204 we worked with 27 children on a 1:1 basis and delivered 216 sessions.

We have noticed that the cost-of-living crisis is impacting families who are often living in poor accommodation and food poverty is increasingly prevalent. We have been able to support where possible with basics such as food and toiletry donations and referrals to food banks and community fridges.

We also deliver a Youth Engagement service whose aim is to positively engage with young people to improve life outcomes and reduce the risk of engaging in abusive relationships. We have delivered group

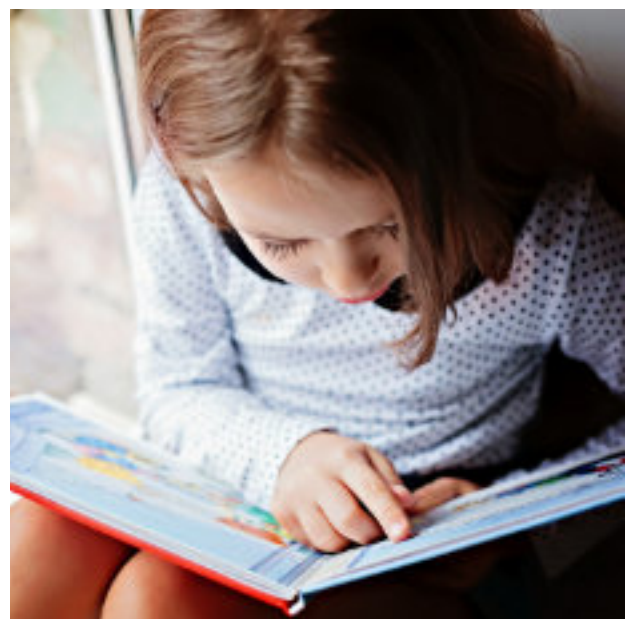
work programmes and worked on a 1:1 basis with young people using a programme called 'Escape the Trap' as a framework. Escape the Trap is designed to support young people to learn the dynamics of grooming, coercive & controlling behaviour and gender inequalities. We engaged with 98 young people. Alongside the direct work with young people our Youth Engagement worker has also worked with professionals in a variety of settings to raise awareness of how to support young people who may be displaying challenging behaviour and the impact of domestic abuse on children & young people. In terms of developing our Children's service we have identified a need for young people (12–25) to be supported around their own abusive relationships that may need to be delivered in a different way to our traditional outreach service. They may not recognise or engage with the term 'domestic abuse' and may not want to meet face to face with a support worker. In order to fully understand how we should set up the service and what young people would engage with we have been undertaking some research and focus groups which will continue next financial year before fully scoping out the service.

99%

OF CHILDREN WHO ENGAGED
WITH OUR SERVICE FELT THEY HAD
IMPROVED THEIR KNOWLEDGE OF
HOW TO STAY SAFE

91%

OF CHILDREN WHO ENGAGED
WITH OUR SERVICE FELT MORE
HEARD AND LISTENED TO



Refuge Service (Safe Houses)

Your Sanctuary has two refuges located in North West Surrey. These are safe houses in secret locations for women and their children fleeing abuse and violence. We have one smaller house that can accommodate 6 families and a larger, purpose-built refuge that can accommodate about 25 families. Each refuge is arranged slightly differently – the small one has communal living spaces with large bedrooms with ensuite bathrooms. This can suit young mothers with small children as they enjoy the company of the other women and children. The larger refuge is divided into units with a couple of bedrooms and a living/kitchen area plus bathroom. This tends to suit families with older children, single women or older women who enjoy the fact they have more privacy. This larger refuge is also where we accommodate single women survivors who have higher needs around mental health, substance abuse and alcohol abuse. We have developed a specialist programme of support for those women that includes group work and 1:1 support but is more structured and intense than that offered to our other families.

**100% OF SURVIVORS WHO STAYED
IN REFUGE SAID THEY FELT MORE
OPTIMISTIC ABOUT THEIR FUTURE**

“I actually care about myself now – know when to ask for help and feel emotionally well. I have never felt like this before – thank you.”

Each woman has a key worker allocated to her on arrival, who provides emotional and practical support throughout her 6 month stay which includes:

- One to one support
- Emotional and practical support
- Support in claiming benefits and budgeting
- Group work
- Volunteering opportunities
- Educational and training opportunities
- Support with moving on and resettlement in the community
- Parenting support
- Advocacy
- Support with legal issues (criminal or civil)

During 2023/2024 we welcomed 45 new families into our refuges.

We identified that a number of survivors being referred to our refuges were migrant women with No Recourse to Public Funds (NRPF). This meant they were not only destitute (often with children), but were also struggling to access refuge as their rent otherwise would be paid by claiming housing benefit. We decided to fundraise to enable us to support women with NRPF in our refuges so that they could be safe and be supported around domestic abuse and access legal support around their immigration status. We were very pleased that we were able to support 9 women with NRPF this year.

Runnymede Borough Council kindly provided a transition fund for the families that came into our refuges, so we were able to welcome them with new bedding, towels, crockery, saucepans etc which they used during their stay and then took with them when they moved out into the community.

Children's Service in Refuge

Our children's service in refuge is funded by BBC Children in Need, the OPCC, Surrey County Council and some trusts. Our children's service in refuge focusses on therapeutic support and play, alongside group play work for the children who come and stay with us.

The service aims to undo the harm caused by experiencing domestic abuse and to help children understand the abuse that happened was not their fault. We work with them to rebuild their self-esteem and confidence and support them in the transition from refuge to life in the community. Each refuge has a playroom that is equipped with toys, books, arts and crafts materials, and other activities, all of which is used to help the children engage, play and have fun.

40 children arrived in our refuges and were supported by our refuge children's service this year. The children also received support from other groups/ agencies whilst they were with us, for example, family centres, health visitors, local companies, and volunteers.

"My children have said refuge is the only place they have felt safe. We have stayed in temporary accommodation and my children felt so unhappy. Being at refuge is like a family, you are all so special to me and my children."



90% OF CHILDREN IN REFUGE FELT SAFER

Activities

Our specialist children's team work with both the mum and the children to improve their bond which has often been ruptured by the perpetrator. The team enable the families to create memories through shared experiences, offering opportunities for them to reconnect and have fun together through activities:

- A summer disco • Garden parties • Bug walks
- Reptile encounters • Messy play • Music/singing sessions • Trips to local attractions • Cinema trips
- Bowling

We have noticed an increasing number of children with SEN (Special Educational Needs) coming into refuge. This presents extra difficulties for children who struggle with the new environment and where we face challenges with obtaining appropriate school or nursery places to meet need. Unfortunately sometimes these children have been unable to secure school places – significantly impacting their social and academic development.

The families that have stayed with us who have No Recourse to Public Funds can also experience additional challenges including language barriers, cultural differences, and the pressures around their immigration status and finances. This inevitably has an impact on the children who have already experienced so much trauma in their lives. Our support workers have worked hard to provide additional support and advocacy when needed.

90% OF CHILDREN IN REFUGE HAD AN IMPROVED RELATIONSHIP WITH THEIR MUM

Helpline

Our specialist domestic abuse helpline is available for anybody living or working in Surrey or further afield and is open from 9am till 9pm, 7 days a week. Our helpline is often the first port of call for people experiencing domestic abuse, and the fact that they can talk to somebody who is non-judgemental, empathetic and above all who believes them, is extremely important.

Our trained staff and volunteers take calls from:

- People experiencing domestic abuse
- Friends or family members worried about somebody else
- Professionals seeking information, advice or referral pathways
- People wishing to donate to us

Staff and volunteers provide:

- Listening/Emotional Support
- Information
- Sign posting to other agencies
- Referral into Your Sanctuary services

During the year we received 5553 contacts. Of those contacts 4578 were phone calls, 709 were email contacts and we conducted 266 online chats. We are seeing a move toward online contacts through emails and chats but survivors still seem to prefer to contact us on the phone which is probably due to the more personal nature of a telephone conversation.

Many of the contacts we received were survivors or professionals seeking refuge space – this accounted for 1413 contacts with another 677 calls being a referral to our refuge service. Our helpline is providing a vital and sometimes life-saving service for the survivors who are at the highest risk and need to flee to the safety of a refuge. We are able to find refuge spaces that are available both locally and nationally through access to a confidential database and give the survivor the contact details of suitable refuges.

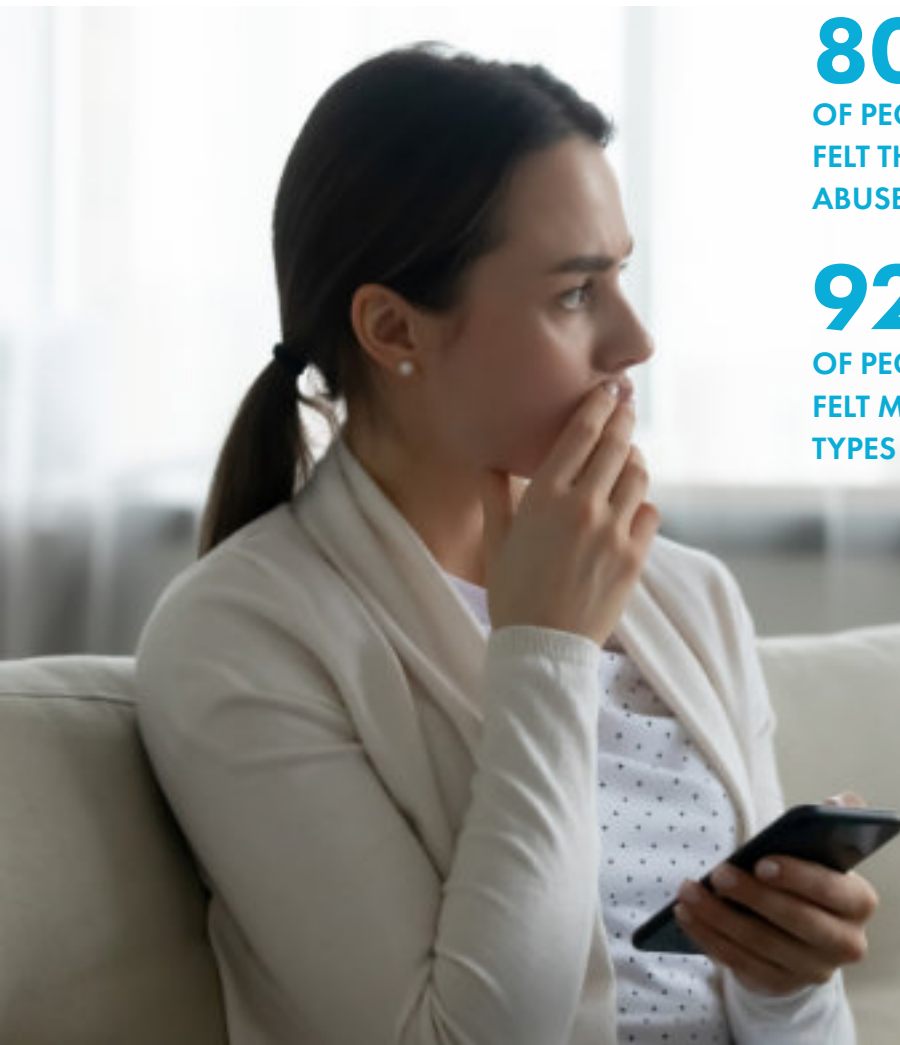
We are also seeing that many professionals are contacting our helpline – sometimes they are seeking refuge space for a survivor, or they are needing some information or advice around how to support survivors.

80%

OF PEOPLE WHO CONTACTED THE HELPLINE
FELT THAT THEY UNDERSTOOD MORE ABOUT
ABUSE AND ABUSIVE BEHAVIOUR

92%

OF PEOPLE WHO CONTACTED THE HELPLINE
FELT MORE CONFIDENT TO ACCESS OTHER
TYPES OF SUPPORT AROUND ABUSE



Volunteers

As well as our staff team, we are also supported by an amazing team of volunteers who give their time and expertise to the organisation.

During the year we have been helped by a team of 60 volunteers who have had various roles throughout the organisation:

• **Helpline** • **Admin** • **Outreach** • **Refuge** • **Children's Services** • **Fundraising** • **Marketing**

In 2023/2024 volunteers contributed approximately 6000 hours to Your Sanctuary which is equivalent to approximately £67,200. This is an important and much valued contribution and demonstrates how much more we can deliver with and through our volunteers. Our volunteers contribute to the well-being of clients and staff, provide positive energy, creativity and also do a great job of promoting our services externally.

We have a large team of volunteers who cover the helpline for us out of hours. This is an especially important role as it means that we can offer the service in the evenings, weekends and bank holidays which we may not otherwise be able to do. This year volunteers covered 514 shifts which represents 90% of the total out of hours shifts. Our volunteers have also taken shifts during the day – lessening the load on our staff members who were coping with increased call numbers. This year they covered 147 shifts during office hours.

Volunteers are involved with a wide variety of activities to support this organisation:

- Christmas deliveries to Outreach clients
- Christmas gift bags made up for Refuge/Outreach client/families
- Organisation and running of internal foodbank
- Preparing food bags for Refuge/Outreach families in need
- Assisting with groups in the community
- Giving a speech at a corporate event.
- Helping to run our eBay shop
- Running activities in our refuges for families staying with us

We are also very grateful to a group of committed, knowledgeable and passionate volunteers who have formed the Your Sanctuary Survivor Steering Group. They have all used our services in the past and are now using their lived experiences to inform our strategy, service delivery and priorities. Their voices, and those of other survivors are vital in ensuring we are delivering needs led and trauma informed services across the organisation.

We would also like to take the opportunity to thank the Surrey Volunteer Bureaux network, Volunteer Woking and other organisations who play an important role in helping us to find volunteers and we would like to encourage anybody thinking of volunteering to contact us and learn more about volunteering for Your Sanctuary.



Donations and Fundraising

As a charity our full-service provision is dependent on the organisations and individuals who support us, enabling us to extend our work and reach as many survivors of domestic abuse as possible.

In the year ended 31 March 2024 we received significant grants from BBC Children in Need, The Masonic Charitable Foundation, Screwfix Foundation, the Community Foundation for Surrey, Woking Borough Council, and Runnymede Borough Council, which together supported our work with children in refuge, helped us to offer a youth engagement service, allowed us to extend our outreach services, to deliver the helpline, to provide homewares for families as they left refuge to start a new life, and provide other services.

Once again, a number of local corporates have been very generous to us by way of both financial gifts and providing volunteer services. A special mention goes to Property Initiatives Management Limited, Woking Crematorium, and the local staff of Enterprise Rent-A-Car.

We have also continued to crowdfund for particular needs, and are thankful for the financial support of GlobalGiving.

Despite the on-going difficulties arising from the cost-of-living crisis, during the year we received amazing donations from local individuals and organisations, such as churches, Zumba classes, Women's Institute branches, local Waitrose stores, and individuals undertaking sponsored or other similar fund-raising events on our behalf. Woking District Rotary Club and the Surry Golfbags Charity Day were both very generous to us. And we remember with gratitude those who made a legacy gift to us. We have also continued to fundraise by selling quality items on eBay – again, we can only do this due to the items kindly gifted to us by supporters, and the volunteers who help to run this venture for us. It is a great way to help us diversify our income streams. We are also incredibly grateful to those who commit to regular monthly giving which enables us to undertake various projects working with survivors.

Thank you to all those who have fundraised or donated to us, no matter how small or large, all donations help us to further our efforts to help survivors of domestic abuse.

Our major funders are Surrey County Council, the Ministry of Justice, and the Office of the Police and Crime Commissioners for Surrey (OPCC). As always, we are enormously grateful for their support which underpins our ability to achieve our mission.

The charity uses a fundraising consultant to make trust and grant applications, and an in-house fundraiser to raise funds and awareness in the community. We do not run telephone or door to door fundraising campaigns and largely depend on our supporters fundraising on our behalf. During the year ended 31 March 2024 the total amount fundraised was £222,000. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above.

Future plans

We have reviewed and refreshed our strategy for the next 5 years. Our new strategy has been informed by the experiences of survivors we have supported, by our staff & volunteers, as well as taking into account the complexities of the external environment in which we are operating.

We have identified 5 overarching objectives for our organisation to focus on and which will help deliver what survivors need as well as continue to enable positive change within agencies and systems.

1. To ensure we have a highly skilled, knowledgeable and adaptable workforce – to be delivered through our structure, people management and learning & development plans.
2. To be a trauma-informed and anti-oppressive organisation – to be delivered through our people, policies/procedures, management tools, values and ethics.
3. To be informed by survivors and those with lived experience – to be delivered through/with our survivor steering group, staff and volunteers with lived experience, and research (both national and international).
4. To provide holistic and therapeutically based services to enable healing and repair of the parent/child bond – to be delivered through our staff teams working as 'teams around the person/family', information sharing (as appropriate) and collaborating.
5. To be organisational advocates for survivors to effect change and improve responses in the community and in agencies (statutory and third sector).



"No one has taken the time to explain what refuge is to me, and I was told there was no other option for me and my children. Thank you for all the information so I can think about what is best for me and my family."

Our Services – facts, figures, results and impact

Source: Your Sanctuary – Outcomes Measurement Framework

OUTREACH

WE RECEIVED **2,106**
REFERRALS FOR OUR COMMUNITY
OUTREACH SERVICE DURING
THE YEAR



IMPACT

98%

OF SURVIVORS WHO ENGAGED
WITH OUR SERVICE FELT AN
INCREASE IN FEELINGS OF
EMPOWERMENT AND SPACE
FOR ACTION



OF PEOPLE WHO
CONTACTED THE
HELPLINE FELT MORE
CONFIDENT TO
ACCESS OTHER TYPES
OF SUPPORT AROUND
ABUSE

HELPLINE

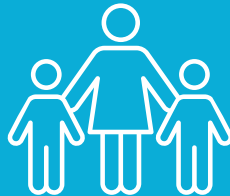
5,553

CONTACTS
WERE MADE WITH THE HELPLINE



REFUGE

THIS YEAR WE WELCOMED
45 NEW FAMILIES INTO OUR
TWO REFUGES



OF SURVIVORS WHO
STAYED IN REFUGE
SAID THEY FELT MORE
OPTIMISTIC ABOUT
THEIR FUTURE



IMPACT

90%

OF CHILDREN IN
REFUGE FELT
SAFER

90% OF CHILDREN IN REFUGE
HAD AN IMPROVED RELATIONSHIP
WITH THEIR MUM

CHILDREN'S SERVICES

IN REFUGE:

40 CHILDREN STAYED IN OUR
TWO REFUGES THIS YEAR

IN THE COMMUNITY:

- WE WORKED WITH **27** CHILDREN ON A 1:1 BASIS AND DELIVERED **216** SESSIONS
- **99%** OF CHILDREN WHO ENGAGED WITH OUR SERVICE FELT THEY HAD IMPROVED THEIR KNOWLEDGE OF HOW TO STAY SAFE



Financial Review

Financial Review of the Year

During the year funds received were spent across our services; two refuges, community outreach, children's services and the helpline. Total income for the year was £1,829,996 compared to £1,751,786 in 2023/24, an increase of 4.5%. The increase is largely the result of more refuge rents received, together with increased donations and legacies from local organisations and supporters, and increased returns on investments. The main income source continues to be grants received from Surrey County Council, the Ministry of Justice, and the Office of the Police and Crime Commissioner for Surrey (OPCC). This has enabled the charity to continue to provide refuge in our safe houses for endangered women and families who reach out to us for help, including women who have no recourse to public funds. In the community we have maintained one to one support for survivors in conjunction with advice, advocacy and prevention services, and continued to work alongside a local hospital, and the police, also providing assistance for survivors to enable them to stay in their own home by way of the Sanctuary Scheme (more details below), and providing homewares for those in financial need. This work was also financially supported by our local Borough Councils, Woking, Runnymede and Surrey Heath.

In addition to the statutory funding referred to above, we continued to receive a major grant from BBC Children in Need which funded a full-time children's worker in refuge, and we received grants from the Community Foundation for Surrey towards the helpline, and our outreach service. We are also grateful for the support of the Masonic Charitable Foundation who continued to fund a much-needed youth engagement post.

Expenditure in the year increased to £1,746,852 from £1,507,274 in 2022/23, an increase of 16%. This mainly comprised staff costs (being 68% of all costs), which increased from £1,032,547 to £1,201,800. Statutory grants, received as a result of increased funding made available from central government for the work of domestic abuse charities, have enabled the charity to increase staff numbers from an average of 37 in the previous year, to 43, and thereby extend our services. During the year, as a result of a Surrey County Council grant, we were also able to increase expenditure related to the Sanctuary Scheme to £54,326. The Sanctuary Scheme is a nationwide initiative which aims to provide survivors of domestic abuse a way to stay safe in their own home through added physical security in the home, thereby obviating the need to flee from their perpetrator, potentially to homelessness.

Restricted income is given to the charity for a specific purpose or project and for 2023/24 amounted to £672,325. The related expenditure for the year was £573,055. The balance carried forward is largely comprised of grants received to be spent on specialist refuge staffing, and housing support for survivors in the community. We also received a very generous donation from a local company at the end of the financial year to be used for community outreach work in 2024/25.

At the beginning of the financial year there was a fund of £210,000 which the trustees had designated for various projects. Of this, £131,000 was expended during the year. The trustees therefore have designated a further £158,000, as set out in Note 18, which is principally for refuge property costs but also to cover the cost of specific non-funded staff posts, and also to extend our work with women without recourse to public funds. This gives a balance on designated funds at the year-end of £237,000, which is expected to be expended over the next five years.

The overall surplus for the year was £83,144 (2022/23 surplus of £244,512), with a surplus for the year on unrestricted funds of £114,874 (2022/23 surplus £273,688). The surplus was added to reserves and, after adjusting for a transfer to designated funds, has resulted in a balance of £907,838 on unrestricted funds at the year end, and total funds (including restricted and designated) of £1,424,838. At £907,838, free reserves are higher than the policy level of £650,000; the excess is explained in the Reserves Policy section below.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

Reserves Policy

The trustees regularly review the reserves policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of no less than 6 months' unrestricted expenditure in respect of refuge running costs, and no less than 3 months' unrestricted expenditure in respect of other services. The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event all other funding ceases, in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge, and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the stated level ensures sufficient working capital is always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges. If funding issues became apparent, it would give the charity the time to seek new funding to support Your Sanctuary. This level of reserves also ensures funds are available to pay any necessary legal obligations, such as redundancy costs, were a winding down of services to become necessary for the charity.

Based on the reserves policy, the charity should maintain free reserves in the order of £650,000. At the year end the charity's unrestricted and undesignated reserves totalled £907,837. However, the planned spend from reserves in 2024/25 is expected to reduce free reserves to be in line with the policy by 31 March 2025. Each year the number of referrals to our community outreach service increases, but the main funding contract for this work is fixed, and not expected to increase. The planned spend, referred to above, therefore will be used largely to employ more support workers to handle the caseloads and work directly with survivors. In addition, some of our multi-year restricted grants come to an end during the coming year, it will therefore be necessary to use reserves to continue those vital projects until alternative funding can be found. During the year to 31 March 2025 the charity will also be undertaking re-commissioning of its refuge service, which is provided to Surrey County Council, resulting in considerable uncertainty in relation to a significant part of its funding. Again, it may be necessary to find alternative funding should the charity be unsuccessful in securing the new contract. Given that uncertainty, the trustees felt it expedient to allow a build-up of free reserves. This will be reviewed again once the outcome of the commissioning process is known.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010 as amended, most recently in September 2024. It is registered as a charity with the Charity Commission.

Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Potential new trustees are interviewed by the Chair and meet with existing trustees and the CEO. New trustees are invited and required to attend a short training session on the Your Sanctuary organisation and to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than four and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two Services Leads. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The CEO works with the senior leadership team composed of herself, the Therapeutic Services Lead, the Adult Community Services Lead and the Finance Manager. The two Services Leads have responsibility for the day-to-day operational management of the charity, individual supervision of the front-line staff team, and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees, in conjunction with the CEO and senior leadership team, continue to develop a strategic plan annually to diversify income with the continued investment in an in-house fundraiser and external fundraising consultant (see Note 10 of the Notes to the Financial Statements). Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

07257302 (England and Wales)

Registered Charity number

1137057

Principal and Registered office

15A Monument Way
Woking
Surrey
GU21 5LY

Trustees

S P Rose (Chair)
C Earle
G Johnson
S Morgan
S Benning-Prince
V Morris
D Williams
A Price

Company Secretary

A Bents

Chief Executive

Fiamma Pather

Auditors

Bennewith 2018 Limited
(Statutory Auditors)
18 Farnham Road,
Guildford, Surrey

Bankers

Barclays Bank
Town Gate House
Church Street East,
Woking, Surrey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 22nd November 2024 and signed on its behalf by:



D Williams – Trustee

Report of the Independent Auditors to the Trustees

Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 charitable company's ability to

continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the entity and determined the most significant are those that relate to FRS 102 Section 1A, safeguarding, and employment.

We assessed the risks of material misstatement in respect of fraud as follows:

- Enquiries made of management and those charged with governance
- Analytical procedures were used to identify if there were any unusual or unexpected relationships
- Discussions with management to identify any fraud risk factors of related party relationships and transactions

Based on the results of our risk assessment we designed our audit procedures to identify non-compliance with such laws and regulations identified above.

Enquiries were made of management and those charged with governance. We corroborated our enquiries through the review of Board minutes and other papers provided. There was no contradictory evidence.

We considered the risk of fraud through management override and, in response, we incorporated testing of manual journal entries into our audit approach. We tested year end journals as well as journal entries throughout the year. There were no transactions identified outside the normal course of business.

Based on the results of our risk assessment we designed our audit procedures to identify and to address material misstatements in relation to fraud. We incorporated an element of unpredictability in the selection of the nature, timing, and extent of audit procedures.

Where transaction meeting risk criteria were identified, we carried out further audit work.

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 Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Bennewith 2018 Limited (Statutory Auditors)

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Upper Ground Floor
18 Farnham Road
Guildford
Surrey
GU1 4XA



Date: 22nd November 2024

Statement of Financial Activities – Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	125,209	96,954	–	222,163	201,265
Charitable activities	5					
Refuges		712,588	128,738	–	841,326	817,689
Outreach		192,325	400,988	–	593,313	575,508
Children's services – Refuge		79,465	5,645	–	85,110	96,562
Helpline		–	40,000	–	40,000	41,113
Other trading activities	3	16,539	–	–	16,539	12,137
Investment income	4	31,545	–	–	31,545	7,512
Total		1,157,671	672,325	–	1,829,996	1,751,786
EXPENDITURE ON						
Raising funds	6	64,205	–	–	64,205	54,774
Charitable activities	7					
Refuges		671,632	56,031	39,500	767,163	732,547
Outreach		168,645	440,778	61,100	670,523	478,366
Children's services – Refuge		124,169	39,371	3,900	167,440	159,977
Helpline		14,146	36,875	26,500	77,521	81,610
Total		1,042,797	573,055	131,000	1,746,852	1,507,274
NET INCOME/(EXPENDITURE)		114,874	99,270	(131,000)	83,144	244,512
Transfers between funds	18	(158,000)	–	158,000	–	–
Net movement in funds		(43,126)	99,270	27,000	83,144	244,512
RECONCILIATION OF FUNDS						
Total funds brought forward		950,964	180,730	210,000	1,341,694	1,097,182
TOTAL FUNDS CARRIED FORWARD		907,838	280,000	237,000	1,424,838	1,341,694

Balance Sheet – at 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.24 Total funds £	31.3.23 Total funds £
FIXED ASSETS						
Tangible assets	13	26,756	–	–	26,756	29,026
CURRENT ASSETS						
Debtors	14	64,409	–	–	64,409	33,706
Cash at bank and in hand		1,040,986	280,000	237,000	1,557,986	1,608,339
		1,105,395	280,000	237,000	1,622,395	1,642,045
CREDITORS						
Amounts falling due within one year	15	(152,511)	–	–	(152,511)	(259,110)
NET CURRENT ASSETS		952,884	280,000	237,000	1,469,884	1,382,935
TOTAL ASSETS LESS CURRENT LIABILITIES		979,640	280,000	237,000	1,496,640	1,411,961
PROVISIONS FOR LIABILITIES	17	(71,802)	–	–	(71,802)	(70,267)
NET ASSETS		907,838	280,000	237,000	1,424,838	1,341,694
FUNDS	18					
Unrestricted funds					907,838	950,964
Restricted funds					280,000	180,730
Designated funds					237,000	210,000
TOTAL FUNDS					1,424,838	1,341,694

Balance Sheet continued – at 31 March 2024

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 22 November 2024 and were signed on its behalf by:



D Williams - Trustee

Cash Flow Statement – Year Ended 31 March 2024

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	(67,846)	363,583
Interest paid		(394)	(209)
Net cash provided by operating activities		(68,240)	363,374
Cash flows from investing activities			
Purchase of tangible fixed assets		(13,658)	(11,907)
Interest received		31,545	7,512
Net cash provided by/(used in) investing activities		17,887	(4,395)
Change in cash and cash equivalents in the reporting period		(50,353)	358,979
Cash and cash equivalents at the beginning of the reporting period		1,608,339	1,249,360
Cash and cash equivalents at the end of the reporting period		1,557,986	1,608,339

Notes to the Cash Flow Statement – Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	Notes	31.3.24 £	31.3.23 £
Net income for the reporting period (as per the Statement of Financial Activities)		83,144	244,512
Adjustments for:			
Depreciation charges		15,928	15,033
Interest received		(31,545)	(7,512)
Interest paid		394	209
Increase in provisions		1,535	17,310
(Increase)/decrease in debtors		(30,703)	(6,087)
Increase/(decrease) in creditors		(106,599)	100,118
Net cash provided by operations		(67,846)	363,583

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	1,608,339	(50,353)	1,557,986
Total	1,608,339	(50,353)	1,557,986

Notes to the Financial Statements – Year Ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Charity Status

The organisation is a charitable company limited by guarantee, registered as a company in the UK (company number: 7257302) and as a charity with The Charity Commission for England and Wales (charity number: 1137057).

The registered office address of the organisation is:
15A Monument Way, Woking, Surrey GU21 5LY.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs related to a particular activity are allocated to it directly. Other costs are apportioned between the activities on the basis of estimated usage.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	–	Straight line over 5 years
Computer equipment	–	Straight line over 3 years

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been set aside by the charity for a particular purpose. The funds remain unrestricted and can be used for another purpose at the Trustees' discretion.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated goods

The charity receives donated goods for resale. These goods are not recognised as income on receipt. Instead, the net amount received is recognised as income when sold. The proceeds of sale are categorized as 'Income from other trading activities'.

Going Concern

The accounts have been prepared on a going concern basis. The Trustees do not believe there are any material uncertainties that cast doubt on whether the charity is a going concern.

2. DONATIONS AND LEGACIES

	31.3.24 £	31.3.23 £
Donations	165,728	123,236
Grants	56,435	78,029
	222,163	201,265

Grant income is as follows:

	Unrestricted £	Restricted £	Total 31.3.24 £	Total 31.3.23 £
Grants received - donations and legacies (as above)	–	56,435	56,435	78,029
Grants received - charitable activities (note 6)	623,082	575,371	1,198,453	1,200,149
	£623,082	£631,806	£1,254,888	1,278,178

Details of restricted grant income are given in note 17 to these accounts.

Details of unrestricted grant income are as follows:

	31.3.24 £	31.3.23 £
Surrey County Council	611,082	611,081
Social Services	11,000	11,000
Community Foundation for Surrey	–	–
OPCC	–	5,707
Other trust income	1,000	–
	£623,082	£627,788

3. OTHER TRADING ACTIVITIES

	31.3.24 £	31.3.23 £
Donated goods resold	12,957	6,642
Training	3,582	5,495
	16,539	12,137

4. INVESTMENT INCOME

	31.3.24 £	31.3.23 £
Deposit account interest	31,545	7,512

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.24 £	31.3.23 £
Grants	480,030	486,966
Refuge rents	361,296	330,723
Grants	593,313	575,508
Grants	85,110	96,562
Grants	40,000	41,113
	1,559,749	1,530,872

Notes to the Financial Statements continued – Year Ended 31 March 2024

6. RAISING FUNDS

	31.3.24 £	31.3.23 £
Raising donations and legacies		
Staff costs	50,791	44,180
Sundries	914	994
Consultancy	12,500	9,600
	64,205	54,774

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support cost (see note 8) £	Totals £
Refuges	716,802	50,361	767,163
Outreach	618,287	52,236	670,523
Children's services – Refuge	153,396	14,044	167,440
Helpline	70,918	6,603	77,521
	1,559,403	123,244	1,682,647

8. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Refuges	38,444	11,917	50,361
Outreach	47,828	4,408	52,236
Children's services – Refuge	12,908	1,136	14,044
Helpline	6,241	362	6,603
	105,421	17,823	123,244

9. NET INCOME/(EXPENDITURE)

	31.3.24 £	31.3.23 £
Net income/(expenditure) is stated after charging/(crediting):		
Auditors' remuneration	4,240	3,500
Auditors' remuneration for non-audit work	4,500	4,220
Depreciation – owned assets	15,928	15,031

10. TRUSTEES' REMUNERATION AND BENEFITS

In the prior year, A Price was appointed as a Trustee. A Price has received funds from the charity for several years related to work as a self-employed fundraising consultant. During the year, she was paid £12,500 (2023: £9,600) by the charity in her role as fundraising consultant.

The trustees have confirmed that, a) there is nothing in the Articles of Association that prevents a trustee from providing paid services; and b) the agreement is consistent with the Charity Commission guidance in CC11.

There were no other trustees' remuneration or benefits for the year ended 31 March 2024 nor the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Key management personnel

The total remuneration paid to Key Management Personnel, was £66,601 (2023: £68,582). The charity are also making contributions to a defined contribution pension scheme for one member of key Management Personnel (2023: one).

11. STAFF COSTS	31.3.24 £	31.3.23 £
Wages and salaries	1,077,983	922,262
Social security costs	90,236	79,142
Other pension costs	33,581	31,143
	1,201,800	1,032,547
The average monthly number of employees during the year was as follows:	31.3.24	31.3.23
Charitable activities	38	34
Support	3	2
Fundraising	2	1
	43	37
The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:	31.3.24	31.3.23
£60,001 - £70,000	1	1

Notes to the Financial Statements continued – Year Ended 31 March 2024

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	123,236	78,029	–	201,265
Charitable activities				
Refuges	682,826	134,863	–	817,689
Outreach	179,370	396,138	–	575,508
Children's services – Refuge	81,562	15,000	–	96,562
Helpline	14,753	26,360	–	41,113
Other trading activities	12,137	–	–	12,137
Investment income	7,512	–	–	7,512
Total	1,101,396	650,390	–	1,751,786
EXPENDITURE ON				
Raising funds	54,774	–	–	54,774
Charitable activities				
Refuges	522,937	179,610	30,000	732,547
Outreach	95,036	383,330	–	478,366
Children's services – Refuge	100,336	59,641	–	159,977
Helpline	54,625	26,985	–	81,610
Total	827,708	649,566	30,000	1,507,274
NET INCOME/(EXPENDITURE)	273,688	824	(30,000)	244,512
Transfers between funds	(60,000)	–	60,000	–
Net movement in funds	213,688	824	30,000	244,512
RECONCILIATION OF FUNDS				
Total funds brought forward	737,276	179,906	180,000	1,097,182
TOTAL FUNDS CARRIED FORWARD	950,964	180,730	210,000	1,341,694

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2023	28,434	56,237	84,671
Additions	–	13,658	13,658
At 31 March 2024	28,434	69,895	98,329
DEPRECIATION			
At 1 April 2023	10,532	45,113	55,645
Charge for year	5,687	10,241	15,928
At 31 March 2024	16,219	55,354	71,573
NET BOOK VALUE			
At 31 March 2024	12,215	14,541	26,756
At 31 March 2023	17,902	11,124	29,026
14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.24 £	31.3.23 £
Other debtors		18,533	15,466
Prepayments		45,876	18,240
		64,409	33,706
15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.24 £	31.3.23 £
Trade creditors		10,310	4,527
Other creditors		25,390	24,595
Accruals and deferred income		116,811	229,988
		152,511	259,110
16. LEASING AGREEMENTS		31.3.24 £	31.3.23 £
Minimum lease payments under non-cancellable operating leases fall due as follows:			
Within one year		54,834	53,707

During the year £96,914 of operating leases were included in expenses.

Notes to the Financial Statements continued – Year Ended 31 March 2024

17. PROVISIONS FOR LIABILITIES

	31.3.24 £	31.3.23 £
Provisions	71,802	70,267

	Dilapidations Cedar Court £	Redecoration Cedar Court £	Pension £	Total £
Balance at 1 April 2023	28,915	33,000	8,352	70,267
Adjustment through SOFA	4,000	1,000	(3,465)	1,535
Balance at 31 March 2024	32,915	34,000	4,887	71,802

The dilapidations and redecoration provisions relate to work required by a refuge lease to restore the property to its original condition on its return to the landlord Woking Borough Council (WBC). The lease can be terminated with 6 months' notice. At the date of signing the accounts, neither party has given notice.

The pension provision relates to a debt on withdrawal which will be due once there are no members of the pension scheme.

18. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	950,964	114,874	(158,000)	907,838
Restricted funds				
OPCC – Programmes and services	–	10,000	–	10,000
SCC – Staffing and services	178,358	48,622	–	226,980
OPCC – Transition fund	2,372	(2,372)	–	–
PIML – Outreach	–	40,520	–	40,520
Runnymede Brough Council	–	2,500	–	2,500
	180,730	99,270	–	280,000
Designated funds				
Outreach services	15,000	–	30,000	45,000
Helpline project	25,000	(25,000)	–	–
Fund raising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	57,000	107,000
Office space	30,000	(30,000)	–	–
Refuge residents without recourse to public funds	20,000	(16,000)	16,000	20,000
Staffing – development and children's work	47,000	(47,000)	17,000	17,000
Transition fund	13,000	(13,000)	13,000	13,000
CYP Online Services	–	–	25,000	25,000
	210,000	(131,000)	158,000	237,000
TOTAL FUNDS	1,341,694	83,144	–	1,424,838

Transfers between funds all relate to designating unrestricted general funds for specific purposes or projects. An explanation of each Designated fund is included at the end of the note.

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,157,671	(1,042,797)	114,874
Restricted funds			
BBC Children in Need	33,726	(33,726)	–
Community Foundation for Surrey	7,708	(7,708)	–
OPCC – Staffing	102,249	(102,249)	–
OPCC – Programmes and services	12,250	(2,250)	10,000
SCC – Staffing and services	289,792	(241,170)	48,622
OPCC – Transition fund	–	(2,372)	(2,372)
Ministry of Justice	118,555	(118,555)	–
Woking Borough Council	7,000	(7,000)	–
Masonic Charitable Foundation	15,000	(15,000)	–
SCC – Changing Futures/Public Health	28,025	(28,025)	–
PIML – Outreach	40,520	–	40,520
Runnymede Brough Council	17,500	(15,000)	2,500
	672,325	(573,055)	99,270
Designated funds			
Helpline project	–	(25,000)	(25,000)
Office space	–	(30,000)	(30,000)
Refuge residents without recourse to public funds	–	(16,000)	(16,000)
Staffing – development and children's work	–	(47,000)	(47,000)
Transition fund	–	(13,000)	(13,000)
	–	(131,000)	(131,000)
TOTAL FUNDS	1,829,996	(1,746,852)	83,144

Notes to the Financial Statements continued – Year Ended 31 March 2024

18. MOVEMENT IN FUNDS – continued.

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Comparatives for movement in funds				
Unrestricted funds				
General fund	737,276	273,688	(60,000)	950,964
Restricted funds				
OPCC – Programmes and services	1,444	(1,444)	–	–
SCC – Staffing and services	141,242	37,116	–	178,358
OPCC – Transition fund	–	2,372	–	2,372
Ministry of Justice	22,560	(22,560)	–	–
SCC – Changing Futures/Public Health	14,660	(14,660)	–	–
	179,906	824	–	180,730
Designated funds				
Outreach services	15,000	–	–	15,000
Helpline project	25,000	–	–	25,000
Fund raising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	–	50,000
Office space	30,000	–	–	30,000
Refuge residents without recourse to public funds	3,000	–	17,000	20,000
Staffing – development and children’s work	47,000	(30,000)	30,000	47,000
Transition fund	–	–	13,000	13,000
	180,000	(30,000)	60,000	210,000
TOTAL FUNDS	1,097,182	244,512	–	1,341,694

Comparative net movement in funds,
included in the above are as follows:

		Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds				
General fund		1,101,396	(827,708)	273,688
Restricted funds				
BBC Children in Need		34,641	(34,641)	–
Community Foundation for Surrey		13,125	(13,125)	–
OPCC – Staffing		86,962	(86,962)	–
OPCC – Programmes and services		12,250	(13,694)	(1,444)
SCC – Staffing and services		274,746	(237,630)	37,116
OPCC – Transition fund		10,000	(7,628)	2,372
Ministry of Justice		118,555	(141,115)	(22,560)
Woking Brough Council		21,800	(21,800)	–
Nationwide		15,263	(15,263)	–
Masonic Charitable Foundation		15,000	(15,000)	–
SCC – Changing Futures/Public Health		48,048	(62,708)	(14,660)
		650,390	(649,566)	824
Designated funds				
Staffing – development and children’s work		–	(30,000)	(30,000)
TOTAL FUNDS		1,751,786	(1,507,274)	244,512

Notes to the Financial Statements continued – Year Ended 31 March 2024

18. MOVEMENT IN FUNDS – continued.

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	737,276	388,562	(218,000)	907,838
Restricted funds				
OPCC – Programmes and services	1,444	8,556	–	10,000
SCC – Staffing and services	141,242	85,738	–	226,980
Ministry of Justice	22,560	(22,560)	–	–
SCC – Changing Futures/Public Health	14,660	(14,660)	–	–
PIML – Outreach	–	40,520	–	40,520
Runnymede Brough Council	–	2,500	–	2,500
	179,906	100,094	–	280,000
Designated funds				
Outreach services	15,000	–	30,000	45,000
Helpline project	25,000	(25,000)	–	–
Fund raising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	57,000	107,000
Office space	30,000	(30,000)	–	–
Refuge residents without recourse to public funds	3,000	(16,000)	33,000	20,000
Staffing – development and children’s work	47,000	(77,000)	47,000	17,000
Transition fund	–	(13,000)	26,000	13,000
CYP Online Services	–	–	25,000	25,000
	180,000	(161,000)	218,000	237,000
TOTAL FUNDS	1,097,182	327,656	–	1,424,838

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,259,067	(1,870,505)	388,562
Restricted funds			
BBC Children in Need	68,367	(68,367)	–
Community Foundation for Surrey	20,833	(20,833)	–
OPCC – Staffing	189,211	(189,211)	–
OPCC – Programmes and services	24,500	(15,944)	8,556
SCC – Staffing and services	564,538	(478,800)	85,738
OPCC – Transition fund	10,000	(10,000)	–
Ministry of Justice	237,110	(259,670)	(22,560)
Woking Borough Council	28,800	(28,800)	–
Nationwide	15,263	(15,263)	–
Masonic Charitable Foundation	30,000	(30,000)	–
SCC – Changing Futures/Public Health	76,073	(90,733)	(14,660)
PIML – Outreach	40,520	–	40,520
Runnymede Brough Council	17,500	(15,000)	2,500
	1,322,715	(1,222,621)	100,094
Designated funds			
Helpline project	–	(25,000)	(25,000)
Office space	–	(30,000)	(30,000)
Refuge residents without recourse to public funds	–	(16,000)	(16,000)
Staffing – development and children’s work	–	(77,000)	(77,000)
Transition fund	–	(13,000)	(13,000)
	–	(161,000)	(161,000)
TOTAL FUNDS	3,581,782	(3,254,126)	327,656

Notes to the Financial Statements continued – Year Ended 31 March 2024

18. MOVEMENT IN FUNDS – continued.

Restricted funds

BBC Children in Need –

Grant received to fund a refuge children's worker.

Community Foundation for Surrey –

Grants received towards complex needs in refuge, children's service in refuge, helpline development, and outreach services.

OPCC Staffing –

Grants towards additional staff or staff hours.

This included: contributions towards helpline staff, children's workers in refuge, extra support hours in adult outreach, police advocate, young persons' worker, a support worker for the prevention of violence against women and girls, and the perpetrator hub project.

OPCC Programmes & Services –

Grants towards various programmes and services.

This included: delivery of Hope 2 Recovery programmes and counselling services.

SCC Staffing and Services –

Grants towards additional staff and staff hours.

This included: support workers in refuge, a hospital-based outreach worker, men's outreach support, and the helpline. Along with our local borough councils, they also provided funding for the Sanctuary Scheme to help survivors remain safely in their own home.

OPCC Transition Fund -

Grants toward the provision of basic homewares for residents moving on from refuge.

Ministry of Justice –

Grants to provide additional support for adult and children's outreach work.

Woking Brough Council –

Community grant towards outreach and helpline services.

Nationwide –

Grant towards refuge worker salary.

Masonic Charitable Foundation –

Grant toward salary of youth engagement and well-being worker.

SCC – Changing Futures/Public Health –

Grants to extend outreach work with survivors with complex needs.

Property Initiatives Management Limited –

Grant towards community outreach services.

Runnymede Brough Council –

Grant toward the transition fund providing goods for residents moving on from refuge, providing emergency mobile phones for survivors, and a contribution towards community services.

Designated funds

Outreach Services –

Funds designated for Outreach and training.

Helpline Project –

Funds designated to improve and develop the charity's helpline.

Fund Raising and Commissioning –

Funds designated for fund raising for the charity and the costs of commissioning new contracts.

Refuge Property Costs –

Funds set aside for service charges, repairs, and renewals related to refuge property.

Office Space –

To cater for increasing staff members.

Refuge residents without recourse to public funds –

To accommodate more women in refuge.

Staffing development and children's work –

To strengthen the provision for children.

Transition Fund –

To provide basic homewares for residents moving on from refuge.

CYP Online Services –

To develop online services targeted at children and young people.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.



Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse

Surrey County Council; Ministry of Justice; The Office of the Police and Crime Commissioner for Surrey; Woking Borough Council; Runnymede Borough Council; Surrey Heath Borough Council; Public Health; BBC Children in Need; Masonic Charitable Foundation; Community Foundation for Surrey; Association of Private Cemeteries and Crematoria; Woking District Rotary Club; GlobalGiving; local Women's Institutes; Soroptimist International; Enterprise Rent-a-Car; Tudor Capital Europe; DWF Foundation; Capital Group; Screwfix Foundation; Waitrose; Surrey Golfbags; YPO Star London; TT Electronics; Assurant Foundation; Pyrford Women's Forum; Welcome Church; Property Initiatives Management Ltd.

Thanks also go to all our individual donors, regular givers, schools, supermarkets, local churches, and other organisations and trusts who make such a wonderful contribution.



YOUR SANCTUARY

England & Wales - Charity number 1137057

Accounts



Working to create lives without fear

ANNUAL REVIEW 2022/2023



VISION

Our vision is a world free from domestic abuse.



MISSION

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.



CORE AIMS

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services that are inclusive and needs-led
- To enable survivors to heal from the harm caused by domestic abuse



CORE VALUES

- Compassion
- Empowerment
- Collaboration
- Non-judgemental

Chair of Trustees

Susan Rose

Chair of the Board of Trustees

Many people in the UK continue to experience fear, distress and uncertainty in their own homes. Cases of violence and abuse towards women, men and children persist, as many people struggle with domestic abuse and coercive control in their personal relationships.

Figures for domestic abuse and domestic violence remain high, and at Your Sanctuary we see increasing numbers of domestic abuse survivors who come to us for help with an array of complex needs including poor mental health, homelessness, drug or alcohol addiction, or financial destitution.

This situation puts pressure on our resources, and is happening at a time when local statutory agencies are struggling to provide financial resource and support, while at national level we see services such as the NHS, Ambulance Service and Police unable to effectively meet the needs of all those requiring help. This crisis in the provision of public sector services has created increased pressure on small organisations such as Your Sanctuary who are often the last resort for help for those in the most severe circumstances.

Against this backdrop Your Sanctuary continues to offer a safe haven for survivors of domestic abuse. Our CEO, the leadership team and staff work diligently and tirelessly to support the women, men and children who turn to us for help. We continue to provide training, support and clinical supervision particularly for our front-line staff who experience the most distressing aspects of our work. At the same time, we could not continue to deliver our services without the support of our large contingent of volunteers who give their time freely often enabling effective delivery of services. Included in these volunteers are our board of trustees who give their time, expertise and guidance to the organisation. To all those who work for and support the Your Sanctuary organisation I give a big thank you. Finally, I continue to have the utmost respect and admiration for the many service users whom we have had the honour of serving this year.



Chief Executive

CEO Fiamma Pather

This has been another busy year for all of us at Your Sanctuary as we focus on on-going service delivery, expanding our team, developing new services as well as continuing to settle into our brand new refuge. Much of the year has been overshadowed by the cost of living crisis and the impact that it is having on survivors of domestic abuse. Economic abuse has always been a tactic used by perpetrators to control and coerce survivors but the current crisis gives more opportunities to deny access to money so that survivors and their children go short of food and other basic necessities. The fear of destitution and homelessness prevents many survivors from leaving their abuser and this has been heightened by the economic situation – survivors are having to choose to keep a roof over their head despite the risk to them and their children. The impact of lockdowns and now the downturn of the economy has affected services such as mental health support and substance abuse support organisations (both statutory and voluntary) which has in turn meant that many survivors are presenting with much higher needs when they do seek support. All of this coming on top of the effects of the lockdowns has been hugely impactful for survivors – both adults and children.

Survivors are at the centre of everything we do here and we value their feedback and input. It had been very difficult to consult with survivors during the pandemic and lockdowns but this year it felt the right time to set up a Your Sanctuary survivor steering group. We asked survivors who had been engaged with any of our services if they would like to be part of the group and seven women agreed. Their first meeting was in February 2023 and was organised and facilitated by our Outreach Volunteer Co-ordinator and a volunteer. They will meet 3 or 4 times per year and will review and consider our current service delivery, future plans for development, policies, and procedures. Their invaluable feedback has already resulted in a change to our core aims and the group has helped to develop our responses to women who experience barriers to engagement.

We are very much a needs led organisation where each survivor is treated as an individual. We have noticed for quite some time that many of the survivors accessing our services were struggling with a number of issues – mental health, substance or alcohol abuse, homelessness, financial issues etc. This prompted us to set up our 'High Needs' service in refuge and in outreach. Agencies in Surrey – both voluntary and statutory – also recognised that there is a cohort of people who experience a number of disadvantages. They often struggle to engage with services which led Surrey County Council to become part of a national initiative called 'Changing Futures'. A part of this work included setting up an alliance called 'Bridge the Gap' which was formed to meet the needs of single people who are experiencing multiple disadvantage. Your Sanctuary and our sister organisations in the Surrey Domestic Abuse

Partnership joined this alliance and we have been working together to implement and develop the project this year. We are hoping that in working together we can remove some of the barriers for this cohort and enable them to access the support they need when they need it.

Coercive and Controlling Behaviour (CCB) is still not fully understood and underreported and yet is the most accurate predictor of serious harm or homicide. As part of my work with the CCB task group we created the Surrey CCB Framework which was signed off by Surrey County Council. This framework is a set of guidelines and principles to help agencies identify CCB, respond appropriately to survivors and hold perpetrators to account. The framework was rolled out across the county and is now being implemented and embedded. We are hoping that this will make a significant difference for survivors.

For many survivors leaving their home to go to a refuge is not possible – they don't want to leave their jobs, or take their children out of school, or leave their support networks, or abandon their home. For many years we have been able to refer survivors to the Sanctuary Scheme operated by the boroughs and districts to have their homes made secure once the perpetrator has left. This may include a lock change, window locks fitted, a fire proof letterbox installed or even a bedroom turned into a panic room. Surrey County Council in consultation with ourselves and the other domestic abuse charities in the county opted to move the Sanctuary Scheme into the hands of the specialist DA services. So we now hold the budget for the Sanctuary Scheme and are able to offer a needs led, wrap around service to survivors that not only makes their home safer but also enables them to engage with an outreach worker who supports them with safety planning, emotional and practical support.

We were very pleased that the Surrey Deputy Lieutenants – led by the High Sheriff of Surrey Christopher Critchlow – set up a Domestic Abuse focus group. This opened a number of doors and has enabled us to raise the issue of domestic abuse with individuals and groups. The High Sheriff invited all the domestic abuse charities in Surrey to attend a talk by Baroness Helen Kennedy at Surrey University – she spoke passionately about domestic abuse and how society needs to change in its attitudes and responses to it. We were able to showcase our services and speak to students and other attendees.

I would also like to take this opportunity to thank our wonderful staff and volunteer team who work so tirelessly to support and empower survivors. I would also like to honour all the survivors who engaged with our services throughout the year and bravely took steps to keep themselves and their children safe.

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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 2015).

Objectives and Activities

Vision

Our vision is a world free from domestic abuse.

Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.

Core Aims

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services that are inclusive and needs-led
- To enable survivors to heal from the harm caused by domestic abuse

Your Sanctuary Values

- Compassion – to have an understanding of the experiences of survivors of domestic abuse and others, coupled with a determination to support and help
- Empowerment – to work alongside survivors and colleagues to achieve autonomy, self-determination, and space for action
- Collaboration – working together with survivors, colleagues, agencies and the wider community to achieve our aims
- Non-Judgemental – to be accepting, understanding and respectful of others' experiences, decisions and values

Your Sanctuary Principles

- Trauma-informed – all our work to be aligned with the principles of a trauma-informed approach (Safety, Choice, Empowerment, Trustworthiness and Collaboration)
- Needs-led – to support and respond to the individual needs of survivors
- Strengths-based – to focus on the inherent strengths and resources of the survivors we work with
- Survivor centred – to ensure that survivors are at the centre of all that we do

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and, in particular, to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. Our charitable activities are focussed on providing protection from, prevention of and recovery from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As houses offer shared accommodation we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. We do, however, provide an outreach service in the community for both men and women, and for children. Our community outreach service is focussed on risk management and providing support according to individual need. The outreach service is open to the general public limited only by geographical boundaries – i.e. North-West Surrey as per our service level agreements. Our helpline service is available to all and is advertised throughout Surrey by ourselves and by various partner agencies.

In order to meet our core aims our strategies this year were:

- To be the specialist provider of support to Children and Young people in NW Surrey who have experienced domestic abuse or are at risk of experiencing it through recovery and educational programmes.
- To ensure that our services are inclusive and diverse so that survivors who may be 'further away' from agencies are able to engage with us.
- To provide programmes that enable adult survivors engaged in our community based and accommodation-based services to recover from their experiences of domestic abuse.
- To provide accommodation-based services that meet the needs of survivors fleeing domestic abuse taking into account existing and relevant external factors.
- To use technology and digital platforms to help us achieve our aims for survivors and for the organisation as a whole
- To build diverse and sustainable income streams so that Your Sanctuary is financially stable.

With regard to our strategies, the charity has been successful in securing funding, both statutory and non-statutory, during the year and the following reports provide detail of funding received, and how it has been used in furtherance of our objectives and core aims.

Achievement and Performance

Community Outreach Service

Our community outreach service provides emotional and practical support to those experiencing domestic abuse in the boroughs of Woking, Runnymede and Surrey Heath. We use a needs-led and trauma informed approach to provide a safe space for survivors to talk about their experiences and understand what options they have to keep safe, to overcome practical issues and hopefully to move on to lives free from abuse and fear. Our clients are referred to us through a variety of agencies:

- Police
- Health professionals
- Children's Services
- Family Centres
- Your Sanctuary helpline...and other statutory and voluntary agencies

During this financial year (2022 – 2023) we received 1,490 referrals and 605 of those referrals were for survivors at high risk of harm from their perpetrator. We have continued to deliver the service face to face where safe to do so and we were also able to deliver group work face to face which most survivors prefer. This year we moved away from the Freedom Programme as our group work programme, and started to deliver Hope2Recovery which we feel better meets the needs of survivors and is more inclusive.

Our outreach volunteers support the facilitator by providing emotional support if a survivor becomes upset or overwhelmed.

Each of our outreach workers supported an average of 30 clients at any one time. We offer a wide range of services:

- Risk and needs assessments
- Safety planning
- One to one support
- Emotional and practical support
- Group work
- Advocacy
- Referral or signposting to other agencies
- Support through court (civil or criminal)

We continue to attend our local MARAC (Multi-Agency Risk Assessment Conference) which are now held virtually. This regular meeting brings together both statutory and voluntary agencies to discuss the highest risk survivors so that a safety plan can be created using the knowledge and resources of all the agencies present. We also attend professionals meetings in order to support and advocate for the survivors we are engaged with.

We remain part of the Surrey Domestic Abuse Partnership (SDAP) that comprises of 4 organisations commissioned by SCC, the OPCC and Surrey Police to provide community outreach services in Surrey. This partnership ensures that survivors receive a consistent service based on best practice wherever they live or work in the County, and that our voices are stronger as a whole when advocating for survivors with statutory and non-statutory services. The partnership has supported the creation of a Survivor Steering Group who have not only helped to shape our services but who have also informed the work of statutory and other agencies.

Our Specialist Male Outreach Service continued to serve the whole of Surrey receiving referrals from our partner outreach services as well as other agencies and professionals. This year we received 87 referrals for male survivors.

We have extended our service so that we are able to reach more survivors. We now have an outreach worker based at St Peter's Hospital who supports patients who disclose they are experiencing domestic abuse and also staff members who may be survivors. We also have an advocate based at Guildford Police station who not only provides immediate information and support to survivors in the aftermath of an incident, but also supports police officers to improve understanding and responses.

"Your work has inspired me so much I intend to undertake a masters in DA and one day help others how Your Sanctuary have helped me."

Our amazing team of outreach volunteers continued to offer longer term emotional support to those survivors who are past the point of crisis, but who need a longer-term service focussed on rebuilding their lives after domestic abuse. They meet either face to face, or on the telephone weekly or fortnightly, and discuss issues such as healthy relationships, mindfulness, boundaries and safety planning. The volunteers also refer to other agencies to meet the survivor's needs, and attend appointments at Citizens Advice and housing with their client, as they can be very daunting.

Our Outreach service also strives to ensure that other professionals, agencies and organisations are more aware of domestic abuse and are able to give an appropriate response to survivors who may approach them for help. This year we delivered a number of awareness raising sessions for organisations such as Woking Women's Support Centre, Guildford Cathedral, Royal Holloway University, Working Together for Woking, Richmond Fellowship, HMP Bronzefield, Children's Social Care, Adult Social Care, Addlestone Family Centre.

96% ↗

**OF SURVIVORS WHO
ENGAGED WITH OUR SERVICE
FELT AN INCREASE IN FEELINGS
OF EMPOWERMENT
AND SPACE FOR ACTION**

Children's Outreach Service

Our children's outreach service provides 1:1 and group therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and are the children of our outreach clients. During 1:1 sessions the children are encouraged to speak openly in a safe and empathetic environment. They are supported through therapeutic play and are enabled to explore their thoughts and feelings around their personal safety, self-awareness, self-worth, self-esteem and sense of purpose. The sessions are child-centred and needs led.

80% 

**OF THE CHILDREN WHO ENGAGED
WITH OUR SERVICE FELT THEY KNEW
MORE ABOUT WHERE TO GET HELP IF
THEY NEEDED IT**

We have noticed that the impact and effects of the lockdowns continues to affect many children but especially those affected by domestic abuse, and now the added stress of the cost of living crisis is further impacting these vulnerable children so the support we have provided has been even more vital.

During 2022/2023 we worked with 25 children on a 1:1 basis and delivered 197 sessions. We also delivered 1 group work programme for 8 children.

In terms of developing our Children's service we have identified a need for young people (12 – 25) to be supported around their own abusive relationships that may need to be delivered in a different way to our traditional outreach service. They may not recognise or engage with the term 'domestic abuse' and may not want to meet face to face with a support worker. So we have started to research a new service that would be digitally based and provide specialist support for young people experiencing domestic abuse. We are aiming to move to the scoping phase in autumn 2023.

"S has been an amazing support for [my child]. She is like a different girl now, I could never have had the conversations with her like S has had and she so needed to talk. We are so grateful for the help as a whole family, S was great!"



Refuge Service (Safe Houses)

"I actually care about myself now – know when to ask for help and feel emotionally well. I have never felt like this before – thank you."

Your Sanctuary has two refuges located in North West Surrey. These are safe houses in secret locations for women and their children fleeing abuse and violence. We have one smaller house that can accommodate 6 families and a larger, purpose-built refuge that can accommodate about 25 families. Each refuge is arranged slightly differently – the small one has communal living spaces with large bedrooms with ensuite bathrooms. This can suit young mothers with small children as they enjoy the company of the other women and children. The larger refuge is divided into units with a couple of bedrooms and a living/kitchen area plus bathroom. This tends to suit families with older children, single women or older women who enjoy the fact they have more privacy. This larger refuge is also where we accommodate single women survivors who have higher needs around mental health, substance abuse and alcohol abuse. We have developed a specialist programme of support for those women that includes group work and 1:1 support but is more structured and intense than that offered to our other families.

Each woman has a key worker allocated to her on arrival, who provides emotional and practical support throughout her 6 month stay which includes:

- One to one support
- Emotional and practical support
- Support in claiming benefits and budgeting
- Group work
- Volunteering opportunities
- Educational and training opportunities
- Support with moving on and resettlement in the community
- Parenting support
- Advocacy
- Support with legal issues (criminal or civil)

During 2022/2023 we welcomed 42 new families into our refuges. This is slightly less than last year which is due to the fact some families extended their stay in refuge. This may have been due to the need for our support with external services, or so that their children could see out the end of the school term, or because of the difficulties in obtaining suitable move on accommodation.

We identified that a number of survivors being referred to our refuges were migrant women with No Recourse to Public Funds (NRPF). This meant they were not only destitute (often with children), but were also struggling to access refuge as their rent otherwise would be paid by claiming housing benefit. We decided to fundraise to enable us to support women with NRPF in our refuges so that they could be safe and be supported around domestic abuse, and access legal support around their immigration status. We were very pleased that we were able to support 9 women with NRPF this year.

The Office of the Police and Crime Commissioners for Surrey (OPCC) kindly provided a transition fund for the families that came into our refuges, so we were able to welcome them with new bedding, towels, crockery, saucepans etc which they used during their stay and then took with them when they moved out into the community.



Children's Service in Refuge

Our children's service in refuge is funded by BBC Children in Need, the OPCC, Surrey County Council and the Community Foundation for Surrey. Our children's service in refuge focusses on therapeutic support and play, alongside group play work for the children who come and stay with us.

The service aims to undo the harm caused by experiencing domestic abuse and to help children understand the abuse that happened was not their fault. We work with them to rebuild their self-esteem and confidence and support them in the transition from refuge to life in the community. Each refuge has a playroom that is equipped with toys, books, arts and crafts materials, and other activities, all of which is used to help the children engage, play and have fun.

69 children arrived in our refuges and were supported by our refuge children's service this year. The children also received support from other groups/agencies whilst they were with us, for example, family centres, health visitors, local companies, and volunteers.

"My children have said refuge is the only place they have felt safe. We have stayed in temporary accommodation and my children felt so unhappy. Being at refuge is like a family, you are all so special to me and my children."



90%

OF CHILDREN IN REFUGE FELT SAFER

Activities

We involved and engaged the children in refuge in a number of activities this year. Here are a few examples of what went on throughout the year:

Baby massage • Park walks • Easter Egg Hunts
Bowling • Cooking workshops • Dance workshop
Movie afternoons • Jubilee party • Visit by Surrey Police • Messy play • Summer disco • Arts and Crafts sessions • Visit from a farm • Trip to see Santa at Painshill Park • Magic show • Christmas parties and Christmas story time with hot chocolate • Drumming workshop... and many more.

One of the challenges children have faced over the past year is the difficulty in obtaining a school place, and especially a place at a school within walking distance of the refuges, since most of the women do not have cars. Public transport is expensive so we are going to try and raise more funds to assist families with this. Nursery places are also difficult to find as most nurseries have very long waiting lists, so a place may not become available whilst the family is in refuge.

The families that have stayed with us who have No Recourse to Public Funds can also experience additional challenges including language barriers, cultural differences, and the pressures around their immigration status and finances. This inevitably has an impact on the children who have already experienced so much trauma in their lives. Our support workers have worked hard to provide additional support and advocacy when needed.

90% OF CHILDREN IN REFUGE HAD AN IMPROVED RELATIONSHIP WITH THEIR MUM

Helpline

Our specialist domestic abuse helpline is available for anybody living or working in Surrey or further afield and is open from 9am till 9pm, 7 days a week. Our helpline is often the first port of call for people experiencing domestic abuse and the fact that they can talk to somebody who is non-judgemental, empathetic and above all who believes them is extremely important.

Our trained staff and volunteers take calls from:

- People experiencing domestic abuse
- Friends or family members worried about somebody else
- Professionals seeking information, advice or referral pathways
- People wishing to donate to us

Staff and volunteers provide:

- Listening/emotional support
- Information
- Sign posting to other agencies
- Referral into Your Sanctuary services

During the year we received 4,442 calls with the busiest month being in September 2022 when we took 522 calls. We noted the amount of calls we received this year was slightly less than the previous year, however still higher than in earlier years, and could be as a result of higher levels of awareness of domestic abuse and of our services. We are still seeing that survivors were hugely impacted by the lockdowns and continue to need emotional and practical support.

Our on-line chat service was launched in February 2019 and was aimed at survivors and others for whom the phone may not be appropriate or safe. This year we had 246 online chats. This is slightly lower than the previous year and may be due to the fact that many survivors have been able to revert to using the phone as they have not been locked into their homes with the abuser and therefore have not needed to use the online chat service to the same extent.

"No one has taken the time to explain what refuge is to me, and I was told there was no other option for me and my children. Thank you for all the information so I can think about what is best for me and my family."

95%

**OF CALLERS WHO
RESPONDED SAID THAT THEY
FELT THEY UNDERSTOOD
MORE ABOUT THEIR RIGHTS
AND OPTIONS AFTER
ENGAGING WITH HELPLINE**

Volunteers

As well as our staff team, we are also supported by an amazing team of volunteers who give their time and expertise to the organisation.

During the year we have been helped by a team of 70 volunteers who have had various roles throughout the organisation:

• **Helpline** • **Admin** • **Outreach** • **Refuge** • **Children's Services** • **Fundraising** • **Marketing**

In 2022/2023 volunteers contributed approximately 4,000 hours to Your Sanctuary which is equivalent to approximately £45,000 if we were to pay staff members. This is an important and much valued contribution and demonstrates how much more we can deliver with and through our volunteers. Our volunteers contribute to the well-being of clients and staff, provide positive energy, creativity, and also do a great job of promoting our services externally.

We have a large team of volunteers who cover the helpline for us out of hours. This is a very important role as it means that we can offer the service in the evenings, weekends and bank holidays which we may not otherwise be able to do. This year volunteers covered 478 shifts which represents 82% of the total out-of-hours shifts. Our volunteers have also taken shifts during the day – lessening the load on our staff members. This year they covered 141 shifts during office hours.

Volunteers are involved with a wide variety of activities to support this organisation:

- Helping out at refuge – clearing cupboards/sorting donations etc
- Helping us with our eBay fundraising initiative
- Delivering 1:1 support for outreach clients via phone/email/face to face
- Delivering care packages to survivors and their children
- Clearing and tidying the gardens at refuge
- Supporting survivors at court
- Delivering cooking sessions at refuge for the residents
- Participating in focus/feedback groups at the Health & Safety board meeting

We are particularly pleased that our outreach volunteer team continues to grow from strength to strength offering longer term emotional and practical support to survivors who have been engaged with our outreach service and who need a bit more support in order to heal from their experiences.

We would also like to take the opportunity to thank the Surrey Volunteer Bureaux network, Volunteer Woking and other organisations who play an important role in helping us to find volunteers and we would like to encourage anybody thinking of volunteering to contact us and learn more about volunteering for Your Sanctuary.



Donations and Fundraising

As a charity our full-service provision is dependent on the organisations and individuals who support us, enabling us to extend our work and reach as many survivors of domestic abuse as possible.

In the year ended 31 March 2023 we received significant grants from BBC Children in Need, the Community Foundation for Surrey, Woking Borough Council, The Masonic Charitable Foundation, Nationwide, and BUPA Foundation which together supported our work with children in refuge, allowed us to extend our outreach services, to deliver the helpline, offer a youth engagement service, and provide other services.

Once again, we are very grateful to the local staff of Enterprise Rent-A-Car who have continued to provide volunteer services to us and fundraise for us.

We have also continued to crowdfund for particular needs and are thankful for the financial support of GlobalGiving.

In difficult financial times we are thankful and humbled by the on-going generosity of numerous local supporters, be it organisations such as local churches, solicitors, Zumba classes, Women's Institute branches, local Waitrose stores, the American Women of Surrey, or individuals undertaking sponsored or other similar fund-raising events on our behalf. Woking Crematorium were very generous to us, and Property Initiatives continued to support us both financially and with their expertise. We remember also one of our wonderful former volunteers who made a legacy gift to us. We have also continued to fundraise by selling quality items on eBay – again, we can only do this due to the items kindly gifted to us by supporters, and the volunteers who help run this venture for us. It is a great way to help us diversify our income streams. We are also very grateful to our regular monthly givers who enable us to commit to various projects working with survivors.

Thank you to all those who have fundraised or donated to us, no matter how small or large, all donations help us to further our efforts to help survivors of domestic abuse.

Our major funders are Surrey County Council, Woking Borough Council, the Office of the Police and Crime Commissioners for Surrey (OPCC), and the Ministry of Justice. As always, we are enormously grateful for their support which underpins our ability to achieve our mission.

The charity uses a fundraising consultant to make trust and grant applications, and an in-house fundraiser to raise funds and awareness in the community. We do not run telephone or door to door fundraising campaigns and largely depend on our supporters fundraising on our behalf. During the year ended 31 March 2023 the total amount fundraised was £201,000. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above.

Future plans

Strategic aims for the next 3 years:

- To be the specialist provider of support to Children and Young people in NW Surrey who have experienced domestic abuse, or are at risk of experiencing it, through recovery and educational programmes.
- To ensure our services are inclusive and diverse so that survivors who may be 'further away' from agencies are able to engage with us.
- To provide programmes that enable adult survivors engaged in our community-based and accommodation-based services to heal from their experiences of domestic abuse.
- To use technology and digital platforms to help us achieve our aims for survivors and for the organisation as a whole.
- To build diverse and sustainable income streams so that Your Sanctuary is financially stable.



Our Services – facts, figures, results and impact

Source: Your Sanctuary – Outcomes Measurement Framework

OUTREACH

WE RECEIVED **1,490** REFERRALS FOR OUR COMMUNITY OUTREACH SERVICE DURING THE YEAR

IMPACT
96%
OF SURVIVORS WHO ENGAGED WITH OUR SERVICE FELT AN INCREASE IN FEELINGS OF EMPOWERMENT AND SPACE FOR ACTION



OF CALLERS WHO RESPONDED SAID THAT THEY FELT THEY UNDERSTOOD MORE ABOUT THEIR RIGHTS AND OPTIONS AFTER ENGAGING WITH HELPLINE

HELPLINE

WE RECEIVED **4,442** CALLS ON OUR HELPLINE



REFUGE

THIS YEAR WE WELCOMED **42** NEW FAMILIES INTO OUR TWO REFUGES AND SUPPORTED **67** FAMILIES IN TOTAL OVER THE YEAR



OF SURVIVORS WHO STAYED IN REFUGE SAID THEY FELT MORE OPTIMISTIC ABOUT THEIR FUTURE



IMPACT
90%
OF CHILDREN IN REFUGE FELT SAFER

90% OF CHILDREN IN REFUGE HAD AN IMPROVED RELATIONSHIP WITH THEIR MUM

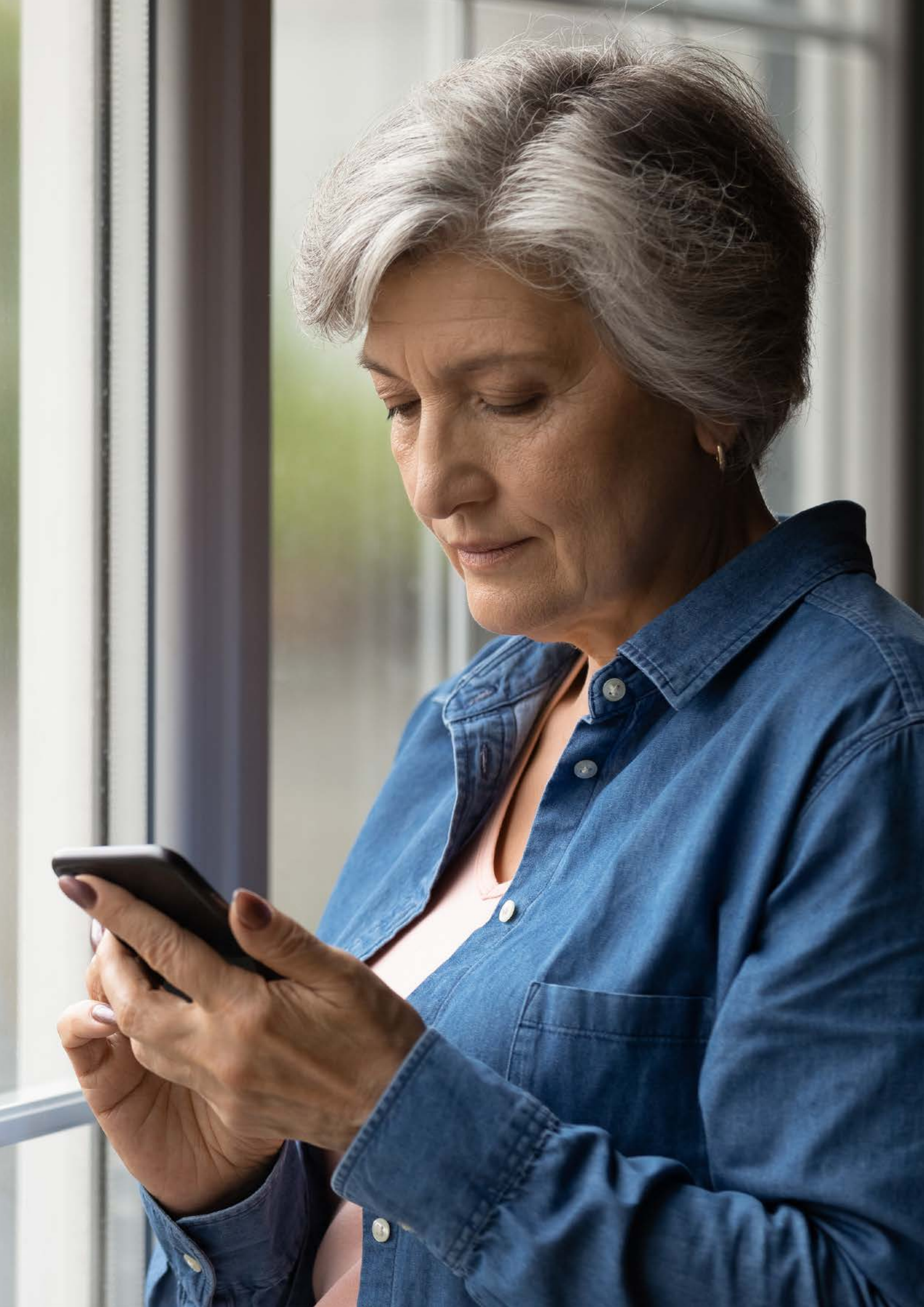
CHILDREN'S SERVICES

IN REFUGE:

69 CHILDREN STAYED IN OUR TWO REFUGES THIS YEAR

IN THE COMMUNITY:

- WE WORKED WITH **25** CHILDREN ON A 1:1 BASIS AND DELIVERED **197** SESSIONS
- **80%** OF THE CHILDREN WHO ENGAGED WITH OUR SERVICE FELT THEY KNEW MORE ABOUT WHERE TO GET HELP IF THEY NEEDED IT



Financial Review

Financial Review of the Year

During the year funds received were spent across our services; two refuges, community outreach, children's services and the helpline. Total income for the year was £1,751,786 compared to £1,491,324 in 2021/22, an increase of 17%. The Domestic Abuse Act 2021 resulted in increased funding being made available from central government to local authorities and statutory bodies purposefully for domestic abuse services. Therefore the increased income was again largely the result of grants received from Surrey County Council, the Ministry of Justice, and the Office of the Police and Crime Commissioner for Surrey (OPCC) to extend our services. As a result of this, in our safe houses, we have been able to offer refuge to more women and their families who came to us without recourse to public funds, and we have been able to extend their stay. In the community we have been able to broaden our services, providing specialist help to a local hospital, and to the police, providing assistance for survivors to enable them to stay in their own home by way of the Sanctuary Scheme, and providing homewares for those in financial need. As always we were well supported by Woking Borough Council by way of a community grant and help with accommodation.

In addition to the statutory funding referred to above, we continued to receive a major grant from BBC Children in Need which funded a full-time children's worker in refuge, and we received significant grants from the Community Foundation for Surrey towards our work in refuge with children, and to support the helpline. The Masonic Charitable Foundation funded a much-needed youth engagement post, and Nationwide provided a grant towards refuge staffing.

Expenditure in the year increased to £1,507,274 from £1,260,431 in 2021/22, an increase of 20%. This mainly comprised staff costs which increased from £858,272 to £1,032,547. As well as increasing the number of staff employed due to the extra grants received, the charity has also been able to increase salaries to mitigate the impact of the increased cost of living. In 2022/23 the recruitment market was very competitive but we plan to continue to expand our staff numbers in 2023/24 in keeping with the specialist grants we have received for that purpose. Increased funding has also enabled us to provide more therapeutic activities for clients, and increase our training provision for staff, particularly as we work towards becoming a trauma-informed organisation.

Restricted income is given to the charity for a specific purpose or project and for 2022/23 amounted to £650,390. The related expenditure for the year was £649,566. The balance carried forward of £180,730 largely comprised grants received to be spent on specialist refuge staffing, and housing support for survivors in the community.

At the beginning of the financial year there was a fund of £180,000 which the trustees had designated to improve and develop the helpline, for outreach services, for future fundraising/commissioning costs, for refuge property costs, to provide refuge for women without recourse to public funds, and to employ additional staff for development and for children's work. During the year £30,000 was used for staffing purposes, so the trustees have designated a further £60,000, partly for specific non-funded staff posts, but also to extend our work with women without recourse to public funds, and to provide homewares for women and families as they leave refuge. This gives a balance on designated funds at the year-end of £210,000, which is expected to be expended over the next five years.

The overall surplus for the year was £244,512 (2021/22 surplus of £230,893), with a surplus for the year on unrestricted funds of £273,688 (2021/22 surplus £63,800). The surplus was added to reserves and, after adjusting for a transfer to designated funds, has resulted in a balance of £950,964 on unrestricted funds at the year end, and total funds (including restricted and designated) of £1,341,694. At £950,964 free reserves are higher than the policy level of £700,000; the excess is explained in the Reserves Policy section below.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

Reserves Policy

The trustees regularly review the reserves policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of 8 months' unrestricted expenditure in respect of refuge running costs, and between 3 and 6 months' unrestricted expenditure in respect of other services. The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event all other funding ceases, in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge, and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the stated level ensures sufficient funds are always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges. If funding issues became apparent, it would give the charity the time to seek new funding to support Your Sanctuary. This level of reserves also ensures funds are available to pay any necessary legal obligations, such as redundancy costs, were a winding down of services to become necessary for the charity.

Based on the reserves policy, the charity should maintain free reserves in the order of £700,000. At the year end the charity's unrestricted and undesignated reserves totalled £950,964. Continuing support from Surrey County Council for domestic abuse services has contributed to the high levels of reserves at the year end. However, the planned spend from reserves in 2023/24 is expected to reduce free reserves to be in line with the policy by 31 March 2024. The reserves will be used to fund women in refuge without recourse to public funds, to supplement the transition fund which provides homewares for women and their families as they leave refuge, and to recruit additional staff in posts not otherwise funded by grants. During the year to 31 March 2024 the charity will also be undertaking re-commissioning for its outreach service that is provided through the Surrey Domestic Abuse Partnership to Surrey County Council, resulting in considerable uncertainty in relation to a significant part of its funding. For that reason the trustees felt it expedient temporarily to allow a build-up of free reserves in order to provide time to secure alternative funding should the charity be unsuccessful in securing the new contract. This will be reviewed again once the outcome of the commissioning process is known.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010. It is registered as a charity with the Charity Commission.

Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Potential new trustees are interviewed by the Chair and meet with existing trustees and the CEO. New trustees are invited and required to attend a short training session on the Your Sanctuary organisation and to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than two and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two Services Leads. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The CEO works with the senior leadership team composed of herself, the Therapeutic Services Lead, the Adult Community Services Lead and the Finance Manager. The two Services Leads have responsibility for the day-to-day operational management of the charity, individual supervision of the front-line staff team and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees, in conjunction with the CEO and senior leadership team, continue to develop a strategic plan annually to diversify income with the continued investment in an in-house fundraiser and external fundraising consultant (see Note 10 of the Notes to the Financial Statements). Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07257302 (England and Wales)

Registered Charity number
1137057

Principal and Registered office
15A Monument Way
Woking
Surrey
GU21 5LY

Trustees

S P Rose (Chair)
C Earle
G Johnson
S Morgan
S Benning-Prince
(appointed 15 October 2022)
V Morris
(appointed 15 October 2022)
D Williams
(appointed 28 January 2023)
A Price
(appointed 25 March 2023)
T Patrick
(resigned 20 October 2022)
J Croyden
(resigned 24 June 2022)
R Frost
(resigned 30 April 2022)

Company Secretary
A Bents

Chief Executive
Fiamma Pather

Auditors
Bennewith 2018 Limited
(Statutory Auditors)
3 Wey Court
Mary Road,
Guildford, Surrey

Bankers
Barclays Bank
Town Gate House
Church Street East,
Woking, Surrey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 11 November 2023 and signed on its behalf by:



D Williams – Trustee

Report of the Independent Auditors to the Trustees

Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 charitable company's ability to continue as a going concern for a period of at least

twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the entity and determined the most significant are those that relate to FRS 102 Section 1A, safeguarding, and employment.

We assessed the risks of material misstatement in respect of fraud as follows:

- Enquiries made of management and those charged with governance
- Analytical procedures were used to identify if there were any unusual or unexpected relationships

- Discussions with management to identify any fraud risk factors of related party relationships and transactions

Based on the results of our risk assessment we designed our audit procedures to identify non-compliance with such laws and regulations identified above.

Enquiries were made of management and those charged with governance. We corroborated our enquiries through the review of Board minutes and other papers provided. There was no contradictory evidence.

We considered the risk of fraud through management override and, in response, we incorporated testing of manual journal entries into our audit approach. We tested year end journals as well as journal entries throughout the year. There were no transactions identified outside the normal course of business.

Based on the results of our risk assessment we designed our audit procedures to identify and to address material misstatements in relation to fraud. We incorporated an element of unpredictability in the selection of the nature, timing, and extent of audit procedures.

Where transaction meeting risk criteria were identified, we carried out further audit work.

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 Report of the Independent Auditors.

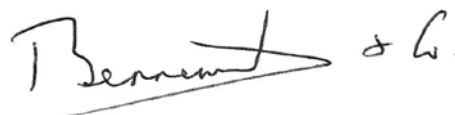
Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Bennewith 2018 Limited (Statutory Auditors)

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

3 Wey Court
Mary Road
Guildford
Surrey
GU1 4QU



Date: 16 November 2023

Statement of Financial Activities – Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	123,236	78,029	–	201,265	232,188
Charitable activities	5					
Refuges		682,826	134,863	–	817,689	714,494
Outreach		179,370	396,138	–	575,508	409,321
Children's services – Refuge		81,562	15,000	–	96,562	82,657
Helpline		14,753	26,360	–	41,113	39,683
Other trading activities	3	12,137	–	–	12,137	11,785
Investment income	4	7,512	–	–	7,512	1,196
Total		1,101,396	650,390	–	1,751,786	1,491,324
EXPENDITURE ON						
Raising funds	6	54,774	–	–	54,774	46,317
Charitable activities	7					
Refuges		522,937	179,610	30,000	732,547	611,822
Outreach		95,036	383,330	–	478,366	409,089
Children's services – Refuge		100,336	59,641	–	159,977	110,977
Helpline		54,625	26,985	–	81,610	82,226
Total		827,708	649,566	30,000	1,507,274	1,260,431
NET INCOME/(EXPENDITURE)		273,688	824	(30,000)	244,512	230,893
Transfers between funds	18	(60,000)	–	60,000	–	–
Net movement in funds		213,688	824	30,000	244,512	230,893
RECONCILIATION OF FUNDS						
Total funds brought forward		737,276	179,906	180,000	1,097,182	866,289
TOTAL FUNDS CARRIED FORWARD		950,964	180,730	210,000	1,341,694	1,097,182

Balance Sheet – at 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS						
Tangible assets	13	29,026	–	–	29,026	32,150
CURRENT ASSETS						
Debtors	14	33,706	–	–	33,706	27,619
Cash at bank and in hand		1,217,609	180,730	210,000	1,608,339	1,249,360
		1,251,315	180,730	210,000	1,642,045	1,276,979
CREDITORS						
Amounts falling due within one year	15	(259,110)	–	–	(259,110)	(158,990)
NET CURRENT ASSETS		992,205	180,730	210,000	1,382,935	1,117,989
TOTAL ASSETS LESS CURRENT LIABILITIES		1,021,231	180,730	210,000	1,411,961	1,150,139
PROVISIONS FOR LIABILITIES	17	(70,267)	–	–	(70,267)	(52,957)
NET ASSETS		950,964	180,730	210,000	1,341,694	1,097,182
FUNDS	18					
Unrestricted funds					950,964	737,276
Restricted funds					180,730	179,906
Designated funds					210,000	180,000
TOTAL FUNDS					1,341,694	1,097,182

Balance Sheet continued – at 31 March 2023

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 11 November 2023 and were signed on its behalf by:



D Williams - Trustee

Cash Flow Statement – Year Ended 31 March 2023

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	363,583	214,227
Interest paid		(209)	(278)
Net cash provided by operating activities		363,374	213,949
Cash flows from investing activities			
Purchase of tangible fixed assets		(11,907)	(8,184)
Interest received		7,512	1,196
Net cash used in investing activities		(4,395)	(6,988)
Change in cash and cash equivalents in the reporting period		358,979	206,961
Cash and cash equivalents at the beginning of the reporting period		1,249,360	1,042,396
Cash and cash equivalents at the end of the reporting period		1,608,339	1,249,360

Notes to the Cash Flow Statement – Year Ended 31 March 2023

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	Notes	31.3.23 £	31.3.22 £
Net income for the reporting period (as per the Statement of Financial Activities)		244,512	230,893
Adjustments for:			
Depreciation charges		15,033	13,060
Interest received		(7,512)	(1,196)
Interest paid		209	278
Increase in provisions		17,310	52,957
(Increase)/decrease in debtors		(6,087)	(19,472)
Increase/(decrease) in creditors		100,118	(62,293)
Net cash provided by operations		363,583	214,227

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	1,249,360	358,979	1,608,339
Total	1,249,360	358,979	1,608,339

Notes to the Financial Statements – Year Ended 31 March 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs related to a particular activity are allocated to it directly. Other costs are apportioned between the activities on the basis of estimated usage.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings – Straight line over 5 years
Computer equipment – Straight line over 3 years

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been set aside by the charity for a particular purpose. The funds remain unrestricted and can be used for another purpose at the Trustees' discretion.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated goods

The charity receives donated goods for resale. These goods are not recognised as income on receipt. Instead, the net amount received is recognised as income when sold. The proceeds of sale are categorized as 'Income from other trading activities'.

2. DONATIONS AND LEGACIES

	31.3.23 £	31.3.22 £
Donations	123,236	132,134
Grants	78,029	100,054
	201,265	232,188

Grant income is as follows:

	Unrestricted £	Restricted £	Total 31.3.23 £	Total 31.3.22 £
Grants received - donations and legacies (as above)	–	78,029	78,029	100,054
Grants received - charitable activities (note 5)	627,788	572,361	1,200,149	936,442
	627,788	650,390	1,278,178	1,036,496

Details of restricted grant income are given in note 18 to these accounts.

Details of unrestricted grant income are as follows:

	31.3.23 £	31.3.22 £
Surrey County Council	611,081	469,840
Social Services	11,000	11,000
Community Foundation for Surrey	–	10,000
OPCC	5,707	–
Other trust income	–	3,334
	627,788	494,174

3. OTHER TRADING ACTIVITIES

	31.3.23 £	31.3.22 £
Other income	5,495	1,531
Donated goods resold	6,642	10,254
	12,137	11,785

4. INVESTMENT INCOME

	31.3.23 £	31.3.22 £
Deposit account interest	7,512	1,196

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.23 £	31.3.22 £
Grants	Refuges	486,966	404,781
Refuge rents	Refuges	330,723	309,713
Grants	Outreach	575,508	409,321
Grants	Children's services – Refuge	96,562	82,657
Grants	Helpline	41,113	39,683
		1,530,872	1,246,155

Notes to the Financial Statements continued – Year Ended 31 March 2023

6. RAISING FUNDS		31.3.23 £	31.3.22 £
Raising donations and legacies			
Staff costs		44,180	35,895
Sundries		994	822
Consultancy		9,600	9,600
		54,774	46,317
7. CHARITABLE ACTIVITIES COSTS		Support cost (see note 8) £	Totals £
	Direct Costs £		
Refuges	694,897	37,650	732,547
Outreach	439,475	38,891	478,366
Children's services – Refuge	148,760	11,217	159,977
Helpline	75,803	5,807	81,610
	1,358,935	93,565	1,452,500
8. SUPPORT COSTS		Governance costs £	Totals £
	Other £		
Refuges	30,937	6,713	37,650
Outreach	35,571	3,320	38,891
Children's services – Refuge	10,213	1,004	11,217
Helpline	5,344	463	5,807
	82,065	11,500	93,565
9. NET INCOME/(EXPENDITURE)		31.3.23 £	31.3.22 £
Net income/(expenditure) is stated after charging/(crediting):			
Auditors' remuneration		3,500	3,200
Auditors' remuneration for non-audit work		4,220	4,150
Depreciation – owned assets		15,031	13,061

10. TRUSTEES' REMUNERATION AND BENEFITS

During the year A Price was appointed as a trustee. For several years, under the terms of a written agreement, A Price received funds from the charity related to work performed as a self-employed fundraising consultant for Your Sanctuary. In considering her appointment, the trustees confirmed that a) there is nothing in the articles of association that prevents a trustee from providing paid services; and b) the agreement is consistent with the Charity Commission guidance in CC11. During the year she was paid £9,600 (2022: £9,600) by the charity in her role as fundraising consultant.

There were no other trustees' remuneration or benefits for the year ended 31 March 2023 nor the year ended 31 March 2022.

The total remuneration paid to Key Management Personnel, was £ 68,582 (2022: £61,190). The charity are also making contributions to a defined contribution pension scheme for one member of Key Management Personnel (2022: one).

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

11. STAFF COSTS	31.3.23 £	31.3.22 £
Wages and salaries	922,262	762,936
Social security costs	79,142	61,722
Other pension costs	31,143	33,614
	1,032,547	858,272
The average monthly number of employees during the year was as follows:	31.3.23	31.3.22
Charitable activities	26	23
Support	2	2
Fundraising	1	1
	29	26
The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:	31.3.23	31.3.22
£60,001 - £70,000	1	1

Notes to the Financial Statements continued – Year Ended 31 March 2023

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	145,468	86,720	–	232,188
Charitable activities				
Refuges	588,228	126,266	–	714,494
Outreach	191,325	217,996	–	409,321
Children's services – Refuge	11,000	71,657	–	82,657
Helpline	–	39,683	–	39,683
Other trading activities	11,785	–	–	11,785
Investment income	1,196	–	–	1,196
Total	949,002	542,322	–	1,491,324
EXPENDITURE ON				
Raising funds	46,317	–	–	46,317
Charitable activities				
Refuges	536,753	75,069	–	611,822
Outreach	202,196	206,893	–	409,089
Children's services – Refuge	57,393	53,584	–	110,977
Helpline	42,543	39,683	–	82,226
Total	885,202	375,229	–	1,260,431
NET INCOME	63,800	167,093	–	230,893
Transfers between funds	(80,000)	–	80,000	–
Net movement in funds	(16,200)	167,093	80,000	230,893
RECONCILIATION OF FUNDS				
Total funds brought forward	753,476	12,813	100,000	866,289
TOTAL FUNDS CARRIED FORWARD	737,276	179,906	180,000	1,097,182

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2022	24,677	48,087	72,764
Additions	3,757	8,150	11,907
At 31 March 2023	28,434	56,237	84,671
DEPRECIATION			
At 1 April 2022	5,347	35,267	40,614
Charge for year	5,185	9,846	15,031
At 31 March 2023	10,532	45,113	55,645
NET BOOK VALUE			
At 31 March 2023	17,902	11,124	29,026
At 31 March 2022	19,330	12,820	32,150
14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.23 £	31.3.22 £
Other debtors		15,466	24,204
Prepayments		18,240	3,415
		33,706	27,619
15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.23 £	31.3.22 £
Trade creditors		4,527	11,575
Other creditors		24,595	19,100
Accruals and deferred income		229,988	128,315
		259,110	158,990
16. LEASING AGREEMENTS		31.3.23 £	31.3.22 £
Minimum lease payments under non-cancellable operating leases fall due as follows:			
Within one year		53,707	32,553

Notes to the Financial Statements continued – Year Ended 31 March 2023

17. PROVISIONS FOR LIABILITIES

	31.3.23 £	31.3.22 £
Provisions	70,267	52,957

	Dilapidations Refuge £	Redecoration Refuge £	Pension £	Total £
Balance at 1 April 2022	21,024	20,000	11,933	52,957
Adjustment through SOFA	7,891	13,000	(3,581)	17,310
Balance at 31 March 2023	28,915	33,000	8,352	70,267

The dilapidations and redecoration provisions relate to work required by the lease of one of the charity's refuges, to restore the property to its original condition on its return to the landlord Woking Borough Council (WBC). The lease can be terminated by Your Sanctuary with 6 months' notice. At the date of signing the accounts no such notice had been given.

The dilapidations provision includes £6,270 for work required to repair windows in that property. This work is likely to be undertaken in the near future by WBC and may be fully funded by the charity. At the date of signing, WBC are in the process of tendering for the work and have not provided a quote. The figure of £6,270 is based on quotes for the work obtained by the charity so far.

The pension provision relates to a debt on withdrawal which will be due once there are no members of the pension scheme.

18. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	737,276	273,688	(60,000)	950,964
Restricted funds				
OPCC – Programmes and services	1,444	(1,444)	–	–
SCC – Staffing and services	141,242	37,116	–	178,358
OPCC – Transition fund	–	2,372	–	2,372
Ministry of Justice	22,560	(22,560)	–	–
SCC – Changing Futures/Public Health	14,660	(14,660)	–	–
	179,906	824	–	180,730
Designated funds				
Outreach services	15,000	–	–	15,000
Helpline project	25,000	–	–	25,000
Fund raising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	–	50,000
Office space	30,000	–	–	30,000
Refuge residents without recourse to public funds	3,000	–	17,000	20,000
Staffing – development and children's work	47,000	(30,000)	30,000	47,000
Transition fund	–	–	13,000	13,000
	180,000	(30,000)	60,000	210,000
TOTAL FUNDS	1,097,182	244,512	–	1,341,694

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,101,396	(827,708)	273,688
Restricted funds			
BBC Children in Need	34,641	(34,641)	–
Community Foundation for Surrey	13,125	(13,125)	–
OPCC – Staffing	86,962	(86,962)	–
OPCC – Programmes and services	12,250	(13,694)	(1,444)
SCC – Staffing and services	274,746	(237,630)	37,116
OPCC – Transition fund	10,000	(7,628)	2,372
Ministry of Justice	118,555	(141,115)	(22,560)
Woking Borough Council	21,800	(21,800)	–
Nationwide	15,263	(15,263)	–
Masonic Charitable Foundation	15,000	(15,000)	–
SCC – Changing Futures/Public Health	48,048	(62,708)	(14,660)
	650,390	(649,566)	824
Designated funds			
Staffing – Development and children's work	–	(30,000)	(30,000)
TOTAL FUNDS	1,751,786	(1,507,274)	244,512

Notes to the Financial Statements continued – Year Ended 31 March 2023

18. MOVEMENT IN FUNDS – continued.

Comparatives for movement in funds	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	753,476	63,800	(80,000)	737,276
Restricted funds				
OPCC – Programmes and services	1,787	(343)	–	1,444
SCC – Staffing and services	–	141,242	–	141,242
Ministry of Housing – Refuge and Helpline	11,026	(11,026)	–	–
Ministry of Justice	–	22,560	–	22,560
SCC – Changing Futures/Public Health	–	14,660	–	14,660
	12,813	167,093	–	179,906
Designated funds				
Outreach services	15,000	–	–	15,000
Helpline project	25,000	–	–	25,000
Fund raising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	–	50,000
Office space	–	–	30,000	30,000
Refuge residents without recourse to public funds	–	–	3,000	3,000
Staffing – development and children’s work	–	–	47,000	47,000
	100,000	–	80,000	180,000
TOTAL FUNDS	866,289	230,893	–	1,097,182
Comparative net movement in funds, included in the above are as follows:		Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds				
General fund		949,002	(885,202)	63,800
Restricted funds				
BBC Children in Need		34,017	(34,017)	–
Community Foundation for Surrey		22,441	(22,441)	–
OPCC – Staffing		71,833	(71,833)	–
OPCC – Programmes and services		0	(343)	(343)
SCC – Staffing and services		174,887	(33,645)	141,242
OPCC – Transition fund		5,000	(5,000)	–
Ministry of Housing – Refuge and Helpline		36,281	(47,307)	(11,026)
Ministry of Justice		114,031	(91,471)	22,560
Woking Brough Council		24,250	(24,250)	–
Nationwide		15,262	(15,262)	–
Masonic Charitable Foundation		15,000	(15,000)	–
SCC – Changing Futures/Public Health		29,320	(14,660)	14,660
		542,322	(375,229)	167,093
TOTAL FUNDS		1,491,324	(1,260,431)	230,893



Notes to the Financial Statements continued – Year Ended 31 March 2023

18. MOVEMENT IN FUNDS – continued.

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	753,476	337,488	(140,000)	950,964
Restricted funds				
OPCC – Programmes and services	1,787	(1,787)	–	–
SCC – Staffing and services	–	178,358	–	178,358
OPCC – Transition fund	–	2,372	–	2,372
Ministry of Housing – Refuge and Helpline	11,026	(11,026)	–	–
	12,813	167,917	–	180,730
Designated funds				
Outreach services	15,000	–	–	15,000
Helpline project	25,000	–	–	25,000
Fund raising and commissioning	10,000	–	–	10,000
Refuge property costs	50,000	–	–	50,000
Office space	–	–	30,000	30,000
Refuge residents without recourse to public funds	–	–	20,000	20,000
Staffing – development and children’s work	–	(30,000)	77,000	47,000
Transition fund	–	–	13,000	13,000
	100,000	(30,000)	140,000	210,000
TOTAL FUNDS	866,289	475,405	–	1,341,694

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	2,050,398	(1,712,910)	337,488
Restricted funds			
BBC Children in Need	68,658	(68,658)	–
Community Foundation for Surrey	35,566	(35,566)	–
OPCC – Staffing	158,795	(158,795)	–
OPCC – Programmes and services	12,250	(14,037)	(1,787)
SCC – Staffing and services	449,633	(271,275)	178,358
OPCC – Transition fund	15,000	(12,628)	2,372
Ministry of Housing – Refuge and Helpline	36,281	(47,307)	(11,026)
Ministry of Justice	232,586	(232,586)	–
Woking Borough Council	46,050	(46,050)	–
Nationwide	30,525	(30,525)	–
Masonic Charitable Foundation	30,000	(30,000)	–
SCC – Changing Futures/Public Health	77,368	(77,368)	–
	1,192,712	(1,024,795)	167,917
Designated funds			
Staffing – development and children’s work	–	(30,000)	(30,000)
TOTAL FUNDS	3,243,110	(2,767,705)	475,405

Notes to the Financial Statements continued – Year Ended 31 March 2023

18. MOVEMENT IN FUNDS – continued.

Restricted funds

BBC Children in Need –

Grant received to fund a refuge children's worker.

Community Foundation for Surrey –

Grants received towards cost of children's playworker, outreach response to Covid-19, complex needs in refuge, children's service in refuge, and helpline development.

OPCC Staffing –

Grants towards additional staff or staff hours. This included: contributions towards helpline staff, children's workers in refuge, extra support hours in adult outreach, police advocate, young persons' worker, and a support worker for the prevention of violence against women and girls.

OPCC Programmes & Services –

Grants towards various programmes and services. This included: delivery of a freedom programme and counselling services.

SCC Staffing and Services –

Grants towards additional staff and staff hours. This included: support workers in refuge, a hospital-based outreach worker, men's outreach support, and the helpline. Along with our local borough councils, they also provided funding for the Sanctuary Scheme to help survivors remain safely in their own home.

OPCC Transition Fund –

Grants toward the provision of basic homewares for residents moving on from refuge.

Ministry of Housing –

Grants received towards extending our work in refuge particularly to cater for women with more complex needs, and to extend the helpline services.

Ministry of Justice –

Grants to provide additional support for adult and children's outreach work.

Woking Brough Council –

Community grant towards outreach and helpline services.

Nationwide –

Grant towards refuge worker salary.

Masonic Charitable Foundation –

Grant toward salary of youth engagement and well-being worker.

SCC – Changing Futures/Public Health –

Grants to extend outreach work with survivors with complex needs.

Designated funds

Outreach Services –

Funds designated for Outreach and training.

Helpline Project –

Funds designated to improve and develop the charity's helpline.

Fund Raising and Commissioning –

Funds designated for fund raising for the charity and the costs of commissioning new contracts.

Refuge Property Costs –

Funds set aside for service charges, repairs, and renewals related to refuge property.

Office Space –

To cater for increasing staff members.

Refuge residents without recourse to public funds –

To accommodate more women in refuge.

Staffing development and children's work –

To strengthen the provision for children.

Transition Fund –

To provide basic homewares for residents moving on from refuge.

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.



Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse

Surrey County Council; The Office of the Police and Crime Commissioner for Surrey; Ministry of Justice; Woking Borough Council; Runnymede Borough Council; Surrey Heath Borough Council; Public Health; BBC Children in Need; Masonic Charitable Foundation; Nationwide; Community Foundation for Surrey; Association of Private Cemeteries and Crematoria; GlobalGiving; American Women in Surrey; local Women's Institutes; Soroptimist International; Enterprise Rent-a-Car; Vera Outhwaite Charitable Trust; Tudor Capital Europe; BUPA Foundation; Capital Group; Greenoak Community Focus; Waitrose; ACS Cobham International School; Welcome Church; Property Initiatives Management Ltd.

Thanks also go to all our individual donors, regular givers, schools, supermarkets, local churches, and other organisations and trusts who make such a wonderful contribution.



YOUR SANCTUARY

England & Wales - Charity number 1137057

Accounts

Working to create lives without fear



**ANNUAL REVIEW
2021/2022**



VISION

Our vision is a world free from domestic abuse.



MISSION

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.



CORE AIMS

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services that are inclusive and needs-led
- To undo the harm caused by domestic abuse



CORE VALUES

- Compassion
- Empowerment
- Collaboration
- Non-judgemental

Chair of Trustees

Susan Rose

Chair of the Board of Trustees

Our year to March 2022 saw the country emerge from the Covid-19 pandemic and a gradual movement back towards a new normality. Sadly, normality still includes seriously high figures in terms of domestic abuse, domestic violence and femicide by men. Figures show that 1 in 4 women and 1 in 6 men will experience domestic abuse during their lifetime and that on average two women are murdered by men each week. Several cases have received extensive media coverage such as the kidnap, rape, and murder of Sarah Everard in March 2021 by a serving police officer, and the murders of Sabina Nessa and Zara Aleena. Yet while these high-profile cases in the media shocked us all, women continued to be killed. In fact, 81 women were killed by men in the 28 weeks following Sarah Everard's death (Source: Counting Dead Women).

And the cost of this normalised male behaviour continues to grow not just in terms of lives but also financially. Estimates suggest that domestic abuse now costs the public £23 billion per annum in terms of the criminal justice system, health service, social care, and housing. Home Office estimates suggest that each domestic violence murder costs the country approximately £1 million. This appalling situation sadly requires that charities such as Your Sanctuary continue to be needed to support victims and survivors of domestic abuse and so our refuge and outreach services continue to be much in demand.

For these reasons we have needed to expand and grow to address this demand. In terms of our services, we continue to deliver a needs-led service for both adults and children experiencing domestic abuse. We remain the only organisation in Surrey providing a male outreach domestic abuse service and offering a telephone Helpline facility. Alongside this growth, the development of our people has been important to us. This year we have invested in training in a trauma-informed approach to our services as well as in diversity and inclusion, both being delivered to staff and trustees. Additionally, we continue to provide much needed individual clinical supervision, particularly for front line staff.

The running of a growing organisation takes strong management by our CEO and senior leadership team. This has included careful decision-making around resources and use of our funding. During the current economic climate, we have been prudent in our financial budgeting and we continue to be grateful to all those who fund us from both statutory, corporate, trust fund and community sources. We are also appreciative of the support we receive in the delivery of our outreach services from our partners in the Surrey Domestic Abuse Partnership.

Finally, it is important to recognise all those who continue to work for and support Your Sanctuary. To the CEO, all staff, volunteers, trustees, fundraisers, donors, and suppliers who have supported us this year I would like to send a heartfelt thank you to you all. The work of Your Sanctuary can often be challenging and distressing, and I would like to particularly commend our front-line staff who continue to work tirelessly to support our service users. And to our service users, I continue to have the utmost respect and admiration for your determination and resilience.

Chief Executive

Fiamma Pather
CEO

This financial year has seen much change both externally and internally. Covid-19, although less of a threat, still overshadowed most of the year and continued to have an impact both on our staff and on the survivors we support.

On a national level the long awaited Domestic Abuse Act was passed into law in April 2021. Whilst it did not introduce all the measures that we were keen to see, it did include some very important changes to the law. We were particularly pleased to see that local authorities had a duty placed on them to provide support to survivors and their children in refuges/safe accommodation; the introduction of a definition of domestic abuse to be used by all agencies to ensure consistency; children to be regarded as survivors in their own right; and the introduction of a new offence of non-fatal strangulation. During the year we have worked closely with Surrey County Council on how the DA Act will be implemented in the county and in particular how they will support our refuge service. This partnership working is as a result of many years of relationship building with our colleagues in Surrey CC to ensure that survivors receive the services they need.

The multi-agency partnership in Surrey also took on a Domestic Abuse redesign project to address systemic and structural issues in how we respond to survivors and perpetrators. This has led to a number of workstreams being created including a Coercive Controlling Behaviour (CCB) task and finish group of which I am a part. We have been working together on ways in which we can ensure a broader understanding of CCB with the public and within agencies and how these tactics affect survivors. This work will continue next year and we are hoping to implement some innovative new ideas throughout the county to bring about much needed change.

Despite the on-going pandemic we continued to grow and develop in order to provide a needs-led service to both adults and children experiencing domestic abuse. We worked together as a whole organisation to understand and implement the principles of a trauma informed approach and undertook an in-depth training programme delivered by a clinical psychologist. All staff members and trustees attended to ensure a consistent approach with further work now needed to embed this learning throughout all our policies and procedures. This investment in our team reflects our commitment to learning and to the continuous development of our services.

Technology and digital platforms are now an integral part of our working lives and we have recognised the value that these tools give us in reaching more survivors and

supporters. In order to understand and capitalise on what is currently available in terms of social media platforms we partnered with Pilotlight who link charities with businesses in order to share knowledge and skills. Pilotlight introduced us to Morgan Sindall – a large property company – who worked with us for a couple of months. Staff from Morgan Sindall completed an audit of our current social media platforms and then gave us an in-depth plan of how to improve our presence using readily available tools. Another staff team from Morgan Sindall worked with us to look at how we could address the perennial problem of a lack of move on accommodation for families leaving refuge. This partnership was extremely valuable and we felt fortunate to be able to access the expertise of a large corporation to help us develop systems for now and in the future.

We were also very excited to start the hospital Independent domestic violence advocacy (IDVA) service at St Peters and Ashford hospital to support survivors who are at the hospital either as patients or staff members. Very often survivors who attend hospital have not disclosed the abuse they are experiencing to anybody else so by having a specialist worker on site they can access the support they need whilst in hospital. This can lead to long term engagement with our outreach team or can be a short intervention depending on what each individual survivor needs. A vital part of this initiative is the training delivered to staff members from all departments of the hospital so that they can more easily identify the signs of domestic abuse and then know how to refer to the hospital IDVA. This project is part of a Surrey-wide Hospital IDVA service that we are hoping will be embedded as 'business as usual' in the acute hospitals in the county once the pilot has ended.

As co-chair of the Surrey Domestic Abuse Management Board I have endeavoured to ensure that the voice of the survivor is central to how we as a county implement our domestic abuse strategy – never forgetting that the survivor needs our support and empathy and that perpetrators should be held to account for the choices they have made. Surrey is making great strides forward in this area of work but much more still needs to be done.

We continue to grow and develop as an organisation and I am immensely proud of how we have coped through the pandemic to ensure that we continued to deliver our much needed services. We do this for our community and are in turn supported by our community through the giving of time, money and in-kind donations. So thank you to all our volunteers and supporters who are so vital to our charity. And, of course, a huge thank you from me to our hardworking, committed and professional staff.

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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 2015).

OBJECTIVES AND ACTIVITIES

Vision

Our vision is a world free from domestic abuse.

Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind sets to change attitudes and facilitate informed choices.

Core Aims

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services that are inclusive and needs-led
- To undo the harm caused by domestic abuse

Core Values

- Compassion – to have an understanding of the experiences of survivors of domestic abuse and others, coupled with a determination to support and help
- Empowerment – to work alongside survivors and colleagues to achieve autonomy, self-determination, and space for action
- Collaboration – working together with survivors, colleagues, agencies and the wider community to achieve our aims
- Non-Judgemental – to be accepting, understanding and respectful of others' experiences, decisions and values
- Trauma-informed – all our work to be aligned with the principles of a trauma-informed approach (Safety, Choice, Empowerment, Trustworthiness and Collaboration)
- Needs-led – to support and respond to the individual needs of survivors
- Strengths-based – to focus on the inherent strengths and resources of the survivors we work with
- Survivor centred – to ensure that survivors are at the centre of all that we do

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and, in particular, to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. Our charitable activities are focussed on providing protection from, prevention of and recovery from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As houses offer shared accommodation we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. We do, however, provide an outreach service in the community for both men and women, and for children. Our community outreach service is focussed on risk management and providing support according to individual need. The outreach service is open to the general public limited only by geographical boundaries – i.e. North-West Surrey as per our service level agreements. Our helpline service is available to all and is advertised throughout Surrey by ourselves and by various partner agencies.

In order to meet our core aims our strategies this year were:

- To be the specialist provider of support to Children and Young people in NW Surrey who have experienced domestic abuse or are at risk of experiencing it through recovery and educational programmes.
- To ensure that our services are inclusive and diverse so that survivors who may be 'further away' from agencies are able to engage with us.
- To provide programmes that enable adult survivors engaged in our community based and accommodation-based services to recover from their experiences of domestic abuse.
- To provide accommodation-based services that meet the needs of survivors fleeing domestic abuse taking into account existing and relevant external factors.
- To use technology and digital platforms to help us achieve our aims for survivors and for the organisation as a whole
- To build diverse and sustainable income streams so that Your Sanctuary is financially stable.

With regard to our strategies, the charity has been successful in securing funding, both statutory and non-statutory, during the year and the following reports provide detail of funding received, and how it has been used in furtherance of our objectives and core aims.

Community Outreach Service

Our community outreach service provides emotional and practical support to those experiencing domestic abuse in the boroughs of Woking, Runnymede and Surrey Heath. We use a needs-led and trauma informed approach to provide a safe space for survivors to talk about their experiences and understand what options they have to keep safe, to overcome practical issues and hopefully to move on to lives free from abuse and fear. Our clients are referred to us through a variety of agencies:

- Police
- Health professionals
- Children's Services
- Children's Centres
- Your Sanctuary helpline
- ...and other statutory and voluntary agencies

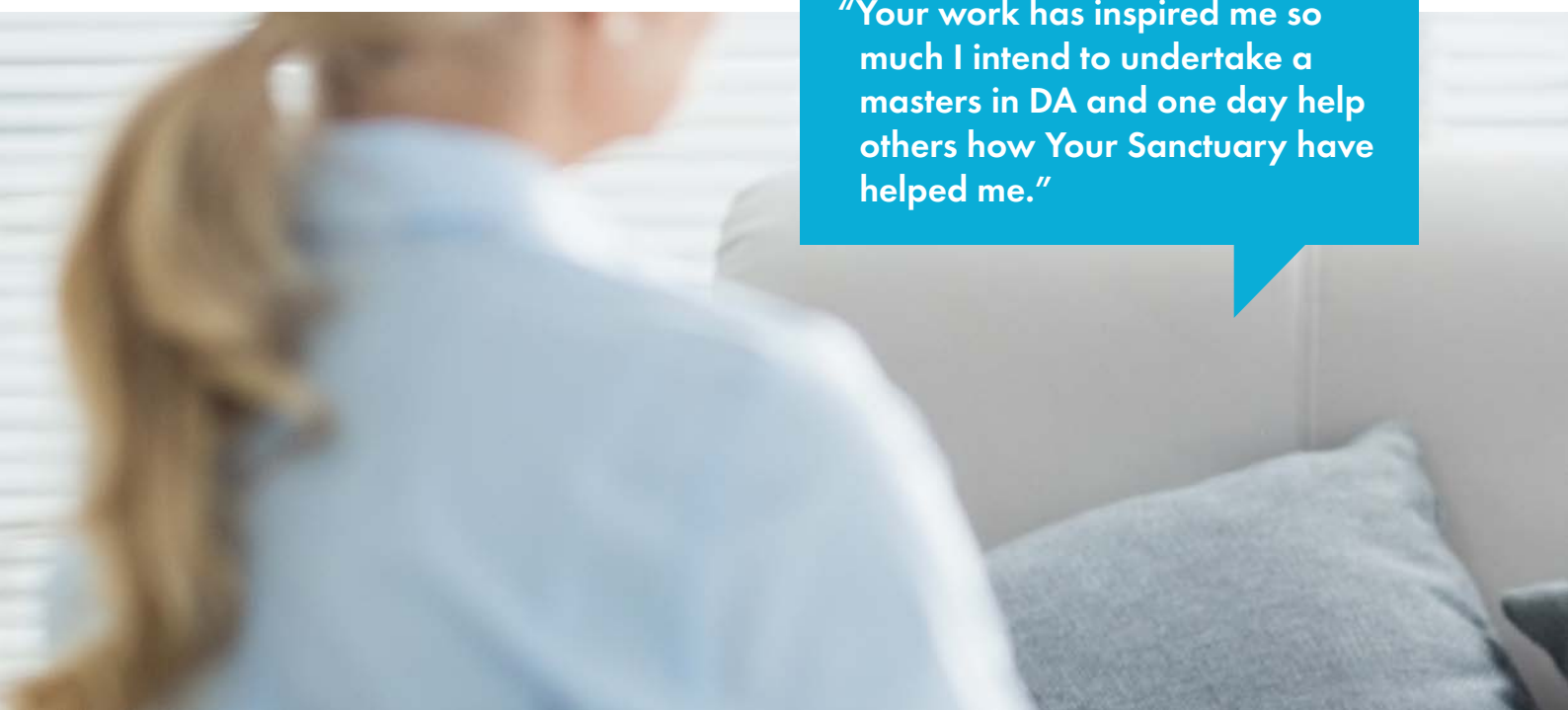
During this financial year (2021 – 2022) we received 1654 referrals, which is a small increase on last year's referrals. 608 of those referrals were for survivors at high risk of harm from their perpetrator. Due to the easing of lockdown restrictions for some of the year we were able to see more clients face-to-face but we were also able to offer a remote service for those for whom that is the better option. We were also able to deliver group work via Zoom which enabled women to attend who may have struggled with a face-

to-face group. We will endeavour to continue to deliver a mix of face to face and remote support to meet the needs of survivors.

Each of our outreach workers supported an average of 40 clients at any one time. We offer a wide range of services:

- Risk and needs assessments
- Safety planning
- One to one support
- Emotional and practical support
- Group work
- Advocacy
- Referral or signposting to other agencies
- Support through court (civil or criminal)

We work within a multiagency environment in order to meet the needs of survivors. Despite the pandemic we continued to attend our local MARAC (Multi-Agency Risk Assessment Conference) which was held virtually. This regular meeting brings together both statutory and voluntary agencies to discuss the highest risk survivors so that a safety plan can be created using the knowledge and resources of all the agencies present. We also attend professionals meetings in order to support and advocate for the survivors we are engaged with.



"Your work has inspired me so much I intend to undertake a masters in DA and one day help others how Your Sanctuary have helped me."

We remain part of the Surrey Domestic Abuse Partnership (SDAP) that comprises of 4 organisations commissioned by SCC, OPCC and Surrey Police to provide community outreach services in Surrey. This partnership ensures that survivors receive a consistent service based on best practice wherever they live or work in the County, and that our voices are stronger as a whole when advocating for survivors with statutory and non-statutory services. The partnership has supported the creation of a Survivor Steering Group who have not only helped to shape our services but who have also informed the work of statutory and other agencies.

Our Specialist Male Outreach Service continued to serve the whole of Surrey receiving referrals from our partner outreach services as well as other agencies and professionals. This year we received 112 referrals for male survivors.

We have continued to extend our service offering by developing a team of outreach volunteers who offer longer term emotional support to those survivors who are past the point of crisis but who need a longer term service focussed on rebuilding their lives after domestic abuse. The volunteers have been able to engage with survivors face-to-face where needed this year, and this increased the positive impact of the service.

Our Outreach service also strives to ensure that other professionals, agencies and organisations are more aware of domestic abuse and are able to give an appropriate response to survivors who may approach them for help. This year we delivered a number of awareness raising sessions for a number of organisations such as Surrey Police, Children's Services and Surrey County Council.

85% OF SURVIVORS WHO ENGAGED
WITH OUR SERVICE FELT AN INCREASE
IN FEELINGS OF EMPOWERMENT
AND SPACE FOR ACTION



Children's Outreach Service



Our children's outreach service provides 1:1 and group therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and are the children of our outreach clients. During 1:1 sessions the children are encouraged to speak openly in a safe and empathetic environment. They are supported through therapeutic play and are enabled to explore their thoughts and feelings around their personal safety, self-awareness, self-worth, self-esteem and sense of purpose. The sessions are child-centred and needs led.

"S has been an amazing support for [my child]. She is like a different girl now, I could never have had the conversations with her like S has had and she so needed to talk. We are so grateful for the help as a whole family, S was great!"

89%

OF THE CHILDREN WHO ENGAGED WITH OUR SERVICE FELT THEY KNEW MORE ABOUT WHERE TO GET HELP IF THEY NEEDED IT

74%

OF THE CHILDREN WHO ENGAGED WITH OUR SERVICE HAD IMPROVED MENTAL HEALTH

We were more able to provide face to face support this year as the lockdown restrictions eased and schools were open more of the time. However the school closures, the lack of social interactions, extra curricular activities etc has affected all children but especially those affected by domestic abuse so the support we have provided has been even more vital.

With the implementation of the Domestic Abuse Act children are seen as survivors in their own right which we feel is an important step in ensuring that specialist services like our own receive the resources they need for the huge numbers of children who have been impacted by living with a perpetrator.

During 2021/2022 we worked with 32 children on a 1:1 basis and delivered 382 sessions. As part of our partnership working, we also provided virtual consultation sessions in our local social care hub in order to develop knowledge and skills around domestic abuse. This is aimed at improving responses to survivors of domestic abuse who are engaged with a social worker.

Refuge Service (Safe Houses)

Your Sanctuary has two refuges located in North West Surrey. These are safe houses in secret locations for women and their children fleeing abuse and violence. We have one smaller house that can accommodate 6 families and a larger, purpose-built refuge that can accommodate about 25 families. Each refuge is arranged slightly differently – the small one has communal living spaces with large bedrooms with ensuite bedrooms. This can suit young mothers with small children as they enjoy the company of the other women and children. The larger refuge is divided into units with a couple of bedrooms and a living/kitchen area plus bathroom. This tends to suit families with older children, single women or older women who enjoy the fact they have more privacy. This larger refuge is also where we accommodate single women survivors who have higher needs around mental health, substance abuse and alcohol abuse. We have developed a specialist programme of support for those women that includes group work and 1:1 support but is more structured and intense than that offered to our other families.

"I actually care about myself now – know when to ask for help and feel emotionally well. I have never felt like this before – thank you."

Each woman has a key worker allocated to her on arrival, who provides emotional and practical support throughout her 6 month stay which includes:

- One to one support
- Emotional and practical support
- Support in claiming benefits and budgeting
- Group work
- Volunteering opportunities
- Educational and training opportunities
- Support with moving on and resettlement in the community
- Parenting support
- Advocacy
- Support with legal issues (criminal or civil)

During 2021/2022 we welcomed 53 new families into our refuges and supported 60 families in total over the year. They came from all over the country and often arrived with only 1 suitcase of belongings or sometimes just with the clothes they were standing up in having a very short time to make their escape.

The Office of the Police and Crime Commissioners for Surrey (OPCC) kindly provided a transition fund for the families that came into our refuges, so we were able to welcome them with new bedding, towels, crockery, saucepans etc which they used during their stay and then took with them when they moved out into the community.

Although the lockdown restrictions had eased this year, we still had to cope with the risk of Covid infections amongst the families and/or staff at our refuges so we continued to be vigilant and proactive to reduce the risk.

95% OF SURVIVORS WHO STAYED IN REFUGE SAID THEY FELT SAFER

90% OF SURVIVORS WHO STAYED IN REFUGE SAID THEY FELT MORE OPTIMISTIC ABOUT THEIR FUTURE

Children's Service in Refuge



"My children have said refuge is the only place they have felt safe. We have stayed in temporary accommodation and my children felt so unhappy. Being at refuge is like a family, you are all so special to me and my children."

Our children's service in refuge is funded by BBC Children in Need, the OPCC, Surrey County Council and the Community Foundation for Surrey. Our children's service in refuge focusses on therapeutic support and play, alongside group play work for the children who come and stay with us.

The service aims to undo the harm caused by experiencing domestic abuse and to help children understand the abuse that happened was not their fault. We work with them to rebuild their self-esteem and confidence and support them in the transition from refuge to life in the community. Each refuge has a playroom that is equipped with toys, books, arts and crafts materials, and other activities, all of which is used to help the children engage, play and have fun.

72 children were supported by our refuge children's service this year. The children also received support from other groups/agencies whilst they were with us, for example, family centres, health visitors, local companies, and volunteers.

Activities

We involved and engaged the children in refuge in a number of activities this year. Here are a few examples of what went on throughout the year:

- Cooking workshops
- Scrapbooking
- Mother's Day Card Making
- Role play/dressing up sessions
- Dance Workshops
- Trips to the park
- Baby Massage
- Reptiles Show
- Biscuit decorating
- Christmas parties
- Movie afternoons
- Rhyme Time Groups
- Farm Trips
- Gardening sessions

95% OF CHILDREN
IN REFUGE
FELT SAFER

85% OF CHILDREN IN REFUGE
HAD AN IMPROVED
RELATIONSHIP WITH
THEIR MUM

Helpline

Our specialist domestic abuse helpline is available for anybody living or working in Surrey and is open from 9am till 9pm, 7 days a week. Our helpline is often the first port of call for people experiencing domestic abuse and the fact that they can talk to somebody who is non-judgemental, empathetic and above all who believes them is extremely important.

Our trained staff and volunteers take calls from:

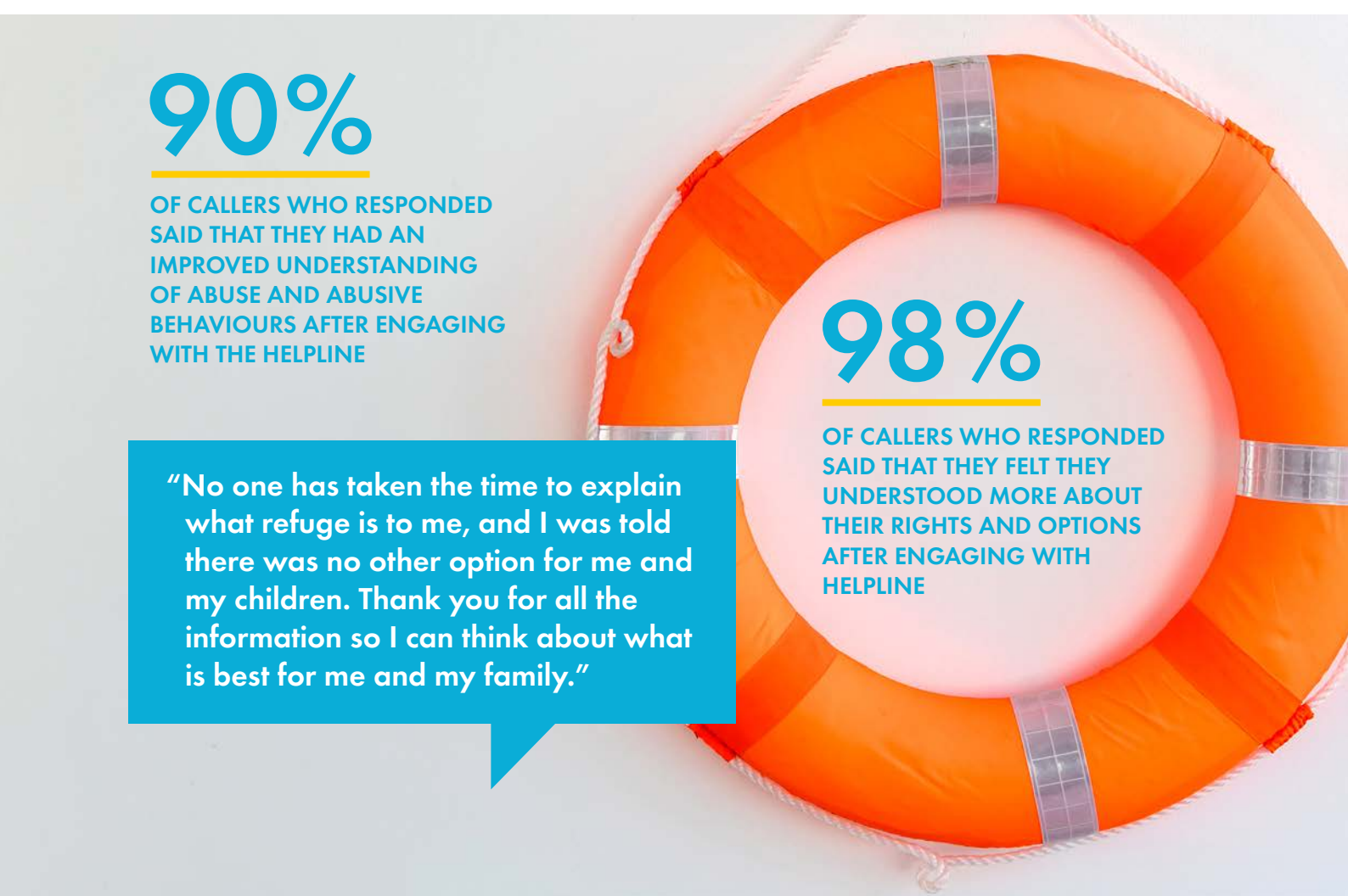
- People experiencing domestic abuse
- Friends or family members worried about somebody else
- Professionals seeking information, advice or referral pathways
- People wishing to donate to us

Staff and volunteers provide:

- Listening support
- Information
- Sign posting to other agencies
- Referral into Your Sanctuary services

During the year we received 4677 calls with the busiest month being in April 2021 when we took 466 calls. We noted the amount of calls we received this year are about on a par with the number of calls we took the previous year. These numbers are much higher than in previous years and are as a result of the lockdowns and long-term effects of the pandemic. Survivors have been hugely impacted by these factors and continue to need emotional and practical support.

Our on-line chat service was launched in February 2019 and was aimed at survivors and others for whom the phone may not be appropriate or safe. This year we had 295 online chats which is a reduction on the number of chats that took place last year. Many survivors have been able to revert to using the phone as they have not been locked into their homes with the abuser and therefore have not needed to use the online chat service to the same extent.

An infographic featuring a large orange lifebuoy with white rope. The lifebuoy is positioned on the right side of the image. On the left, there is a blue speech bubble containing a testimonial. In the center-left, there is a large blue percentage '90%' with a yellow underline. Below it, there is a block of text in blue. On the right, inside the lifebuoy, there is a large blue percentage '98%' with a yellow underline. Below it, there is a block of text in blue.

90%

OF CALLERS WHO RESPONDED
SAID THAT THEY HAD AN
IMPROVED UNDERSTANDING
OF ABUSE AND ABUSIVE
BEHAVIOURS AFTER ENGAGING
WITH THE HELPLINE

"No one has taken the time to explain what refuge is to me, and I was told there was no other option for me and my children. Thank you for all the information so I can think about what is best for me and my family."

98%

OF CALLERS WHO RESPONDED
SAID THAT THEY FELT THEY
UNDERSTOOD MORE ABOUT
THEIR RIGHTS AND OPTIONS
AFTER ENGAGING WITH
HELPLINE

Volunteers

As well as our staff team, we are also supported by an amazing team of volunteers who give their time and expertise to the organisation.

During the year we have been helped by a team of 75 volunteers who have had various roles throughout the organisation:

• **Helpline** • **Admin** • **Outreach** • **Refuge** • **Children's Services** • **Fundraising** • **Marketing**

In 2021/2022 volunteers contributed approximately 4,900 hours to Your Sanctuary which is equivalent to approximately £54,000 if we were to pay staff members. This is an important and much valued contribution and demonstrates how much more we can deliver with and through our volunteers. Our volunteers contribute to the well-being of clients and staff, provide positive energy, creativity, and also do a great job of promoting our services externally.

We have a large team of volunteers who cover the helpline for us out of hours. This is a very important role as it means that we can offer the service in the evenings, weekends and bank holidays which we may not otherwise be able to do. This year volunteers covered 564 shifts which represents 96% of the total out-of-hours shifts. Our volunteers have also taken shifts during the day – lessening the load on our staff members who were coping with increased call numbers. This year they covered 264 shifts during office hours.

Volunteers are involved with a wide variety of activities to support this organisation:

- Helping out at refuge – clearing cupboards/sorting donations etc
- Helping us with our Ebay fundraising initiative
- Delivering 1:1 support for outreach clients via phone/email/face to face
- Delivering Christmas presents to survivors and their children
- Clearing and tidying the gardens at refuge
- Attending fundraising events on our behalf
- Supporting survivors at court

We are particularly pleased that our outreach volunteer team continues to grow from strength to strength offering longer term emotional and practical support to survivors who have been engaged with our outreach service and who need a bit more support in order to heal from their experiences.

We would also like to take the opportunity to thank the Surrey Volunteer Bureaux network, Volunteer Woking and other organisations who play an important role in helping us to find volunteers and we would like to encourage anybody thinking of volunteering to contact us and learn more about volunteering for Your Sanctuary.



Donations and Fundraising

As a charity our full-service provision is dependent on the organisations and individuals who support us, enabling us to extend our work and reach as many survivors of domestic abuse as possible.

In the year ended 31st March 2022 we received significant grants from BBC Children in Need, the Community Foundation for Surrey, Woking Borough Council, The Masonic Charitable Foundation, and Nationwide Building Society, which together supported our work with children, extended our complex needs work in refuge, allowed us to extend our outreach services, to deliver the helpline, start a new youth engagement service, and provide other services.

Once again, we are very grateful to the local staff of Enterprise Rent-A-Car who have continued to provide volunteer services to us and fundraise for us.

We have also continued to crowdfund for particular needs and are thankful for the financial support of GlobalGiving.

In the previous year we saw a phenomenal response to the publicity around domestic abuse, particularly the impact of the lockdowns on domestic abuse. This generosity continued through 2021/22 with donations from many local churches, groups and organisations. Local branches of the Women's Institute and the American Women in Surrey were very supportive, a local Zumba class regularly fundraised for us, and a special mention should go to a local property management company, Property Initiatives, who funded us both financially and with expert help. We have also continued to fundraise by selling quality items on eBay – again, we can only do this due to the items kindly gifted to us by supporters, and the volunteers who run this venture for us. It is a great way to help us diversify our income streams. We are also very grateful to our regular monthly givers who enable us to commit to various projects working with survivors.

Thank you to all those who have fundraised or donated to us, no matter how small or large, all donations help us to further our efforts to help survivors of domestic abuse.

Our major funders are Surrey County Council, Woking Borough Council, the Office of the Police and Crime Commissioners for Surrey (OPCC), the Department for Levelling Up, Housing and Communities, and the Ministry of Justice. As always, we are enormously grateful for their support which underpins our ability to achieve our mission.

The charity uses a fundraising consultant to make trust and grant applications, and an in-house fundraiser to raise funds and awareness in the community. We do not run telephone or door to door fundraising campaigns and largely depend on our supporters fundraising on our behalf. During the year ended 31 March 2022 the total amount fundraised was £233,000. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above.

Future plans

Strategic aims for the next 3 years:

- To be the specialist provider of support to Children and Young people in NW Surrey who have experienced domestic abuse, or are at risk of experiencing it, through recovery and educational programmes.
- To ensure our services are inclusive and diverse so that survivors who may be 'further away' from agencies are able to engage with us.
- To provide programmes that enable adult survivors engaged in our community-based and accommodation-based services to heal from their experiences of domestic abuse.
- To use technology and digital platforms to help us achieve our aims for survivors and for the organisation as a whole.
- To build diverse and sustainable income streams so that Your Sanctuary is financially stable.



Our Services – facts, figures, results and impact

Source: Your Sanctuary – Outcomes Measurement Framework

OUTREACH

WE RECEIVED **1,654** REFERRALS FOR OUR COMMUNITY OUTREACH SERVICE DURING THE YEAR

IMPACT

85%

OF SURVIVORS WHO ENGAGED WITH OUR SERVICE FELT AN INCREASE IN FEELINGS OF EMPOWERMENT AND SPACE FOR ACTION

IMPACT

98%

OF CALLERS WHO RESPONDED SAID THAT THEY FELT THEY UNDERSTOOD MORE ABOUT THEIR RIGHTS AND OPTIONS AFTER ENGAGING WITH HELPLINE

HELPLINE

WE RECEIVED **4,677** CALLS ON OUR HELPLINE

90% OF CALLERS WHO RESPONDED SAID THAT THEY HAD AN IMPROVED UNDERSTANDING OF ABUSE AND ABUSIVE BEHAVIOURS AFTER ENGAGING WITH THE HELPLINE

REFUGE

THIS YEAR WE WELCOMED **53** FAMILIES INTO OUR TWO REFUGES AND SUPPORTED **60** FAMILIES IN TOTAL OVER THE YEAR.

IMPACT

95%

OF SURVIVORS WHO STAYED IN REFUGE FELT SAFER

90% OF SURVIVORS WHO STAYED IN REFUGE SAID THEY FELT MORE OPTIMISTIC ABOUT THEIR FUTURE

IMPACT

95%

OF CHILDREN IN REFUGE FELT SAFER

85% OF CHILDREN IN REFUGE HAD AN IMPROVED RELATIONSHIP WITH THEIR MUM

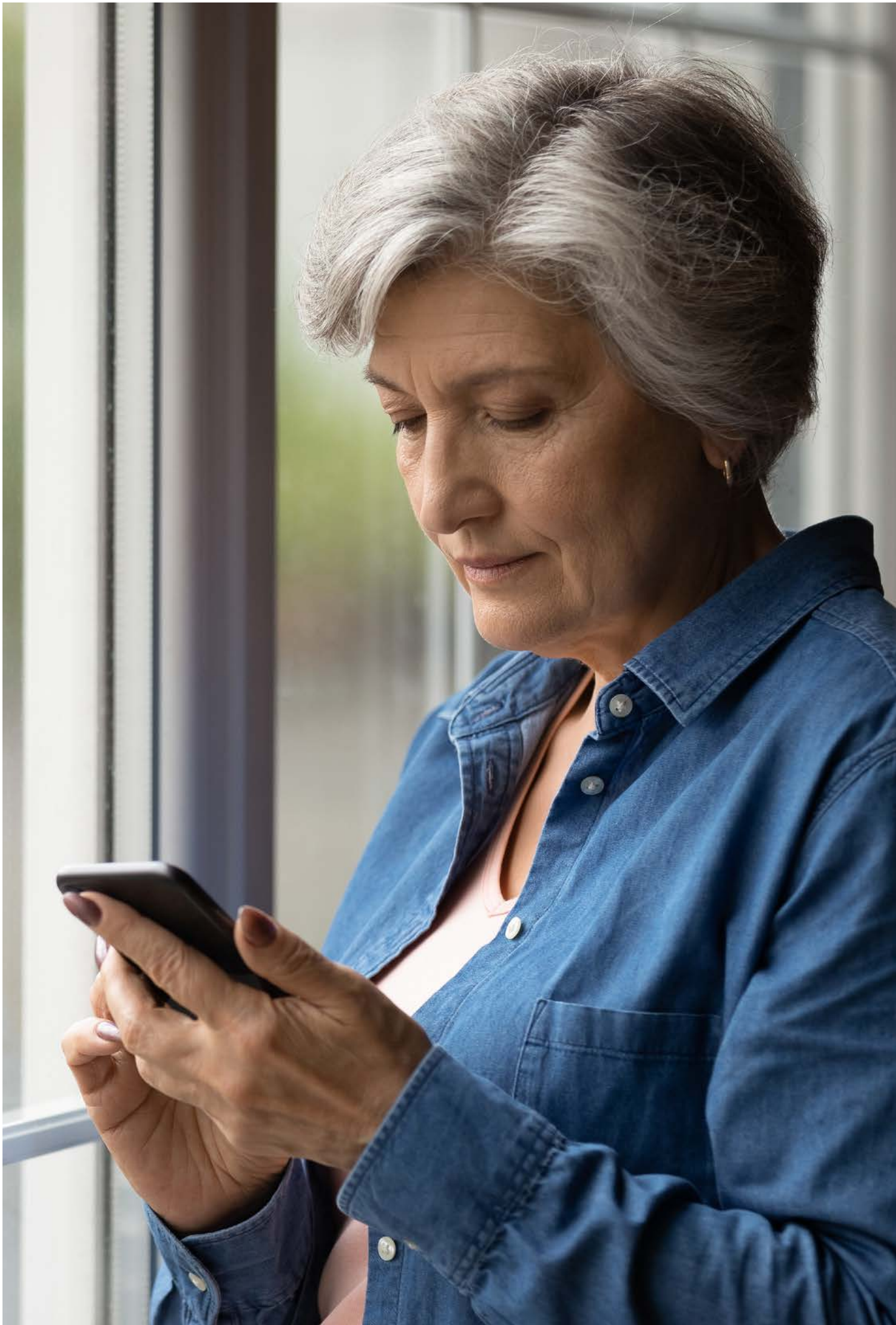
CHILDREN'S SERVICES

IN REFUGE:

72 CHILDREN STAYED IN OUR TWO REFUGES THIS YEAR

IN THE COMMUNITY:

- WE WORKED WITH **32** CHILDREN ON A 1:1 BASIS AND DELIVERED **382** SESSIONS
- **89%** OF THE CHILDREN WHO ENGAGED WITH OUR SERVICE FELT THEY KNEW MORE ABOUT WHERE TO GET HELP IF THEY NEEDED IT
- **74%** OF THE CHILDREN WHO ENGAGED WITH OUR SERVICE HAD IMPROVED MENTAL HEALTH



Financial Review

Reserves policy

The trustees regularly review the reserves policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of approximately 8 months' unrestricted expenditure in respect of refuge running costs, and between 3 and 6 months' unrestricted expenditure in respect of other services. The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event all other funding ceases, in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge, and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the stated level ensures sufficient funds are always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges. If funding issues became apparent, it would give the charity the time to seek new funding to support Your Sanctuary. This level of reserves also ensures funds are available to pay any necessary legal obligations, such as redundancy costs, were a winding down of services to become necessary for the charity.

Based on the reserves policy, the charity should maintain free reserves in the order of £700,000. At the year end the charity's unrestricted and undesignated reserves totalled £737,276. The high levels of reserves are still, in part, the result of unprecedented levels of donations during the pandemic in 2020/21. A plan is already in operation to use the reserves to extend our services in particular in relation to offering refuge to women without recourse to public funds, and to extend refuge staffing, enabling us to provide improved support for women and their families fleeing to our safe houses. These are extensions to our services that can only be undertaken due to the generosity of our supporters. The current levels of inflation and the cost of living crisis also bring financial uncertainty, and it may be necessary in the short-term to utilise reserves to cover unbudgeted costs.

Financial Review of the Year

During the year funds received were spent across our services; two refuges, outreach, children's services and the helpline. Total income for the year was £1,491,324 compared to £1,505,921 in 2020/21. In 2020/21 income increased due to a number of exceptional factors, largely related to the pandemic. Both our statutory funding and community fundraising were impacted significantly as we were helped to manage the increased demands on our services arising from the lockdowns and the safety precautions needed. We also benefited from a one-off grant from Woking Borough Council to help us furnish the new refuge they built for our use. In 2021/22 our income from community fundraising returned to more normal levels however, as a result of the Domestic Abuse Act 2021, we have received more grants from Surrey County Council and other statutory agencies to extend our work. This meant, where we had considered closing one of our refuges, we were able to keep operating both refuges, and to recruit more specialist staff to work therapeutically both in refuge and in the community with children affected by domestic abuse, and with women with more complex needs. The Ministry of Justice and the Office of the Police and Crime Commissioners for Surrey (OPCC) provided funding to enable us to extend our adult outreach services, the children's outreach service, to help fund the helpline, to employ a part-time children's worker in refuge, and also funded our transition fund, which provides bedding and equipment for those women and families moving on from refuge. Woking Borough Council also renewed their community grant for our outreach and helpline services. The new refuge, which came into operation at the start of the financial year,

facilitates us with more accommodation than we had previously and therefore refuge rental income increased to £309,713 compared to £179,432 in the previous year.

We continued to receive a major grant from BBC Children in Need which funded a full-time children's worker in refuge, and we received some significant grants from the Community Foundation for Surrey towards core costs and our work in refuge. The Masonic Charitable Foundation funded a new youth engagement post, and Nationwide Building Society provided a grant towards refuge staffing.

Expenditure in the year increased to £1,260,431 from £1,138,047 in 2020/21. This was mainly comprised of staff costs which increased to £858,272 in 2021/22 from £774,556 in 2020/21 as a result of increasing our services and staff numbers from new funding received. Refuge running costs also increased due to the increased size of the new building. However this means we can now offer accommodation in 31 rooms across two refuges compared to 13 rooms in earlier years.

Restricted income is given to the charity for a specific purpose or project and for 2021/22 amounted to £542,322. The related expenditure for the year was £375,229. The balance carried forward of £167,093 largely comprises a grant received just before the year end to be spent on specialist refuge staffing.

At the beginning of the financial year there was a fund of £100,000 which the trustees had designated to improve and develop the helpline, for outreach services, for future fundraising/commissioning costs, and for refuge property costs. The trustees have designated a further £80,000 to extend office space, to provide refuge for women without recourse to public funds, and to employ additional staff for development and for children's work. This gives a balance on that fund at the year-end of £180,000, which is expected to be expended over the next five years.

The overall surplus for the year was £230,893 (2020/21 surplus of £367,874), with a surplus for the year on unrestricted funds of £63,800 (2020/21 surplus £306,848). The surplus was added to reserves and, after adjusting for a transfer to designated funds, has resulted in a balance of £737,276 on unrestricted funds at the year end, and total funds (including restricted and designated) of £1,097,182. As detailed in the Reserves policy, at £737,276 free reserves are slightly higher than the policy level of £700,000. However, a plan is already in operation to use some of the excess funds, and the charity has a budgeted deficit of £64,000 for 2022/23. With the current cost of living crisis and inflationary costs, the charity continues to operate in very uncertain times, therefore the trustees consider it appropriate to continue with high reserves in the short-term.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010. It is registered as a charity with the Charity Commission.

Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Short-listing and interviews take place against agreed criteria. New trustees are invited and encouraged to attend a short training session to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than two and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two operations managers. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The operations managers have responsibility for the day-to-day operational management of the charity, individual supervision of the front-line staff team and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees have therefore developed a strategic plan to diversify income with the continued investment in an in-house fundraiser. Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07257302 (England and Wales)

Registered Charity number
1137057

Principal and Registered office
15A Monument Way
Woking
Surrey
GU21 5LY

Trustees

S P Rose (Chair)
C Earle
G Johnson
S Morgan
(appointed 11 December 2021)
S Benning-Prince
(appointed 15 October 2022)
V Morris
(appointed 15 October 2022)
T Patrick
(resigned 20 October 2022)
J Croyden
(resigned 24 June 2022)
R Frost
(resigned 30 April 2022)
L Tait
(resigned 29 September 2021)
J Ward
(resigned 26 July 2021)
J Charles
(resigned 19 June 2021)

Company Secretary
A Bents

Chief Executive
Fiamma Pather

Auditors
Bennewith 2018 Limited
(Statutory Auditors)
3 Wey Court
Mary Road, Guildford, Surrey

Bankers
Barclays Bank
Town Gate House
Church Street East
Woking, Surrey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 2 November 2022 and signed on its behalf by:



S Rose – Trustee

Report of the Independent Auditors to the Trustees

Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 charitable company's ability

to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the entity and determined the most significant are those that relate to FRS 102 Section 1A, pension laws and regulations and tax regulations.

We assessed the risks of material misstatement in respect of fraud as follows:

- Enquiries made of management and those charged with governance as well as the service organisation in relation to payroll services
- Analytical procedures were used to identify if there were any unusual or unexpected relationships

- Discussions with management to identify any fraud risk factors of related party relationships and transactions

Based on the results of our risk assessment we designed our audit procedures to identify non-compliance with such laws and regulations identified above.

Enquiries were made of management and those charged with governance. We corroborated our enquiries through the review of Board minutes and other papers provided. There was no contradictory evidence.

We considered the risk of fraud through management override and, in response, we incorporated testing of manual journal entries into our audit approach. We tested year end journals as well as journal entries throughout the year. There were no transactions identified outside the normal course of business.

Based on the results of our risk assessment we designed our audit procedures to identify and to address material misstatements in relation to fraud. We incorporated an element of unpredictability in the selection of the nature, timing, and extent of audit procedures.

Where transaction meeting risk criteria were identified, we carried out further work such as additional testing.

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 Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Bennewith 2018 Limited (Statutory Auditors)

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

3 Wey Court
Mary Road
Guildford
Surrey
GU1 4QU



Date: 7 November 2022

Statement of Financial Activities – Year Ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	145,468	86,720	-	232,188	428,144
Charitable activities						
Refuges		588,228	126,266	-	714,494	742,865
Outreach		191,325	217,996	-	409,321	246,899
Children's services – Refuge		11,000	71,657	-	82,657	36,747
Helpline		-	39,683	-	39,683	38,752
Other trading activities	3	11,785	-	-	11,785	11,209
Investment income	4	1,196	-	-	1,196	1,305
Total		949,002	542,322	-	1,491,324	1,505,921
EXPENDITURE ON						
Raising funds	6	46,317	-	-	46,317	51,938
Charitable activities						
Refuges	7	536,753	75,069	-	611,822	640,978
Outreach		202,196	206,893	-	409,089	289,219
Children's services – Refuge		57,393	53,584	-	110,977	77,449
Helpline		42,543	39,683	-	82,226	78,463
Total		885,202	375,229	-	1,260,431	1,138,047
NET INCOME		63,800	167,093	-	230,893	367,874
Transfers between funds	17	(80,000)	-	80,000	-	-
Net movement in funds		(16,200)	167,093	80,000	230,893	367,874
RECONCILIATION OF FUNDS						
Total funds brought forward		753,476	12,813	100,000	866,289	498,415
TOTAL FUNDS CARRIED FORWARD		737,276	179,906	180,000	1,097,182	866,289

Balance Sheet – at 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS						
Tangible assets	13	32,150	-	-	32,150	37,027
CURRENT ASSETS						
Debtors	14	27,619	-	-	27,619	8,147
Cash at bank and in hand		889,454	179,906	180,000	1,249,360	1,042,396
		917,073	179,906	180,000	1,276,979	1,050,543
CREDITORS						
Amounts falling due within one year	15	(211,947)	-	-	(211,947)	(221,281)
NET CURRENT ASSETS		705,126	179,906	180,000	1,065,032	829,262
TOTAL ASSETS LESS CURRENT LIABILITIES		737,276	179,906	180,000	1,097,182	866,289
NET ASSETS		737,276	179,906	180,000	1,097,182	866,289
FUNDS	17					
Unrestricted funds					737,276	753,476
Restricted funds					179,906	12,813
Designated funds					180,000	100,000
TOTAL FUNDS					1,097,182	866,289

Balance Sheet continued – at 31 March 2022

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 2 November 2022 and were signed on its behalf by:



S Rose – Trustee

Cash Flow Statement – Year Ended 31 March 2022

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	214,230	454,475
Interest paid		(278)	(276)
Net cash provided by operating activities		213,952	454,199
Cash flows from investing activities			
Purchase of tangible fixed assets		(8,184)	(41,315)
Interest received		1,196	1,305
Net cash (used in)/provided by investing activities		(6,988)	(40,010)
Change in cash and cash equivalents in the reporting period		206,964	414,189
Cash and cash equivalents at the beginning of the reporting period		1,042,396	628,207
Cash and cash equivalents at the end of the reporting period		1,249,360	1,042,396

Notes to the Cash Flow Statement – Year Ended 31 March 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	Notes	31.3.22 £	31.3.21 £
Net income for the reporting period (as per the Statement of Financial Activities)		230,893	367,874
Adjustments for:			
Depreciation charges		13,061	4,991
Interest received		(1,196)	(1,305)
Interest paid		278	276
(Increase)/decrease in debtors		(19,472)	30,027
(Decrease)/increase in creditors		(9,334)	52,612
Net cash provided by operations		214,230	454,475

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	1,042,396	206,964	1,249,360
Total	1,042,396	206,964	1,249,360

Notes to the Financial Statements – Year Ended 31 March 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs related to a particular activity are allocated to it directly. Other costs are apportioned between the activities on the basis of estimated usage.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings – Straight line over 5 years
Computer equipment – Straight line over 3 years

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been set aside by the charity for a particular purpose. The funds remain unrestricted and can be used for another purpose at the Trustees' discretion.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated goods

The charity receives donated goods for resale. These goods are not recognised as income on receipt. Instead, the net amount received is recognised as income when sold. The proceeds of sale are categorized as 'Income from other trading activities'.

2. DONATIONS AND LEGACIES

	31.3.22 £	31.3.21 £
Donations	132,134	300,720
Grants	100,054	127,424
	232,188	428,144

Grant income is as follows:

	Unrestricted £	Restricted £	Total 31.3.22 £	Total 31.3.21 £
Grants received - donations and legacies (as above)	13,334	86,720	100,054	127,424
Grants received - charitable activities (note 5)	480,840	455,602	936,442	885,831
	494,174	542,322	1,036,496	1,013,255

Details of restricted grant income are given in note 17 to these accounts.

Details of unrestricted grant income are as follows:

	31.3.22 £	31.3.21 £
Surrey County Council	469,840	345,667
Social Services	11,000	11,000
Community Foundation for Surrey	10,000	-
Woking Borough Council	-	180,000
Other trust income	3,334	10,000
	494,174	546,667

3. OTHER TRADING ACTIVITIES

	31.3.22 £	31.3.21 £
Other income	1,531	38
Donated goods resold	10,254	11,171
	11,785	11,209

4. INVESTMENT INCOME

	31.3.22 £	31.3.21 £
Deposit account interest	1,196	1,305

5. INCOME FROM CHARITABLE ACTIVITIES

	31.3.22 £	31.3.21 £
Grants	404,781	563,433
Refuge rents	309,713	179,432
Grants	409,321	246,899
Grants	82,657	36,747
Grants	39,683	38,752
	1,246,155	1,065,263

Notes to the Financial Statements continued – Year Ended 31 March 2022

6. RAISING FUNDS		31.3.22 £	31.3.21 £
Raising donations and legacies			
Staff costs		35,895	40,747
Sundries		822	-
Consultancy		9,600	11,191
		46,317	51,938
7. CHARITABLE ACTIVITIES COSTS		Support cost (see note 8) £	Totals £
	Direct Costs £		
Refuges	581,195	30,627	611,822
Outreach	371,272	37,817	409,089
Children's services – Refuge	102,602	8,375	110,977
Helpline	74,639	7,587	82,226
	1,129,708	84,406	1,214,114
8. SUPPORT COSTS		Governance costs £	Totals £
	Other £		
Refuges	27,553	3,074	30,627
Outreach	34,509	3,308	37,817
Children's services – Refuge	7,640	735	8,375
Helpline	6,925	662	7,587
	76,627	7,779	84,406
9. NET INCOME/(EXPENDITURE)		31.3.22 £	31.3.21 £
Net income/(expenditure) is stated after charging/(crediting):			
Auditors' remuneration		3,200	3,000
Auditors' remuneration for non-audit work		4,150	3,270
Depreciation – owned assets		13,061	4,993

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

The total remuneration paid to Key Management Personnel, was £ 61,190 (2021: £58,306). The charity are also making contributions to a defined contribution pension scheme for one member of Key Management Personnel (2021: one).

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

11. STAFF COSTS	31.3.22 £	31.3.21 £
Wages and salaries	762,936	691,586
Social security costs	61,722	56,076
Other pension costs	33,614	26,894
	858,272	774,556
The average monthly number of employees during the year was as follows:	31.3.22	31.3.21
Charitable activities	23	19
Support	2	2
Fundraising	1	1
	26	22
The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:	31.3.22	31.3.21
£60,001 - £70,000	1	-

Notes to the Financial Statements continued – Year Ended 31 March 2022

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	317,990	105,154	5,000	428,144
Charitable activities				
Refuges	513,774	229,091	-	742,865
Outreach	191,325	55,574	-	246,899
Children's services – Refuge	11,000	25,747	-	36,747
Helpline	-	38,752	-	38,752
Other trading activities	11,209	-	-	11,209
Investment income	1,305	-	-	1,305
Total	1,046,603	454,318	5,000	1,505,921
EXPENDITURE ON				
Raising funds	51,938	-	-	51,938
Charitable activities				
Refuges	405,178	235,800	-	640,978
Outreach	182,807	101,412	5,000	289,219
Children's services – Refuge	29,815	47,634	-	77,449
Helpline	26,347	52,116	-	78,463
Total	696,085	436,962	5,000	1,138,047
NET INCOME	350,518	17,356	-	367,874
Transfers between funds	(43,670)	(6,330)	50,000	-
Net movement in funds	306,848	11,026	50,000	367,874
RECONCILIATION OF FUNDS				
Total funds brought forward	446,628	1,787	50,000	498,415
TOTAL FUNDS CARRIED FORWARD	753,476	12,813	100,000	866,289

13. TANGIBLE FIXED ASSETS

Fixtures and fittings £	Computer equipment £	Totals £
-------------------------------	----------------------------	-------------

COST

At 1 April 2021	24,677	39,903	64,580
Additions	-	8,184	8,184
At 31 March 2022	24,677	48,087	72,764

DEPRECIATION

At 1 April 2021	411	27,142	27,553
Charge for year	4,936	8,125	13,061
At 31 March 2022	5,347	35,267	40,614

NET BOOK VALUE

At 31 March 2022	19,330	12,820	32,150
At 31 March 2021	24,266	12,761	37,027

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

31.3.22 £	31.3.21 £
--------------	--------------

Other debtors	24,204	4,849
Prepayments	3,415	3,298
	27,619	8,147

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

31.3.22 £	31.3.21 £
--------------	--------------

Trade creditors	11,575	11,625
Other creditors	19,100	17,456
Accruals and deferred income	181,272	192,200
	211,947	221,281

16. LEASING AGREEMENTS

31.3.22 £	31.3.21 £
--------------	--------------

Minimum lease payments under non-cancellable operating leases fall due as follows:		
Within one year	32,553	16,796

Notes to the Financial Statements continued – Year Ended 31 March 2022

17. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	753,476	63,800	(80,000)	737,276
Restricted funds				
OPCC – Programmes and services	1,787	(343)	-	1,444
SCC – Staffing	-	141,242	-	141,242
Ministry of Housing – Refuge and Helpline	11,026	(11,026)	-	-
Ministry of Justice	-	22,560	-	22,560
Public Health	-	14,660	-	14,660
	12,813	167,093	-	179,906
Designated funds				
Outreach services	15,000	-	-	15,000
Helpline project	25,000	-	-	25,000
Fund raising and commissioning	10,000	-	-	10,000
Refuge property costs	50,000	-	-	50,000
Office space	-	-	30,000	30,000
Refuge residents without recourse to public funds	-	-	3,000	3,000
Staffing – development and children’s work	-	-	47,000	47,000
	100,000	-	80,000	180,000
TOTAL FUNDS	866,289	230,893	-	1,097,182

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	949,002	(885,202)	63,800
Restricted funds			
BBC Children in Need	34,017	(34,017)	-
Community Foundation for Surrey	22,441	(22,441)	-
OPCC – Staffing	71,833	(71,833)	-
OPCC – Programmes and services	-	(343)	(343)
SCC – Staffing	174,887	(33,645)	141,242
OPCC – Transition fund	5,000	(5,000)	-
Ministry of Housing – Refuge and Helpline	36,281	(47,307)	(11,026)
Ministry of Justice	114,031	(91,471)	22,560
Woking Borough Council	24,250	(24,250)	-
Nationwide	15,262	(15,262)	-
Masonic Charitable Foundation	15,000	(15,000)	-
Public Health	29,320	(14,660)	14,660
	542,322	(375,229)	167,093
TOTAL FUNDS	1,491,324	(1,260,431)	230,893

Notes to the Financial Statements continued – Year Ended 31 March 2022

17. MOVEMENT IN FUNDS – continued.

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Comparatives for movement in funds				
Unrestricted funds				
General fund	446,628	350,518	(43,670)	753,476
Restricted funds				
OPCC – Programmes and services	1,787	–	–	1,787
Ministry of Housing - Refuge and Helpline	–	11,026	–	11,026
Ministry of Justice	–	6,330	(6,330)	–
	1,787	17,356	(6,330)	12,813
Designated funds				
Outreach services	15,000	–	–	15,000
Helpline project	25,000	–	–	25,000
Fund raising and commissioning	10,000	–	–	10,000
Refuge property costs	–	–	50,000	50,000
	50,000	–	50,000	100,000
TOTAL FUNDS	498,415	367,874	–	866,289
Comparative net movement in funds, included in the above are as follows:		Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds				
General fund		1,046,603	(696,085)	350,518
Restricted funds				
BBC Children in Need		16,054	(16,054)	–
Community Foundation for Surrey		41,370	(41,370)	–
OPCC – Staffing		37,000	(37,000)	–
OPCC – Programmes and services		10,028	(10,028)	–
OPCC – Transition fund		2,500	(2,500)	–
Women's Aid		30,000	(30,000)	–
Ministry of Housing – Refuge and Helpline		194,540	(183,514)	11,026
Other donations less than £10k		17,730	(17,730)	–
SCC – Covid-19 Support		10,904	(10,904)	–
Ministry of Justice		74,192	(67,862)	6,330
Woking Brough Council		20,000	(20,000)	–
		454,318	(436,962)	17,356
Designated funds				
Outreach services		5,000	(5,000)	–
TOTAL FUNDS		1,505,921	(1,138,047)	367,874



Notes to the Financial Statements continued – Year Ended 31 March 2022

17. MOVEMENT IN FUNDS – continued.

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	446,628	414,318	(123,670)	737,276
Restricted funds				
OPCC – Programmes and services	1,787	(343)	-	1,444
SCC – Staffing	-	141,242	-	141,242
Ministry of Justice	-	28,890	(6,330)	22,560
Public Health	-	14,660	-	14,660
	1,787	184,449	(6,330)	179,906
Designated funds				
Outreach services	15,000	-	-	15,000
Helpline project	25,000	-	-	25,000
Fund raising and commissioning	10,000	-	-	10,000
Refuge property costs	-	-	50,000	50,000
Office space	-	-	30,000	30,000
Refuge residents without recourse to public funds	-	-	3,000	3,000
Staffing – development and children’s work	-	-	47,000	47,000
	50,000	-	130,000	180,000
TOTAL FUNDS	498,415	598,767	-	1,097,182

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,995,605	(1,581,287)	414,318
Restricted funds			
BBC Children in Need	50,071	(50,071)	-
Community Foundation for Surrey	63,811	(63,811)	-
OPCC – Staffing	108,833	(108,833)	-
OPCC – Programmes and services	10,028	(10,371)	(343)
SCC – Staffing	174,887	(33,645)	141,242
OPCC – Transition fund	7,500	(7,500)	-
Women’s Aid	30,000	(30,000)	-
Ministry of Housing – Refuge and Helpline	230,821	(230,821)	-
Other donations less than £10k	17,730	(17,730)	-
SCC – Covid-19 Support	10,904	(10,904)	-
Ministry of Justice	188,223	(159,333)	28,890
Woking Borough Council	44,250	(44,250)	-
Nationwide	15,262	(15,262)	-
Masonic Charitable Foundation	15,000	(15,000)	-
Public Health	29,320	(14,660)	14,660
	996,640	(812,191)	184,449
Designated funds			
Outreach services	5,000	(5,000)	0
TOTAL FUNDS	2,997,245	(2,398,478)	598,767

Notes to the Financial Statements continued – Year Ended 31 March 2022

17. MOVEMENT IN FUNDS – continued.

Restricted funds

BBC Children in Need –

Grant received to fund a refuge children's worker.

Community Foundation for Surrey –

Grants received towards cost of managing outreach volunteers, children's playworker, helpline, children's outreach, and outreach response to Covid-19, and complex needs in refuge.

OPCC Staffing –

Grants towards additional staff or staff hours. This included: contributions towards helpline staff, part-time children's refuge worker, and extra support hours in adult outreach.

OPCC Programmes & Services –

Grants towards various programmes and services. This included: delivery of a freedom programme, and help towards the charity's Covid-19 response.

SCC Staffing –

Grants towards the salaries of specialist support staff in refuge and the salary of a hospital-based outreach worker.

OPCC Transition Fund –

Grants toward the provision of basic homewares for residents moving on from refuge.

Ministry of Housing –

Grants received towards extending our work in refuge particularly to cater for women with more complex needs, and to extend the helpline services.

Ministry of Justice –

Grants to provide additional support for adult and children's outreach work.

Woking Brough Council –

Community grant towards outreach and helpline services.

Nationwide –

Grant towards refuge worker salary.

Masonic Charitable Foundation –

Grant toward salary of youth engagement and well-being worker.

Public Health –

Grant to extend outreach work with survivors with complex needs.

Designated funds

Outreach Services –

Funds designated for Outreach and training.

Helpline Project –

Funds designated to improve and develop the charity's helpline.

Fund Raising and Commissioning –

Funds designated for fund raising for the charity and the costs of commissioning new contracts.

Refuge Property Costs –

Funds set aside for service charges, repairs, and renewals related to refuge property.

Office Space –

To cater for increasing staff members.

Refuge residents without recourse to public funds –

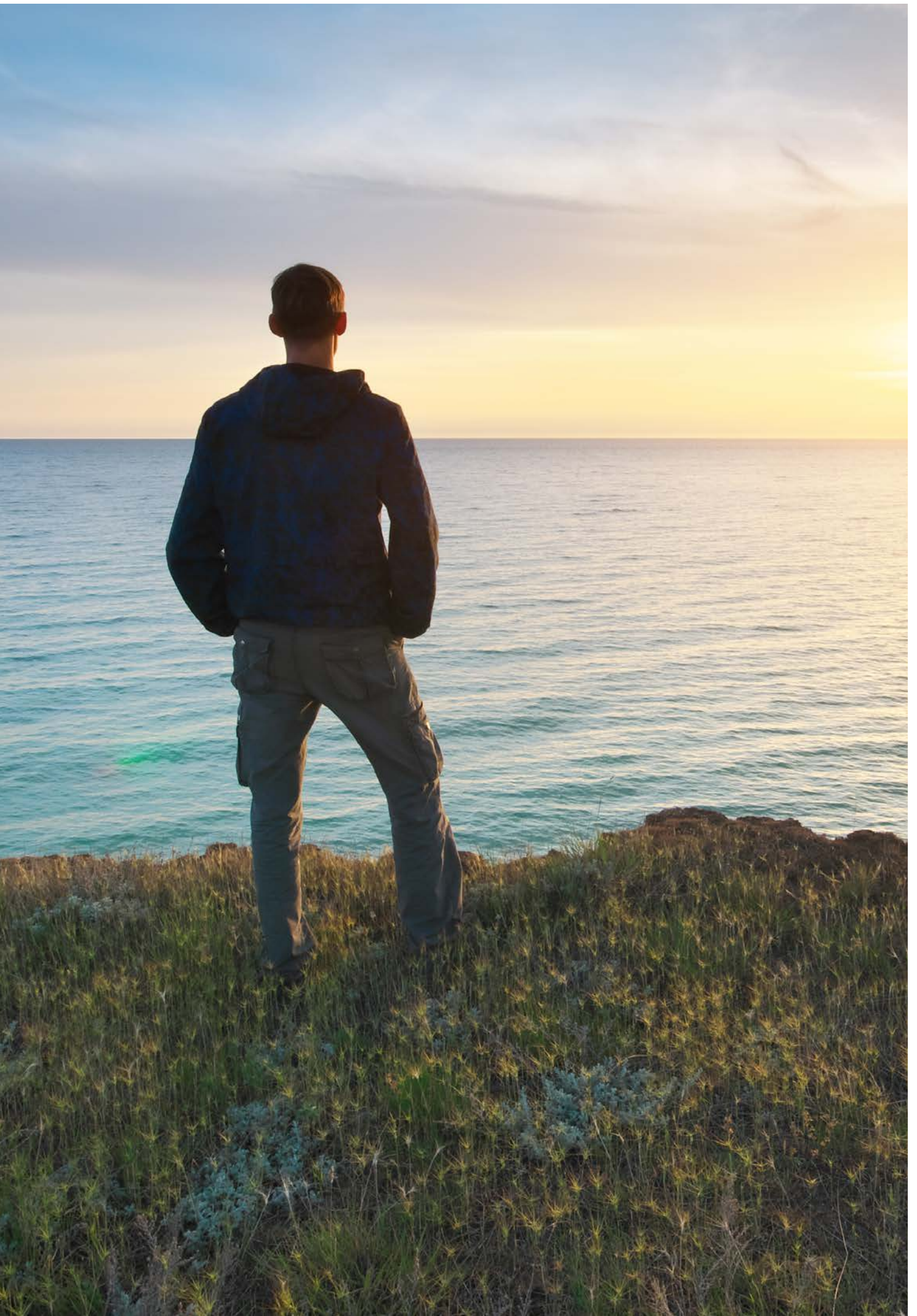
To accommodate more women in refuge.

Staffing development and children's work –

To strengthen the provision for children.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.



Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse



Surrey County Council; Department of Levelling Up, Housing and Communities; The Office of the Police and Crime Commissioner for Surrey; Ministry of Justice; Woking Borough Council; Public Health; BBC Children in Need; Nationwide Building Society; Community Foundation for Surrey; American Women in Surrey; local Women's Institutes; Soroptimist International; Enterprise Rent-a-Car; Masonic Charitable Foundation; Vera Outhwaite Charitable Trust; John Ackroyd Trust; Margaret Litchfield Trust; West Byfleet Golf Club; Property Initiatives Management Ltd.

Thanks also go to all our individual donors, regular givers, schools, supermarkets, local churches, and other organisations and trusts who make such a wonderful contribution.

YOUR SANCTUARY

England & Wales - Charity number 1137057

Accounts



Working to create lives without fear



**ANNUAL REVIEW
2020/2021**



VISION

Our vision is a world free from domestic abuse.



MISSION

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mindsets to change attitudes and facilitate informed choices.



CORE AIMS

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services
- To undo the harm caused by domestic abuse



CORE VALUES

- Protection
- Empowerment
- Respectful
- Non-Judgemental

Chair of Trustees

Susan Rose

Chair of the Board of Trustees

The arrival of the Covid-19 pandemic brought significant changes to all our lives, but none more so than those living with domestic abuse. Figures for the reporting of domestic abuse incidents nationally, but also those contacting Your Sanctuary locally, rose significantly. During the year to March 2021, the period of the pandemic, crime figures record 369,000 incidents of domestic violence (ONS) and 215 domestic homicides (Home Office) in the UK. These chilling figures are a reminder that domestic abuse and violence continue to be persistent, challenging problems in our society and demonstrate unfortunately that the services delivered by Your Sanctuary remained ever more needed during the past year.

As the pandemic took hold by March 2020 and the country moved into lockdown, our CEO and staff quickly adapted our processes and systems in order to be able to continue to meet the needs of our service users. Our outreach staff continued to support vulnerable victims in the community by working from home. This was not an easy task given the inability to separate the distressing nature of the work from their own homes and families. Despite the difficulties of delivering some of our outreach activities such as with children and young people, the continuous access to someone at Your Sanctuary to talk to must have been an enormous support and lifeline to many victims and/or their families or friends with whom our team worked. Your Sanctuary remains a partner in the Surrey Domestic Abuse Partnership (SDAP) formed to enable the delivery of outreach services via our Surrey County Council contract across Surrey. We thank both SCC and our partners at SDAP for their continued collaboration and welcome continued joint activities in the coming year.

At the same time throughout the pandemic our refuge service continued and saw the opening of our new purpose-built refuge facility provided to us by Woking Borough Council (WBC) which we took possession of in the summer of 2020. On behalf of the Board of Trustees I would like to thank everyone at WBC, but particularly Ray Morgan former CEO of WBC, for instigating and enabling this project which provides our residents with a safe and comforting home during a difficult period in their lives. Again, not an easy task to refurbish and install new services into a building during a pandemic, as well as transition workload from our existing two refuges to the new facility. But our staff worked tirelessly to complete the internal fittings and set up our systems. The decision to close one of our existing two refuges at the same time the new facility opened was taken in order to consolidate resources and staff time into our new accommodation. I would like to thank all those staff and volunteers who worked long hours in order that we could welcome our first residents. Your Sanctuary has an amazing team of 75 volunteers without whom we could not maintain our services, many of whom continued to work with us during the pandemic both in outreach and refuge.

After such a complex, tiring and stressful year I would like to thank all those who have ensured that our services continued. To our partners, suppliers, commissioners, and trustees who have supported us and worked with us as an organisation to enable the continuation of our services. To all those who have been generous in their donations to our fundraising, in particular our local community, corporate donors, national and local level trust funds. And finally, I send a heartfelt thank you and admiration to our CEO, all staff and volunteers who have tirelessly worked this year despite their own personal circumstances to provide care and support to victims and survivors of domestic abuse.

Chief Executive

Fiamma Pather
CEO

This year has been overshadowed by the Covid-19 pandemic, the various measures that the government took to deal with it and the impact that has been felt by domestic abuse survivors.

When this financial year started we were in the first of a number of lockdowns ordered by the government in order to control the risk of infection. We were told to work from home if we could; only essential shops were open; schools were shut; many agencies reduced or stopped delivering their services. As a result of these measures we had to change our service delivery model for some of our services and minimise as far as we could the risk of Covid-19 to our staff, volunteers and families in refuge. Our community-based staff worked from home, but our refuges and our office remained open and staffed. Fortunately we had already implemented the IT and telephony systems that allowed us to continue to run our outreach and helpline services remotely.

As the weeks turned to months we became increasingly concerned about the impact of these restrictions on adult and child survivors of domestic abuse. Our helpline and chat service became a vital source of support during a time when there were very few other services functioning. We heard from survivors themselves but also from very concerned family members or friends who could not contact their loved ones and who needed support and information about possible options. Referrals to our community services started to rise as perpetrators escalated levels of abuse due to the isolation that the lockdown measures had caused.

Not only were we busy maintaining service delivery through this time but we were also preparing to move into a brand new refuge that was purpose built for us. We took possession of the building in June of 2020 – which at that point was an empty shell that required furnishing and fully equipping. It took a huge amount of effort from our staff team with help from volunteers to get the refuge to a point where we could start accommodating families, but our first few families moved in during February 2021. The new refuge can accommodate 25 families and also has a state-of-the-art children's playroom, a large communal lounge, an office and quiet rooms for 1:1 work. We are incredibly grateful to Woking Borough Council who built the refuge and especially to Ray Morgan (ex-CEO of

Woking Borough Council) whose brainchild it was. This new refuge has extended the number of families that we can accommodate and provides modern, comfortable and safe accommodation for survivors who come to us at the point of crisis.

At the beginning of the pandemic a Surrey working group formed comprising of the domestic abuse specialist services, commissioners, and representatives from various statutory agencies. We met weekly to track the impact the pandemic was having on survivors and specialist services and to fast-track responses if needed. Out of these discussions it was decided that we needed to have specialist domestic abuse workers located in each of Surrey's acute hospitals. These workers will provide support to patients who disclose domestic abuse to a clinician whilst still in the hospital and then if on-going support is required the survivor can be referred to their local outreach team. We will host the hospital service based in Ashford & St Peter's hospital. This is a vital innovation that will mean many more survivors can access the support they need whilst accessing health services. The start date for the project is 1st May 2021.

Despite the difficulties and uncertainties of this year we were amazed and grateful to our local community who rallied round us and helped us not only with very generous donations but also with their time – taking shifts on the helpline, keeping our eBay sales afloat, cleaning refuge rooms in readiness for a new family, or tidying up the garden at both of our refuges.

This has been a very challenging year for all of us at Your Sanctuary, but we are immensely proud of what we have achieved in this time – ensuring that all our services continued uninterrupted and opening a fantastic new refuge to accommodate many more families. But the highlight of our year is the amazing support we received from our local community, and our partners and commissioners who worked with us to support survivors of domestic abuse.

I would also like to take this opportunity to thank all our dedicated, hardworking and passionate staff who, despite their own personal anxieties about the pandemic, carried on delivering a needs-led and trauma-informed service to any survivor who needed it.

Report of the Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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 2015).

OBJECTIVES AND ACTIVITIES

Vision

Our vision is a world free from domestic abuse.

Mission

We offer sanctuary, support and empowerment to anyone experiencing domestic abuse and enable children to be seen, heard and validated. We challenge mind set to change attitudes and facilitate informed choices.

Core Aims

- To offer protection for survivors and their children
- To work towards the prevention of domestic abuse
- To provide effective services
- To undo the harm caused by domestic abuse

Core Values

- Protection
- Empowerment
- Respectful
- Non-Judgemental

In setting objectives and planning for activities, the trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and, in particular, to its supplementary public benefit guidance.

The strategies employed to achieve the charity's aims and objectives are detailed below. Our charitable activities are focussed on providing protection from, prevention of and recovery from all forms of domestic abuse. Our refuges provide safe houses for women and children who are fleeing from violence and abuse – we are limited in this provision by the number and size of rooms available. As houses offer shared accommodation we cater only for women, from any background, ethnicity, faith or sexuality, and for their children. We do, however, provide an outreach service in the community for both men and women, and for children. Our community outreach service is focussed on risk management and providing support according to individual need. The outreach service is open to the general public limited only by geographical boundaries – i.e. North West Surrey as per our service level agreements. Our helpline service is available to all and is advertised throughout Surrey by ourselves and by various partner agencies.

In order to meet our core aims our strategies this year were:

- To transform Your Sanctuary into a trauma-informed organisation
- To have sustainable and secure funding
- To deliver excellent services that meet the needs of survivors

Whilst some steps were undertaken to start transforming Your Sanctuary into a trauma-informed organisation, limitations around training, due to Covid-19 restrictions, meant some of this work had to be deferred to 2021/22. However, with regard to our strategies, the charity has been successful in securing funding, both statutory and non-statutory, during the year and the following reports provide detail of funding received, and how it has been used in furtherance of our objectives and core aims.

Community Outreach Service

Our community outreach service provides emotional and practical support to those experiencing domestic abuse in the boroughs of Woking, Runnymede and Surrey Heath. We use a needs-led and trauma-informed approach to provide a safe space for survivors to talk about their experiences and understand what options they must keep themselves and their children safe. Our clients are referred to us through a variety of agencies:

- Police
 - Health professionals
 - Children's Services
 - Children's Centres
 - Your Sanctuary helpline
- ...and other statutory and voluntary agencies

During 2020/2021 we received 1,592 referrals, which represents an increase of just under 300 referrals over the previous year. This year our outreach service has been delivered predominantly remotely due to the lockdown measures that have been in place. Although we have not been able to meet survivors face to face, we have continued to support them using other means such as phone, video call (where safe to do so), text and email. Each of our outreach workers supported an average of 40 clients at any one time.

We offer a wide range of services:

- Risk and needs assessments
- Safety planning
- One to one support
- Emotional and practical support
- Group work
- Advocacy
- Referral or signposting to other agencies
- Support through court (civil or criminal)

We work within a multiagency environment in order to meet the needs of survivors. Despite the pandemic we continued to attend our local MARAC (Multi Agency Risk Assessment Conference) which was held virtually. This regular meeting brings together both statutory and voluntary agencies to discuss the highest risk survivors so that a safety plan can be created using the knowledge and resources of all the agencies present. We also attend professionals' meetings in order to support and advocate for the survivors we are engaged with.

"Thank you so much for all of your help and support, I definitely wouldn't have the strength to do this without you supporting me"



We remain part of the Surrey Domestic Abuse Partnership (SDAP) comprised of 4 organisations, commissioned by Surrey County Council, the Office of the Police and Crime Commissioner in Surrey, and Surrey Police to provide community outreach services in Surrey. This partnership ensures survivors receive a consistent service based on best practice wherever they live or work in the county, and that our voices are stronger as a whole when advocating with statutory and non-statutory services for survivors.

Our Specialist Male Outreach Service continued to serve the whole of Surrey receiving referrals from our partner outreach services as well as other agencies and professionals. This year we received 116 referrals for male survivors which is an increase from the previous year.

We have continued to extend our service offering by developing a team of outreach volunteers who offer longer term emotional support to those survivors who don't need the more intense service offered by our outreach workers. This service has been more limited this year with support mostly offered remotely rather than in person.

Our Outreach service also strives to ensure that other professionals, agencies and organisations are more aware of domestic abuse and are able to give an appropriate response to survivors who may approach them for help. This year we delivered a limited number of virtual training/awareness raising sessions for several organisations such as Surrey Police, Children's Services and Surrey County Council.

97% OF SURVIVORS WHO ENGAGED
WITH OUR SERVICE FELT AN INCREASE
IN FEELINGS OF EMPOWERMENT
AND SPACE FOR ACTION

71% OF SURVIVORS WHO ENGAGED
WITH OUR SERVICE FELT THEY
WERE BETTER ABLE TO DEAL
WITH PROBLEMS





"Cheers for all the help.
Things are different now"

Our children's outreach service provides 1:1 and group therapeutic support to children who have been affected by domestic abuse. The children are referred from our adult outreach service and are the children of our outreach clients. During 1:1 sessions the children are encouraged to speak openly in a safe and empathetic environment. They are supported through therapeutic play and are enabled to explore their thoughts and feelings around their personal safety, self-awareness, self-worth, self-esteem and sense of purpose. The sessions are child-centred and needs-led.

Children's Outreach Service

100%

OF THE CHILDREN WHO ENGAGED
WITH OUR SERVICE FELT THEY
KNEW MORE ABOUT WHERE TO
GET HELP IF THEY NEEDED IT

85%

OF THE CHILDREN WHO ENGAGED
WITH OUR SERVICE HAD IMPROVED
MENTAL HEALTH

Due to the lockdown measures implemented for much of this year our ability to provide face to face support was limited. However, when possible, our children's workers would meet with children ensuring they were socially distanced – often this would mean going for a walk or meeting up in a park. For many of those children our children's worker was the one constant source of support during this time as schools, activities, youth clubs etc had all been closed. The pandemic and lockdown measures had a profound effect on children and young people's mental health as they were isolated from friends, unable to attend school, and often stuck in crowded homes with little opportunity for privacy.

Unfortunately we were unable to provide any group work sessions during this year due to the pandemic.

During 2020/2021 we worked with 20 children on a 1:1 basis and delivered 200 sessions. As part of our partnership working, we also provided virtual consultation sessions in our local social care hub in order to develop knowledge and skills around domestic abuse. This is aimed at improving responses to survivors of domestic abuse who are engaged with a social worker.

Refuge Service (Safe Houses)

Your Sanctuary has two refuges located in North West Surrey. These are safe houses in secret locations for women and their children fleeing abuse and violence. At the beginning of this financial year we had two refuges that could accommodate 13 families. In February of 2021 we opened a brand new, purpose-built refuge that has 25 bedrooms, and we closed our old 7 bed refuge. This new refuge was built and is owned by Woking Borough Council, who also provided a sizeable grant to help us furnish and equip the building. We are incredibly grateful to Woking Borough Council for investing in this facility and showing their strong commitment to supporting survivors of domestic abuse. This means that we can now support over 30 families between our two refuges. We have maintained our complex needs service for women with higher mental health or alcohol abuse needs as we know there is a growing need for this level of support.

Each woman has a key worker allocated to her on arrival, who provides emotional and practical support throughout her 6 month stay which includes:

- One to one support
- Emotional and practical support
- Support in claiming benefits and budgeting
- Group work
- Volunteering opportunities
- Educational and training opportunities
- Support with moving on and resettlement in the community
- Parenting support
- Advocacy
- Support with legal issues (criminal or civil)

During 2020/2021 we welcomed 55 new families into our refuges and supported them to recover from their experiences. They came from all over the country and often arrived with only 1 suitcase of belongings or sometimes just with the clothes they were standing up in.

The Office of the Police and Crime Commissioners for Surrey (OPCC) kindly provided a transition fund for the families that came into our refuges, so we were able to welcome them with new bedding, towels, crockery, saucepans etc which they used during their stay and then took with them when they moved out into the community.

It has been challenging to provide our normal level of support in our refuges due to the pandemic as we could not have volunteers come into the houses to run extra activities and additional support. However, our staff have continued to work in refuge throughout the pandemic providing a reassuring presence for the families. We had to incorporate strict cleaning regimes and mask wearing in the communal areas which families found quite difficult to manage, and one to one meetings were also challenging whilst maintain social distancing. Fortunately we did not have an outbreak of Covid-19 in either of the refuges but a couple of families had to isolate due to outbreaks at the local school.

Our staff team worked incredibly hard to continue to support families, as well as furnish and equip our new refuge – a task made even more challenging as stocks of furniture and equipment, and also deliveries, were unpredictable. However, it was all worth it as our new refuge looks warm and welcoming.

"You showed me that I can calm my anxieties down, and when I feel that I am strong, it's then that I will overcome my fears, it just takes time to keep healing our past traumas is my guess"

95%

OF SURVIVORS WHO STAYED IN REFUGE SAID THEY FELT SAFER

90%

OF SURVIVORS WHO STAYED IN REFUGE SAID THEY FELT MORE OPTIMISTIC ABOUT THEIR FUTURE

Children's Service in Refuge



"I feel like I have much more confidence and I understand why I react the way I do"

Our children's service in refuge is funded by BBC Children in Need, the OPCC and Surrey County Council. This provides us with one full time therapeutic play worker and one part-time play-worker working across both our refuges. Our children's service in refuge focusses on therapeutic support and play, alongside group play work for the children who come and stay with us.

The service aims to undo the harm caused by experiencing domestic abuse, and to help children understand the abuse that happened was not their fault. We work with them to rebuild their self-esteem and confidence, and support them in the transition from refuge to life in the community. Each refuge has a playroom that is equipped with toys, books, arts and crafts materials, and other activities, all of which is used to help the children engage, play and have fun.

31 children were supported by our refuge children's service this year. The children also received support from other groups/agencies whilst they were with us, for example, family centres, health visitors, local companies, and volunteers.

Activities

We involved and engaged the children in refuge in a number of activities this year.

Here are a few examples of what went on throughout the year:

- Shared breakfasts and lunches
- Cooking and baking
- Arts and crafts
- Themed activities for celebrations such as Christmas, Spring, International Women's day
- PJ party with movies
- Walks out in the community
- Rhyme time and music groups
- Birthday parties and holiday parties such as Christmas party and Halloween celebration
- Joint sessions between Mums and Children
- Gardening sessions
- Role play and dressing up with performances
- Talent shows

95% OF CHILDREN
IN REFUGE
FELT SAFER

90% OF CHILDREN IN REFUGE
HAD AN IMPROVED
RELATIONSHIP WITH
THEIR MUM

Helpline

Our specialist domestic abuse helpline is available for anybody living or working in Surrey and is open from 9am till 9pm, 7 days a week. Our helpline is often the first port of call for people experiencing domestic abuse and the fact that they can talk to somebody who is non-judgemental, empathetic, and above all believes them, is extremely important.

Our trained staff and volunteers take calls from:

- People experiencing domestic abuse
- Friends or family members worried about somebody else
- Professionals seeking information, advice or referral pathways
- People wishing to donate to us

Staff and volunteers provide:

- Listening support
- Information
- Sign posting to other agencies
- Referral into Your Sanctuary services

During the year we received in 4,701 calls with the busiest month being August 2020. 994 calls were requests for refuge. These figures are all much higher than in previous years and are as a result of survivors and friends and family members reaching out during lockdowns for some support and information. We were fortunate to receive additional funding from the OPCC and from the Community Foundation for Surrey which enabled us to expand our helpline resourcing in order to cope with the extra demand.

Our on-line chat service was launched in February 2019 and was aimed at survivors and others for whom the phone may not be appropriate or safe. This year we had 472 online chats many of which were from survivors who were locked into their homes with their abuser and therefore could not use the phone to speak to us – the chat service provided a safe way to reach out for support and information. This innovation in our services really came into its own this year.

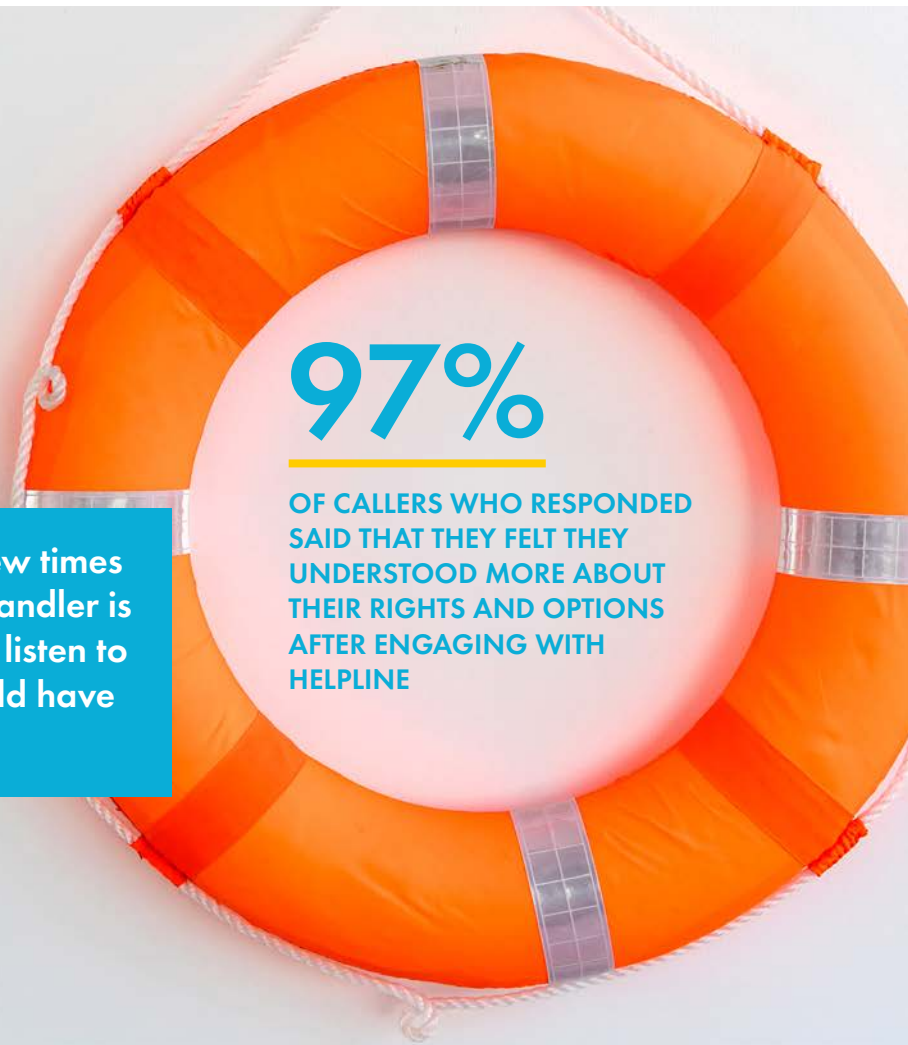
92%

OF CALLERS WHO RESPONDED SAID THAT THEY HAD AN IMPROVED UNDERSTANDING OF ABUSE AND ABUSIVE BEHAVIOURS AFTER ENGAGING WITH THE HELPLINE

"I have called the helpline a few times now and each time the call handler is so kind and takes the time to listen to me. I don't know what I would have done without you"

97%

OF CALLERS WHO RESPONDED SAID THAT THEY FELT THEY UNDERSTOOD MORE ABOUT THEIR RIGHTS AND OPTIONS AFTER ENGAGING WITH HELPLINE



Volunteers

It would not be possible to do all the work that we do without the continued support of our fantastic volunteers.

During the year we have been helped by a team of 75 volunteers who have had various roles throughout the organisation:

• **Helpline** • **Admin** • **Outreach** • **Refuge** • **Children's Services** • **Fundraising** • **Marketing**

In 2020/2021 volunteers contributed approximately 5000 hours (which is a little less than previous years due to the restrictions placed on us by the lockdowns) to Your Sanctuary which is equivalent to approximately £55,000 if we were to pay staff members. This is an important and much valued contribution and demonstrates how much more we can deliver with and through our volunteers. Our volunteers contribute to the well-being of clients and staff, provide positive energy, creativity, and also do a great job of promoting our services externally.

This year more shifts than ever were covered by volunteers on our helpline during out of hours shifts – approximately 575 shifts this year which represents 97% of the total out of hours shifts. Our volunteers have also taken shifts during the day – lessening the load on our staff members who were coping with increased call numbers. This year they covered 286 shifts during office hours which is an increase from last year. Most of our helpline volunteers were able to take the calls from home so could carry on with their volunteering despite the Covid-19 restrictions.

Volunteers are involved with a wide variety of activities to support this organisation:

- Setting up the new refuge – preparing rooms and collecting furniture
- Helping us with our eBay fundraising initiative
- Delivering 1:1 support for outreach clients remotely via phone/email/text
- Clearing and tidying the refuge gardens
- Delivering Christmas presents to survivors and their children

Obviously this year there have been limited opportunities for volunteers to support us as they could not come into our office or into our refuges and we did not run any fundraising events. However, we were able to adapt some of our work so that, for instance, outreach volunteers could engage with survivors remotely. We do however look forward to offering greater opportunities next year.

We did see a huge upturn in the number of people contacting us to volunteer for Your Sanctuary this year due in part to many people being on furlough and the increased awareness around the impact of domestic abuse on survivors during lockdown.

We would also like to take the opportunity to thank the Surrey Volunteer Bureaux network, Volunteer Woking and other organisations who play an important role in helping us to find volunteers.



Donations and Fundraising

As a charity our full-service provision is dependent on the organisations and individuals who support us, enabling us to extend our work and reach as many survivors of domestic abuse as possible.

In the year ended 31st March 2021 we received significant grants from Woking Borough Council; BBC Children in Need, the Community Foundation for Surrey, The Henry Smith Charity, the Lloyds Bank Foundation, Women's Aid, Nationwide Building Society, and the National Lottery Community Fund, which together provided funding to furnish our new refuge, supported our work with children, allowed us to extend our outreach services, deliver the helpline, continue to operate through the pandemic, and provide other services.

Once again, we are very grateful to the local staff of Enterprise Rent-A-Car who have continued to provide volunteer services to us.

We have also continued to crowdfund for particular needs and are thankful for the financial support of GlobalGiving.

In common with many charities, this year our community fundraising was very different to earlier years. At the start of the financial year we reduced our expectations and fundraising budget because we were aware Covid-19 was going to put a stop to many sponsored events, the ability to host coffee mornings, and the like. However, what we had not anticipated was the fantastic response we would get from folk in the community who were concerned about the impact the lockdowns were having on survivors of domestic abuse. It was phenomenal! With the new era of on-line meetings etc came a new era of fund-raising with innovative ways of sponsorship. We should give a special mention to Welcome Church in Woking who raised in the order of £30,000 for Your Sanctuary through fantastic sponsored challenges. In addition, we also received many other significant donations from local organisations and individuals, for instance, one supporter regularly sent a cheque to us from her pension income because she was so concerned about the increased levels of domestic abuse. One way in which we fund-raise is through selling quality items on eBay – again, we can only do this due to the items kindly gifted

to us by supporters, and the volunteers who run this venture for us. There has also been a significant increase in the number of supporters who donate to us via regular monthly giving for which we are very grateful.

Needless to say, all this generosity meant we not only met our fund-raising budget but completely surpassed it. It helped us to adapt to the strange times we found ourselves in, to furnish our new refuge, and to extend our services in all areas to meet the growing need. It was also a huge encouragement to the staff of Your Sanctuary – we were working in very trying circumstances, taking on many new risks in order to continue and extend our service provision, but to receive so much fantastic support helped us through this difficult process. We cannot name all our wonderful donors but want to say a massive thank you to you all – your support helped us through the most difficult of years and has positioned us well to help more survivors of domestic abuse, and to offer more preventative services, in the coming years.

Our major funders are Surrey County Council, Woking Borough Council, the Office of the Police and Crime Commissioners for Surrey (OPCC), the Ministry of Housing, Communities and Local Government, and the Ministry of Justice. As always, we are enormously grateful for their support which underpins our ability to achieve our mission.

The charity uses a fundraising consultant to make trust and grant applications, and an in-house fundraiser to raise funds and awareness in the community. During the year ended 31 March 2021 the total amount fundraised was £481,000. Details of the main ways in which this funding was used to help Your Sanctuary's charitable objectives are given above.

Future plans

Strategic aims for the next 3 years:

- To be the specialist provider of support to Children and Young people in NW Surrey who have experienced domestic abuse or are at risk of experiencing it through recovery and educational programmes.
- To ensure that our services are inclusive and diverse so that survivors who may be 'further away' from agencies are able to engage with us.
- To provide programmes that enable adult survivors engaged in our community-based and accommodation-based services to recover from their experiences of domestic abuse.
- To provide accommodation-based services that meet the needs of survivors fleeing domestic abuse taking into account existing and relevant external factors.
- To use technology and digital platforms to help us achieve our aims for survivors and for the organisation as a whole
- To build diverse and sustainable income streams so that Your Sanctuary is financially stable.



Our Services – facts, figures, results and impact

Source: Your Sanctuary – Outcomes Measurement Framework

OUTREACH

WE RECEIVED **1,592** REFERRALS FOR OUR COMMUNITY OUTREACH SERVICE DURING THE YEAR

IMPACT

97%

OF SURVIVORS WHO ENGAGED WITH OUR SERVICE FELT AN INCREASE IN FEELINGS OF EMPOWERMENT AND SPACE FOR ACTION

71% OF SURVIVORS WHO ENGAGED WITH OUR SERVICE FELT THEY WERE BETTER ABLE TO DEAL WITH THEIR PROBLEMS

IMPACT

97%

OF CALLERS WHO RESPONDED SAID THAT THEY FELT THEY UNDERSTOOD MORE ABOUT THEIR RIGHTS AND OPTIONS AFTER ENGAGING WITH HELPLINE

HELPLINE

WE RECEIVED **4,701** CALLS ON OUR HELPLINE

92% OF CALLERS WHO RESPONDED SAID THAT THEY HAD AN IMPROVED UNDERSTANDING OF ABUSE AND ABUSIVE BEHAVIOURS AFTER ENGAGING WITH THE HELPLINE

REFUGE

THIS YEAR WE WELCOMED **55** FAMILIES INTO OUR TWO REFUGES

IMPACT

95%

OF SURVIVORS WHO STAYED IN REFUGE FELT SAFER

90% OF SURVIVORS WHO STAYED IN REFUGE SAID THEY FELT MORE OPTIMISTIC ABOUT THEIR FUTURE

IMPACT

95%

OF CHILDREN IN REFUGE FELT SAFER

90% OF CHILDREN IN REFUGE HAD AN IMPROVED RELATIONSHIP WITH THEIR MUM

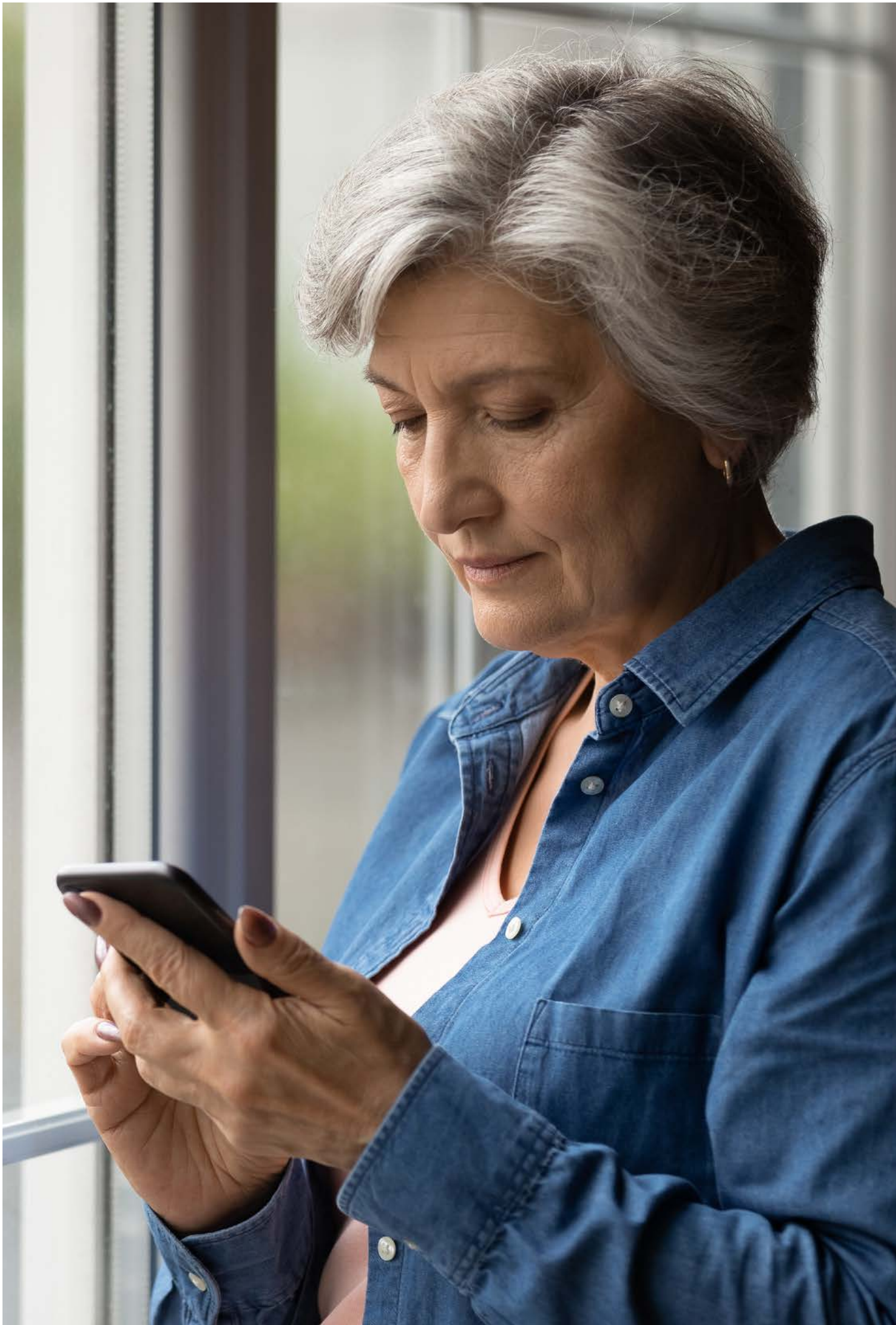
CHILDREN'S SERVICES

IN REFUGE:

31 CHILDREN STAYED IN OUR TWO REFUGES THIS YEAR

IN THE COMMUNITY:

- WE WORKED WITH **20** CHILDREN ON A 1:1 BASIS AND DELIVERED **200** SESSIONS
- **100%** OF THE CHILDREN WHO ENGAGED WITH OUR SERVICE FELT THEY KNEW MORE ABOUT WHERE TO GET HELP IF THEY NEEDED IT
- **85%** OF THE CHILDREN WHO ENGAGED WITH OUR SERVICE HAD IMPROVED MENTAL HEALTH



Financial Review

Reserves policy

The trustees regularly review the reserves policy and at least on an annual basis. Free reserves, which are the unrestricted funds of the charity, are generally held at a level of approximately 8 months' unrestricted expenditure in respect of refuge running costs, and between 3- and 6-months' unrestricted expenditure in respect of other services. The trustees are mindful of their stewardship responsibilities, in particular with regard to the two refuges. It is essential these monies are available to be used in the event all other funding ceases, in order to prevent homelessness for our refuge residents, who are granted a six months' licence on arrival in refuge, and are dependent on our support and services, and to avoid immediate financial difficulties for the charity. By maintaining free reserves at the stated level ensures sufficient funds are always available to cover essential management, administration and support costs, taking into particular account that we are responsible for the running of two refuges. If funding issues became apparent, it would give the charity the time to seek new funding to support Your Sanctuary. This level of reserves also ensures funds are available to pay any necessary legal obligations, such as redundancy costs, were a winding down of services to become necessary for the charity.

Towards the year end the charity ceased operations in its old 7-bedroomed refuge and began to house women and their families in our new 25-bedroomed refuge. The financial commitments associated with the new refuge are much higher than before and therefore it has been necessary to increase to £547,000 the level of free reserves being maintained in line with the reserves policy. At 31 March 2021, as a result of the unprecedented grants and donations received during the year, free reserves totalled £753,000. However the budget for 2021/22 indicates a deficit in the order of £79,000. Also, the trustees have plans, over the next two years, to use the exceptional funding received in 2020/21 to recruit an extra refuge worker needed for the larger building, to extend the facilities at the new refuge, to offer refuge to women without recourse to public funds, and to extend the helpline chat service and group programmes offered to survivors, all of which is budgeted to cost in the order of £106,000. These are extensions to our services that can only be undertaken due to the generosity of our supporters. So although the free reserves are much higher than the stated reserves policy at the year end, the trustees are satisfied the planned use of reserves over the next two years will then bring the free reserves in line with the reserves policy.

Financial Review of the Year

During the year funds received were spent across our services; two refuges, outreach, children's services and the helpline. Total income for the year was £1,505,921 compared to £871,293 in 2019/20. This included significant amounts received both from statutory sources and from the community to aid with the charity's response to the Covid-19 pandemic, and also one-off funding from Woking Borough Council referred to below. Surrey County Council is the main funder for the charity's services in refuge and in the community, and this year provided additional funding for our outreach services to help our response following the lockdowns. In addition to providing and renting to the charity a purpose-built refuge in the year, Woking Borough Council, also provided initial funding to furnish the property. The council also renewed their community grant for our outreach and helpline services. The Office of the Police and Crime Commissioners for Surrey (OPCC) provided funding to enable us to continue our adult outreach services, the children's outreach service, the helpline, to employ a part-time children's worker in refuge, and to help with our Covid-19 response. It also funded our transition fund providing bedding and equipment for those women and families moving on from refuge. The grant which started the prior year from the Ministry of Housing, Communities & Local Government extended into the current year and enabled us to accept into refuge women with more complex needs. They also provided funding to

ensure we could retain a second refuge, and to assist with the helpline and therapeutic services. We continued to receive a major grant from BBC Children in Need which funded a full-time children's worker in refuge, a grant from Lloyds Bank Foundation for core services, and we received a number of significant grants from the Community Foundation for Surrey towards running outreach programmes in the community, the helpline, our children's outreach work, to continue our outreach volunteers' project, for a children's playworker in refuge, and to assist with our outreach work in response to Covid-19. Women's Aid also provided funding to facilitate the Change That Lasts 'Expert Voices' scheme in the community. This year we received an exceptional grant from the Ministry of Justice to assist our services in the response to Covid-19.

Expenditure in the year increased to £1,138,047 from £842,137 in 2019/20. This was mainly comprised of staff costs which increased to £774,556 in 2020/21 from £619,106 in 2019/20 as a result of increasing our services and staff numbers from new funding received, and in particular in responding to the extra support needed as a result of the impact of the coronavirus. The new refuge gave rise to exceptional costs in the year totalling £105,000 for furnishing and preparing the new refuge for use, and for making provision in line with the lease agreement, and for related legal fees.

Restricted income is given to the charity for a specific purpose or project and for 2020/21 amounted to £454,318. The related expenditure for the year was £436,962, of which £6,330 related to capital expenditure and has been transferred to general reserves to cover depreciation costs in future years, and the balance of £11,026 is being carried forward for therapeutic training.

At the beginning of the financial year there was a fund of £50,000 which the trustees had designated to improve and develop the helpline, for outreach and training costs, and for future fundraising costs. During the year £5,000 was used in relation to outreach costs, so the trustees designated a further £5,000 towards future outreach staff costs, and designated a further £50,000 in relation to refuge property costs, giving a balance on that fund at the year-end of £100,000, which is expected to be expended over the next five years.

The overall surplus for the year was £367,874 (2019/20 surplus of £29,156), with a surplus for the year on unrestricted funds of £306,848 (2019/20 surplus £32,369). The surplus was added to reserves and has resulted in a balance of £753,476 on unrestricted funds at the year end, and total funds (including restricted and designated) of £866,289. As detailed in the Reserves Policy and above, the charity received exceptional levels of funding during the year some of which was unspent at the year end. With uncertainty ahead it would not have been prudent to spend all donations in the year and therefore the trustees considered it appropriate to allow reserves to rise in the short-term knowing that £547,000 of free reserves is required to be maintained in order to comply with its reserves policy, the charity has budgeted a deficit of £79,000 for the forthcoming year, and plans are in place to spend the balance of the excess of reserves in the next two years, as detailed in the Reserves Policy.

The charitable company's incoming and outgoing resources all related to continuing activities. The charitable company has no recognised gains or losses other than the net movement in funds for each year.

The financial statements comply with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 18 May 2010. It is registered as a charity with the Charity Commission.

Appointment of trustees

Trustees are appointed by the existing board. Before new trustees are appointed the board determines what new attributes and knowledge are needed within the board and uses its network of associates to attract a diverse range of candidates. Short-listing and interviews take place against agreed criteria. New trustees are invited and encouraged to attend a short training session to familiarise themselves with the charity and the context within which it operates.

The board is comprised of not less than two and not more than ten trustees, and its composition is reviewed every year using procedures laid down by the board.

Organisational Structure

The board of trustees is responsible for the strategic direction and policy of the charity in line with the stated mission. They also set the remuneration for the Chief Executive.

A scheme of delegation is in place and day to day responsibility for the provision of services rests with the Chief Executive along with two operations managers. The Chief Executive is responsible for ensuring the charity delivers the services specified and follows the strategy developed by the trustees. The operations managers have responsibility for the day-to-day operational management of the charity, individual supervision of the front-line staff team and also ensuring that the team continue to develop their skills and working practices in line with good practice and as considered pertinent for their role.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. To that end a risk register is maintained which is reviewed monthly by senior management and at each meeting of the board of trustees. Where significant risks are identified, policies, plans and procedures are established to mitigate or minimise the risk and are then regularly monitored.

In common with most charities, the loss of funding is always a significant risk. The trustees have therefore developed a strategic plan to diversify income with the continued investment in an in-house fundraiser. Procedures are also in place to ensure compliance with health and safety for staff, volunteers and clients at the head office and both refuges, and the charity strives to achieve best practice in respect to safe-guarding responsibilities.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
07257302 (England and Wales)

Registered Charity number
1137057

Principal and Registered office
15A Monument Way
Woking
Surrey
GU21 5LY

Trustees

S P Rose
(Chair)
J Croyden
R Foster
C Earle
(appointed 9 July 2020)
G Johnson
(appointed 9 July 2020)
T Patrick
(appointed 9 July 2020)
L Tait
(resigned 29 September 2021)
J Ward
(resigned 26 July 2021)
J Charles
(appointed 22 July 2020,
resigned 19 June 2021)

Company Secretary
A Bents

Chief Executive
Fiamma Pather

Auditors
Bennewith 2018 Limited
(Statutory Auditors)
3 Wey Court
Mary Road
Guildford, Surrey

Bankers
Barclays Bank
Town Gate House
Church Street East
Woking, Surrey

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Your Sanctuary for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 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.

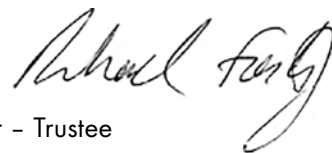
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Bennewith 2018 Limited (Statutory Auditors), will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 18 November 2021 and signed on its behalf by:



R Foster – Trustee

Report of the Independent Auditors to the Trustees

Opinion

We have audited the financial statements of Your Sanctuary (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 charitable company's ability

to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We obtained an understanding of the legal and regulatory frameworks that are applicable to the entity and determined the most significant are those that relate to FRS 102 Section 1A, pension laws and regulations and tax regulations.

We assessed the risks of material misstatement in respect of fraud as follows:

- Enquiries made of management and those charged with governance as well as the service organisation in relation to payroll services
- Analytical procedures were used to identify if there were any unusual or unexpected relationships

- Discussions with management to identify any fraud risk factors of related party relationships and transactions

Based on the results of our risk assessment we designed our audit procedures to identify non-compliance with such laws and regulations identified above.

Enquiries were made of management and those charged with governance. We corroborated our enquiries through the review of Board minutes and other papers provided. There was no contradictory evidence.

We considered the risk of fraud through management override and, in response, we incorporated testing of manual journal entries into our audit approach. We tested year end journals as well as journal entries throughout the year. There were no transactions identified outside the normal course of business.

Based on the results of our risk assessment we designed our audit procedures to identify and to address material misstatements in relation to fraud. We incorporated an element of unpredictability in the selection of the nature, timing, and extent of audit procedures.

Where transaction meeting risk criteria were identified, we carried out further work such as additional testing to source information.

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 Report of the Independent Auditors.

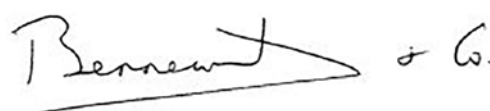
Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Bennewith 2018 Limited (Statutory Auditors)

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

3 Wey Court
Mary Road
Guildford
Surrey
GU1 4QU



Date: 3 December 2021

Statement of Financial Activities – Year Ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations and legacies	2	317,990	105,154	5,000	428,144	200,633
Charitable activities	5					
Refuges		513,774	229,091	-	742,865	408,146
Outreach		191,325	55,574	-	246,899	202,574
Children's services – Refuge		11,000	25,747	-	36,747	26,000
Helpline		-	38,752	-	38,752	22,000
Other trading activities	3	11,209	-	-	11,209	8,345
Investment income	4	1,305	-	-	1,305	3,595
Total		1,046,603	454,318	5,000	1,505,921	871,293
EXPENDITURE ON						
Raising funds	6	51,938	-	-	51,938	51,023
Charitable activities	7					
Refuges		405,178	235,800	-	640,978	406,573
Outreach		182,807	101,412	5,000	289,219	260,755
Children's services – Refuge		29,815	47,634	-	77,449	64,420
Helpline		26,347	52,116	-	78,463	59,366
Total		696,085	436,962	5,000	1,138,047	842,137
NET INCOME		350,518	17,356	-	367,874	29,156
Transfers between funds	17	(43,670)	(6,330)	50,000	-	-
Net movement in funds		306,848	11,026	50,000	367,874	29,156
RECONCILIATION OF FUNDS						
Total funds brought forward		446,628	1,787	50,000	498,415	469,259
TOTAL FUNDS CARRIED FORWARD		753,476	12,813	100,000	866,289	498,415

Balance Sheet – at 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	Designated funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS						
Tangible assets	13	37,027	-	-	37,027	705
CURRENT ASSETS						
Debtors	14	8,147	-	-	8,147	38,174
Cash at bank and in hand		929,583	12,813	100,000	1,042,396	628,207
		937,730	12,813	100,000	1,050,543	666,381
CREDITORS						
Amounts falling due within one year	15	(221,281)	-	-	(221,281)	(168,671)
NET CURRENT ASSETS		716,449	12,813	100,000	829,262	497,710
TOTAL ASSETS LESS CURRENT LIABILITIES		753,476	12,813	100,000	866,289	498,415
NET ASSETS		753,476	12,813	100,000	866,289	498,415
FUNDS	17					
Unrestricted funds					753,476	446,628
Restricted funds					12,813	1,787
Designated funds					100,000	50,000
TOTAL FUNDS					866,289	498,415

Balance Sheet continued – at 31 March 2021

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

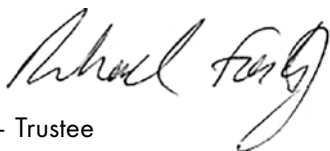
The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 18 November 2021 and were signed on its behalf by:



R Foster – Trustee

Cash Flow Statement – Year Ended 31 March 2021

	Notes	31.3.21 £	31.3.20 £
Cash flows from operating activities			
Cash generated from operations	1	454,475	96,166
Interest paid		(276)	(303)
Net cash provided by operating activities		454,199	95,863
Cash flows from investing activities			
Purchase of tangible fixed assets		(41,315)	(600)
Interest received		1,305	3,595
Net cash (used in)/provided by investing activities		(40,010)	2,995
Change in cash and cash equivalents in the reporting period		414,189	98,858
Cash and cash equivalents at the beginning of the reporting period		628,207	529,349
Cash and cash equivalents at the end of the reporting period		1,042,396	628,207

Notes to the Cash Flow Statement – Year Ended 31 March 2021

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	Notes	31.3.21 £	31.3.20 £
Net income for the reporting period (as per the Statement of Financial Activities)		367,874	29,156
Adjustments for:			
Depreciation charges		4,991	2,087
Interest received		(1,305)	(3,595)
Interest paid		276	303
Decrease/(increase) in debtors		30,027	(20,983)
Increase in creditors		52,612	89,198
Net cash provided by operations		454,475	96,166

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Net cash			
Cash at bank and in hand	628,207	414,189	1,042,396
Total	628,207	414,189	1,042,396

Notes to the Financial Statements – Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

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

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Allocation and apportionment of costs

Costs related to a particular activity are allocated to it directly. Other costs are apportioned between the activities on the basis of estimated usage.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings – Straight line over 5 years
Computer equipment – Straight line over 3 years

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Designated funds have been set aside by the charity for a particular purpose. The funds remain unrestricted and can be used for another purpose at the Trustees' discretion.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated goods

The charity receives donated goods for resale. These goods are not recognised as income on receipt. Instead, the net amount received is recognised as income when sold. The proceeds of sale are categorized as 'Income from other trading activities'.

2. DONATIONS AND LEGACIES		31.3.21 £	31.3.20 £
Donations		300,720	89,153
Grants		127,424	111,480
		428,144	200,633
3. OTHER TRADING ACTIVITIES		31.3.21 £	31.3.20 £
Other income		38	1,449
Donated goods resold		11,171	6,896
		11,209	8,345
4. INVESTMENT INCOME		31.3.21 £	31.3.20 £
Deposit account interest		1,305	3,595
5. INCOME FROM CHARITABLE ACTIVITIES		31.3.21 £	31.3.20 £
Grants	Activity	563,433	229,179
Refuge rents	Refuges	179,432	178,967
Grants	Outreach	246,899	202,574
Grants	Children's services – Refuge	36,747	26,000
Grants	Helpline	38,752	22,000
		1,065,263	658,720
6. RAISING FUNDS		31.3.21 £	31.3.20 £
Raising donations and legacies			
Staff costs		40,747	39,582
Consultancy		11,191	11,441
		51,938	51,023
7. CHARITABLE ACTIVITIES COSTS		Support cost (see note 8) £	Totals £
	Direct Costs £		
Refuges	597,791	43,187	640,978
Outreach	263,069	26,150	289,219
Children's services – Refuge	70,002	7,447	77,449
Helpline	72,230	6,233	78,463
	1,003,092	83,017	1,086,109

Notes to the Financial Statements continued – Year Ended 31 March 2021

8. SUPPORT COSTS

	Other £	Governance costs £	Totals £
Refuges	33,046	10,141	43,187
Outreach	23,955	2,195	26,150
Children's services – Refuge	6,820	627	7,447
Helpline	5,794	439	6,233
	69,615	13,402	83,017

9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21 £	31.3.20 £
Auditors' remuneration	3,000	2,900
Auditors' remuneration for non-audit work	3,270	2,340
Depreciation – owned assets	4,993	2,087

10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

11. STAFF COSTS

	31.3.21 £	31.3.20 £
Wages and salaries	691,586	550,927
Social security costs	56,076	45,053
Other pension costs	26,894	23,126
	774,556	619,106
The average monthly number of employees during the year was as follows:	31.3.21	31.3.20
Charitable activities	19	16
Support	2	2
Fundraising	1	1
	22	19

No employees received emoluments in excess of £60,000.

12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Designated funds £	Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	116,299	84,334	-	200,633
Charitable activities				
Refuges	180,517	212,629	15,000	408,146
Outreach	202,574	-	-	202,574
Children's services – Refuge	26,000	-	-	26,000
Helpline	22,000	-	-	22,000
Other trading activities	8,345	-	-	8,345
Investment income	3,595	-	-	3,595
Total	559,330	296,963	15,000	871,293
EXPENDITURE ON				
Raising funds	51,023	-	-	51,023
Charitable activities				
Refuges	331,736	74,837	-	406,573
Outreach	109,497	151,258	-	260,755
Children's services – Refuge	20,547	43,873	-	64,420
Helpline	14,158	35,208	10,000	59,366
Total	526,961	305,176	10,000	842,137
NET INCOME/(EXPENDITURE)	32,369	(8,213)	5,000	29,156
RECONCILIATION OF FUNDS				
Total funds brought forward	414,259	10,000	45,000	469,259
TOTAL FUNDS CARRIED FORWARD	446,628	1,787	50,000	498,415

Notes to the Financial Statements continued – Year Ended 31 March 2021

13. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2020	11,200	23,265	34,465
Additions	24,677	16,638	41,315
Disposals	(11,200)	-	(11,200)
At 31 March 2021	24,677	39,903	64,580
DEPRECIATION			
At 1 April 2020	11,200	22,560	33,760
Charge for year	411	4,582	4,993
Eliminated on disposal	(11,200)	-	(11,200)
At 31 March 2021	411	27,142	27,553
NET BOOK VALUE			
At 31 March 2021	24,266	12,761	37,027
At 31 March 2020	-	705	705

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Other debtors	4,849	24,249
Prepayments	3,298	13,925
	8,147	38,174

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21 £	31.3.20 £
Trade creditors	11,625	2,086
Other creditors	17,456	15,020
Accruals and deferred income	192,200	151,565
	221,281	168,671

16. LEASING AGREEMENTS

	31.3.21 £	31.3.20 £
Minimum lease payments under non-cancellable operating leases fall due as follows:		
Within one year	16,796	27,332

17. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	446,628	350,518	(43,670)	753,476
Restricted funds				
OPCC – Programmes and services	1,787	-	-	1,787
Ministry of Housing - Refuge and Helpline	-	11,026	-	11,026
Ministry of Justice	-	6,330	(6,330)	-
	1,787	17,356	(6,330)	12,813
Designated funds				
Outreach services	15,000	-	-	15,000
Helpline project	25,000	-	-	25,000
Fund raising and commissioning	10,000	-	-	10,000
Refuge property costs	-	-	50,000	50,000
	50,000	-	50,000	100,000
TOTAL FUNDS	498,415	367,874	-	866,289
Net movement in funds, included in the above are as follows:		Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds				
General fund		1,046,603	(696,085)	350,518
Restricted funds				
BBC Children in Need		16,054	(16,054)	-
Community Foundation for Surrey		41,370	(41,370)	-
OPCC – Staffing		37,000	(37,000)	-
OPCC – Programmes and services		10,028	(10,028)	-
OPCC – Transition fund		2,500	(2,500)	-
Women's Aid		30,000	(30,000)	-
Ministry of Housing – Refuge and Helpline		194,540	(183,514)	11,026
Other donations less than £10k		17,730	(17,730)	-
SCC – Covid-19 Support		10,904	(10,904)	-
Ministry of Justice		74,192	(67,862)	6,330
Woking Borough Council		20,000	(20,000)	-
		454,318	(436,962)	17,356
Designated funds				
Outreach services		5,000	(5,000)	-
TOTAL FUNDS		1,505,921	(1,138,047)	367,874

Notes to the Financial Statements continued – Year Ended 31 March 2021

17. MOVEMENT IN FUNDS – continued.

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Comparatives for movement in funds			
Unrestricted funds			
General fund	414,259	32,369	446,628
Restricted funds			
Community Foundation for Surrey	10,000	(10,000)	-
OPCC – Staffing	-	1,787	1,787
	10,000	(8,213)	1,787
Designated funds			
Outreach services	-	15,000	15,000
Helpline project	35,000	(10,000)	25,000
Fund raising and commissioning	10,000	-	10,000
	45,000	5,000	50,000
TOTAL FUNDS	469,259	29,156	498,415

Comparative net movement in funds,
included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	559,330	(526,961)	32,369
Restricted funds			
BBC Children in Need	28,873	(28,873)	-
Lloyds Foundation	8,740	(8,740)	-
Community Foundation for Surrey	10,886	(20,886)	(10,000)
OPCC – Staffing	91,535	(89,748)	1,787
OPCC – Programmes and services	21,727	(21,727)	-
SCC – Children’s Outreach Worker	24,530	(24,530)	-
OPCC – Transition fund	5,422	(5,422)	-
Women’s Aid	30,835	(30,835)	-
Ministry of Housing – Refuge	69,415	(69,415)	-
CAST – Helpline	5,000	(5,000)	-
	296,963	(305,176)	(8,213)
Designated funds			
Outreach services	15,000	-	15,000
Helpline project	-	(10,000)	(10,000)
	15,000	(10,000)	5,000
TOTAL FUNDS	871,293	(842,137)	29,156

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	414,259	382,887	(43,670)	753,476
Restricted funds				
Community Foundation for Surrey	10,000	(10,000)	-	-
OPCC – Staffing	-	1,787	-	1,787
Ministry of Housing - Refuge and Helpline	-	11,026	-	11,026
Ministry of Justice	-	6,330	(6,330)	-
	10,000	9,143	(6,330)	12,813
Designated funds				
Outreach services	-	15,000	-	15,000
Helpline project	35,000	(10,000)	-	25,000
Fund raising and commissioning	10,000	-	-	10,000
Refuge property costs	-	-	50,000	50,000
	45,000	5,000	50,000	100,000
TOTAL FUNDS	469,259	397,030	-	866,289

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,605,933	(1,223,046)	382,887
Restricted funds			
BBC Children in Need	44,927	(44,927)	-
Lloyds Foundation	8,740	(8,740)	-
Community Foundation for Surrey	52,256	(62,256)	(10,000)
OPCC – Staffing	128,535	(126,748)	1,787
OPCC – Programmes and services	31,755	(31,755)	-
SCC – Children’s Outreach Worker	24,530	(24,530)	-
OPCC – Transition fund	7,922	(7,922)	-
Women’s Aid	60,835	(60,835)	-
Ministry of Housing – Refuge and Helpline	263,955	(252,929)	11,026
CAST – Helpline	5,000	(5,000)	-
Other donations less than £10k	17,730	(17,730)	-
SCC – Covid-19 Support	10,904	(10,904)	-
Ministry of Justice	74,192	(67,862)	6,330
Woking Borough Council	20,000	(20,000)	-
	751,281	(742,138)	9,143
Designated funds			
Outreach services	20,000	(5,000)	15,000
Helpline project	-	(10,000)	(10,000)
	20,000	(15,000)	5,000
TOTAL FUNDS	2,377,214	(1,980,184)	397,030

Notes to the Financial Statements continued – Year Ended 31 March 2021

17. MOVEMENT IN FUNDS – continued.

Restricted funds

BBC Children in Need –

Grant received to fund a refuge children's worker.

Lloyds Foundation –

Grant towards the cost of managing outreach volunteers.

Community Foundation for Surrey –

Grants received towards provision of the Recovery Toolkit and the Freedom Programme, cost of managing outreach volunteers, children's playworker, helpline, children's outreach, and outreach response to Covid-19.

OPCC Staffing –

Grants towards additional staff or staff hours.

This included: contributions towards helpline staff, part-time children's refuge worker, a part-time children's outreach worker, and extra support hours in adult outreach.

OPCC Programmes & Services –

Grants towards various programmes and services.

This included: delivery of a freedom programme, and help towards the charity's Covid-19 response.

OPCC Transition Fund –

Grants toward the provision of basic homewares for residents moving on from refuge.

SCC Childrens Worker –

Grant received to fund a part-time children's outreach worker.

Women's Aid –

Grant received towards the Trusted Professional scheme.

Ministry of Housing –

Grants received towards extending our work in refuge particularly to cater for women with more complex needs, and to extend the helpline services.

CAST Helpline –

Grant towards developing and testing the Helpline chat tool.

Other donations less than £10k –

Various small restricted grants each less than £10k.

SCC Covid-19 Support –

Extended outreach support for charity during Covid-19.

Ministry of Justice –

Support for all services of the charity during Covid-19.

Woking Borough Council –

Community grant towards outreach and helpline services.

Designated funds

Outreach Services –

Funds designated for Outreach and training.

Helpline Project –

Funds designated to improve and develop the charity's helpline.

Fund Raising and Commissioning –

Funds designated for fund raising for the charity and the costs of commissioning new contracts.

Refuge Property Costs –

Funds set aside for service charges, repairs, and renewals related to refuge property.

Transfers between funds

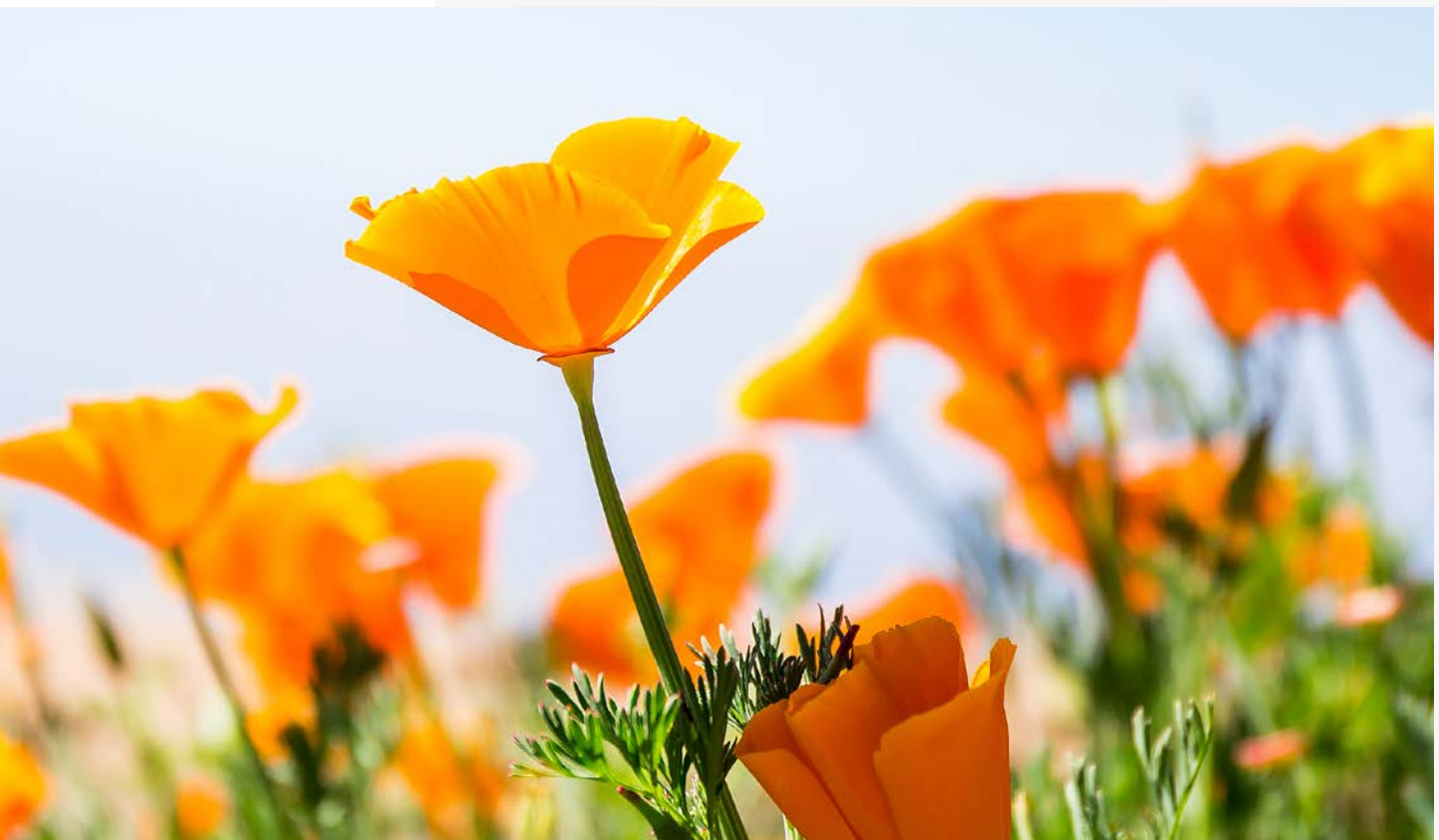
An amount of £6,330 was transferred from the Ministry of Justice Restricted Fund to General Funds. This adjusts for restricted funds spent on unrestricted fixed assets that were not fully depreciated during the period.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.



Thank you to all our supporters who through their generosity have enabled us to support so many survivors of domestic abuse



Woking Borough Council; Surrey County Council; Ministry of Housing, Communities and Local Government; The Office of Police and Crime Commissioners in Surrey; Ministry of Justice; BBC Children in Need; Bridgepoint; Lloyds Foundation; Nationwide Building Society; Community Foundation for Surrey; Women's Aid; The Henry Smith Charity; Mayor of Woking for 2020/21, Councillor Hunwicks; SC Johnson; American Women in Surrey; Welcome Church, Woking; Vera Outhwaite Charitable Trust; Orbis Investments; Barclays; Waitrose; Soroptimist International; Enterprise Rent-a-Car; Masonic Charitable Foundation and Surrey Freemasons; National Lottery Community Fund; Schroder Charity Trust; Egham United Charity; The Wisley Foundation; Greenoak Community Focus, Woking; BUPA UK Foundation.

Thanks also go to all our individual donors, regular givers, schools, supermarkets, local churches, and other organisations and trusts who make such a wonderful contribution.