

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

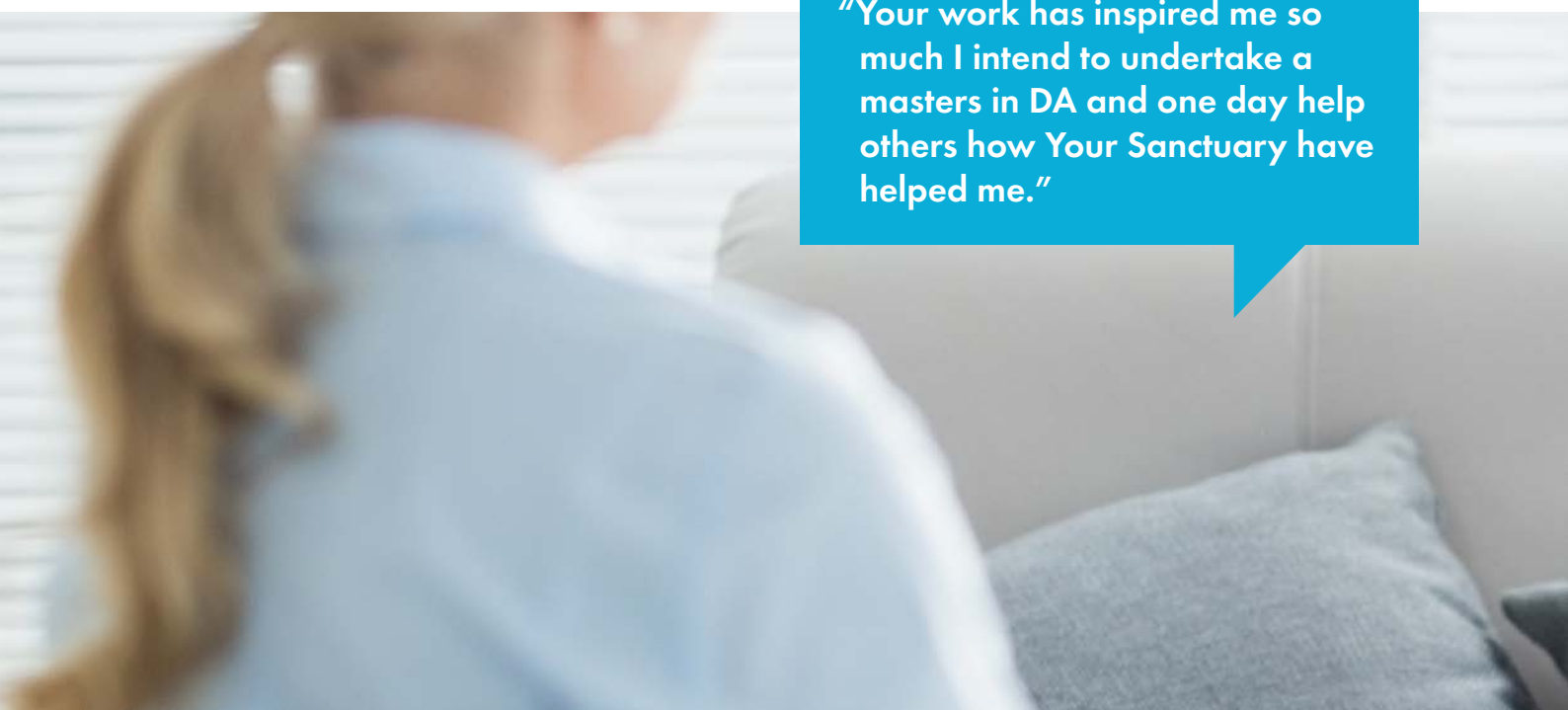
During this financial year (2021 – 2022) we received 1654 referrals, which is a small increase on last year's referrals. 608 of those referrals were for survivors at high risk of harm from their perpetrator. Due to the easing of lockdown restrictions for some of the year we were able to see more clients 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, in blue capital letters, is the text 'OF CALLERS WHO RESPONDED SAID THAT THEY HAD AN IMPROVED UNDERSTANDING OF ABUSE AND ABUSIVE BEHAVIOURS AFTER ENGAGING WITH THE HELPLINE'. On the right, inside the lifebuoy, there is a large blue percentage '98%' with a yellow underline. Below it, in blue capital letters, is the text 'OF CALLERS WHO RESPONDED SAID THAT THEY FELT THEY UNDERSTOOD MORE ABOUT THEIR RIGHTS AND OPTIONS AFTER ENGAGING WITH HELPLINE'.

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

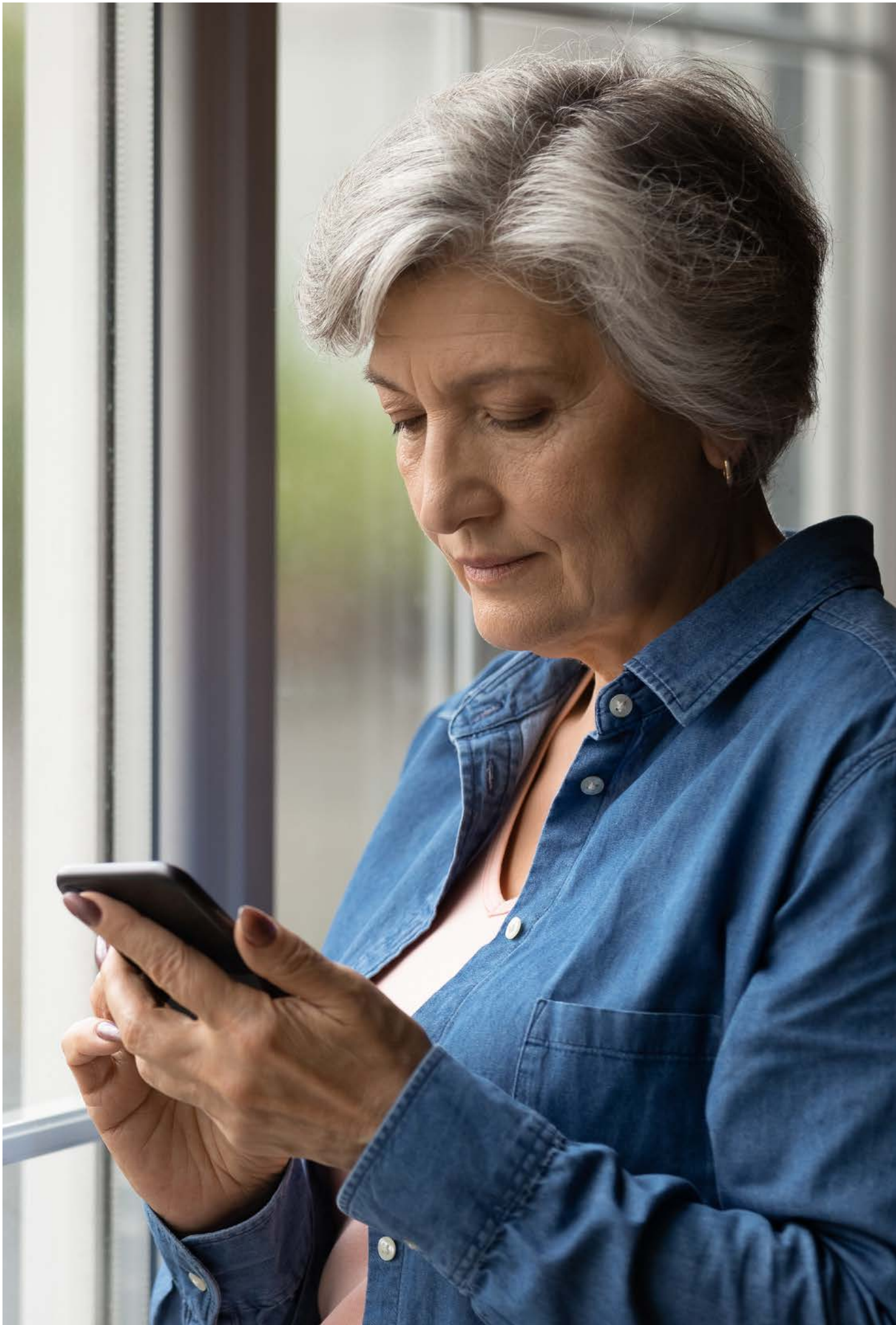
CHILDREN'S SERVICES

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

	Activity	31.3.22 £	31.3.21 £
Grants	Refuges	404,781	563,433
Refuge rents	Refuges	309,713	179,432
Grants	Outreach	409,321	246,899
Grants	Children's services – Refuge	82,657	36,747
Grants	Helpline	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 £
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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 £
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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 £
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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 £
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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 –

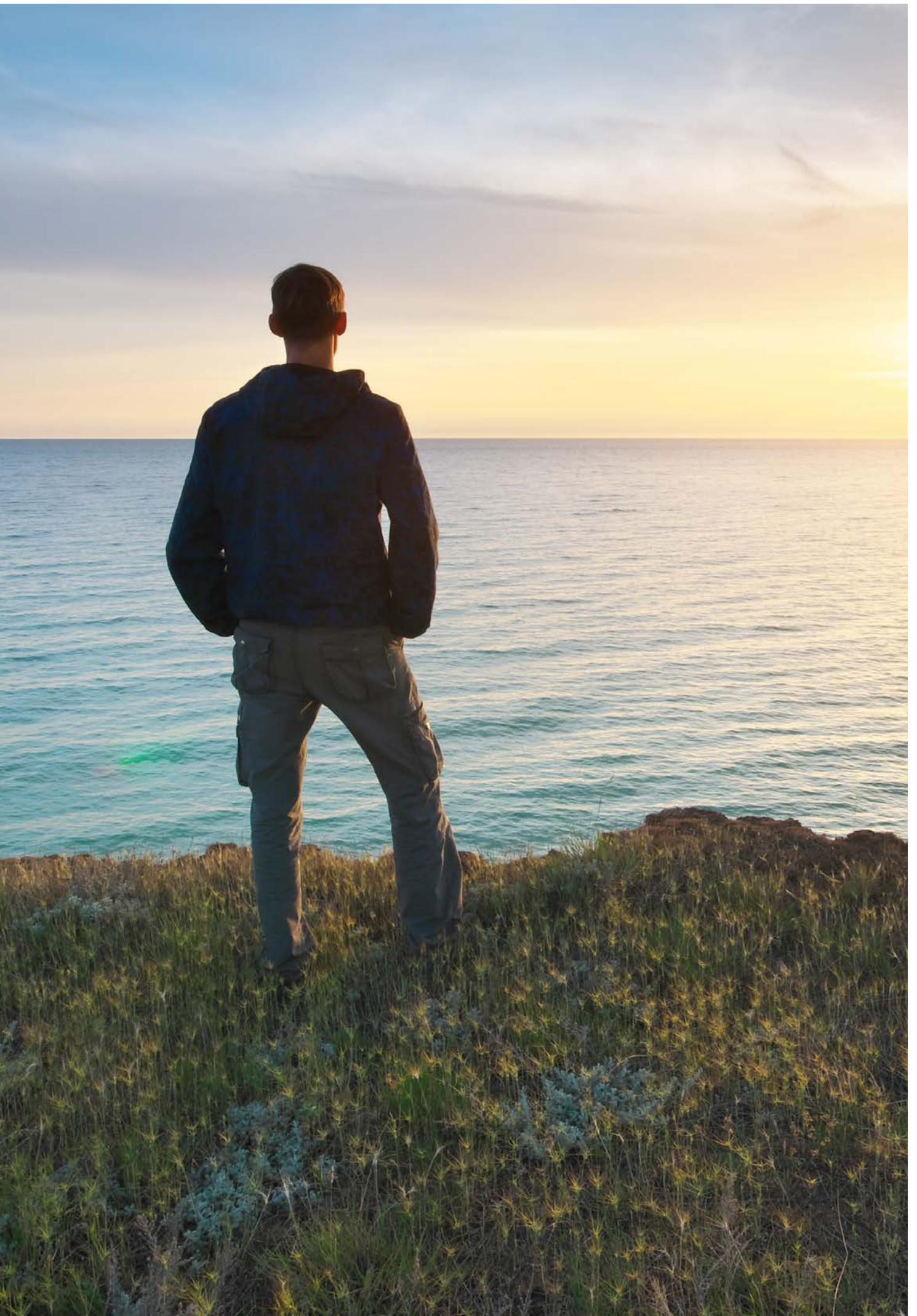
To accommodate more women in refuge.

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.