



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



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

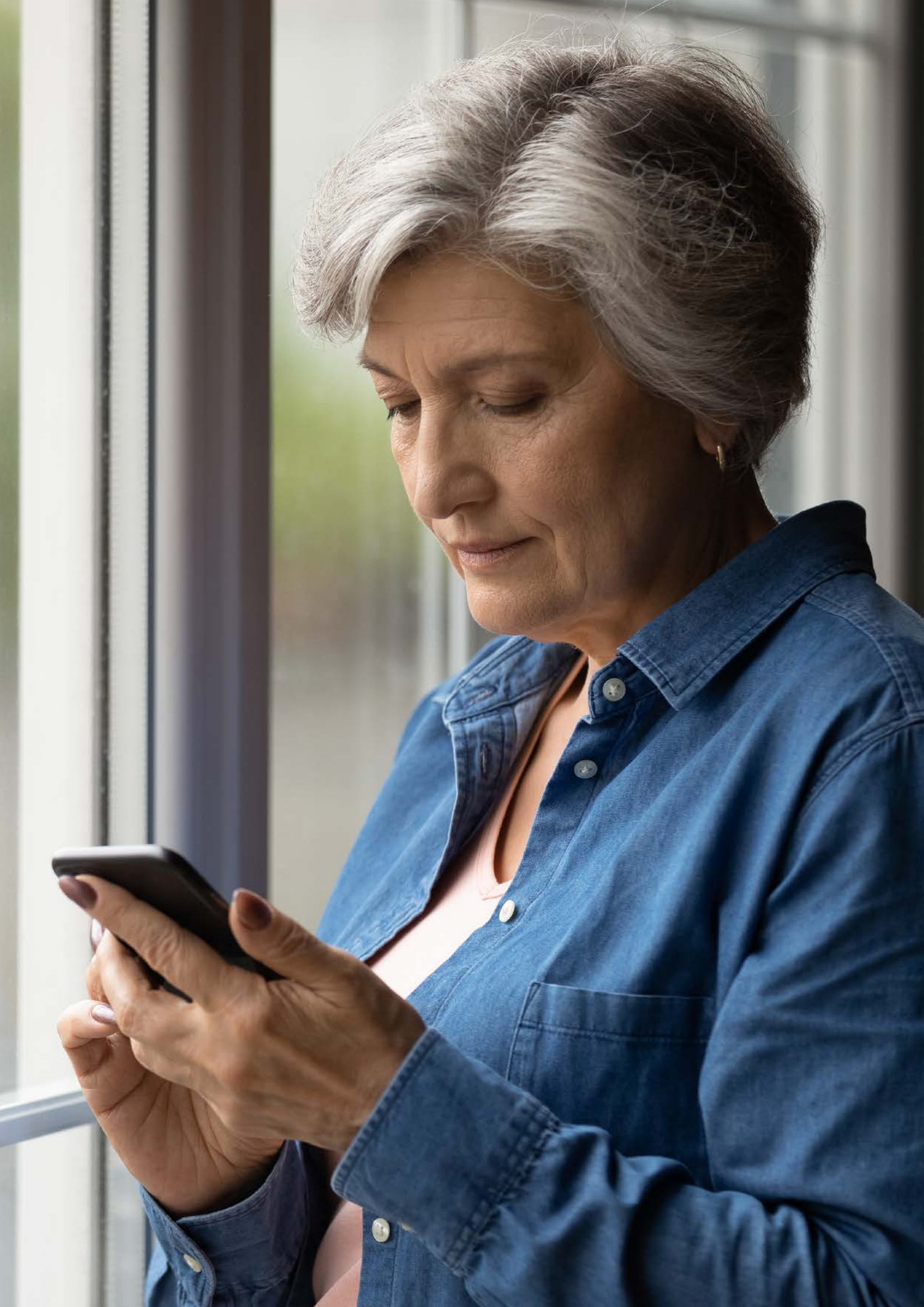
CHILDREN'S SERVICES

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

	Direct Costs £	Support cost (see note 8) £	Totals £
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

	Other £	Governance costs £	Totals £
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.

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Comparatives for movement in funds				
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.

