DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES

England & Wales · Charity number 1143001

Details

Other names	DAVSS
Status	Registered
Legal form	Charitable company
Company number	07660698
Registered	2011-07-21
Register	View on the Charity Commission register

Contact

Address	Unit 3 Moat Farm Oast Whetsted Road Five Oak Green Tonbridge Kent
Phone	01892481561
Email	office@davss.org.uk
Website	www.davss.org.uk

Activities

Objects: TO PROVIDE FOR THE RELIEF OF PERSONS, AND THEIR DEPENDENTS WHO HAVE BEEN PHYSICALLY, SEXUALLY, PSYCHOLOGICALLY/EMOTIONALLY AND FINANCIALLY ABUSED WITHIN AN INTIMATE OR FAMILY RELATIONSHIP IN THE WEST KENT AREA;TO PROVIDE TRAINING AND ADVANCE PUBLIC EDUCATION AND UNDERSTANDING OF THE ISSUES OF DOMESTIC VIOLENCE IN THE WEST KENT AREA: ANDTO INTRODUCE AND ENGAGE IN SERVICES WHICH PROMOTE HEALTHY RELATIONSHIPS.

Activities: Provides confidential and free support to women and men who have or are experiencing domestic abuse

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** LOCAL
- Kent

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£574,688	£682,725	£351,752	15
2024-03-31	£543,035	£542,162	£459,789	13
2023-03-31	£473,480	£424,048	-	-
2022-03-31	£436,908	£340,786	-	-
2021-03-31	£461,305	£310,134	-	-

Trustees

Name	Role	Appointed
Carole Haygarth		2025-07-01
JAN BERRY		2012-12-31
Jacqueline Sumner		2023-02-27
Jenny Catherine Elizabeth Knott		2023-02-27
Justine Anne Vincett		2024-06-03
Ruth Janice Goldman		2024-11-18

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DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES

England & Wales - Charity number 1143001

Accounts

Domestic Abuse Volunteer Support Services

Annual Report and Unaudited Annual Accounts

2024-2025

#BREAK THE CYCLE- @DAVSS -DOMESTIC ABUSE-

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Company Information

Trustees

Janette Berry - Chair
Alex Conway CTA ACA - Treasurer (resigned November 2024)
Jenny Knott - Treasurer (from November 2024)
Ruth Goldman (appointed November 2024)
Justine Vincent (appointed May 2024)
Jane Campbell
Sharon Copestake (Venerable)
Jill Ruddock (resigned May 2025)
Jackie Sumner
Veronica Knight
Kevin Corbett (resigned June 2024)

Patrons

Jane Ashton DL
Louise Jameson

Office Address: Unit 3, Moat Farm Oast, Whetsted Road, Five Oak Green, TN12 6RR

Postal Address: As Above.

Registered Office: Finchley Park, Emmet Hill Lane, Laddingford, Kent ME18 6BG

Bankers: HSBC Bank, 100 High Street, Tonbridge, Kent TN9 1AN

Solicitors: Thompson Snell & Passmore, 3 Lonsdale Gardens, Tunbridge Wells, Kent, TN9 1AN

External Examiners: Bourner Bullock, 114 St Martin's Lane, London, WC2N 4BE

Email: office@advss.org.uk

Website: davss.org.uk

Welcome from our Chair of Trustees - Jan Berry



I am delighted to present this year's Annual Report, a report that not only reports our financial position but also the profound impact DAVSS continues to make in the community, supporting those experiencing domestic abuse and their families.

The last year has seen change in the management and leadership of DAVSS, I would like to extend my gratitude to both our outgoing and incoming leaders for ensuring this change was managed with care and professionalism. Importantly, the transition has not interrupted our work—our services have remained strong, consistent, and committed to supporting those experiencing domestic abuse. The dedication of our staff and volunteers has ensured everyone reaching out for help continues to find safety, support, and compassion when they need it most.

Looking ahead, we remain committed to strengthening our services, building new partnerships, and ensuring that every person affected by domestic abuse in our community knows they are not alone.

The funding landscape is becoming increasingly challenging as traditional sources of income change. In this competitive environment it will be vital to diversify our funding streams and engage with our supporters innovatively to ensure we can continue to make a difference and meet the need of our communities.

On behalf of the Board, thank you for your support. The past 12 months has been marked by resilience of DAVSS and the survivors we support. As Chair of Trustees , I am immensely proud of the way we have continued to stand alongside traumatised individuals and families in crisis, while also working proactively to prevent abuse through awareness and education.

Message from the exiting CEO - Samantha Haspell



2024–2025 has been another year of growth, resilience, and impact for DAVSS. We supported over 1,000 clients, expanded our Peer Support Groups, and strengthened our community outreach, including work in schools and colleges to help young people recognise healthy relationships. In August, we moved into new, modern offices, creating space to grow and to launch our dedicated support-to-court room, ensuring clients have specialist support when navigating the justice system.

These achievements would not have been possible without the incredible dedication of our staff, volunteers, trustees, and supporters. Their compassion and commitment are at the heart of everything we do.

As I step down as CEO, I am proud of what we have achieved together and excited for the future. I warmly welcome Gay Larter, our Head of Service, as the new CEO, and I know she will continue to build on our strong foundations.

Message from the incoming CEO - Gay Larter



I am honoured to step into the role of CEO at DAVSS. Demand for our services continues to rise, and my focus will be on ensuring we remain resilient and responsive. In the year ahead, we will work to sustain and diversify funding, strengthen our volunteer workforce, and achieve external accreditation.

We will also adapt to the growing complexity of abuse, including technology-enabled control, while deepening partnerships across West Kent. Above all, we will continue to put survivors at the heart of everything we do, ensuring access to safety, justice, and recovery.

Charity & Governance Information for the year from 1 April 2024 to 31 March 2025

Governance & Structure

DAVSS was incorporated on 7 June 2011 under the Companies Act 2006 as a private company limited by guarantee and registered as a charity on 21 July 2011. It is governed by a memorandum and articles of association which have been in place since incorporation.

Board of Trustees & Management

DAVSS has a strong and committed Board of Trustees who are also the Directors of the limited company. They are drawn from the local community and represent legal, financial, IT, community safety, voluntary sector, faith community and charity expertise, and remain up to date by professional training and/or trustee development.

Trustees met quarterly over the last year with the following advisors to discuss strategic and operational aspects of the charity: Samantha Haspell, DAVSS CEO

Public Benefit

The Trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit when reviewing DAVSS aims and objectives and in planning activities and setting policies and priorities for the year ahead.

DAVSS charitable objectives are:

- Provide relief to people and their dependents living in West Kent who have suffered any form of abuse within an intimate or family relationship
- Provide training and education in understanding domestic abuse
- Introduce and engage in services to promote healthy relationships

"It's just a phenomenal organisation, I didn't know you existed until my GP made me aware of you. You've allowed me to see what I was going through and what I am going through just isn't normal"

- Casework Feedback, 2024

“If anyone was going through abuse, I would tell them to contact DAVSS. They have really helped.”

- Casework Feedback, 2025

“I can't thank you enough for your help and support today. Both practically and emotionally - I could not have done that without you. On the day and the lead up, you have been so clear, concise and consistent - the perfect balance to help me. You also showed immense compassion along the way.”

- Support To Court Feedback, 2024


1,153 CONTACTS VIA OUR INITIAL CONTACT TEAM (HELPLINE & LIVE CHAT)
1,294 CASES MANAGED BY OUR CASE WORKERS AND IDVA'S
2024 - 2025
OUR IMPACT IN NUMBERS
1,571 CHILDREN IDENTIFIED AS LIVING WITH DOMESTIC ABUSE
74 MALE SURVIVORS SUPPORTED
15 PEER SUPPORT GROUPS HELD, SUPPORTING 120 WOMEN
431 CLIENTS SUPPORTED BY OUR SUPPORT TO COURT TEAM

Report of the Trustees & Directors for the year from 1 April 2024 to 31 March 2025



At DAVSS (Domestic Abuse Volunteer Support Services), we provide a lifeline for people in crisis. We support anyone aged 16 and over across West Kent, Sevenoaks, Tunbridge Wells, and Tonbridge & Malling boroughs, offering an unlimited, needs-led service that ensures no one is turned away.

Our model combines highly trained staff with dedicated volunteers to deliver bespoke, holistic support tailored to each person's circumstances. Whether an individual needs urgent crisis intervention or long-term recovery assistance, we remain by their side for as long as necessary, helping them move from fear and trauma towards safety, stability, and independence.

The demand for our services continues to rise, a clear indication of the growing need for specialist domestic abuse support in West Kent. Behind every referral is a real person, often at the most vulnerable point in their life, seeking safety, guidance, and the tools to rebuild.



Our core services include:

- **Immediate Support & Advocacy** – We provide confidential advice, legal guidance, and comprehensive risk assessments to ensure victims can access the protection they need. Our Helpline, supported by live chat and an out-of-hours messaging service, is delivered by trained staff and volunteers who offer practical support as well as psychological and emotional reassurance. We also provide domestic abuse toolkits, empowering survivors with the skills and knowledge to move forward confidently and recognise healthy relationships.
- **Recovery Programs & Peer Support Groups** – Survivors need more than crisis intervention; they need long-term healing. We now run 4 monthly peer support groups across West Kent provide safe spaces where survivors can connect, share experiences, and build resilience together. These groups foster recovery, mutual empowerment, and hope.
- **Specialist Support for Children & Young People** – We deliver tailored interventions for children and young people who have witnessed or experienced domestic abuse, helping to mitigate trauma and prevent cycles of harm.
- **Prevention & Education in Schools and Colleges** – By working directly with young people, we give them the tools to identify unhealthy behaviours, challenge abuse, and develop respectful, safe relationships.

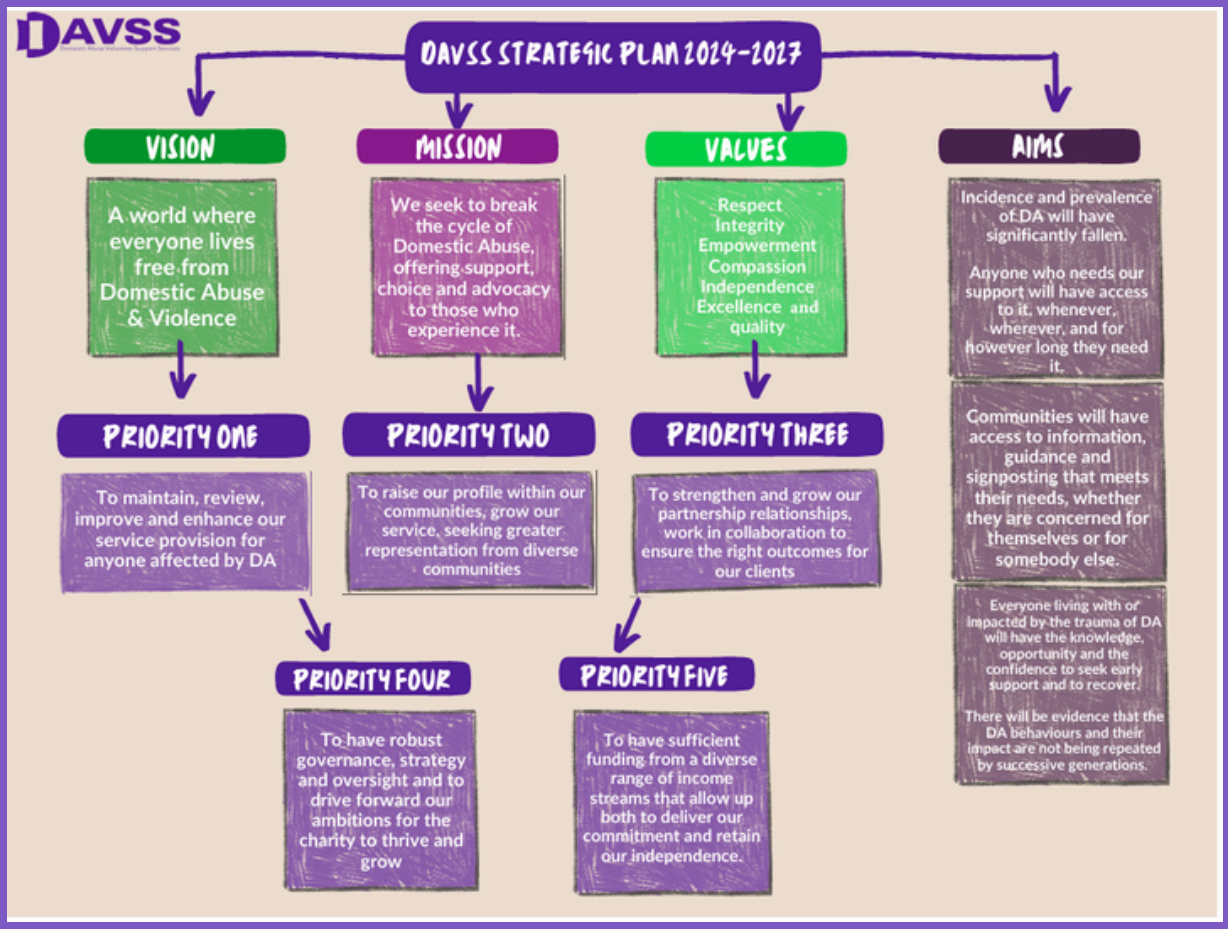
Our work is always victim-centred and trauma-informed, ensuring that every survivor receives the right support at the right time. With demand increasing, our role has never been more crucial: to stand alongside survivors, break the cycle of abuse, and help rebuild lives safely and sustainably.

Vision, Mission and Values

Vision: *A world where everyone lives free from Domestic Abuse & Violence*

Mission: *We seek to break the cycle of Domestic Abuse, offering support, choice and advocacy to those who experience it.*

Values: *Respect. Integrity. Empowerment. Compassion. Independence. Excellence and quality.*



DAVSS Strategic Plan 2025-2028

Priority one	**To maintain, review, improve and enhance our service provision for anyone affected by DA**
Priority two	**To raise our profile within our communities, grow our service, seeking greater representation from diverse communities**
Priority Three	**To strengthen and grow our partnership relationships, work in collaboration to ensure the right outcomes for our clients**
Priority four	**To have robust governance, strategy and oversight and to drive forward our ambitions for the charity to thrive and grow**
Priority Five	**To have sufficient funding from a diverse range of income streams that allow up both to deliver our commitment and retain our independence.**

Priority One Strategy
Review and revise organisation structure to enable resilience
To successfully complete Leading Lights accreditation
To review current offer and formalise a competitive employee Benefits & Wellbeing policy (e.g staff development planning, succession planning, retention scheme, staff benefits, wellbeing etc.)
Extension of services beyond our current districts (but within Kent)

DAVSS Strategic Plan 2025-2028

Priority Two Strategy
Be innovative with new projects and programmes, engaging service users and survivors in design & delivery
To further develop community outreach provision, engagement and involvement
Continue to strengthen technology infrastructure
To proactively encourage change through awareness raising and education within our communities and with stakeholders to understand and better respond to Domestic Abuse.

Priority Three Strategy
Exploration of joint ventures and partnership working to enhance client support and service delivery
Work collaboratively with partners, aligning efforts to achieve specific outcomes for clients
Provide training, resources, and support to partners, enhancing their ability to identify DA and support clients effectively
Monitor partnership outcomes by assessing the impact of collaborative efforts on client safety and well-being.

DAVSS Strategic Plan 2025-2028

Priority Four Strategy
Continue to develop and grow the board
Deliver a programme of training & development to meet identified board needs including a skills assessment
To maintain and further diversify the board to better reflect community demographics
To develop a robust induction pack

Priority Five Strategy
Establish long term funding mechanisms that reduce reliance on short term grants by developing a sustainable funding strategy
Cultivate strong relationships with donors, enhancing donor retention & encouraging regular giving
Increase revenue streams beyond traditional sources (e.g., grants, donations) to include corporate partnerships, events, and community fundraising

This strategic plan is designed to guide DAVSS in fulfilling its mission over the next three years. By focusing on awareness raising, collaboration, Service improvement, and greater diversity, we aim to create a supportive and inclusive environment for all survivors. Our enabling objectives ensure we have the skilled team, sustainable funding, and quality assurance needed to deliver on our commitments.

Our Year in Review

The past 12 months have been a year of resilience, growth, and impact for DAVSS. With demand for our services continuing to rise, our staff, volunteers, and supporters have worked tirelessly to ensure survivors of domestic abuse receive specialist support, safe spaces, and the opportunity to rebuild their lives. Alongside supporting more than 1,000 clients, we expanded our peer support programme, reached children and young people through schools, engaged with our communities, and ran campaigns that made a lasting difference to families across West Kent.





August 2024

- DAVSS moved offices into a modern, accessible space, providing a stronger base for our team and clients. The move also allowed us to launch our new support-to-court room, offering a safe and private environment for clients navigating the legal system. We also organised a launch event to introduce clients and supporters to our new location.

- We proudly supported Tonbridge Pride, standing alongside our community to raise awareness of domestic abuse and the importance of inclusive support.

October 2024

In October, Jackie Nudd walked 118km of the Camino Trail in just six days, raising over £10,000 for DAVSS. Jackie's fundraising was in memory of her daughter Louise, who tragically lost her life to domestic abuse nearly six years ago.

Her determination and courage have not only honoured Louise's memory but also helped ensure that many more victims and their families can access the life-saving support DAVSS provides. We are deeply grateful for Jackie's commitment and for the generosity of all who supported her journey.



November 2024

We held our first public AGM, attended by supporters, funders, and community members. Guests heard presentations from staff and volunteers and were deeply moved by the story of a client who shared their personal journey. The event was a powerful reminder of the difference our collective work makes.







December 2024

We launched our Christmas Toy Appeal, starting with a small LinkedIn plea that quickly grew into a huge campaign. With over 700 toys and generous financial donations, we provided Christmas gifts to 145 children affected by domestic abuse. We also provided Christmas food treat hampers to each family.

Parents were empowered to choose toys through our innovative online "toy shop," preserving dignity and ensuring children received gifts they truly wanted.

The response from clients was heartfelt:

"I'm overwhelmed… I'm truly grateful for all your support this year. You've held me up and kept me going when I've been lost."

"Even touches such as wrapping paper and sellotape brought tears to my eyes. You thought of everything."



Winter 2024–25

We partnered with SATEDA to support their #ItsAWrap campaign, collecting warm clothing for women and children affected by domestic abuse. Our team and supporters donated generously, ensuring families had essential clothing during the coldest months.



Spring 2025

We expanded our Peer Support Groups, introducing two new groups in addition to our original. These safe, confidential, non-judgemental spaces have become a lifeline for many survivors, helping them feel heard, connected, and empowered. Feedback shows survivors feel more hopeful and confident, with some taking steps into employment, education, or rebuilding their independence.

Summer 2025

Our team attended multiple outreach events, including the Sevenoaks Violence Against Women and Girls (VAWG) event hosted by Kent Police. By raising awareness in the community, we helped reduce stigma and encouraged survivors to seek support.

We also celebrated our amazing volunteers who give their time, energy, and compassion to support our mission. Our volunteers are truly the heart of everything we do, and their dedication makes a profound difference in the lives of those affected by domestic abuse. To show our gratitude, we organised a delightful afternoon tea, complete with a delicious spread of cakes, scones, and sandwiches. It was a wonderful opportunity for lively discussions, heartfelt reflections, and the sharing of stories that highlight the powerful impact of their work.



We continued our work in schools and colleges, delivering sessions on healthy relationships to equip young people with the knowledge and tools to recognise and prevent abusive relationships.


DAVSS
Domestic Abuse Volunteer Support Services
Talk to us
Kent Police
Kent Police Property Fund
Pay: DAVSS
Date: 04-11-24
ONE THOUSAND POUNDS
£1,000.00
Kent Police


846





Our Team



The 2024 Leadership Team

DAVSS STRUCTURE CHART

- BOARD OF TRUSTEES
  - BOARD PA VOLUNTEER
  - CEO
    - HEAD OF SERVICE
      - INITIAL CONTACT & TRIAGE
        - MANAGER
        - CASEWORKER
        - CASEWORKER
        - VOLUNTEERS
      - INTENSE SUPPORT
        - IDVA
        - CASEWORKER
        - CASEWORKER
      - OUTREACH
        - MANAGER
        - CASEWORKER /IDVA
        - VOLUNTEERS
      - SUPPORT TO COURT
        - TEAM LEADER
        - SUPPORT TO COURT ADMINISTRATOR
        - VOLUNTEERS
    - EXTERNAL GRANT MANAGER
    - EXTERNAL FINANCE MANAGER
    - OPERATIONS MANAGER
      - ADMINISTRATOR
        - ADMINISTRATION VOLUNTEERS

Our Volunteers













“Thank you so much for always asking if you can do anything else for me, if I needed any more support. A couple of things you suggested hadn't even occurred to me so was really helpful. The special treats at Christmas were lovely too. It's been so much more than I expected, I thought it would be a bit of advice on what to do, I didn't expect as much support as you gave.”

- Casework Feedback, 2024

“Thank you for your support, for being there. It was great to know there was someone to listen to me.”

- Casework Feedback, 2025

“Thank you so much for coming to the hearing with me. I honestly couldn't have got through it without you. your support means more than you'll ever know. I am pleased with the outcome.”

- Support To Court Feedback, 2025

Grants

Our main source of income is from charitable trusts and foundations and we have been successful in gaining support from various trusts over the past year. Our funders have recognised the impact of the current financial situation and where possible some of them have provided additional funding available to help address this. Our funders include public sector agencies and organisations, independent foundations, trusts, community groups, the faith community and our many individual donors. We could not deliver our services without their incredible support. We would like to extend our heartfelt thanks for their generous support to the following:

The National Lottery	The Access to Justice Foundation	Sevenoaks District Council	Tonbridge & Malling Borough Council
Tunbridge Wells Borough Council	Charities Aid Foundation	Childrens Salon	Garfield Weston
Great Stonebridge Trust	Hendy Foundation	Kent Community Foundation	KCC Members
Leeds Building Society	Lloyds Bank Foundation	Marsh Charitable Trust	Mrs Smith & Mount Trust
Police and Crime Commissioner	RG Hills Charitable Trust	Schroder Charitable Trust	The Hollick Foundation
The Lawson Trust	West Kent Housing		

Donations & Fundraising

It remains a difficult funding landscape and so we are blown away by the support of individuals and groups who are motivated to raise funds for our vital work or to make a generous donation to ensure we are able to continue to provide support to those in crisis. We would particularly like to thank the following for their generosity during this year:

Wendy's Wonders	Jackie Nudd and Friends	Dr Who Appreciation Society	Paddock Wood Lights Up
Raise Up Zumbathon	United Emmanuel Church	Kippington Church	St Mark's Church
Kent High Sheriff	Reddico Ltd	Safeguarding Associates for Excellence	Tunbridge Wells Warriors
Tunbridge Wells Lotto	Waitrose	EM Forster Theatre	Arty Farty











Case Study: Lucy's Story

(name and details changed to protect privacy)

Lucy, a single parent with an infant, had left a two-year abusive relationship that involved sexual coercion, financial control, and harassment. After the separation, she faced relentless messages from her ex-partner, leaving her anxious about moving into her own home. The abuse undermined her safety, confidence, and independence, just as she was trying to rebuild life with her child.

When Lucy was referred to DAVSS by mental health services, our team responded immediately. Her caseworker provided both emotional and practical support, including:

- Safety planning and emotional reassurance.
- Referral to a Sexual Assault Referral Centre (SARC) for specialist counselling.
- Housing advice to help her feel secure in her new home.
- Guidance around child contact and civil protection options.

With this support, Lucy gained confidence in managing her life and setting boundaries with her ex-partner. She learned to protect her privacy and her child's safety and felt empowered to make her own decisions.

Lucy told us:
"I was impressed with the service. I was called on the same day I was referred to you. You always had time for me and never judged but gave me advice so I could decide what to do. It felt like you were by my side."

Today, Lucy feels stronger, more informed, and more in control of her future. Her story shows how timely, consistent, and compassionate support from DAVSS can give survivors the tools and confidence to move forward safely.

Lucy's story highlights the importance of combining practical guidance with emotional support. With personalised and consistent help, survivors can rebuild confidence, set boundaries, and navigate complex relationships safely. Her journey shows the vital role DAVSS plays in enabling clients to make informed decisions and move forward with resilience and dignity.

Case Study: Richard's Story

(name and details changed to protect privacy)

Richard had been living with domestic abuse in his marriage for 12 years. For much of that time, the abuse was emotional and psychological, leaving him anxious, isolated, and doubting himself. In the last 18 months, the abuse escalated to physical violence. Richard felt trapped, cut off from his family, and fearful for his safety.

When Richard was referred to DAVSS by his housing association, he was exhausted and unsure if anyone would believe him as a male survivor. Our caseworker listened without judgement, reassured him that he was not to blame, and worked alongside him to build a plan for safety and change.

Together, we created a safe exit strategy. Richard secured new housing, cut contact with his wife, and reported the abuse to the police, who responded swiftly. With ongoing support from DAVSS, Richard began to rebuild his life:

- He reconnected with his family, including visiting his terminally ill brother.
- He regained confidence and enjoyed socialising again after almost two decades of isolation.
- He felt safe, optimistic, and able to look to the future.
-

Richard's words capture the impact best:

"I feel like myself again, which is something I thought I'd never get back. You've helped me regain confidence and reassured me every step of the way. I honestly believe my progress is down to the support I received from DAVSS."

Supporting Richard highlighted the challenges faced by male survivors of domestic abuse, including feelings of shame, isolation, and uncertainty about how others might perceive their experiences. His story shows how timely, compassionate support can transform lives, restoring safety, dignity, and hope.

"I am so grateful to the group for a safe non-judgmental environment. Thanks so much."

"The support I have received from this group and the people who attend has been life changing."

"I was really nervous coming through the door – thank you for making me feel welcome."

"The people at this group are the only people I will see over Christmas – thank you."

"I can be honest here and know I won't be judged."

"Incredible group of ladies. You have saved my life."

"Just what I needed today after a difficult week."

"Thank you DAVSS for all that you have done for me."

"I was so nervous to come along today but am so grateful I did – thank you."

- Peer Support Feedback, 2024/2025

Looking forward to 2026

Key Challenges and Priorities for 2025/26

Overview

DAVSS continues to provide essential, life-changing support to victims of domestic abuse across West Kent, through its unique volunteer-led model. Demand for our services remains high, with increasing complexity in cases. While we have achieved significant growth and improvements over the past year, we face a number of key challenges that shape our priorities for the year ahead.

Sustaining and Diversifying Funding

Our income has grown thanks to strong relationships with core funders and successful grant applications, but rising costs continue to place pressure on resources. We must ensure financial resilience by maintaining existing funding partnerships, seeking multi-year commitments, and diversifying income through community fundraising, corporates, and legacy giving.

Workforce Capacity and Volunteer Resourcing

Our volunteers remain the backbone of DAVSS, supported by a growing professional team. Recruitment and retention of volunteers is a continuing challenge, particularly in light of increasing demand and the emotional intensity of cases. Strengthening recruitment pipelines, offering robust training, and ensuring staff and volunteer wellbeing will remain a priority.

Looking forward to 2026

Key Challenges and Priorities for 2025/26

Accreditation and Quality Assurance

We have invested in service manager training and are progressing toward SafeLives accreditation. Achieving and embedding best-practice standards will enhance our credibility, demonstrate quality to funders, and improve outcomes for clients.

Service Adaptation and Reach

Clients face more complex needs, exacerbated by cost-of-living pressures and the changing nature of abuse, including technology-enabled coercion. We must adapt our services to remain flexible, combining in-person and remote support, expanding recovery programmes, and reaching under-served communities.

Strengthening Partnerships

Multi-agency collaboration remains vital. We will deepen relationships with police, courts, housing, health, and community safety partners, ensuring smoother referral pathways, shared training, and stronger joint responses for victims.

Looking forward to 2026

Key Challenges and Priorities for 2025/26

Monitoring Impact and Advocacy

DAVSS continues to demonstrate measurable impact through legal outcomes, safety planning, and client feedback. In the year ahead, we will strengthen how we collect, present, and use impact data to influence funders, policymakers, and the community—amplifying the voice of survivors and championing local, independent domestic abuse services.

Conclusion

With the dedication of our volunteers, staff, trustees, and partners, DAVSS will continue to adapt, innovate, and deliver the highest quality support. Our strategic priorities reflect both the challenges we face and the opportunities ahead: to remain resilient, to grow our reach, and to ensure every victim of domestic abuse in West Kent has access to safety, justice, and recovery.

Looking forward to 2026

At a Glance: Challenges & Priorities 2025/26

Focus Area	Challenge	Priority Action
Funding	Rising costs, reliance on grants	Diversify income, secure multi-year funding, new funders
Workforce & Volunteers	Recruitment and retention pressures	Strengthen pipelines, support wellbeing, enhance training
Quality & Accreditation	Need for external assurance and standards	Achieve SafeLives accreditation, embed best practice
Service Adaptation	Complex needs, tech-enabled abuse, cost-of-living impact	Flexible delivery, expand recovery programmes, outreach
Partnerships	Demand for seamless multi-agency working	Deepen collaborations, improve referral pathways
Impact & Advocacy	Need to demonstrate outcomes to funders and public	Strengthen data collection, amplify survivor voice

Finance Report

The Financial Statements show the financial results for DAVSS. 2025 was another strong year for income generation, with total income of £574,688 (2024: £543,035). The stable income level was again due to continued support from all of DAVSS' main supporters along with funding from the National Lottery, which provided additional funding of £139,169 in the year ended 31 March 2025.

Of the total income receivable for the year £226,474 was unrestricted and £348,214 was for specific projects (March 2024 £117,973 and £365,062 respectively). This funding has allowed DAVSS to meet its objectives for the financial year and leaves it in a positive position to continue its work going forward.

During the period, total expenditure increased by £140,563 from £542,162 in 2023/24 to £682,725 this financial year. Total expenditure was split £264,833 to unrestricted activities (2024: £210,340), £387,726 to specific projects (2024: £331,822) and £30,166 (2024: £Nil) to designated funds. The Primary reason for increased expenditure is a result of increased staff costs in the year. By increasing the number of staff and thus associated staff costs DAVSS has been able to ensure they can meet the needs of their clients, grow their service as well as support and develop their volunteers.

For the 2024/25 financial year the charity has reported a net deficit of £108,037 in the year (2024: a net surplus of £873). This deficit has arisen from restricted funds £39,512, unrestricted funds £38,359 and designated funds £30,166.

Total reserves have therefore fallen from £459,789 to £351,751 of which £28,775 is for restricted purposes and £64,834 is a designated reserve leaving £258,143 free reserves to meet day-to-day expenditure.

The designated reserves comprise £64,834 to continue to fund the new costs associated with the relocation of the offices and to meet on-going statutory obligations to DAVSS employed staff.

Reserves Policy

The current reserves policy is to keep approximately six months running costs in general/free reserve. Consequently, with average monthly expenditure at £56,894 the free reserves of £258,143 at the end of March 2025 are below the target level (4.5 months cover), due to the increased staff costs. The trustees continue to monitor the reserves position closely and are committed to restoring reserves to the target level over time.

Finance Report

Free reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes. The Trustees actively review the policy for maintaining free reserves, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure, and cash flows over a 3-year period to March 2027. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment. The Trustees acknowledge that there is increased uncertainty regarding funding beyond the 2025/26 financial year.

The Trustees have reviewed contingency plans and cost management strategies and believe that, based on current forecasts and actions in progress, the charity has sufficient resources to continue operating for at least 12 months from the date of approval of these financial statements. Accordingly, the financial statements have been prepared on a going concern basis.

The Trustees will continue to monitor the financial position closely and take appropriate steps to address any risks to long-term sustainability.

Investment Policy

The Trustees have continued to adopt a conservative investment policy that seeks to maximize the benefits of its cash flow and is not seeking to build up any long-term reserve. Any cash surplus to immediate requirements is kept on a charity cash deposit with Scottish Widows & Skipton. The Scottish Widows & Skipton accounts are currently at capacity in respect of the £85,000 Financial Services Compensation Scheme (FSCS). The trustees will actively exploring further opportunities to maximise returns on funds that are not required for immediate purposes and keep the investment policy under consistent review.

Risk Management Statement

The Trustees actively review both the strategic and operational risks which the charity faces. These cover both short and long term risks and in particular concern financial sustainability and reputation. The Trustees confirm that they are satisfied that strategies, systems and controls considered appropriate for a charity of its size are, as far as possible, in place to mitigate any significant risk.

Finance Report

Although DAVSS continues to have good success rates in securing project funding, this is within the context of an ever-challenging funding environment. The Trustees are aware that careful management and planning is required to mitigate against this, which includes on-going review of budgeting and costing procedures and ensuring adequate monitoring and reporting procedures. The Trustees have in place the necessary policies and procedures on a wide range of issues for a service of this type including a user's charter, protection from abuse, equality and diversity, health and safety, vulnerable adults, child protection and safeguarding, lone working, compliance with fire regulation tests, diversity and financial controls policy and procedures.

Conclusion

Once again, our heartfelt thanks go to our courageous clients. Also, to DAVSS volunteers and staff – their professionalism, dedication and commitment, has been more important than ever and without them we could not have met the challenges, nor provided our much-needed support services.

We have put a cash value on the hours spent by our volunteers and the investment by our funders in tackling domestic abuse, but our clients tell us that their improved well-being and the improved life chances of their children resulting from the support of our volunteers, are way beyond any financial value.

We would also like to thank the many partner organisations, our funders, and the community, who have supported DAVSS over the year – we could not deliver our vital services without you.

Approved by the trustees of the charity on 25th November 2025 and signed on its behalf by:



Chair of Trustees
Jan Berry



Treasurer
Jenny Knott

Domestic Abuse Volunteer Support Services

Statement of Trustees' Responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and then apply them consistently;

b) observe the methods and principles in the Charities SORP;

c) make judgments and accounting estimates that are reasonable and prudent;

d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Domestic Abuse Volunteer Support Services

Independent Examiner's Report to the Trustees of Domestic Abuse Volunteer Support Services

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Domestic Abuse Volunteer Support Services ('the charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or

- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Russell Joseph FCA

Bourner Bullock

Chartered Accountants

114 St Martin's Lane

Covent Garden

London

WC2N 4BE

Date: 25.11.2025

Domestic Abuse Volunteer Support Services

Statement of Financial Activities for the Year Ended 31 March 2025

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted Funds 2025	Restricted Funds 2025	Designated Funds 2025	Total Funds 2025	Total 2024
		£	£	£	£	£
Income from						
Donations and legacies	4	171,958	195,710	-	367,668	392,779
Government grants	5	-	4,297	-	4,297	5,838
Charitable activities:						
The National Lottery Fund		-	139,169	-	139,169	139,421
Other trading activities:						
Fundraising		26,166	1,838	-	28,004	658
Services		-	-	-	-	450
Donated goods		24,289	7,200	-	31,489	-
Investment income	6	4,061	-	-	4,061	3,889
Total income		**226,474**	**348,214**	**-**	**574,688**	**543,035**
Expenditure on:						
Raising funds		105	2,979	-	3,084	120
Charitable activities	7	264,728	384,747	30,166	679,641	542,042
Total expenditure		**264,833**	**387,726**	**30,166**	**682,725**	**542,162**
Net income/ (expenditure) and net movement in funds for the year		(38,359)	(39,512)	(30,166)	(108,037)	873
Reconciliation of:						
Funds at 1 April 2024		296,502	68,287	95,000	459,789	458,916
Transfers between funds		-	-	-	-	-
Funds at 31 March 2025	**14**	**258,143**	**28,775**	**64,834**	**351,752**	**459,789**

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

Domestic Abuse Volunteer Support Services

Balance Sheet as at 31 March 2025

Charity registration number: 1143001
Company registration number: 07660698

	Note	Total 2025 £	Total 2024 £
Fixed assets			
Tangible assets	10	947	1,411
Current assets			
Stock	11	2,245	-
Debtors	12	21,791	15,455
Cash at bank and in hand		350,384	459,756
Total current assets		**374,420**	**475,211**
Creditors: Amounts falling due within one year	13	23,615	16,833
Net current assets		**350,805**	**458,378**
Net assets/(liabilities)		**351,752**	**459,789**
Funds of the Charity			
Unrestricted income funds	14	258,143	296,502
Restricted income funds	14	28,775	68,287
Designated funds	14	64,834	95,000
Total funds		**351,752**	**459,789**

For the financial year ending 31 March 2025 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

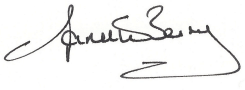
No members have required the company to obtain an audit of its accounts for the year ended 31 March 2025 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the trustees, and authorised for issue on 25th November 2025 and signed on their behalf by:

Jan Berry
Chair



Jenny Knott
Treasurer



Domestic Abuse Volunteer Support Services

Statement of Cash Flows for the year ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities:			
Net cash provided by/(used in) operating activities	16	**(113,433)**	**(620)**
Cash flows from investing activities:			
Interest from investments		4,061	3,889
Net cash used by/(used in) investing activities		**4,061**	**3,889**
Increase/(decrease) in cash		**(109,372)**	**3,269**
Cash and cash equivalents at the beginning of the year		459,756	456,487
Cash and cash equivalents at the end of the year		**350,384**	**459,756**

1 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (2nd Edition, effective January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Domestic Abuse Volunteer Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

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

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Donations
Voluntary income including donations, gifts and grants that provide core funding or are recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Government grants
Grants that do not impose specified future performance-related conditions on the recipient are recognised in income when the grant proceeds are received or receivable.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities
Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Financial instruments
The Charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in profit or loss.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Charity does not have anything other than basic financial instruments.

Tangible Fixed Assets
Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

Office equipment	**25% straight line basis**

Stock
Stock of goods donated for distribution to beneficiaries are recorded at the fair value of those gifts at the time of their receipt. They are assessed for impairment at the reporting date.

Debtors
Debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise case on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Creditors
Creditors are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date, otherwise they are presented as non-current liabilities. Creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund accounting
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the Charity. Restricted income funds are funds available only towards a restricted purpose as instructed by the donor of the funds. The designated fund is held to provide for the upcoming termination of the premises lease and the costs of relocating.

2 Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The trustees consider that there are no significant areas of judgements or estimates.

3 Employee numbers

The number of employees during the year was 15 (2024: 13). The number of employees who received employee benefits of more than £60,000 from the charity during the year was as follows:

£60,001 - £70,000: 1 employee (2024, none).

During the year, volunteers provided support for victims of domestic abuse, as well as taking helpline calls, assisting with both admin and funding, and leading the peer support group.

4 Income from donations

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Grants (Community Safety Partnership/ Local Authorities/ Health)	54,000	68,713	**122,713**	107,954
Independent trust grants	78,380	120,873	**199,253**	224,191
Private donations	39,578	6,124	**45,702**	60,634
	171,958	195,710	**367,668**	**392,779**

5 Government Grants

During the year, the charity received £4,297 (2024: £5,838) from an Access to Work grant issued by the Government to spend on specific supplies for an employee.

6 Investment Income

All of the investment income totalling £4,061 (2024: £3,889) arises from money held in interest bearing deposit accounts.

7 Expenditure on Charitable Activities

	Unrestric-ted funds 2025 £	Restricted funds 2025 £	Designa-ted funds 2025 £	Total funds 2025 £	Total 2024 £
Direct costs (see note 7.1)	179,282	288,533	-	**467,815**	362,564
Support costs (see note 7.2)	84,006	96,214	30,166	**210,386**	178,398
Governance costs (see note 7.3)	1,440	-	-	**1,440**	1,080
Total	**264,728**	**384,747**	**30,166**	**679,641**	**542,042**

7.1 Analysis of direct costs

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total 2024 £
Staff salaries	162,251	260,205	422,456	331,149
Employer's national insurance	13,294	22,925	36,219	24,463
Employer's pension costs	3,737	5,403	9,140	6,952
Total	**179,282**	**288,533**	**467,815**	**362,564**

7.2 Analysis of support costs

	Unrestricted 2025 £	Restricted 2025 £	Designated 2025 £	Total 2025 £	Total 2024 £
Staff salaries	12,035	13,695	-	25,730	17,429
Employer's NIC	700	1,207	-	1,907	1,288
Employer's pension costs	197	284	-	481	366
External contractors	-	-	-	-	29,224
Consultancy fees	1,080	-	-	1,080	-
Recruitment	176	858	-	1,034	5,494
Staff benefits	-	864	-	864	
Staff expenses	156	2,326	-	2,482	2,295
Training & development	786	9,640	-	10,426	37,662
Volunteer expenses	4	2,186	-	2,190	9,112
Rent	-	4,027	18,348	22,375	-
Service charges	-	237	1,078	1,315	-
Building insurance	-	-	320	320	-
Cleaning and waste	278	83	1,471	1,832	-
Utilities	-	371	1,941	2,312	-
PPS, telephone & internet	993	9,120	1,368	11,481	14,211
Repairs & Maintenance	60	-	203	263	-
Accountancy fees	20,435	-	-	20,435	13,568
Legal & Professional Expenses	4,549	-	4,233	8,782	133
Christmas toys for beneficiaries	-	10,498	-	10,498	-
Client security	-	311	-	311	2,943
Clinical supervision	-	2,160	-	2,160	-
Day programme	-	-	-	-	495
Recovery programmes	-	701	-	701	-
Remote support	-	1,324	-	1,324	1,232
Bank Fees	81	-	-	81	98
Depreciation Expense	915	-	-	915	1,411
Disposals	811	-	-	811	-
Entertainment-100% business	1,006	-	-	1,006	2,007
Foreign exchange differences	-	-	-	-	- (7)
Insurance	758	-	-	758	851
IT Software and Consumables	7,059	4,501	1,069	12,629	23,850
Office Expenses	23,522	7,008	-	30,530	-
Penalties	100	-	-	100	-
Publicity/Marketing	1,072	19,165	135	20,372	3,209
Room Hire	2,190	1,670	-	3,860	4,391
Subscriptions	4,498	3,675	-	8,173	6,926
Thank you gifts	37	-	-	37	-
Travel - National	43	3	-	46	210
Website Development	465	300	-	765	-
Total	**84,006**	**96,214**	**30,166**	**210,386**	**178,398**

7.3 Analysis of governance costs

	Total 2025 £	Total 2024 £
Trustees' expenses	-	-
Independent examination fee	1,440	1,080
Total	**1,440**	**1,080**

8 Trustees' remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the Charity during the current year or the previous year.

During the year, Sharon Copestake won a food hamper with a value of £50 in a raffle held at the AGM to raise funds for the Charity.

9 Staff costs

Analysis of staff costs and remuneration including key management personnel:

	2025 £	2024 £
Salaries	448,185	348,578
Employer's national insurance costs	38,126	25,750
Employer's pension costs	9,621	7,318
Total	**495,932**	**381,646**

10 Fixed assets

	Office equipment £
Cost or valuation	
At 1 April 2024	5,644
Additions	1,262
Disposals	(3,244)
At 31 March 2025	3,662
Depreciation	
At 1 April 2024	(4,233)
Charge for the year	(915)
Disposed of in the year	2,433
At 31 March 2025	**(2,715)**
Carrying amount	
At 31 March 2024	1,411
At 31 March 2025	**947**

11 Stock

	Unrestricted 2025 £	Restricted 2025 £	Total 2025 £	Total 2024 £
Stock	-	2,245	2,245	-
	-	**2,245**	**2,245**	**-**

12 Debtors: amounts falling due within one year

	Unrestricted 2025 £	Restricted 2025 £	Total 2025 £	Total 2024 £
Other debtors	6,900	-	6,900	-
Prepayments & accrued income	8,441	6,450	14,891	15,455
	15,341	**6,450**	**21,791**	**15,455**

13 Creditors: amounts falling due within one year

	Unrestricted 2025 £	Restricted 2025 £	Total 2025 £	Total 2024 £
Trade creditors	3,384	744	4,128	1,751
Accruals & deferred income	5,217	1,894	7,111	3,050
NEST creditor	693	957	1,650	1,887
HMRC creditor	4,505	6,221	10,726	10,145
	13,799	**9,816**	**23,615**	**16,833**

14 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers between funds £	Balance at 31 March 2025 £
Unrestricted funds					
General unrestricted funds (as restated)	296,502	226,474	(264,833)	-	258,143
Designated funds	95,000	-	(30,166)	-	64,834
Total unrestricted funds	**391,502**	**226,474**	**(294,999)**	**-**	**322,977**
Restricted funds	68,287	348,214	(387,726)	-	28,775
Total funds	**459,789**	**574,688**	**(682,725)**	**-**	**351,752**

The specific purposes for which the funds are to be applied are as follows:

Unrestricted funds: These funds are provided by donors for support of the Charity, without restriction on how funds should be deployed.

Designated funds: These funds had been reserved for the termination of the premises lease, to cover the costs of relocation and setting up a new premises. The relocation took place in this financial year, and the remaining funds are to help towards the next couple year's new establishment costs.

Restricted funds:

National Lottery fund

A total of £139,169 (2024: £139,422) was received from the National Lottery fund in relation to the Transforming Lives project. During the year ended 31 March 2025 £136,466 (2024: 135,717) was spent leaving £4,555 (2024: £1,853) carried forward at year end. Material expenditure was as follows: £103,695 being spent on salaries (including employers' national insurance and pension costs), £10,728 on rent and utilities, £4,697 on office costs and £4,115 training.

15 Operating leases

Total of future minimum lease payments is as follows:

	2025	2024
Not later than one year	29,856	434
Later than one year and not later than five years	104,412	1,267
Later than five years	-	-
	134,268	**1,701**

The amount of non-cancellable operating lease payments recognised as an expense during the year was £22,831 (2024 - £434).

16 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2025 £	2024 £
Net income/(expenditure) for the year		
Adjustments for	(108,037)	873
Depreciation	915	1,411
Loss on disposal	811	-
Investment income	(4,061)	(3,889)
Donated fixed asset (non-cash item)	(1,262)	-
(Increase)/Decrease in stock	(2,245)	-
(Increase)/Decrease in debtors	(6,336)	4,070
Increase/(Decrease) in creditors	6,782	(3,085)
Net cash provided by/(used in) operating activities	**(113,433)**	**(620)**

Thank you to everyone who has supported the work of DAVSS this year. With your support we've been able to make a huge difference to hundreds of people in West Kent at some of their most vulnerable times.

DAVSS
Domestic Abuse Volunteer Support Services

www.davss.org.uk
DAVSS Office, Unit 3, Moat Farm Oast, Whetsted Road, Five Oak Green, TN12 6RR

DAVSS Annual Report and Accounts 2024-25 covers the period 1st April 2024 to 31 March 2025.
DAVSS is a registered charity 1143001. Domestic Abuse Volunteer Support Service (DAVSS) is a Company Limited by Guarantee No. 7660698

DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES

England & Wales - Charity number 1143001

Accounts

DAVSS
Domestic Abuse Volunteer Support Services

Helpline 01892 570538

The Queen's Award for Voluntary Service
The MBE for volunteer groups

Domestic Abuse Volunteer Support Services

Annual Report and Unaudited Financial Statements for the Year to 31 March 2024

Charity registration number: 1143001

Company registration number: 07660698

Company Information

Trustees	Kristen Paterson	Chair, Resigned November 2023
	Jan Berry	Appointed Chair November 2023
	Kevin Corbett	Deputy Chair, Resigned June 2024
	Alex Conway CTA ACA	Treasurer
	Merle Bigden	Resigned November 2023
	Jane Campbell	
	Sharon Copestake (Venerable)	
	Veronica Knight	
	Jenny Knott	Appointed February 2023
	Jill Ruddock	
	Jackie Sumner	Appointed February 2023
Patrons	Jane Ashton DL Louise Jameson	
Office Address	Unit 3, Moat Farm Oast, Moat Farm, Whetsted Road, Five Oak Green, Kent, TN12 6RR	
Postal Address	Unit 3, Moat Farm Oast, Moat Farm, Whetsted Road, Five Oak Green, Kent, TN12 6RR	
Registered Office	Finchley Park, Emmet Hill Lane, Laddingford, Kent ME18 6BG	
Bankers	HSBC Bank, 100 High Street, Tonbridge, Kent TN9 1AN	
Solicitors	Thomson Snell & Passmore, 3 Lonsdale Gardens, Tunbridge Wells, Kent TN1 1NX	
External Examiners	Bourner Bullock, 114 St Martin's Lane, London WC2N 4BE	
Email	office@davss.org.uk	
Website	www.davss.org.uk	

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Introduction from Chair of Trustees



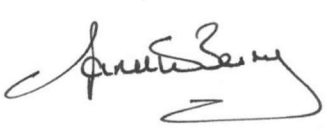
I am pleased to present my first report as Chair of Trustees and in doing so wish to put on record my thanks to my predecessor Kristen Paterson. Kristen stood down at last year's AGM along with our longest serving Trustee Merle Bigden. Kristen led the board for many years, both pre and post the COVID pandemic, working closely with Merle whose local knowledge and commitment to DAVSS was without parallel. Collectively, their focus on building community relationships and fundraising has placed DAVSS in the strong position it is in today.

As I reflect on the year under review I am reminded of the resilience and strength of purpose DAVSS has shown during a period of significant change and evolution. I am grateful to former colleagues Henu Cummins and Sue Dunn for providing stability and continuity during the Spring and Summer of 2023 and to our new CEO and the senior leadership team who took up their roles during the Autumn 2023.

Over the last twelve months, whilst continuing to support men and women experiencing domestic abuse in West Kent, our new CEO Sam Haspell has begun the process of reviewing all aspects of the charity from the operating model to our governance, from technology to training to office space. Listening to and acting on feedback from volunteers and staff members has resulted in a new case management system being introduced and more effective communications internally and externally.

Over the next twelve months we will strengthen our governance with new Trustees and the introduction of a committee structure to both support the leadership team and hold them to account, building on the foundations that were established when DAVSS was first founded 14 years ago.

In a world where domestic abuse in its many forms is increasingly recognised, the importance of a local independent advocacy support service should not be underestimated. DAVSS continues to provide this across West Kent, and we are indebted to our staff and volunteers, our supporters and funders without whom none of this would be possible.



Jan Berry
Chair of Trustees Board

Update from the Chief Executive



2023 – 2024 brought about change for DAVSS with the previous CEO leaving in April 2023, interim measures were then in place for a period of six months until I joined the team in October 2023, along with a new Head of Service and a Head of Business Development, a growth role for DAVSS.

During the year DAVSS received 966 referrals (including 54 men) involving 1385 children. Our Helpline received 1443 calls. Our transforming lives project, made possible by funding from the National Lottery has enabled us to provide a more holistic support package for our clients, as year thee of the project came to an end, we successfully embedded the practise and learning into our business as usual and we are now focusing on strengthening and growing our support to further enhance our service in year four and five. We were also successful in obtaining additional funding for our Support to court team from Access to Justice, this has meant we can provide practical and emotional support to more clients navigating their way through the civil courts, seeking protective, prohibitive or child arrangement orders.

We are on an exciting journey, having identified potential new office space for DAVSS to move into, and I look forward to updating at the end of the next financial year

I would like to add my own thanks to the whole team, staff, volunteers and Trustees for their efforts and support this year.

We could not continue to achieve these results without a whole team approach.

Samantha Haspell
CEO

Domestic Abuse Volunteer Support Services

Charity & Governance Information for the year from 1 April 2023 to 31 March 2024

Governance & Structure

DAVSS was incorporated on 7 June 2011 under the Companies Act 2006 as a private company limited by guarantee and registered as a charity on 21 July 2011. It is governed by a memorandum and articles of association which have been in place since incorporation.

Board of Trustees & Management

DAVSS has a strong and committed Board of Trustees who are also the Directors of the charity. They are drawn from the local community and represent legal, financial, IT, community safety, voluntary sector, faith community and charity expertise, and remain up to date by professional training and/or trustee development.

Trustees met quarterly over the last year with the following advisors to discuss strategic and operational aspects of the charity:
Henu Cummings Interim DAVSS CEO to October 2023, Samantha Haspell, DAVSS CEO from November 2023

Public Benefit

The Trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit when reviewing DAVSS aims and objectives and in planning activities and setting policies and priorities for the year ahead. DAVSS charitable objectives are shown on page eight.

Domestic Abuse Volunteer Support Services

Report of the Trustees & Directors for the year from 1 April 2023 to 31 March 2024

DAVSS was set up in 2011 following a successfully evaluated pilot project, which demonstrated a real need for a support service for people experiencing domestic abuse in West Kent. Referrals and helpline calls to DAVSS, along with client and agency feedback, continue to demonstrate that this need is crucial and ongoing

During the pandemic we saw a sharp increase in DA but now the restrictions are lifted the number of cases being reported has fallen although they remain 15% above pre-pandemic levels. Additionally, according to the latest figures available, the complexity of cases has continued to be much greater (38% involved in violence in 2021/22 compared with 35% in 2019/20) so victims require multiple interventions and support for a longer period, something we expect to see continue for the foreseeable future.

There is a widespread perception that because of its relative affluence (albeit with pockets of deprivation) DA is less likely to occur in West Kent but nothing could be further from the truth. DA is pervasive and respects no boundaries, be they ones of gender, socio-economic status, ethnic origin, age or disability and statistics show this to be the case

When victims have assets, they often do not meet the criteria for legal aid or benefits, even when they are prevented from accessing their assets by their abuser. DAVSS vital support enables victims to secure the resources they need to take action to make them and their children safe.

The DAVSS service model is not time limited, is holistic and is entirely tailored to the needs of the victim which can vary very widely. The feedback from our service users and our high reputation all demonstrates the effectiveness of our approach.

Our Objectives, Values & Strategy

We believe that everyone deserves to feel safe in their intimate relationships. Our vision is that anyone who is experiencing domestic abuse of any kind by an intimate partner or close relative should have the knowledge and support necessary to protect themselves from harm and feel empowered to take control of their life again, whatever the level of risk. This vision does our aims, our values and strategy.

Our Objectives

Provide relief to people and their dependants living in West Kent who have suffered any form of abuse within an intimate family relationship.

Provide training and education in understanding domestic abuse.

Introduce and engage in services to promote healthy relationships.

Our Values

Safety comes first. We empower our clients and those we work with. We are client led. Everyone deserves our best, we listen, act with integrity and are non-judgemental.

By the community for the community, we enable the local community to provide support to those who need it.

Our Strategy

To provide confidential free, tailored, holistic volunteer support for as long as needed to anyone in West Kent experiencing domestic abuse, empowering them to take action to make them and their children safe and recover from the abuse they have experienced.

Prevent abuse by raising awareness of domestic abuse in the community and promoting healthy relationships.

Work proactively in partnership with others to deliver the best possible services.

Seek funding to enable us to grow our volunteer base so we can support more people experiencing domestic abuse and meet existing and new needs.

We will remain independent and differentiated from other providers; a local service provided by local people for local people.

Our Services

DAVSS provides vital support services for anyone including and not limited to men, women, LGBTQ+, ethnic minority groups and people living with disabilities experiencing domestic abuse, who often have no-one else to turn to and are in desperate need of support. We work with clients from immediate crisis intervention through to recovery, empowering them to make decisions and take action to make them and their children safe.

Our services are client-centred, volunteer-led, free, and confidential, include all levels of risk and are not time limited. We provide pro bono solicitors, interpreters, and recovery programmes when needed.

We work very closely with other agencies, the voluntary sector, and community groups (e.g., police, social services, health, education, housing, Citizens Advice), as multi-organisation partnership working is vital to the provision of DAVSS holistic wrap-around service and our ability to support our clients effectively.

We also provide public education and raise community awareness about this significant issue to try to ensure earlier reporting, prevention, and reduction wherever possible, mitigating the harmful consequences to victims and their children

Aims

Provide relief to people experiencing abuse within an intimate family relationship

Deliver services which empower and change mindsets.

Train the community in domestic abuse and healthy relationships

Direct Client Support

Helpline and telephone support, crisis intervention, risk assessments, safety advice, ongoing support.

Website - signposting

Face to face tailored support all adults, all risk levels, open ended.

Court preparation and support to court

Adult & Children Recovery Services

Freedom, ACE, Recovery and Own My Life programmes.

Peer Support Groups

Education

Healthy relationship courses for schools and colleges.

Domestic abuse training for agencies, community and faith groups and local businesses

Our People

The pervasiveness of domestic abuse is such that our clients come from all levels of society and may be of any gender, sexuality, age or ethnic origin. In 2023/24 we had 966 referrals, 54 were men, 95 were from minority ethnic groups, 20 LGBTQ+ community and 236 people living with disabilities.

People identifying themselves as disabled are underrepresented in our referral group compared with those in West Kent population, as are men and people from the LBTQ+ community, and we continue to focus our efforts on reaching these groups.

Ethnic minority referrals to DAVSS (9.8%) ae only slightly lower than the proportion of people from ethnic minority backgrounds residing in Kent (10.1%) and almost double the proportion for West Kent (5%), which shows some success in reaching these communities. However, more work is needed to ensure all ethnic groups are being reached and that the complexities of their experience and their diverse needs are fully understood and addressed.

Here are some of our clients' stories from crisis through to recovery. These have been anonymised.

"***You've been absolutely amazing.***

I didn't know what to do and having the information you gave and knowing that there are groups and people I can talk to outside my family helped

It was nice to have the option to meet either in person or have appointments online / over the phone."

'I'm so grateful and thankful for the support I've had and the amount of effort you've put in and gone the extra mile. I really appreciated it when Sue dropped off the ring doorbell when I was at work which really meant a lot.

I always felt like I was understood and believed, I felt so validated, and it was so helpful to be told my situation was serious and real. It was good to be reminded of that as it was easy to slip back but to have DAVSS there was amazing.

It was amazing to deal with you all, you were so professional and put me first. It really meant a lot. I now feel so empowered and have the courage to deal with things".

"***I'm hugely grateful to DAVSS and the team. I think you are a fantastic resource. Everybody is so kind and patient and supportive, nothing is too small or too big. If someone doesn't know the answer, they will point you in the direction of someone who does. I am so grateful for everything you have helped me with. The support with the court process was amazing, you helped me understand what was going on and offered solutions***".

"I could never imagine the support I've had or how the process has been made so easy.
I've been made to feel so safe and like I've always got someone there.
You gave me the confidence to share what I've never shared before.
I felt like I could completely trust you.

You explained everything about the court process really clearly.
I could see you in the court hearing so I focused on you.
If I had to have done the court hearing on my own I wouldn't have been able to do it.

Every day I feel more calm, I've even been able to break a few of his 'rules' by going to visit my mum and spending an evening with my son on the sofa eating sweets".

"*Having a McKenzie friend at court to meet me was helpful, she was lovely.*

I didn't feel judged by you. I felt judged by other people, even when I was trying to get legal aid and that knocked me back.

You guys are trained and able to do your job".

"I've been really happy with your support.
I don't think I would have gone through with the Non-Molestation Order application without you".

"*I cannot thank you enough, no pressure was ever put on me and it has all been so quick. I didn't know I could even get help like this. It has made a real difference to my life".*

Our Team

Our team is made up of 10 FTE staff including six managers all of whom are accredited Independent Domestic Violence Advisors (IDVAs) and three full time case workers, supported by 37 volunteers and administration staff. In this last year we have introduced a Head of Business Development into the Senior Leadership Team, alongside a new Head of Service and CEO, working alongside the existing Head of Operations.

Funding secured during the period enabled us to increase staff numbers to meet the continuing growth in demand, ensuring we can provide our clients with support they need, when they need it.

We are grateful to our funders for enabling us to maintain this level of support. We are also grateful to have received new funding to be able to strengthen our Support to Court Team. Ensuring our clients are aware of their options in relation to protective orders and civil remedies and are practically and emotionally supported by our team of staff and volunteers.

Training is vital to increase the resilience of our organisation and upskill staff and volunteers, thereby creating capacity for further growth, enhancing job satisfaction, and ensuring service delivery meetings national standards and best practice. Over the last year we have embarked on our accreditation journey through SafeLives, thanks to our general corporate sponsors. Our Head of Service is completing the service managers course, the first step in the journey to becoming a nationally recognised accredited provider.

Our Volunteers

Our team of 37 volunteers, which includes domestic abuse and Helpline advisors, volunteers delivering the peer support group, and others who assist with admin, coordination, and fundraising. Our volunteers commit to a minimum of five hours per week to supporting the DAVSS Helpline or ten hours a week supporting clients, but most volunteers' hours significantly exceed this.

We are consistently recruiting new volunteers, and our volunteers come from a range of backgrounds. Some have life experience as survivors of domestic abuse themselves (survivors are recruited two or more years post abuse). Most of our volunteers are women but we are fortunate to also have male volunteers, so we can give our clients the option of having a male advisor should they prefer this. The enormous professionalism, dedication, tenacity, patience, and efficiency of our volunteers ensures that our work is of the highest quality and meets the often-complex needs of our clients.

New volunteer domestic abuse and Helpline Advisors shadow experienced staff and volunteers, as well as receiving training on DAVSS policies, processes, and procedures. They are then mentored by a fellow volunteer or member of staff before 'flying solo' supporting their own clients. Further training and personal development opportunities have been provided during year to staff and volunteers by the leadership team as well as external training, guest speakers, outside speakers and attendance at conferences and workshops.

Over the year, volunteer numbers have reduced. We expect volunteer numbers to fluctuate. We see volunteering as an opportunity for people to gain new skills, experience, and confidence which in turn can help them moving into paid employment. Several of our volunteers have gone on to take up paid roles within our organisation as well as taking up roles elsewhere. We see this as a success and a positive aspect of our commitment to volunteers. These volunteers tell us that volunteering with DAVSS has given them the skills and confidence to obtain paid work.

As can be seen from the quotes below, volunteers themselves say they find the work incredibly challenging but satisfying at the same time and feel that they are making a real difference to both their clients and to their own personal development.

"***I have found it very helpful, all the information and knowledge I have learnt. The explanation behind behaviours and the practice exercises. I truly enjoyed all about the course. Sue finished the course on a positive note***".

"***The course was very well prepared and presented with a variety of speakers and helpful material to take away. Good videos. Emotional needs of participants very wells cared for. Many Thanks".***

Our Funders

The support of our funders has been critical to our continuing success, and we are indebted to their understanding of the challenges of domestic abuse, and their generosity in supporting the provision of our services. Our funders have recognised the impact of the current financial situation and where possible some of them have provided additional funding available to help address this.

Our funders include public sector agencies and organisations, independent foundations, trusts, community groups, the faith community and our many individual donors. We could not deliver our services without their incredible support.

The highly positive client outcomes achieved, and most importantly the positive response to of our service users, together with feedback from referring agencies, demonstrates the life- changing impact of this funders.

Our Partner Agencies

DAVSS continues to work closely with a wide range of organisations in the area and could not deliver our tailored holistic wrap-around services without their support. This includes the police, solicitors, housing, the Courts, Witness Care service, social services, health, schools, and others. We work closely with the tree Community Safety Partnerships and the three local authorities in West Kent who have consistently supported DAVSS with funding. We also work with partner agencies and other voluntary support services and charities to ensure support for victims of domestic abuse wherever they reside. We are incredibly grateful to all our partners, and to the business community, for their support over the year.

"I have worked with several members of the DAVSS team over my period with Kent Children's Social Work Services where I am a Team Manager. The support provided by this service is crucial to the families residing in West Kent and we are routinely working in partnership with their staff and volunteers to support those experiencing domestic abuse.

The team at DAVSS hold specialist knowledge about how to support families requiring urgent protection from domestic abuse and offer a gentle and supportive approach over a longer period to those living in high-risk situations. We are able to liaise with DAVSS for advice and they are always helpful enabling a collaborative approach to supporting families. I have had several particular experiences in which DAVSS have been critical in securing refuge places for families, protective court orders, or providing ongoing group or one-to-one support.

This has resulted in us being able to secure the safety of victims and their children and provide them with an ongoing package of support both within high-risk home environments, and also after they have fled to a safe place helping sustain this safety. I have found the staff members approachable and there is a shared respect of the specialist information we each hold".

We are proud of the huge courage of our clients, and the dedication and commitment of our team who work tirelessly to provide bespoke, meaningful support to our clients from immediate crisis interventions to recovery.

Our delivery model has continued to evolve ensuring our services meet the needs of all of our clients; including the challenges caused by a more constant perpetrator presence as the hybrid/working from home model continues as well as the impact of financial uncertainty and the increased cost of living.

In 2023/24 we received 966 referrals, 12% less than last year

Average volunteer Caseload: 9
Average volunteer caseload helpline: 18

We received 1443 Helpline calls

38 people attended our recovery programmes. School awareness raising sessions were delivered to 140 students

1,385 children were involved in the referrals supported in the year

We supported clients at over 70 Civil court proceedings

We continue to support clients obtain legal protection for them and their children. This includes delivering legal options sessions, guidance, and support in the preparation of court papers liaising closely with the courts, and acting as a McKenzie Friend where required, and DAVSS pro bono support by partner solicitors and a barrister. Clients welcome this support, and they say they could not have accessed vital legal protection without our volunteers and staff, as the trauma they have suffered can severely reduce their capacity to cope with what they perceive as an intimidating and daunting court process.

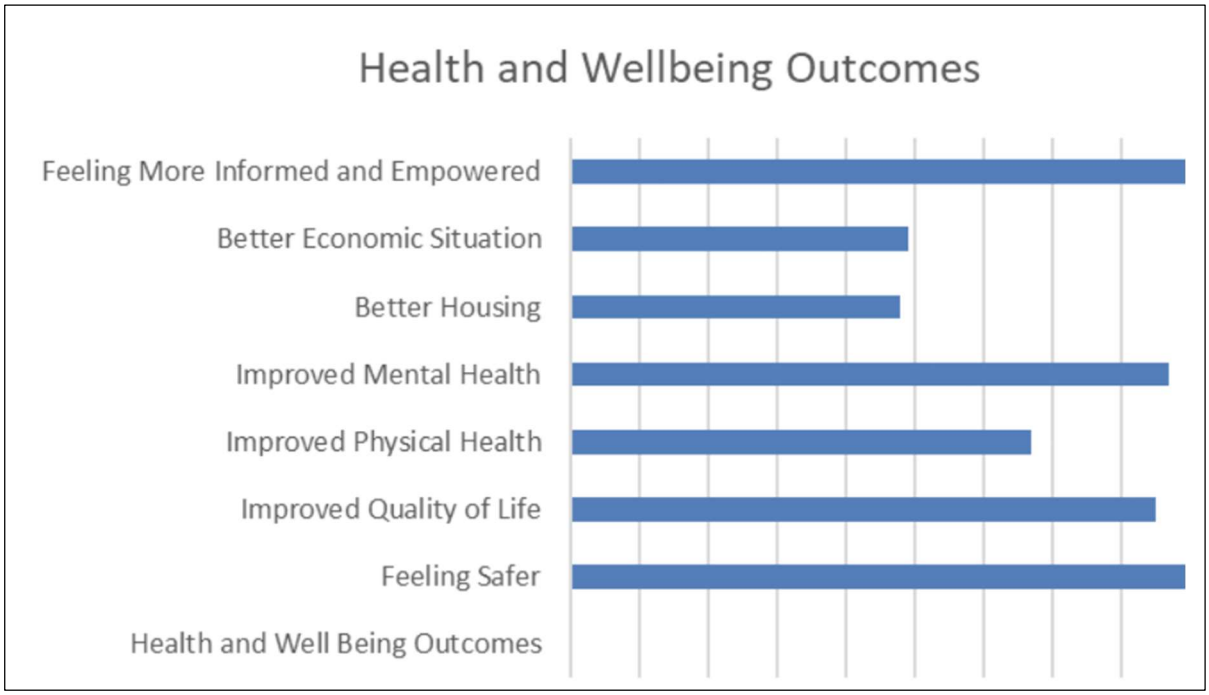
Our trauma led recovery programmes for adults and children are delivered face to face and virtually, ensuring we cater to the needs of all our clients. Clients tell us this helps them and their children recover from the abuse they have experienced, better recognise the nature of abusive relationships, and empower them to move on and lead independent lives again. Our Peer Support Group has also received extremely positive feedback, and clients tell us it is a key part of recovery.

> "***The course (Own My Life) was amazing.***
>
> ***It's enabled me to connect, at the beginning of the course I was in a bubble, I didn't realise there were people going through what I was going through.***
> ***It helped me feel like I wasn't alone in what I was facing and gave me the opportunity to have that community. It's invaluable.***
>
> ***When you've been in a situation where behaviour has been normalised, it's really helpful to have someone to bounce things off of to give you a sense of perspective, guidance and strength.***
>
> ***It's helped me start the journey to get my life back and put measures in place to create safety and security.***
>
> ***I found it helpful that DAVSS work with other agencies and come together to advise, guide and support.***
>
> ***You had knowledge across everything, you can't get that from a website or calling another women's helpline. It's so multi-functional".***

We assess our impact using a combination of quantitative and qualitative measures. Quantitative measures include client surveys, the number of protective legal orders obtained, repeat victimisation rates and value for money. Qualtitative measures are primarily in the form of the feedback we receive from clients, partner agencies, funders and others in the field of domestic abuse, but we also, on case closure, compile case studies which serve to document the outcomes of the individual cases.

Quantitative Measures

Pre-and-post support, Wellbeing Surveys show the impact of DAVSS support with clients reporting the following percentage of improvements in different aspects of their life.



The overall aim of our Freedom Programme for adults is to imporve the self-confidence of our clients which can be badly affected by the trauma of abuse and to equip them witht the ability to recognise the difference bwtween healthy and abusive relationships. Our post programme evaluations consistently show that clients feel they have mae a significant improvement in all the areas addressed because fo their attendance on this programme.

The Own My Life Programme, designed for those clients who have succeeded in moveing on after experiencing an abusive relationship, aims to imrpove their feelings of physical safety for themselves and their children and to help them achieve a better quality of life by picking up the threads of their former life including securing employment where appropriate.

Seven children participated in the children's recovery programmes (Children Freedom), all of whom reported a greater level of understanding and ability to recognise abusive behaviour and what to do about it, then before attending the course. Most importantly, all indicated that they understood they were in no way to blame for the abuse and had improved wellbeing outcomes.

140 young people aged 14-15 attended Domestic Abuse Awareness sessions for Young People (based on the DAY programme), the primary aims of which are to improve understanding and recognition of abuse and equip them with the means to deal with abusive behaviours should they encounter any.

During the year we were able to secure 149 Protective Orders helping clients and their dependents to keep safe:

84	Non-Molestation Orders
26	Child Arrangement Orders
25	Prohibited Steps
5	Occupational Orders
9	Specific Issue Orders

Our service delivery model, that has volunteers at the heart of it, ensures that we can offer excellent value for money. In the 12 months from 1April to 31 March 2024 our volunteers provided a total of 25,825 hours on casework, the helpline, project work, administration and fundraising, which calculated at the Kent average earnings rate, equates to a cash equivalent of £391,507, a phenomenal return on investment. This represents a massive return on partners' support, funding, and a huge investment in our community and by the community.

Case Study – Mavis – Not Her Real Name

Mavis was advised by the Police to phone the DAVSS helpline following a prolonged period of emotional, psychological, and financial abuse together with coercive control. She explained that she had suffered disabilities after a stroke four years previously and found it difficult to explain her situation and understand advice on the telephone. The Helpline volunteer immediately suggested that a face-to-face meeting would be best, and a Caseworker was allocated to meet Mavis as soon as possible.

At the first meeting with her Caseworker, Mavis explained that she had been in a long-distance relationship with her partner for many years and they had a son together. Four years ago, she came to the UK at his invitation, and they got married. Shortly afterwards, Mavis suffered a stroke which left her disabled. She said that shortly after this, he became emotionally and psychologically abusive, telling her what she could and could not do, and started to control all their money. This situation was made more difficult as they came from different faith traditions, and he had very definite ideas about her place in the household.

She stated that recently he had physically attacked their son (a teenager at the time) and thrown him out of the house without her agreement. The son was being supported by Social Services who placed him with a local foster family so that she was still able to see him from time to time, but he could not come home. Mavis explained that her situation was particularly difficult as her spousal visa had recently expired. Her husband was refusing to sign the renewal papers and had told her to return to her country of origin. This was not practical for her as all her family and her son were now living in the UK and she had nowhere to go there.

Mavis then had to give up her part-time job because her leave to remain had expired. She said that she had no access to public funds or any money of her own and was in a desperate situation financially. Full safety advice was given, and a personal action/safe escape plan agreed. Mavis was already in contact with Citizens Advice (CA) and the DAVSS Caseworker immediately contacted her CA Adviser, providing a letter of support on the grounds of domestic abuse. Citizens

Advice put her in touch with a pro bono specialist immigration lawyer and Mavis was supported to apply for leave to remain.

Her Caseworker assisted Mavis in identifying and providing all the necessary paperwork required for her application. Mavis acknowledged that she could not have done this on her own because of her disabilities and was grateful for the help received. Her previous employer was also helpful and provided a volunteering opportunity to reduce her isolation whilst her paperwork was being assessed.

Mavis was also referred to Mental Health services as she was expressing suicidal thoughts and to the Social Services Vulnerable Adults Team for safeguarding. She was also encouraged to see her GP who provided supporting paperwork for her application to remain and medication for her anxiety. As soon as Mavis's leave to remain was granted she was supported to apply for emergency accommodation.

She fled from the marital home whilst her husband was not there with support and safety planning from DAVSS and Housing. As soon as access to public funds was confirmed, she was able to apply for permanent re-housing and was quickly assessed as a high priority for housing due to domestic abuse. With help from the Housing staff, a new home was found for her and she moved in shortly after. She was particularly pleased that the location was convenient for continuing contact with her son who subsequently was able to move in with her. Citizens Advice is now supporting Mavis to apply for a divorce and she says that she feels able to move on with her life and go back to work to support herself, even if this can only be part-time on account of her health.

She has also been referred to the DAVSS Freedom Programme which she feels will help her to make sense of what has happened. On case closure, Mavis was pleased to express her thanks to Citizens Advice, the Housing staff, and DAVSS for 'rescuing her'. She knows that she can get in contact with DAVSS again by calling the Helpline if needed.

Purpose

- To ensure the safety of the client
- To assess the risk level for this client
- To make referrals to other appropriate agencies to support her mental and physical health
- To support her application for leave to remain in the UK, and receive public funding
- To support her application for emergency accommodation and subsequent re-housing

Action Taken

- A Personal Safety Plan was completed, and legal options discussed
- DAVSS worked with Citizens Advice to support Mavis's application for leave to remain and provided a supporting statement
- Mavis was referred to Mental Health Services and to Social Services Vulnerable Adults Team for assessment and encouraged to contact her GP
- DAVSS worked with the Housing officers to obtain emergency accommodation, and then permanent re-housing as soon as leave to remain was approved.
- Mavis was referred to DAVSS Freedom course to assist her understanding of domestic abuse and aid her recovery

Successful Outcomes

- After Mavis had reported the domestic abuse to the Police, she accepted their advice and contacted DAVSS who arranged for a Caseworker to support her.
- Mavis was supported to flee her domestically abusive situation safely without her husband finding out until she had left, ensuring her safety.
- Emergency accommodation was provided by Housing officers
- Mavis has now been given leave to remain which provides her with access to public funds and she is looking for local employment to support herself, subject to her health
- She has been successfully re-housed in a suitable location allowing for her son to live with her again.
- Citizens Advice is assisting Mavis in applying to divorce her husband
- Mavis is signed up to the Freedom Course and hopes to attend shortly
- On reviewing the DASH Risk Indicator following support from DAVSS, her safety level improved significantly from Medium risk to Standard Risk

Benefits

On case closure, Mavis reported several significant improvements (where (1) is the worst and (10) is the best.) As follows:

- Her feelings of safety have greatly improved from (3) to (10)
- Her quality of life has also greatly improved from being (3) to (10)
- Her physical health has improved from (4) to (7) although her disabilities are now a permanent feature of her life.
- Other aspects have improved since she has been re-housed. Her mental health/stress/anxiety has improved from (1) to (10)
- Her economic situation has improved from (2) to (10) with access to public funds
- Her working situation has improved from (3) to (10) with the opportunity to work again
- Her housing situation has improved from (1) to (10) as she has been rehoused safely
- She feels fully informed and empowered to act (2) to (10)
- Her adult son's health and safety have also improved greatly from (2) to (10) and she says he is relieved that his mother is now safe and independent

The client case studies compiled during the year show that because of DAVSS support clients experience many positive outcomes including living in safer or new accommodation, improved well-being and mental/physical health, retaining jobs or getting new ones, started training courses, taking up volunteering, and reporting health improvements plus improved wellbeing for their children. Many other family members and friends also benefit from the changes because of our clients being able to break free from abusive relationships.

Finance Report

The Financial Statements show the financial results for DAVSS. 2024 was another strong year for income generation, with total income of £543,035 (2023: £473,480). The stable income level was again due to continued support from all of DAVSS main supporters along with funding from the National Lottery, which provided additional funding of £139,421 in the year ended 31 March 2024.

Of the total income receivable for the year £117,973 was unrestricted and £365,062 was for specific projects (March 2023 £224,787 and £248,693 respectively). This funding has allowed DAVSS to meet its objectives for the financial year and leaves it in a positive position to continue its work going forward.

During the period, total expenditure increased by £118,114 from £424,048 in 2022/23 to £542,162 this financial year. Total expenditure was split £210,340 to unrestricted activities (2023: £205,329) and £331,822 to specific projects (2023: £218,719). The Primary reason for increased expenditure is a result of increased staff costs in the year. By increasing the number of staff and thus associated staff costs DAVSS has been able to ensure they can meet the needs of their clients, grow their service as well as support and develop their volunteers.

For the 2022/23 financial year the charity is able to report a net surplus of £873 in the year (2023: £49,432). This surplus has arisen from restricted funds £33,240 with unrestricted funds contributing a £32,368 deficit.

Total reserves have therefore increased from £458,916 to £459,789 of which £68,287 is for restricted purposes and £95,000 is a designated reserve leaving £296,502 free reserves to meet day-to-day expenditure.

The designated reserves comprise £95,000 to fund any future relocation of the offices and costs associated with hiring suitable office space and to meet on-going statutory obligations to DAVSS employed staff.

Reserves Policy

The current reserves policy is to keep approximately six months running costs in general/free reserve. Consequently, with average monthly expenditure at £45,180 the free reserves of £296,502 at the end of March 2024 are above the target level (6.5 months cover), providing the charity with an adequate buffer to meet and deliver its services were any unexpected events were to occur.

Free reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes. The Trustees actively review the policy for maintaining free reserves, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure, and cash flows over a 3-year period to March 2027. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment. The Trustees believe that the Charity's financial resources and contingency planning is sufficient to ensure the ability of the Charity to continue as a going concern for the foreseeable future and therefore the financial statements have been prepared on this basis.

Investment Policy

The Trustees have continued to adopt a conservative investment policy that seeks to maximize the benefits of its cash flow and is not seeking to build up any long-term reserve. Any cash surplus to immediate requirements is kept on a charity cash deposit with Scottish Widows & Skipton. The Scottish Widows & Skipton accounts are currently at capacity in respect of the £85,000 Financial Services Compensation Scheme (FSCS). The trustees will actively exploring further opportunities to maximise returns on funds that are not required for immediate purposes and keep the investment policy under consistent review.

Risk Management Statement

The Trustees actively review both the strategic and operational risks which the charity faces. These cover both short and long term risks and in particular concern financial sustainability and reputation. The Trustees confirm that they are satisfied that strategies, systems and controls considered appropriate for a charity of its size are, as far as possible, in place to mitigate any significant risk. Although DAVSS continues to have good success rates in securing project funding, this is within the context of an ever-challenging funding environment. The Trustees are aware that careful management and planning is required to mitigate against this, which includes on-going review of budgeting and costing procedures and ensuring adequate monitoring and reporting procedures. The Trustees have in place the necessary policies and procedures on a wide range of issues for a service of this type including a user's charter, protection from abuse, equality and diversity, health and safety, vulnerable adults, child protection and safeguarding, lone working, compliance with fire regulation tests, diversity and financial controls policy and procedures.

Conclusion

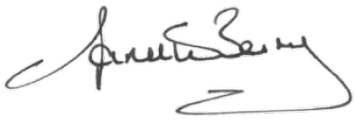
Over the next year, we will move into our new office space. Having implemented our new Case Management System this year we are now focusing on modernizing our helpline by introducing live chat functionality. Recruiting new volunteers will continue throughout the year as a key priority, and we will focus on increasing our IDVA (Independent Domestic Violence Advisor) numbers within the team to ensure we are providing the best support to our clients.

Once again, our heartfelt thanks go to our courageous clients. Also, to DAVSS volunteers and staff – their professionalism, dedication and commitment, has been more important than ever and without them we could not have met the challenges, nor provided our much-needed support services.

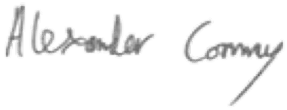
We have put a cash value on the hours spent by our volunteers and the investment by our funders in tackling domestic abuse, but our clients tell us that their improved well-being and the improved life chances of their children resulting from the support of our volunteers, are way beyond any financial value.

We would also like to thank the many partner organisations, our funders, and the community, who have supported DAVSS over the year – we could not deliver our vital services without you.

Approved by the trustees of the charity on 19th November 2024 and signed on its behalf by:



Chair of Trustees
Jan Berry



Treasurer
Alex Conway

Domestic Abuse Volunteer Support Services

Statement of Trustees' Responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and then apply them consistently;

b) observe the methods and principles in the Charities SORP;

c) make judgments and accounting estimates that are reasonable and prudent;

d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

Domestic Abuse Volunteer Support Services

Independent Examiner's Report to the Trustees of Domestic Abuse Volunteer Support Services

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Domestic Abuse Volunteer Support Services ('the charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or

- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Bourner Bullock

Russell Joseph ACA

Bourner Bullock

Chartered Accountants

114 St Martin's Lane

Covent Garden

London

WC2N 4BE

Date: 19.11.2024

Domestic Abuse Volunteer Support Services

Statement of Financial Activities for the Year Ended 31 March 2024

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted Funds 2024	Restricted Funds 2024	Designated Funds 2024	Total Funds 2024	Total 2023
		£	£	£	£	£
Income from						
Donations and legacies	4	172,976	219,803	-	392,779	346,662
Government grants	5	-	5,838	-	5,838	-
Charitable activities:						
The National Lottery Fund		-	139,421	-	139,421	123,619
Other trading activities:						
Fundraising		658	-	-	658	1,763
Services		450	-	-	450	-
Investment income	6	3,889	-	-	3,889	1,436
Total income		**177,973**	**365,062**	**-**	**543,035**	**473,480**
Expenditure on:						
Raising funds		100	20	-	120	234
Charitable activities	7	210,240	331,802	-	542,042	423,814
Total expenditure		**210,340**	**331,822**	**-**	**542,162**	**424,048**
Net income/(expenditure) and net movement in funds for the year		(32,367)	33,240	-	873	49,432
Reconciliation of:						
Total funds brought forward		328,869	35,047	95,000	458,916	409,484
Transfers between funds		-	-	-	-	-
Total funds carried forward	**13**	**296,502**	**68,287**	**95,000**	**459,789**	**458,916**

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Domestic Abuse Volunteer Support Services

Balance Sheet as at 31 March 2024

Charity registration number: 1143001
Company registration number: 07660698

	Note	Total 2024 £	Total 2023 £
Fixed assets			
Tangible assets	10	1,411	2,822
Current assets			
Debtors	11	15,455	19,525
Cash at bank and in hand		459,756	456,487
Total current assets		**475,211**	**476,012**
Creditors: Amounts falling due within one year	12	16,833	19,918
Net current assets		**458,378**	**456,094**
Net assets/(liabilities)		**459,789**	**458,916**
Funds of the Charity			
Unrestricted income funds	13	296,502	328,869
Restricted income funds	13	68,287	35,047
Designated funds	13	95,000	95,000
Total funds		**459,789**	**458,916**

For the financial year ending 31 March 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year ended 31 March 2024 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the trustees, and authorised for issue on 19/11/2024 and signed on their behalf by:

Jan Berry — *Chair*

Alexander Conway — *Treasurer*

Domestic Abuse Volunteer Support Services

Statement of Cash Flows for the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities:			
Net cash provided by/(used in) operating activities	9	**(620)**	**21,887**
Cash flows from investing activities:			
Interest from investments		3,889	1,436
Net cash used by/(used in) investing activities		**3,889**	**1,436**
Increase/(decrease) in cash		**3,269**	**23,323**
Cash and cash equivalents at the beginning of the year		456,487	433,164
Cash and cash equivalents at the end of the year		**459,756**	**456,487**

Domestic Abuse Volunteer Support Services

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (2nd Edition, effective January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Domestic Abuse Volunteer Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

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

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Donations
Voluntary income including donations, gifts and grants that provide core funding or are recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Government grants
Grants that do not impose specified future performance-related conditions on the recipient are recognised in income when the grant proceeds are received or receivable.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities
Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Financial instruments
The Charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in profit or loss.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Charity does not have anything other than basic financial instruments.

Tangible Fixed Assets
Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight-line basis as follows:

Office equipment	**25% straight line basis**

Debtors
Debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise case on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Creditors
Creditors are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date, otherwise they are presented as non-current liabilities. Creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund accounting
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the Charity. Restricted income funds are funds available only towards a restricted purpose as instructed by the donor of the funds. The designated fund is held to provide for the upcoming termination of the premises lease and the costs of relocating.

2 Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The trustees consider that there are no significant areas of judgements or estimates.

3 Employee numbers

The number of employees during the year was 13 (2023: 12). No employees received more than £60,000 from the charity in the year.

During the year, volunteers provided support for victims of domestic abuse, as well as taking helpline calls, assisting with both admin and funding, and leading the peer support group.

4 Income from donations

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Grants (Community Safety Partnership/ Local Authorities/ Health)	49,000	58,954	**107,954**	112,091
Independent trust grants	63,342	160,849	**224,191**	203,632
Private donations	60,634	-	**60,634**	30,939
	172,976	219,803	**392,779**	346,662

5 Government Grants

During the year, the charity received £5,838 (2023: £Nil) from an Access to Work grant issued by the Government to spend on specific supplies for an employee.

6 Investment Income

All of the investment income totalling £3,889 (2023: £1,436) arises from money held in interest bearing deposit accounts.

7 Expenditure on Charitable Activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total 2023 £
Direct costs (see note 7.1)	143,508	219,056	**362,564**	320,980
Support costs (see note 672)	65,652	112,746	**178,398**	100,434
Governance costs (see note 7.3)	1,080	-	**1,080**	2,400
Total	210,240	331,802	**542,042**	423,814

7.1 Analysis of direct costs

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total 2023 £
Staff salaries	131,954	199,195	331,149	293,551
Employers' national insurance	8,641	15,822	24,463	22,028
Employers' pension costs	2,913	4,039	6,952	5,401
Total	**143,508**	**219,056**	**362,564**	**320,980**

7.2 Analysis of support costs

	Unrestricted 2024 £	Restricted 2024 £	Total 2024 £	Total 2023 £
Staff salaries	6,945	10,484	17,429	15,450
Employers' national insurance	455	833	1,288	1,159
Employers' pension costs	153	213	366	284
External contractors	6,045	23,179	29,224	-
Staff entertainment/gifts	1,749	258	2,007	2,192
Volunteers' expenses	-	9,112	9,112	9,999
Staff expenses	32	2,263	2,295	2,637
Travel	90	120	210	-
Training & development	8,926	28,736	37,662	14,445
Meetings & room hire	459	3,932	4,391	3,222
Recruitment	1,120	4,374	5,494	4,373
Day programme	-	495	495	1,395
Recovery programme	-	-	-	1,317
Clinical Supervision	-	-	-	3,406
Remote support	-	1,232	1,232	-
Client security	-	2,943	2,943	-
PPS & telephone	3,373	10,838	14,211	8,620
IT technical support	251	53	304	303
Computer software	14,240	9,306	23,546	11,940
Insurance	851	-	851	972
Subscriptions	5,614	1,312	6,926	3,743
Bank fees	98	-	98	100
Advertising fees	146	3,063	3,209	155
Foreign exchange differences	(7)	-	(7)	3
Accountancy fees	13,568	-	13,568	8,868
Legal fees	133	-	133	-
Consulting fees	-	-	-	4,440
Depreciation	1,411	-	1,411	1,411
Total	**65,652**	**112,746**	**178,398**	**100,434**

7.3 Analysis of governance costs

	Total 2024 £	Total 2023 £
Trustees' expenses	-	-
Independent examination fee	1,080	2,400
Total	**1,080**	**2,400**

8 Trustees' remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the Charity during the current year or the previous year.

No benefits from the Charity were received during the current year or the previous year.

9 Staff costs

Analysis of staff costs and remuneration including key management personnel:

	2024 £	2023 £
Salaries	348,578	309,001
Employers' national insurance costs	25,750	23,187
Employers' pension costs	7,318	5,685
Total	**381,646**	**337,873**

10 Fixed assets

	Office equipment £
Cost or valuation	
At 1 April 2023	5,644
Additions	-
At 31 March 2024	5,644
Depreciation	
At 1 April 2023	(2,822)
Charge for the year	(1,411)
At 31 March 2024	**(4,233)**
Carrying amount	
At 31 March 2023	2,822
At 31 March 2024	**1,411**

11 Debtors: amounts falling due within one year

	Unrestricted 2024 £	Restricted 2024 £	Total 2024 £	Total 2023 £
Trade debtors	-	-	-	120
Prepayments & accrued income	6,435	9,020	15,455	19,405
	6,435	**9,020**	**15,455**	**19,525**

12 Creditors: amounts falling due within one year

	Unrestricted 2024 £	Restricted 2024 £	Total 2024 £	Total 2023 £
Trade creditors	1,332	419	1,751	1,013
Accruals & deferred income	3,050	-	3,050	3,269
NEST creditor	755	1,132	1,887	1,176
HMRC creditor	4,064	6,081	10,145	14,310
Other creditors	-	-	-	150
	9,201	**7,632**	**16,833**	**19,918**

13 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers between funds £	Balance at 31 March 2024 £
Unrestricted funds					
General unrestricted funds (as restated)	328,869	177,973	(210,340)	-	296,502
Designated funds	95,000	-	-	-	95,000
Total unrestricted funds	**423,869**	**177,793**	**(210,340)**	**-**	**391,502**
Restricted funds	35,047	365,062	(331,822)	-	68,287
Total funds	**458,916**	**543,035**	**(542,162)**	**-**	**459,789**

The specific purposes for which the funds are to be applied are as follows:

Unrestricted funds: These funds are provided by donors for support of the Charity, without restriction on how funds should be deployed.

Designated funds: These funds have been reserved for the upcoming termination of the premises lease, and will cover the costs of relocation and setting up a new premises. A new premise has been found and it is estimated that the relocation will take place within the next 6 months.

Restricted funds:

National Lottery fund
A total of £139,422 (2023: £123,619) was received from the National Lottery fund in relation to the Transforming Lives project. During the year ended 31 March 2024 this was spent in full, with material expenditure as follows: £74,752 being spent on salaries (including employers' national insurance and pension costs), £23,179 on contractors, £9,148 on volunteer expenses and £7,524 on training.

14 Related party transactions

During the year, the Charity paid £6,500 (2023: £Nil) to Voluntary Action Arun and Chichester, a charity of which Jacqueline Sumner is CEO, for Jacqueline acting as Interim Head of Networking.

15 Operating leases

Total of future minimum lease payments is as follows:

	2024	2023
Not later than one year	434	434
Later than one year and not later than five years	1,267	1,701
Later than five years	-	-
	1,701	**2,135**

The amount of non-cancellable operating lease payments recognised as an expense during the year was £434 (2023 - £408).

16 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2024 £	2023 £
Net income/(expenditure) for the year		
Adjustments for	873	49,432
Depreciation	1,411	1,411
Investment income	(3,889)	(1,436)
(Increase)/Decrease in debtors	4,070	(16,904)
Increase/(Decrease) in creditors	(3,085)	(10,616)
Net cash provided by/(used in) operating activities	**(620)**	**21,887**

DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES

England & Wales - Charity number 1143001

Accounts

DAVSS
Domestic Abuse Volunteer Support Services

Helpline 01892 570538



Domestic Abuse Volunteer Support Services

Annual Report and Financial Statements

for the Year to 31 March 2023

Charity registration number: 1143001

Company registration number: 07660698

Company Information

Trustees	Kristen Paterson	Chair, Resigned November 2023
	Jan Berry	Appointed Chair November 2023
	Kevin Corbett	Deputy Chair
	Alex Conway CTA ACA	Treasurer
	Merle Bigden	Resigned November 2023
	Jane Campbell	
	Sharon Copestake (Venerable)	Appointed November 2022
	Veronica Knight	
	Jenny Knott	Appointed February 2023
	Angela Painter	Resigned July 2022
	Jill Ruddock	Appointed November 2022
	Jackie Sumner	Appointed February 2023
Patrons	Jane Ashton DL Louise Jameson	
Office Address	DAVSS Office, The Police Station, Crescent Road, Tunbridge Wells, Kent TN1 2LU	
Postal Address	P.O.Box 530, Tunbridge Wells, Kent TN2 9TB	
Registered Office	Finchley Park, Emmet Hill Lane, Laddingford, Kent ME18 6BG	
Bankers	HSBC Bank, 100 High Street, Tonbridge, Kent TN9 1AN	
Solicitors	Thomson Snell & Passmore, 3 Lonsdale Gardens, Tunbridge Wells, Kent TN1 1NX	
External Examiners	Bourner Bullock, 114 St Martin's Lane, London WC2N 4BE	
Email	office@davss.org.uk	
Website	www.davss.org.uk	

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MESSAGE FROM THE CHAIR

We are extremely proud of the huge courage of our clients over the year, and the commitment and dedication of our volunteers and staff who have worked tirelessly to deliver DAVSS holistic wrap around services for as long as needed, from prevention to crisis intervention and recovery.



Over 2022-23 DAVSS received 1,099 referrals including 68 men and involving 1,729 children, as well as supporting 5,292 helpline calls. We also provided awareness raising / training sessions to agencies, schools, community groups and the faith community about how to recognise domestic abuse and what to do about it.

Clients report that DAVSS support empowers them to make decisions and take action to take control of their lives again, thereby improving life-opportunities for them and their children who are often traumatised by their experience of abuse.

97% of clients report feeling safer after DAVSS support, as well as reporting other positive outcomes such as improved mental health and wellbeing, feeling more informed and empowered, obtaining Protective Injunctions, retaining jobs or getting new ones, starting training courses, living in safer or new accommodation, taking up volunteering, plus better nursery/school attendance and health & wellbeing outcomes for their children. Many other family members and friends, and the community also report benefitting.

Repeat victimisation for DAVSS clients is an extremely low 5% for the year showing the lasting impact of our focus on both crisis intervention and recovery, and support for as long as needed.

Over the year our volunteers provided an amazing 32,578 hours equivalent to over three and a half years of volunteer time – an enormous investment by the community in tackling domestic abuse in West Kent and a huge return on investment for our partners and funders.

DAVSS life changing services are a huge team effort and my heartfelt thanks go to everyone involved in both supporting DAVSS and delivering our much-needed services. Thank you so much for everything you do.

Kristen Paterson
Resigned November 2023

Domestic Abuse Volunteer Support Services (DAVSS)

CHARITY AND GOVERNANCE INFORMATION for the Year to 31 March 2023

Governance and Structure

DAVSS was incorporated on 7th June 2011 under the Companies Act 2006 as a private company limited by guarantee and registered as a Charity on 21st July 2011. It is governed by a memorandum and articles of association which have been in place since incorporation.

Board of Trustees and Management

DAVSS has a strong and committed Board of Trustees who are also the Directors of the charity. They are drawn from the local community and represent legal, financial, IT, community safety, voluntary sector, faith community and charity expertise, and remain up to date by professional training and/or trustee development.. One of our Trustees is a volunteer representative and has lived experience of Domestic Abuse (DA).

Trustees met quarterly over the last year with the following advisors to discuss strategic and operational aspects of the Charity:
Henu Cummins DAVSS Chief Executive Officer to August 2023, Claire Wiliams, DAVSS Chief Executive Officer from September 2023; and the Kent Police Area Commanders for Tunbridge Wells, Tonbridge & Malling and Sevenoaks & Swanley.

Public benefit

The Trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit when reviewing DAVSS aims and objectives and in planning activities and setting policies and priorities for the year ahead. DAVSS charitable objectives are shown on page 8.

Domestic Abuse Volunteer Support Services (DAVSS)

REPORT OF THE TRUSTEES AND DIRECTORS

For the Year to 31st March 2023

Our Reason for Being

Police reported 2.4 million DA-related incidents in England and Wales in 21/22

18% of all crimes in England and Wales were DA-related in 21/22 compared with 15% in 19/20

In 21/22 in Kent there were 21 DA crimes per 1,000 people, compared with an average for England and Wales of 15

38% of all violent crimes in Kent in 21/22 in Kent were DA related, the second highest incidence in England and Wales

DAVSS was set up in 2011 following a successfully evaluated pilot project, which demonstrated a real need for a support service for people experiencing domestic abuse in West Kent. Referrals and helpline calls to DAVSS, along with client and agency feedback, continue to demonstrate that this need is crucial and ongoing.

During the pandemic we saw a sharp increase in DA but now that the restrictions are lifted the number of cases being reported has fallen although they remain 15% above pre-pandemic levels. Additionally, according to the latest figures available, the complexity of cases has continued to be much greater (38% involved violence in 21/22 compared with 35% in 19/20), so victims require multiple interventions and support for a longer period, something we expect to see continue for the foreseeable future.

There is a widespread perception that because of its relative affluence (albeit with pockets of deprivation), DA is less likely to occur in West Kent but nothing could be further from the truth. DA is pervasive and respects no boundaries, be they ones of gender, socio-economic status, ethnic origin, age or disability and statistics show this to be the case.

When victims have assets, they often do not meet the criteria for legal aid or benefits, even when they are prevented from accessing their assets by their abuser. DAVSS' vital volunteer support enables victims to secure the resources they need to take action to make them and their children safe.

The DAVSS service model is unique in that it is not time-limited, is holistic and is entirely tailored to the needs of the victim which can vary very widely. The low repeat victimisation rate we achieve along with feedback from our service users and our high reputation all demonstrate the effectiveness of our approach.

Our Objects, Values and Strategy

We believe that everyone deserves to feel safe in their intimate relationships. Our vision is that anyone who is experiencing domestic abuse of any kind by an intimate partner or close relative should have the knowledge and support necessary to protect themselves from harm and feel empowered to take control of their life again, whatever the level of risk. This vision drives our aims, our values, and strategy:

Our Objects

Provide relief to people and their dependants living in West Kent who have suffered any form of abuse within an intimate family relationship

Provide training and education in understanding DA

Introduce and engage in services to promote healthy relationships

Our Values

Safety comes first

We empower our clients and those we work with

We are client led

Everyone deserves our best - we listen, act with integrity and are non-judgemental

By the community for the community - we enable the local community to provide support to those who need it

Our Strategy

To provide confidential free, tailored, holistic volunteer support for as long as needed to anyone in West Kent experiencing DA, empowering them to take action to make them and their children safe and recover from the abuse they have experienced.

Prevent abuse by raising awareness of DA in the community and promoting healthy relationships.

Work proactively in partnership with others to deliver the best possible services.

Seek funding to enable us to grow our volunteer base so we can support more people experiencing DA, and meet existing and new needs.

We will remain independent and differentiated from other providers – a local service provided by local people for local people.

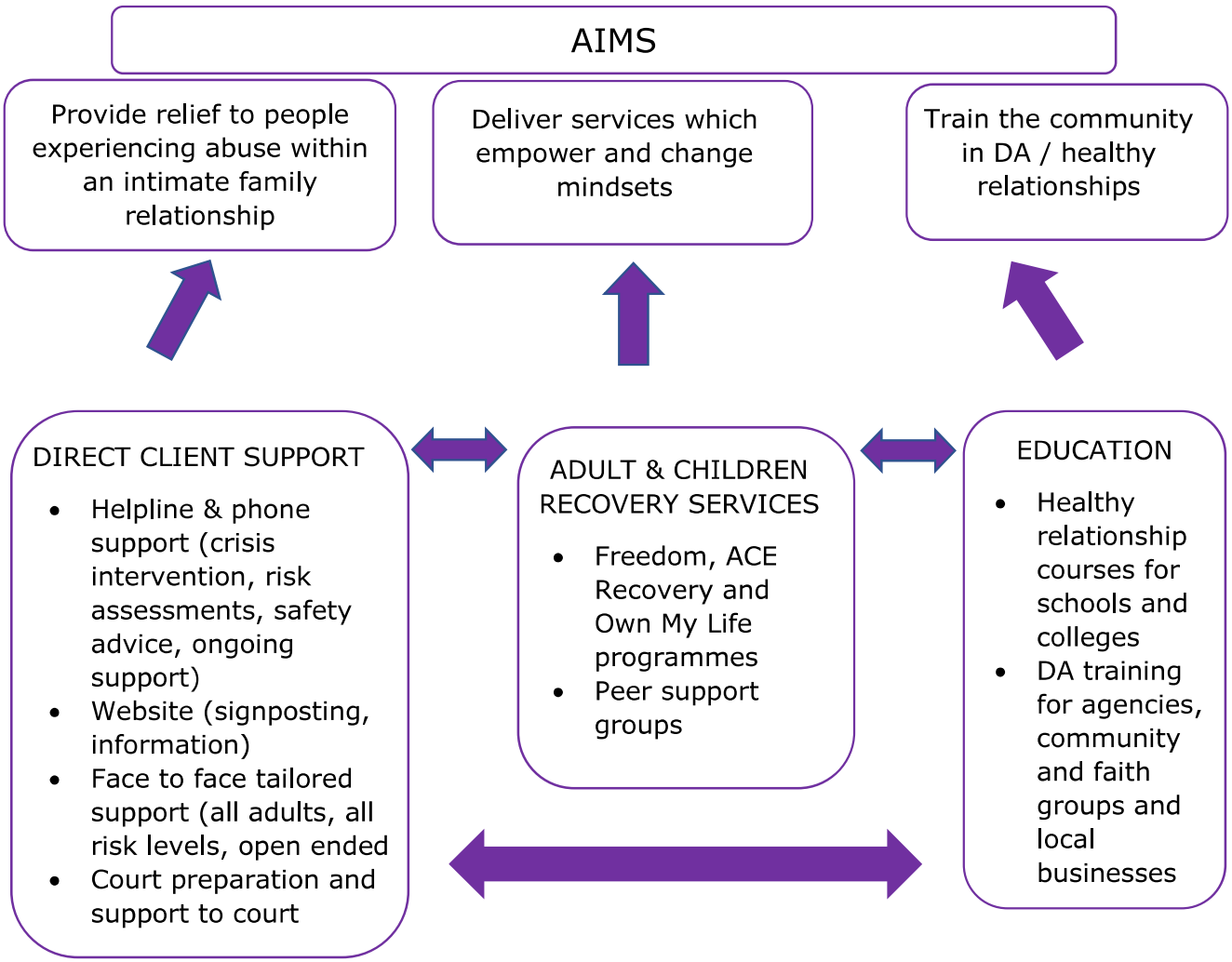
Our Services

DAVSS provides vital support services for anyone (men, women, LGBTQ+, ethnic minorities, disabled people) experiencing domestic abuse, who often have no-one else to turn to and are in desperate need of support. We work with clients from immediate crisis intervention through to recovery, empowering them to make decisions and take action to make them and their children safe.

Our services are client-centred, volunteer-led, free and confidential, include all levels of risk and are not time limited. We provide pro bono solicitors, interpreters, and recovery programmes when needed.

We work very closely with other agencies, the voluntary sector, and community groups (e.g., Police, Social Services, Health, Education, Housing, Citizens Advice), as multi-organisation partnership working is vital to the provision of DAVSS' holistic wrap-around service and our ability to support our clients effectively.

We also provide public education and raise community awareness about this serious issue to try to ensure earlier reporting, prevention and reduction wherever possible, mitigating the harmful consequences to victims and their children.



Our People

Our clients

The pervasiveness of DA is such that our clients come from all walks of life and may be of any gender, sexuality, age or ethnic origin. In 22/23 we had 1,099 referrals, 68 of whom were men, 117 were from a minority ethnic group, 26 from the LGBTQ+ community and 126 disabled people.

People identifying themselves as disabled are underrepresented in our referral group compared with those in the West Kent population, as are men and people from the LGBTQ+ community, and we continue to focus our efforts on reaching these groups.

Ethnic minority referrals to DAVSS (11% of the total) are higher than the proportion of people from ethnic minority backgrounds residing in West Kent, which shows some success in reaching these communities. However, more work is needed to ensure all ethnic groups are being reached and that the complexities of their experience and their diverse needs are fully understood and addressed.

Here are some of our clients' stories from the immediate crisis through to recovery (names have been changed and stories anonymised for client safety*).*

Abdul, a young adult with learning difficulties, was referred to DAVSS by the Police after they were called to attend a DA incident. He had been suffering severe emotional and psychological abuse and bullying at the hands of his brother for some time, and had sustained a number of injuries. Following a risk assessment and a safety plan being out in place with Abdul, DAVSS secured help from housing and social services. Abdul was re-housed and with DAVSS' support managed to live independently from his family and start a new life.

Stella had been married for 19 years when her husband became violent after forming a relationship with a male neighbour. One of their three children witnessed the husband buying drugs which the school reported to social services, resulting in him being denied access to any of his children. Violent acts and threats of arson ensued, as well as severe harassment by phone. DAVSS assisted Stella to secure a Non Molestation order which he breached, and he prevented her from entering her home. He was arrested and with DAVSS' help and support from social services Stella was rehoused out of the area.

Nadine's 14 year marriage was volatile and had often been abusive with some violent episodes including strangulation. The couple finally separated permanantly and the husband began a new relationship. The divorce was acrimonious and the husband demanded joint custody of their two sons which Nadine felt was unsafe due to the husband's poor anger management and abuse. He and his new partner subjected Nadine to severe harassment and psychological abuse. With DAVSS' support she secured a Non Molestation order, a child protection order from social services, and additional home security from the Police. Nadine and her children attended DAVSS recovery programmes and eventually she was able to move on with her life with a new partner.

Susanna had fled from her abusive partner a year before and although a Non Molestation order was in place he had breached it several times and it was due to expire. DAVSS supported her through the court process of securing an extension. When her partner discovered her whereabouts and began to harass and threaten her DAVSS referred her case to MARAC and helped her to secure a change of accommodation. After attending the Freedom Programme Susanna felt sufficiently empowered to move forward on her own.

Our staff

Our volunteers are supported by 9.7 FTE managers and staff including five trained Independent Domestic Violence Advocates (IDVAs). Managers provide coaching, mentoring, case supervision and quality assurance, and other staff provide administrative and other support.

Funding secured during the period of the pandemic enabled us to ensure we could increase staff numbers and therefore provide our volunteers with the extra coaching and support they need when dealing with the increased complexity of referrals and Helpline calls received since COVID.

We are grateful to our funders for enabling us to maintain this level of support. We are also grateful to have received new funding for a Children's Independent Domestic Abuse Advisor (IDVA) to enable us to extend our children's recovery programmes to meet the increased need.

Training is vital in order to increase the resilience of our organisation and upskill staff and volunteers, thereby creating capacity for further growth, enhancing job satisfaction, and ensuring service delivery meets national standards and best practice. Over the last year managers have received leadership training, and we also offer externally delivered mentoring for senior staff, along with inhouse and externally delivered training (including refresher training) for all staff and volunteers.

Our volunteers

Our services are delivered by our current team of 35 volunteers, which includes DA and Helpline advisors, volunteers delivering the peer support group; and others who assist with admin, coordination and fundraising. Our professionally trained volunteers commit to a minimum of 5 hours per week to supporting the DAVSS Helpline or 10 hours a week supporting clients, but most volunteers' hours significantly exceed this.

We are constantly recruiting new volunteers, and our volunteers come from a range of backgrounds. Some have life experience as survivors of domestic abuse themselves (survivors are recruited two or more years post abuse). Most of our volunteers are women but we are fortunate to also have male volunteers, so we are able to give our clients the option of having a male advisor should they prefer this. The enormous professionalism, dedication, tenacity, patience and efficiency of our volunteers ensures that our work is of the highest quality and meets the often complex needs of our clients.

New volunteer DA and Helpline Advisors have the opportunity to shadow experienced staff and volunteers, before undergoing 14 days' accredited Quality Mark DA training, plus 6 days' training on DAVSS policies, processes and procedures. They are then mentored by a fellow volunteer or qualified member of staff before 'flying solo' supporting their own clients. Further training and personal development opportunities have been provided during the year to staff and volunteers by in-house training, outside speakers and attendances at conferences and workshops.

Over the year, volunteer numbers have reduced due to the impact of the increased cost of living on some volunteers' financial circumstances which has necessitated their leaving volunteering and taking up paid employment. These volunteers tell us that volunteering with DAVSS has given them the skills and confidence to obtain paid work.

As can be seen from the quotes below, volunteers themselves say that they find the work very challenging but satisfying at the same time, and feel that they are making a real difference to both their clients and to their own personal development.

> Volunteering for DAVSS is very rewarding, especially working with clients at crisis and see how the support we provide changes their lives for the better. They are back at being themselves which is great to witness.

> I support clients in court and every time I find out that my client gets a Non Molestation order I find it very rewarding. You get something back for yourself.

Our Funders

The support of our funders has been critical to our continuing success, and we are indebted to their understanding of the challenges of domestic abuse, and their generosity in supporting the provision of our services. Our funders have recognised the impact of the current financial situation and where possible some of them have provided additional funding available to help address this.

Our funders include public sector agencies and organisations, independent foundations, trusts, community groups, the faith community and our many individual donors. We could not deliver our services without their incredible support.

The highly positive client outcomes achieved, and most importantly the positive response of our service users, together with feedback from referring agencies, demonstrates the life-changing impact of this funding. Funders have said:

> Amazing work DAVSS. Your work and all that you have managed to achieve and delivery over the last year is a credit to you and your colleagues.

> It is always a privilege to support DAVSS

Our Partner Agencies

DAVSS continues to work closely with a wide range of organisations in the area and could not deliver our tailored holistic wrap-around services without their support. This includes the police, solicitors, housing, the Courts, Witness Care Service, social services, health, schools, and others. In particular, we work closely with the three Community Safety Partnerships and the three local authorities in West Kent who have consistently supported DAVSS with funding, along with Kent Police. We also work with partner agencies regarding the new abuse law and obligations to support victims of abuse wherever they reside and including those experiencing controlling and coercive behaviour, and the new partnership structures.

We continue to work with voluntary organisations (from debt advice through to equine therapy), community groups and the faith community.

Many of our partners have reluctantly extended their waiting lists or have reduced some services due to financial pressures. Our volunteers and staff have stepped up to these challenges and ensured that DAVSS services have continued to be delivered seamlessly.

We are very grateful to all our partners, and to the business community, for their support over the year.

Our Achievements

In 22/23 we received 1,099 referrals, 9% more than pre COVID levels

Average hours per volunteer was 795, 19%, more than pre pandemic

Our volunteer Advisors provided 1,662 legal option sessions

Helpline calls supported totalled 5,290 36% more than pre-pandemic

99 civil and 8 criminal court proceedings

220 people attended our recovery programmes. DAY course participants totalled 641

1,729 children were involved in the referrals supported in the year

We are proud of the huge courage of our clients, and the dedication and commitment of our volunteers and staff who work tirelessly to provide highest quality customised wrap-around services for as long as needed by the client, from immediate crisis intervention through to recovery.

We have continued our learning from COVID and have ensured our services meet the needs of the new post-COVID environment; including the challenges caused by a more constant perpetrator presence as the hybrid /working from home model has been more widely adopted, and the impact of the financial environment over the year and the increased cost of living.

We continue to support clients to obtain legal protection for them and their children. This includes delivering legal options sessions, assisting in the preparation of court papers, liaising closely with the courts, and acting as a McKenzie Friend where required, and DAVSS pro bono support by partner solicitors and a barrister. Clients welcome this support and say they could not have accessed vital legal protection without our volunteers and staff, as the trauma they have suffered can severely reduce their capacity to cope with what they perceive as an intimidating and daunting court process.

Following COVID we have reinstated our face-to-face trauma led recovery programmes for adults and children. Clients tell us these help them and their children recover from the abuse they have experienced, better recognise the nature of abusive relationships and empower them to move on and lead independent lives again. Our Peer Support Groups have also received extremely positive feedback and clients tell us they are a key part of recovery.

We resumed our training and awareness raising activities about DA with schools, agency front line staff, community groups, professional groups, businesses and the faith community on which we have consistently received very positive feedback.

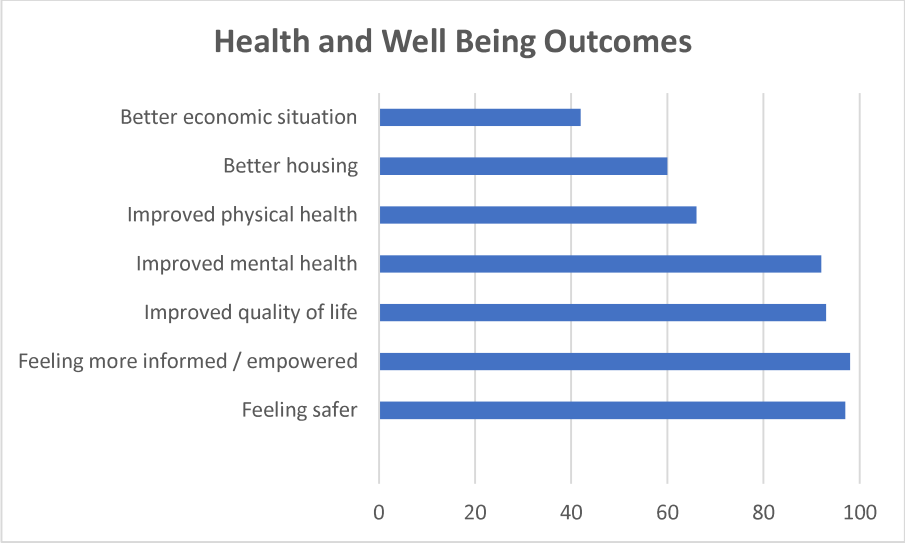
DAVSS' services has been recognised over 23-23 by the following awards: Tunbridge Wells Love Where You Live Awards 2022 – Volunteer of the Year and DAVSS was a finalist for the Charity of the Year; and the Kent Charity Awards 2022 – Best use of Volunteers

Our Impact

We assess our impact using a combination of quantitative and qualitative measures. Quantitative measures include client surveys, the number of protective legal orders obtained, repeat victimisation rates and value for money. Qualitative measures are primarily in the form of the feedback we receive from clients, partner agencies, funders and others in the field of DA; but we also, on case closure, compile case studies which serve to document the outcomes of individual cases.

Quantitative Measures

Pre-and-post support **Wellbeing Surveys** show the impact of DAVSS support with clients reporting the following ***percentage*** improvements in different aspects of their life:



The overall aim of our Freedom Programme for adults is to improve the self-confidence of our clients which can be badly affected by the trauma of abuse and to equip them with the ability to recognise the difference between healthy and abusive relationships. Our post programme evaluations consistently show that clients feel they have made a significant improvement in all the areas addressed as a result of their attendance on this programme.

The Own My Own Life Programme, designed for those clients who have succeeded in moving on after experiencing an abusive relationship, aims to improve their feelings of physical safety for both themselves and their children and to help them achieve a better quality of life by picking up the threads of their former life including securing employment where appropriate.

41 children participated in the children's recovery programmes (ACE and Freedom), all of whom reported a greater level of understanding and ability to recognise abusive behaviour and what to do about it, than before attending the course. Most importantly, all indicated that they understood they were in no way to blame for the abuse and had improved wellbeing outcomes.

641 young people aged 14-15 attended Domestic Abuse Awareness sessions for Young People (DAY), the primary aims of which are to improve understanding and recognition of abuse and equip them with the means to deal with abusive behaviours should they encounter any.

During the year we were able to secure 169 **Protection Orders** and 20 **Punitive Measures**, thus helping our clients and their dependents keep safe.



Further evidence of our effectiveness is provided by the low rate of **repeat victimisation** we are able to achieve. This stands at 5% for 2022-23.

Additionally, our volunteer model ensures that we can offer **excellent value for money**. In the 12 months from 1st April 2021 to 31st March 2022 our volunteers provided a total of **32,578** hours on casework, the helpline, project work, administration and fundraising, which, calculated at the Kent average earnings rate, equates to a cash equivalent of **£550,000**, an extraordinary return on investment. This represents a massive return on partners' support, funding, and a huge investment in our community and by the community.

Qualitative Measures – Feedback

From clients

This time six months ago I wasn't even getting out of bed, I wasn't getting the kids to school on time, I wasn't seeing anyone. My mindset is so different now. I'm so proud of myself. The only way I can describe it is that I feel empowered. I don't know what I would do without you guys. You've given me my empowerment back. I love you all so much. You're an angel.

DAVSS has been my lifeline ever since I first contacted them, I now have more confidence to manage my situation. The support I have received has been lifechanging

Thank you, you've been wonderful. It should be mandatory for victims of domestic abuse. Freedom was great and it should be taught in schools. Its been really good support and really appreciated. I don't really want to be closed off. It's been a great help.

DAVSS has been amazing, helping me sort out my economic, housing problem, guiding me through charities that can help me arrange my life in the right direction. My advisor is such an amazing and supportive person, who makes me feel warm and safe. She has been next to me through the darkest moments in my life and helped me stand on my feet. I will always be grateful for everything DAVSS has helped me and how it has empowered me.

Thank you for all your help, before working with you I was trying to navigate the court system on my own, your help and advice with the statements made all the difference, before I was feeling really anxious but I was able to go into court feeling confident and was so happy when the judge found all my allegations as fact.

I think you guys have been amazing and really helpful. The teachers tell me that the kids are really settled now and don't go into school crying. I couldn't have done it without you.

You are really helpful and supportive. You are there to help people. Anyone who is in this situation should contact you straight away. You are a big help to someone who has no one in this country. You are the inspiration for me, without you I wouldn't have come this far. I won't find a friend like you, you've helped me all along the way.

I would not be alive without DAVSS. I felt believed and began to see he was the culprit. I was not a whore / tramp but a decent human being and a good Mum. I am so grateful for the help and support me and the children have received from DAVSS

The course was eye-opening - very instructive - life changing. It has helped my self-belief and confidence. I fully recommend it to everybody. It's helped my mental health. Thank you for everything.

I would definitely recommend the face to face course. Listening to others and talking over our "shared" experiences I have learnt a lot about abusive behaviours. The course has clarified my suspicions and built my confidence. I NEEDED this course

Brilliant course. I have found the confidence to apply to court for child arrangement order and feel that I am more in control of my life now.

This course has helped pull me out of a very dark place and enable me to move forwards on my own understanding what the abuse was, how it happened and that it was never my fault.

From partner agencies

DAVSS occupies a crucial role in West Kent supporting and advocating for vulnerable victims of domestic abuse. Their trained advisers are always ready to help; it really is life-changing support (Kent Police).

A victim said she had no idea how to get support but DAVSS validates her experiences of emotional abuse and she appreciated the backing and reassurance from professionals. She felt very supported. She lost her confidence but DAVSS helped her to see her own worth (Social Services).

We have a fantastic working relationship with DAVSS, they are our go to on specialist domestic abuse and safeguarding matters. We know they always have the client's best interests at heart and they act with integrity and the utmost professionalism (Housing).

Fantastic work, great job on getting that Order. It's great to hear such a positive outcome from a MARAC referral, very well done. The Non- Molestation Order certainly seems to have had a positive outcome. Really good work and helps us from a police perspective (Kent Police)

We are looking forward to DAVSS delivering another DAY session to our students. We have had positive feedback from the students and from parents since your year 8 visit. The work you guys are doing is life changing.

Thank you for running this group, we think it will be really beneficial for the children and it's good to know what the group involves in case we need it again for other children

From other organisations

We are so grateful to be able to onward refer our clients to DAVSS and joint work them which is essential for sustainable move on for our clients. We love that like us DAVSS work hard to secure the best possible results for their clients. The fact that it is long term is life changing! (Charity)

Thank you again for inviting me to meet DAVSS volunteers and staff. I thought the charity was amazing. I loved how in depth the charity goes and how quickly you contact your clients. I was taken aback and thoroughly enjoyed learning more (SARC).

Finally, the client **case studies** compiled during the year (a selection of which are included in an earlier section) show that as a result of DAVSS volunteer support clients experience many positive outcomes including living in safer or new accommodation, improved well-being and mental/physical health, retaining jobs or getting new ones, starting training courses, taking up volunteering, and reporting health improvements plus improved wellbeing for their children. Many other family members and friends also benefit from the changes made to survivors' lives.

Conclusion

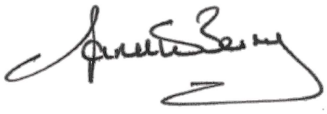
Over the next year, we plan to seek new accommodation arrangements as we have out-grown our current office space. We also plan to improve efficiency by implementing a new IT database. Recruiting new volunteers will continue throughout the year as a key priority, and we will recruit case workers to provide interim support while new volunteer recruitment and training is underway.

Once again, our heartfelt thanks go to our courageous clients. Also, to DAVSS volunteers and staff - their professionalism, dedication and commitment, has been more important than ever and without them we could not have met the challenges of the post COVID environment, nor provided our much-needed support services.

We have put a cash value on the hours spent by our volunteers and the investment by our funders in tackling domestic abuse, but our clients tell us that their improved well-being and the improved life chances of their children resulting from the support of our volunteers, are way beyond any financial value.

We would also like to thank the many partner organisations, our funders, and the community, who have supported DAVSS over the year - we could not deliver our vital services without you.

Approved by the trustees of the charity on 18/12/2023. and signed on its behalf by: Type text here





Jan Berry — *Chair*

Alexander Conway — *Treasurer*

Domestic Abuse Volunteer Support Services

Finance Report

The Financial Statements show the financial results for DAVSS. 2023 was another strong year for income generation, with total income of £473,480 (2022: £436,908). The stable income level was again due to continued support from all of DAVSS main supporters along with funding from the National Lottery, which provided additional funding of £123,619 in the year ended 31 March 2023.

Of the total income receivable for the year £224,787 was unrestricted and £248,693 was for specific projects (March 2022 £217,953 and £218,955 respectively). This balanced split of types of funding has allowed DAVSS to meet its objectives for the financial year and leaves it in a positive position to continue its work going forward.

During the period, total expenditure increased by £83,262 from £340,786 in 2021/22 to £424,048 this financial year. Total expenditure was split £205,329 to unrestricted activities (2022: £125,861) and £218,719 to specific projects (2022: £214,925). The main reason, as in the prior year, for increased expenditure is a result of increased staff costs in the year. By increasing the number of staff and thus associated staff costs DAVSS has been able to ensure increased support to its volunteers and provide additional assistance to more complex and time-consuming cases that have arisen out of Covid-19.

For the 2022/23 financial year the charity is able to report a net surplus of £49,432 in the year (2022: £96,122 surplus). The majority of this surplus has arisen from unrestricted funds £29,974 with restricted funds contributing £19,458 of the surplus.

Total reserves have therefore increased from £409,484 to £458,916 of which £35,047 is for restricted purposes and £95,000 is a designated reserve leaving £328,869 free reserves to meet day-to-day expenditure.

The designated reserves comprise £95,000 to fund any future relocation of the offices and costs associated with hiring suitable office space and to meet on-going statutory obligations to DAVSS employed staff.

Reserves Policy

The current reserves policy is to keep approximately six months running costs in general/free reserve. Consequently, with average monthly expenditure at £35,337, the free reserves of £328,869 at the end of March 2023 are above the target level (9 months cover), providing the charity with an adequate buffer to meet and deliver its services were any unexpected events were to occur.

Free reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes. The Trustees actively review the policy for maintaining free reserves, taking into

consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure, and cash flows over a 3-year period to March 2026. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment. The Trustees believe that the Charity's financial resources and contingency planning is sufficient to ensure the ability of the Charity to continue as a going concern for the foreseeable future and therefore the financial statements have been prepared on this basis.

Investment Policy

The Trustees have continued to adopt a conservative investment policy that seeks to maximize the benefits of its cash flow and is not seeking to build up any long-term reserve. Any cash surplus to immediate requirements is kept on a charity cash deposit with Scottish Widows & Skipton. The Scottish Widows & Skipton accounts are currently at capacity in respect of the £85,000 Financial Services Compensation Scheme (FSCS). The trustees will actively exploring further opportunities to maximise returns on funds that are not required for immediate purposes and keep the investment policy under consistent review.

Risk Management Statement

The Trustees actively review both the strategic and operational risks which the charity faces. These cover both short and long term risks and in particular concern financial sustainability and reputation. The Trustees confirm that they are satisfied that strategies, systems and controls considered appropriate for a charity of its size are, as far as possible, in place to mitigate any significant risk. Although DAVSS continues to have good success rates in securing project funding, this is within the context of an ever-challenging funding environment. The Trustees are aware that careful management and planning is required to mitigate against this, which includes on-going review of budgeting and costing procedures and ensuring adequate monitoring and reporting procedures. The Trustees have in place the necessary policies and procedures on a wide range of issues for a service of this type including a user's charter, protection from abuse, equality and diversity, health and safety, vulnerable adults, child protection and safeguarding, lone working, compliance with fire regulation tests, diversity and financial controls policy and procedures.

Independent Examiner's Report to the Trustees of Domestic Abuse Volunteer Support Services

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Domestic Abuse Volunteer Support Services ('the charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or

- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Bourner Bullock

Russell Joseph ACA

Bourner Bullock

Chartered Accountants

114 St Martin's Lane

Covent Garden

London

WC2N 4BE

Date: 18.12.2023

Domestic Abuse Volunteer Support Services

Statement of Trustees' Responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and then apply them consistently;

b) observe the methods and principles in the Charities SORP;

c) make judgments and accounting estimates that are reasonable and prudent;

d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

Domestic Abuse Volunteer Support Services

Statement of Financial Activities for the Year Ended 31 March 2023

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted Funds 2023	Restricted Funds 2023	Designated Funds 2023	Total Funds 2023	Total 2022
		£	£	£	£	£
Income from						
Donations and legacies	4	221,588	125,074	-	346,662	316,209
Charitable activities:						
The National Lottery Fund		-	123,619	-	123,619	119,265
Other trading activities:						
Fundraising		1,763	-	-	1,763	1,349
Investment income	5	1,436	-	-	1,436	85
Total income		**224,787**	**248,693**	**-**	**473,480**	**436,908**
Expenditure on:						
Raising funds		144	90	-	234	198
Charitable activities	6	205,185	218,629	-	423,814	340,588
Total expenditure		**205,329**	**218,719**	**-**	**424,048**	**340,786**
Net income/(expenditure) and net movement in funds for the year		19,458	29,974	-	49,432	96,122
Reconciliation of:						
Total funds brought forward		309,411	5,073	95,000	409,484	313,362
Transfers between funds		-	-	-	-	-
Total funds carried forward	**12**	**328,869**	**35,047**	**95,000**	**458,916**	**409,484**

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Domestic Abuse Volunteer Support Services

Balance Sheet as at 31 March 2023

Charity registration number: 1143001
Company registration number: 07660698

	Note	Total 2023 £	Total 2022 £
Fixed assets			
Tangible assets	9	2,822	4,233
Current assets			
Debtors	10	19,525	2,621
Cash at bank and in hand		456,487	433,164
Total current assets		**476,012**	**435,785**
Creditors: Amounts falling due within one year	11	19,918	30,534
Net current assets		**456,094**	**405,251**
Net assets/(liabilities)		**458,916**	**409,484**
Funds of the Charity			
Unrestricted income funds	12	328,869	309,411
Restricted income funds	12	35,047	5,073
Designated funds	12	95,000	95,000
Total funds		**458,916**	**409,484**

For the financial year ending 31 March 2023 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year ended 31 March 2023 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the trustees, and authorised for issue on 18/12/2023 and signed on their behalf by:

Jan Berry — *Chair*

Alexander Conway — *Treasurer*

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (2nd Edition, effective January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Domestic Abuse Volunteer Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

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

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Donations
Voluntary income including donations, gifts and grants that provide core funding or are recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Government grants
Grants that do not impose specified future performance-related conditions on the recipient are recognised in income when the grant proceeds are received or receivable.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities
Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Financial instruments
The Charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in profit or loss.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Charity does not have anything other than basic financial instruments.

Tangible Fixed Assets
Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Office equipment	**25% straight line basis**

Debtors
Debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise case on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Creditors
Creditors are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date, otherwise they are presented as non-current liabilities. Creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund accounting
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the Charity. Restricted income funds are funds available only towards a restricted purpose as instructed by the donor of the funds. The designated fund is held to provide for the upcoming termination of the premises lease and the costs of relocating.

2 Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The trustees consider that there are no significant areas of judgements or estimates.

3 Employee numbers

The number of employees during the year was 12 (2022: 12). No employees received more than £60,000 from the charity in the year.

During the year, volunteers provided support for victims of domestic abuse, as well as taking helpline calls, assisting with both admin and funding, and leading the peer support group.

4 Income from donations

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Grants (Community Safety Partnership/ Local Authorities/ Health)	59,423	52,668	**112,091**	120,454
Independent trust grants	131,226	72,406	**203,632**	131,773
Private donations	30,939	-	**30,939**	63,982
	221,588	125,074	**346,662**	316,209

5 Investment Income

All of the investment income totalling £1,436 (2022: £85) arises from money held in interest bearing deposit accounts.

6 Expenditure on Charitable Activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total 2022 £
Direct costs (see note 6.1)	157,970	163,010	**320,980**	**261,443**
Support costs (see note 6.2)	44,815	55,619	**100,434**	**76,936**
Governance costs (see note 6.3)	2,400	-	**2,400**	**2,210**
Total	205,185	218,629	**423,814**	**340,588**

6.1 Analysis of direct costs

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total 2022 £
Staff salaries	144,471	149,080	293,551	240,019
Employers' national insurance	10,841	11,187	22,028	16,515
Employers' pension costs	2,658	2,743	5,401	4,909
Total	**157,970**	**163,010**	**320,980**	**261,443**

6.2 Analysis of support costs

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Staff salaries	7,604	7,846	15,450	12,631
Employers' national insurance	570	589	1,159	869
Employers' pension costs	140	144	284	259
Other staff costs	-	-	-	433
Staff entertainment/gifts	1,029	1,163	2,192	979
Volunteers' expenses	3,543	6,456	9,999	147
Staff expenses	236	2,401	2,637	9,255
Training & development	3,961	10,484	14,445	13,930
Meetings & room hire	-	3,222	3,222	437
Recruitment	1,594	2,779	4,373	2,819
Day programme	336	1,059	1,395	211
Recovery programme	710	607	1,317	-
Clinical Supervision	378	3,028	3,406	-
PPS & telephone	1,612	7,008	8,620	9,902
IT technical support	297	6	303	1,588
Computer software	6,532	5,408	11,940	10,800
Insurance	972	-	972	953
Subscriptions	3,254	489	3,743	251
Bank fees	100	-	100	31
Advertising fees	-	155	155	120
Foreign exchange differences	3	-	3	-
Accountancy fees	6,093	2,775	8,868	9,562
Legal fees	-	-	-	215
Consulting fees	4,440	-	4,440	131
Depreciation	1,411	-	1,411	1,411
Total	**44,815**	**55,619**	**100,434**	**76,936**

6.3 Analysis of governance costs

	Total 2023 £	Total 2022 £
Trustees' expenses	-	1,010
Independent examination fee	2,400	1,200
Total	**2,400**	**2,210**

7 Trustees' remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the Charity during the current year or the previous year.

No benefits from the Charity were received during the year to 31 March 2023 (2022: £1,010 to cover travel expenses).

8 Staff costs

Analysis of staff costs and remuneration including key management personnel:

	2023 £	2022 £
Salaries	309,001	252,650
Employers' national insurance costs	23,187	17,384
Employers' pension costs	5,685	5,168
Total	**337,873**	**275,202**

9 Fixed assets

	Office equipment £
Cost or valuation	
At 1 April 2022	5,644
Additions	-
At 31 March 2023	5,644
Depreciation	
At 1 April 2022	(1,411)
Charge for the year	(1,411)
At 31 March 2023	**(2,822)**
Carrying amount	
At 31 March 2022	4,233
At 31 March 2023	**2,822**

10 Debtors: amounts falling due within one year

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Trade debtors	-	120	120	-
Prepayments & accrued income	14,880	4,525	19,405	2,621
	14,880	**4,645**	**19,525**	**2,621**

11 Creditors: amounts falling due within one year

	Unrestricted 2023 £	Restricted 2023 £	Total 2023 £	Total 2022 £
Trade creditors	1,013	-	1,013	2,297
Accruals & deferred income	3,269	-	3,269	12,603
NEST creditor	894	282	1,176	1,004
HMRC creditor	11,025	3,285	14,310	14,630
Other creditors	150	-	150	-
	16,351	**3,567**	**19,918**	**30,534**

12 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers between funds £	Balance at 31 March 2023 £
Unrestricted funds					
General unrestricted funds (as restated)	309,411	224,787	(205,329)	-	328,869
Designated funds	95,000	-	-	-	95,000
Total unrestricted funds	**404,411**	**224,787**	**(205,329)**	**-**	**423,869**
Restricted funds	5,073	248,693	(218,719)	-	35,047
Total funds	**409,484**	**473,480**	**(424,048)**	**-**	**458,916**

The specific purposes for which the funds are to be applied are as follows:

Unrestricted funds: These funds are provided by donors for support of the Charity, without restriction on how funds should be deployed.

Designated funds: These funds have been reserved for the upcoming termination of the premises lease, and will cover the costs of relocation and setting up a new premises. It is estimated that the relocation will take place within the next 12 months.

Restricted funds:

National Lottery fund

A total of £123,619 (2022: £119,265) was received from the National Lottery fund in relation to the Transforming Lives project. During the year ended 31 March 2023 this was spent in full, with material expenditure as follows: £89,422 being spent on salaries (including employers' national insurance and pension costs), £8,390 on staff training, £4,692 on volunteer expenses and £3,102 on room hire.

13 Related party transactions

There have been no transactions with persons or entities that are closely connected to the charity or its trustees (2022: £nil).

13 Operating leases

Total of future minimum lease payments is as follows:

	2023	2022
Not later than one year	434	-
Later than one year and not later than five years	1,701	-
Later than five years	-	-
	2,135	**-**

The amount of non-cancellable operating lease payments recognised as an expense during the year was £408 (2022 - £nil).

DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES

England & Wales - Charity number 1143001

Accounts

DAVSS
Domestic Abuse Volunteer Support Services

Helpline 01892 570538

The Queen's Award for Voluntary Service
The MBE for volunteer groups

Domestic Abuse Volunteer Support Services

Annual Report and Financial Statements

for the Year Ended 31 March 2022

Charity registration number: 1143001
Company registration number: 07660698

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Domestic Abuse Volunteer Support Services

Trustees' Report

Company Information

Trustees	Kristen Paterson	Chair
	Kevin Corbett	Deputy Chair
	Alex Conway CTA ACA	Treasurer
	Jan Berry	
	Merle Bigden	
	Jane Campbell	
	Julie Conalty (Venerable)	Resigned June 2021
	Veronica Knight	
	Angela Painter	
Patrons	Jane Ashton DL	
	Louise Jameson	
Office Address	DAVSS Office, The Police Station, Crescent Road, Tunbridge Wells, Kent TN1 2LU	
Postal Address	P.O.Box 530, Tunbridge Wells, Kent TN2 9TB	
Registered Office	Finchley Park, Emmet Hill Lane, Laddingford, Kent ME18 6BG	
Bankers	HSBC Bank, 100 High Street, Tonbridge, Kent TN9 1AN	
Solicitors	Thomson Snell & Passmore, 3 Lonsdale Gardens, Tunbridge Wells, Kent TN1 1NX	
External examiners	Bourner Bullock, 114 St Martin's Lane, Covent Garden, London WC2N 4BE	
Email	office@davss.org.uk	
Website	www.davss.org.uk	

MESSAGE FROM THE CHAIR



I am pleased to report that over 2021-2022 our dedicated volunteers and staff have continued to deliver DAVSS holistic tailored wrap-around support to victims of domestic abuse for as long as needed, with no-one turned away and no waiting lists.

It has been a challenging year, with a greater volume of referrals and helpline calls than ever before. Almost all referrals and helpline calls have been complex and/or high risk/high need, requiring multiple interventions over a longer period. Volunteers and staff have given many additional hours to meet this need, as well as redesigning key parts of service delivery. As a result, the organisation is more flexible, agile and resilient and better able to move pro-actively to meet new and existing challenges.

I am delighted and humbled to report that DAVSS has been recognised over the year by a number of awards, including the IKRWO True Honour Award for commitment to tackling honour-based violence, Kent Charity Awards Volunteer of the Year, the Sevenoaks District Council Making It Happen Award for our Support-to-Court Project and the Life-time Achievement Award for one of our Trustees.

We were only able to deliver our high quality services due to the huge courage of our clients, the amazing dedication of our volunteers and staff, trustees' clear-sighted focus on service delivery and the extraordinary support of our partners, funders, donors and the wider community. My thanks to you all for the huge difference you make enabling the lives of people experiencing domestic abuse to be transformed.

Kristen Paterson

UPDATE FROM THE CHIEF EXECUTIVE



Over 2021-22 DAVSS received 1,230 referrals (including 73 men) involving 1,871 children, and supported a massive 6,348 helpline calls.

DAVSS' focus on the whole client journey has been critical in supporting clients and their children, not only enabling them to address the immediate crisis but also in aiding recovery and improving future life-opportunities. This has been especially important as almost all clients have presented with increased anxiety, depression or suicidal ideation due to the escalation of abuse and impact of COVID and improved mental health and well-being has been vital in supporting empowerment and recovery.

Positive outcomes achieved include DAVSS' very low repeat victimisation rate of 6%, Protective Injunctions obtained, improved mental health and well-being, clients retaining jobs or getting new ones, starting training courses, living in safer or new accommodation, taking up volunteering, and reporting positive outcomes for their children. Many family members and friends also benefitted, and by extension this has also had a positive impact on the wider community and the public purse.

I would like to add my thanks to those of our Chair to everyone involved over the year. This has been a real team effort and we could not have achieved these outcomes without you.

Henu Cummins

CHARITY AND GOVERNANCE INFORMATION
for the Year to 31 March 2022

Governance and Structure

DAVSS was incorporated on 7th June 2011 under the Companies Act 2006 as a private company limited by guarantee and registered as a Charity on 21st July 2011. It is governed by a memorandum and articles of association which have been in place since incorporation.

Board of Trustees and Management

DAVSS has a strong and committed Board of Trustees who are also the Directors of the charity. They are drawn from the local community and represent legal, financial, IT, community safety, voluntary sector and faith community expertise; with specialist Police and Housing advisers (see page 4 above). One of our Trustees is a volunteer representative and we are seeking an ex-service user to join the Board as a Trustee.

Trustees met quarterly over the last year with the following advisors to discuss strategic and operational aspects of the Charity:

Henu Cummins DAVSS Chief Executive Officer; Jackie Sumner Head of Community Investment, Town & Country Housing - Peabody Group; and the Kent Police Area Commanders for Tunbridge Wells and Tonbridge & Malling Area and Sevenoaks & Swanley Area.

Public benefit

The Trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit when reviewing DAVSS aims and objectives and in planning activities and setting policies and priorities for the year ahead. DAVSS charitable objectives are shown on page 8.

Domestic Abuse Volunteer Support Services (DAVSS)

TRUSTEES' REPORT

For the Year to 31st March 2022

Our Reason for Being

There were 1.5 million DA-related crimes and incidents in England and Wales in 20/21, an increase of 6%

18% of all crimes were DA-related in 20/21 compared with 15% in 19/20

In Kent in 20/21 there were 32,000 DA cases involving violence 18% more than in 19/20

Kent had the second highest incidence of DA related crimes involving violence in England and Wales in 20/21

Referrals to DAVSS in 21/22 totalled 1,230 an increase of 21% over 20/21

DAVSS was set up in 2011 following a successfully evaluated pilot project, which demonstrated a real need for a support service for people experiencing domestic abuse in West Kent. Referrals and helpline calls to DAVSS, along with client and agency feedback, continue to demonstrate that this need is urgent and ongoing.

Domestic abuse (DA) was exacerbated by the pandemic. The restrictions placed new pressures on families as changes in work practices led to their abuser being more likely to work from home and abuse became more frequent, intense and violent. Additionally, despite the easing of restrictions, the complexity of cases has continued to be much greater, and have required multiple interventions and support for a longer period. We expect that these trends will continue for the foreseeable future.

There is a widespread perception that because of its relative affluence (albeit with pockets of deprivation), DA is less likely to occur in West Kent. But DA is pervasive and respects no boundaries, be they ones of gender, socio-economic status, ethnic origin, age or disability and statistics show this to be the case.

When victims have assets, they often do not meet the criteria for legal aid or benefits, even when they are prevented from accessing their assets by their abuser. DAVSS vital volunteer support enables victims to secure the resources they need to take action to make them and their children safe.

DAVSS service model has continues to be highly effective and service users are enthusiastic about the support they receive from DAVSS' highly trained volunteers. Despite restrictions we continued to engage effectively with our clients, community groups, partners and other agencies and, in this our tenth year, the number of referrals has and helpline calls continued to grow, demonstrating the very real, ongoing and urgent need for DAVSS services.

Our Objects, Values and Strategy

We believe that everyone deserves to feel safe in their intimate relationships. Our vision is that anyone who is experiencing domestic abuse of any kind by an intimate partner or close relative should have the knowledge and support necessary to protect themselves from harm and feel empowered to take control of their life again, whatever the level of risk. This vision drives our aims, our values, and strategy:-

Our Objects

Provide relief to people and their dependants living in West Kent who have suffered any form of abuse within an intimate family relationship

Provide training and education in understanding DA

Introduce and engage in services to promote healthy relationships

Our Values

Safety comes first

We empower our clients and those we work with

We are client led

Everyone deserves our best - we listen, act with integrity and are non-judgemental

By the community for the community - we enable the local community to provide support to those who need it

Our Strategy

To provide confidential free, tailored, holistic volunteer support for as long as needed to anyone in West Kent experiencing DA, empowering them to take action to make them and their children safe and recover from the abuse they have experienced.

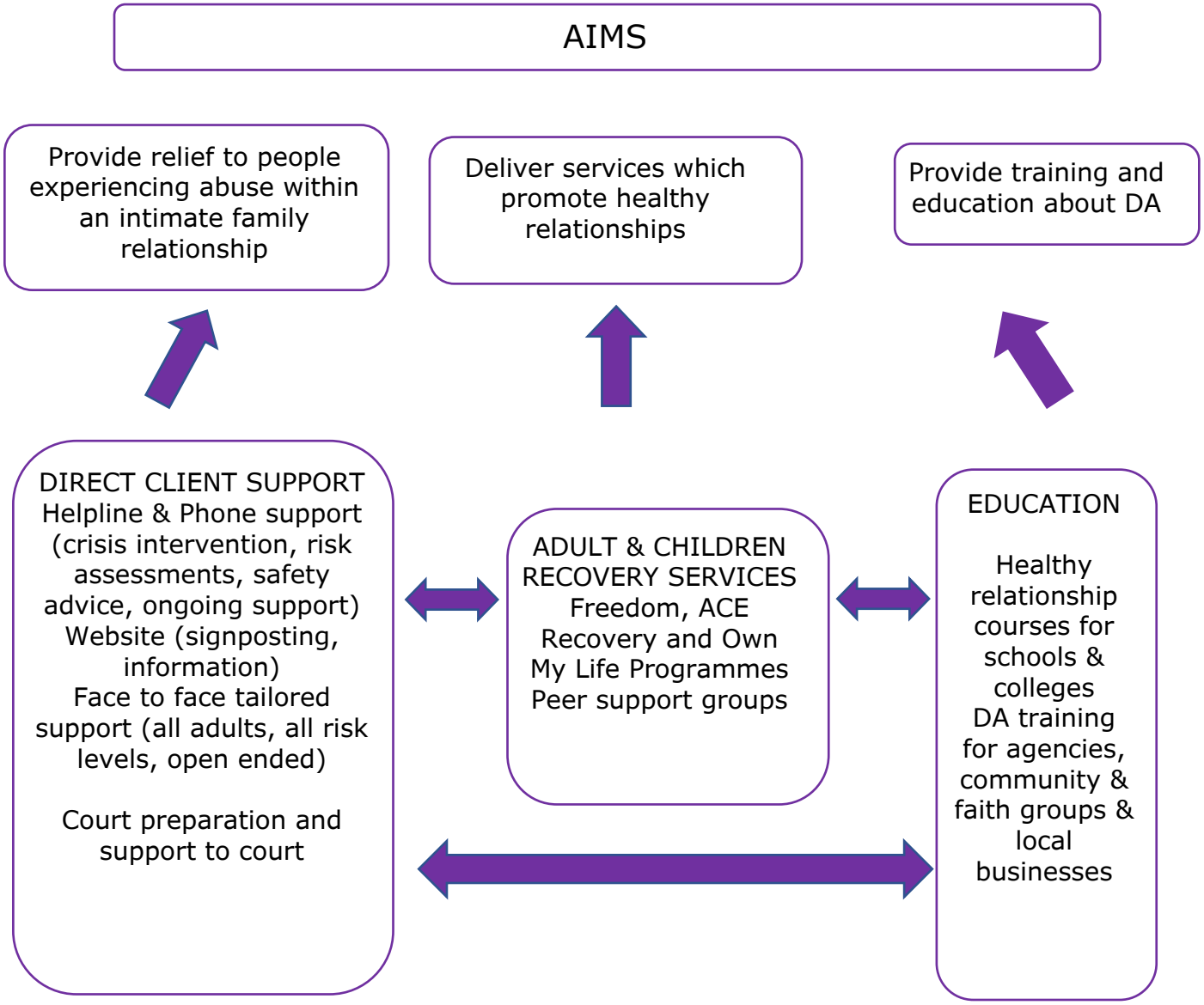
Prevent abuse by raising awareness of DA in the community and promoting healthy relationships.

Work proactively in partnership with others to deliver the best possible services.

Seek funding to enable us to grow our volunteer base so we can support more people experiencing DA, and meet existing and new needs.

We will remain independent and differentiated from other providers – a local service provided by local people for local people.

We work very closely with other agencies, the voluntary sector, and community groups (e.g., Police, Social Services, Health, Education, Housing, Citizens Advice), as multi-organisation partnership working is vital to the provision of DAVSS holistic wrap-around service.
We also provide public education and raise community awareness about this serious issue to try to ensure earlier reporting, prevention and reduction wherever possible, mitigating the harmful consequences to victims and their children.



How we deliver our services

Our clients

Everything we do is client-centred and customised to our individual clients' needs. It is because of their courage in reporting domestic abuse that we are able to provide our vital support services in often highly challenging circumstances.

Male clients continue to tell us that they find it difficult to report their situation and seek support, which is borne out by statistics in that although the number of referrals has grown by 21%, the proportion coming from men has fallen from 7% to 6%. The reasons for this are complex and include the damaging narratives around masculinity, negative gender stereotypes, the shame or stigma felt by male victims in particular or belief in the myth that it only happens to women. Uncertainty around being believed is another factor but this emerges as a key message from all groups of people who have been supported by DAVSS not just men.

Ethnic minority referrals to DAVSS (7% of the total) are slightly higher than the proportion of people from ethnic minority backgrounds residing in West Kent, which shows some success in reaching these communities. However, more work is needed to ensure all ethnic groups are being reached and that the complexities of their experience and their diverse needs are fully understood and addressed.

Overall, DA remains a hidden but pervasive crime with referrals and helpline calls for all client groups remaining low when compared with the overall number of people experiencing DA as research suggests that one woman in four and one man in six will experience DA during their lifetime.

Our volunteers

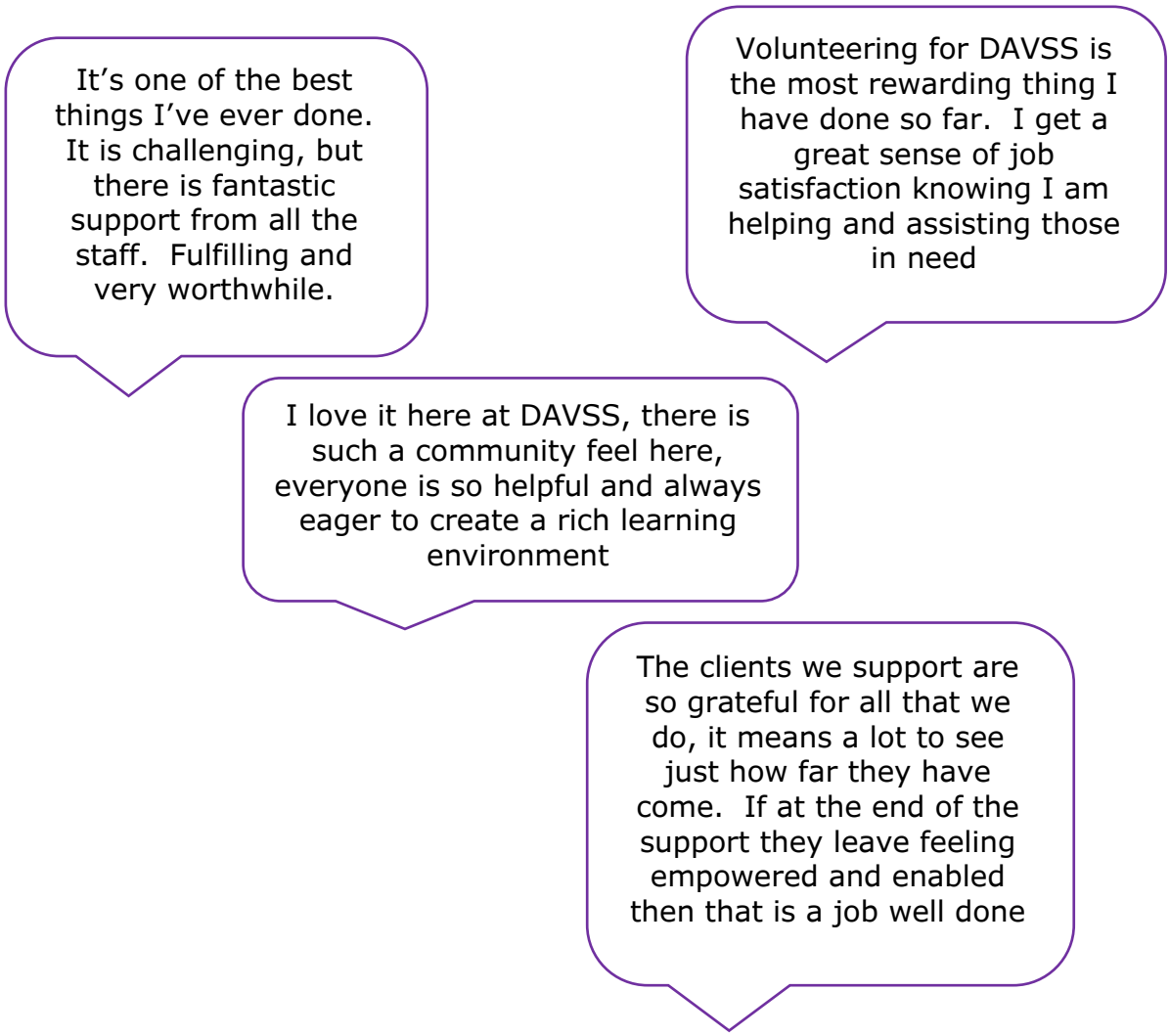
Our services are delivered by our current team of 45 volunteers, which includes DA and Helpline advisors, volunteers delivering recovery programmes, and others who assist with admin, coordination and fundraising. Our professionally trained volunteers commit to a minimum of 5 hours per week to supporting the DAVSS Helpline or 10 hours a week supporting clients, but most volunteers' hours significantly exceed this.

Our volunteers come from a range of backgrounds and a number have life experience as survivors of domestic abuse themselves. Most of our volunteers are women but we are fortunate to also have male volunteers, so we are able to give our clients the option of having a male advisor should they prefer this. Their enormous professionalism, dedication, tenacity, patience and efficiency ensure that our work is of the highest quality and meets the often complex needs of our clients. During the period of COVID-related restrictions they demonstrated enormous resilience and flexibility in the way they anticipated and responded to the increasing demands placed upon them and how they adapted to new ways of working.

Some Trustees also provide professional services pro bono (including legal and fundraising services) which greatly reduces the cost of our operation.

As can be seen from the quotes below, volunteers themselves say that they find the work very challenging but satisfying at the same time, and feel that they are

making a real difference to both their clients and to their own personal development.



Our staff

Our current 9.7 FTE managers and staff support our volunteers. They include our Chief Executive who has a legal background and extensive DA experience and three managers who are trained Independent Domestic Violence Advocates (IDVAs). Managers provide coaching, mentoring, case supervision and quality assurance, and other staff provide administrative and other support. Over the year, we provided our staff with laptops to enable them to work remotely from home during the COVID emergency.

Over the last year, we received additional COVID related funding, some of which we used to ensure our volunteers had the extra coaching and support they needed. This was essential when working with the more complex, time consuming and often-traumatic referrals and helpline calls, and the increased volume of referrals and calls arising from COVID and changes in work practices. We are grateful to our funders for enabling us to provide this higher level of support.

Training & Development

New volunteer DA and Helpline Advisors shadow experienced staff and volunteers, then undergo 14 days' accredited Quality Mark DA training, plus 6 days' training

on DAVSS policies, processes and procedures. They are then mentored by a fellow volunteer or qualified member of staff before 'flying solo' supporting their own clients. Further training and personal development opportunities have been provided during the year to staff and volunteers by in-house training, outside speakers and attendances at conferences and workshops.

Training is vital in order to increase the resilience of our organisation and to upskill volunteers and staff, thereby creating capacity for further growth, enhancing job satisfaction, and ensuring service delivery meets national standards and best practice in a changing legislative and operating environment. In the last year we enrolled our Chief Executive and our newly recruited Service Manager on leadership and management training courses, as well as providing externally delivered mentoring for senior managers. This reflects our commitment to equality and diversity, and to providing staff from any background with the best possible platform from which to develop.

Partnership working

DAVSS continues to work closely with a wide range of organisations in the area and could not deliver our tailored wrap-around services without their support. This includes the police, solicitors, housing, the Courts, Witness Care Service, social services, health, schools, and others. In particular, we work closely with the three Community Safety Partnerships and the three local authorities in West Kent who have consistently supported DAVSS with funding.

We continue to work with voluntary organisations (from debt advice through to equine therapy), community groups and the faith community. We are very grateful to them, and to the business community, for their support over the year.

We are proud of the huge courage of our clients; the dedication, commitment and adaptability of our staff and volunteers; and the strong support of our partners, funders, donors, local businesses, the faith community, and community groups. This enabled us to provide our tailored holistic wrap-around support without interruption throughout the pandemic despite the restrictions and the ongoing uncertainty.

We very quickly extended the opening hours of our helpline and introduced new software which doubled its capacity to take incoming calls. Using new funding we provided laptops to staff to enable home working and our volunteers adapted to supporting clients remotely. These changes improved the resilience of our service model and taught us new ways of working which will make DAVSS services more flexible, efficient and effective going forward.

The restrictions arising from Covid have had an exacerbating effect on DA and we expect that the impact of this escalation will be felt for some considerable time to come. Widespread adoption of the "hybrid" model of working where the home is the workplace for at least part or all of the week limits the opportunities for our clients to seek help or respite, and perpetrators will continue to have greater scope to continue their abusive behaviour. As a result, almost all referrals and helpline calls to DAVSS are now complex, high risk and/or high need and require multiple interventions.

The additional complexity and higher level of demand for our services has significantly increased the load on our volunteers. New funding has made it possible to provide the additional management, emotional and other support which volunteers have needed to cope with this higher demand and ensure they have the knowledge and resilience to deal with these more complex and more traumatic referrals. A measure of this increased load is the number of helpline calls in the year which totalled 6,348, up by 63% compared to pre pandemic levels.

Furthermore, the situation regarding the Courts continues to be mixed. The changes made to Civil Court proceedings allowing protective injunctions to be obtained by telephone and email have been maintained and there is now a hybrid working model. Not having to physically attend court in person saves travel time, is less expensive and reduces the risk of the client meeting the perpetrator on public transport or in the car park, when accessing the court, or seeing them in the courtroom.

However, the situation in the Criminal Courts is by no means as positive. There continue to be significant delays, increasing the stress on our clients and the length of time needed to obtain both justice and the legal protection they need, particularly as convictions can be more difficult to secure and a sense of impunity is created. This continues to have a highly detrimental effect on the wellbeing of our clients and is one of the reasons for our volunteers having to spend more time on each of their cases.

We expect these trends to continue over 2022-23.

Direct Client Support

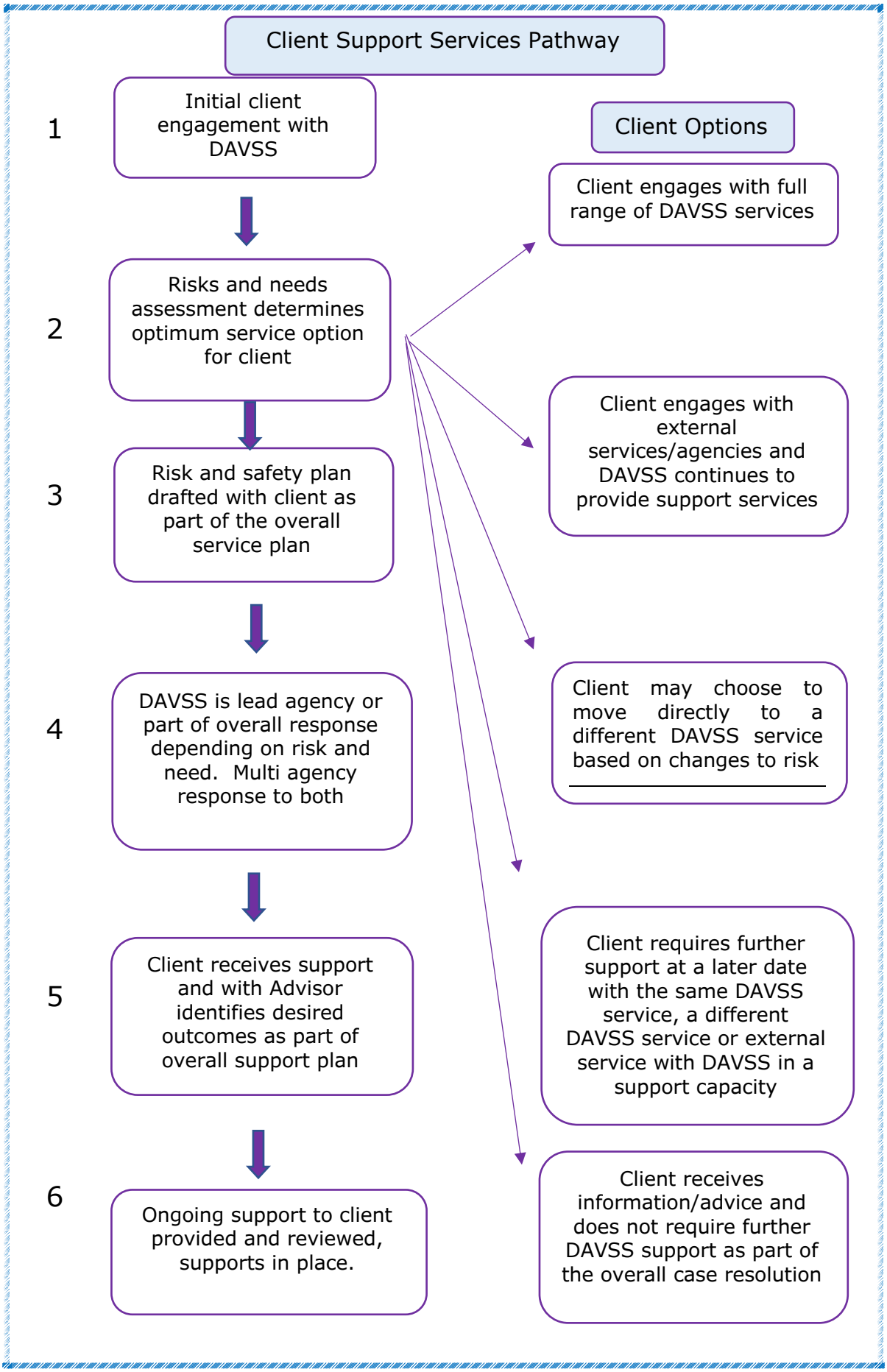
Face-to-Face Tailored Individual Client Support

Our volunteers provide holistic, wrap-around, bespoke, client-led, face-to-face volunteer support for as long as needed, addressing all levels of risk. We arrange face-to-face meetings individually at convenient and safe locations in both towns and rural areas across West Kent but the restrictions imposed on us during the pandemic showed us that we needed to offer the option of tailored support by telephone. We now do this as a matter of routine and feedback from clients has been very positive. As is the case with our face-to-face support, this is provided by a named volunteer for as long as it is needed.

Risk assessments are carried out on every case to national standards and identified as standard, medium or high risk. A tailored personal/family Safety and Support Plan is then drawn up in consultation with the client and this 'live' document is reviewed volunteer and client together on a regular basis. In 21/22, 174 cases were high risk, an increase of 14% over 20/21 and almost 40% more than in 19/20. 172 referrals were made in 21/22 to the West Kent Multiagency Risk Assessments Conference (MARAC), 26% more than in 20/21 and almost 50% more than in 19/20.

As the proportion of our cases which are high risk/high need and complex is much greater than before, we have critically reviewed our service model to ensure it continues to meet changing demands. Over 2021-22 we introduced our Transforming Lives Project which identifies those clients at the greatest level of risk/need and extends our holistic wrap-around support to address the whole range of their and their children's needs, including recovery support. The effectiveness of this Project will be assessed annually by an independent reviewer.

The chart overleaf shows how our one-to-one support is delivered and the steps involved:-



Phone and web support

We have maintained the longer opening hours for our Helpline Service which we introduced during the pandemic (10am-4pm on weekdays with 24/7 messaging giving information and advice) and our tailored support, including our Support-to-Court service, is now provided by telephone as well as face to face. The additional capacity added during the pandemic has resulted enabled us to handle over 6,300 calls, an increase of 16% on 20/21 and 63% more than in 19/20.

Through our website we provide comprehensive information about abuse and the different forms it can take, how to access the help and advice available, the different services we offer and how to keep safe while living in an abusive situation. This includes how to self-refer as well as a dedicated email address for men experiencing DA. Additionally, we maintain a Facebook page which provides up to the minute information about our activities in the wider community, and provide information twitter.

Support-to-Court

This service assists victims of DA to obtain much needed legal protection in the form of Protection Orders (e.g., Prohibited Steps, Non-Molestation, Restraining, Occupation, Child Arrangement, Forced Marriage Protection, etc). This will be the first time most of our clients come into contact with the justice system and the court process can be intimidating for anyone but it is even more challenging for someone who is suffering abuse. The trauma and chaotic emotions, inevitable consequences of abuse, significantly impair the ability of litigants, particularly those appearing in person, to construct the statements and compile the paperwork necessary to support their case.

DAVSS offers volunteer DA support throughout the process, including helping prepare paperwork and acting as a McKenzie Friend in the Civil Courts if needed. Volunteer Advisor support to the Criminal Courts includes liaising with Witness Care and the court services to ensure client access and safety, and explaining the process and outcomes to the client as needed. Difficulties in accessing the Criminal Court, with delays in criminal court dates/attendances and repeated deferments due to the impact of COVID-19, have made support-to-court more necessary than ever.

Our highly experienced lawyers provide free legal advice on an appointment basis and during the year they held 142 such meetings, more than twice the number in 20/21. We have also been very fortunate in having available the pro bono services of a barrister for complex cases where needed. We are extremely grateful to the local solicitors and the barrister who provide this pro bono support.

One-stop shop

This weekly service is led by the commissioned services, with DAVSS providing resources on alternate weeks. This face-to-face service was suspended for most of the year due to the COVID restrictions, with only 3 attendees when it was re-opened. The need for this project will be reviewed over 2022-23.

Client Recovery Services

These services support our aims of breaking the cycle of abuse, enabling our clients to repair their lives, and promoting healthy relationships.

Freedom Programme (Adults)

This 12-week programme is aimed at helping people understand the nature of DA and how to recover from it. It is aimed at those who are still in or who have just left an abusive relationship. It is also essential for parents/caregivers to commit to attending the Adults' Freedom Programme, as it enables them to support their children with greater knowledge and understanding when they undertake the Children's Freedom Programme subsequently. During the year 3 programmes were held involving 14 clients.

Own My Own Life Programme (Adults)

This 12-week course helps victims make sense of their abusive experiences and its impact on mental health and it gives them the skills to move forward, overcome their experiences, regain ownership of their lives, and build resilience. This focuses on continuous learning, builds agency and independence, and provides skills that participants can use when confronted with difficult situations and/or abuse in the future. The course includes group work, work in pairs, and individual work throughout each session. During the year we held 2 courses involving 19 clients.

Inspiration Groups - Peer Support

In addition to structured programmes, we provide peer support groups for clients and former clients which gives them an opportunity to network with people who have experienced abuse, share experiences, and form connections in the community, thereby reducing their sense of isolation and helping them re-build their lives. This group operates both face-to-face and via Facebook. During the year we held 5 face to face sessions involving 33 clients and there were 99 participants in our Facebook Peer Support group.

Children's Programmes

The 2020 Domestic Abuse Act recognised children as victims of DA in their own right and recent research has revealed that exposure to DA contributes to mental and physical health issues for children during and after the abuse, and in later life. Three quarters of children living in an abusive situation are directly exposed to the abuse and of these, half are directly abused themselves. Despite this, there are few services available in West Kent to help children/young people who find themselves affected.
The Children's programmes below use age-appropriate activities and games to help children recover from DA. Feedback from parents/caregivers and children is that the groups are fun, that children look forward to their sessions and that they

provide a positive learning experience which helps them recover from abuse. In the words of parents/caregivers and children: as a result of these programmes children “can be happy again” and are “more settled”.

The **Children’s Freedom Programme** assists children through activities and group work to identify and name abusive and non-abusive behaviours and to recognise the differences between the two, encouraging them to see that what they perceive to be random acts of abuse are not their fault and they are not to blame for the abuse they have experienced. During the year we delivered 5 programmes involving 28 children.

The **Adverse Childhood Experience (ACE) Recovery Toolkit** uses a combination of creative activities to develop children’s and young people’s emotional resilience, helping to empower them to express their feelings in a constructive way and give them the opportunity to cope with the adversity they have experienced (and may do so in the future). Sessions are delivered individually or in a group setting depending on the needs of the child/young person and DAVSS offers extensive pre and post session support to children and to their parent/caregiver if needed. Resource constraints and the ongoing impact of COVID restrictions on children meant we did not hold any of these sessions in 21/22 but funding has now been secured which will enable us to hold two programmes in 22/23.

Education and raising awareness

DAY Programme

Domestic Abuse awareness training for young people (DAY) is a multimedia programme to raise awareness and provide education about safe and healthy relationships, domestic abuse and child sexual exploitation in a way that is relevant to young people. It is delivered by DAVSS to young people at local schools and colleges. Demand from schools has been high since the easing of pandemic-related restrictions and we have responded to this as far as funding and other resources have allowed, delivering DAY to 120 participants during the course of the year.

Agencies, community and voluntary groups, and the faith community

Over the last 12 months DAVSS has delivered Domestic Abuse awareness training to several organisations in West Kent including West Kent Housing, Social Services (Early Help) and the Kent Police, reaching a total of 223 people. These talks include topics such as how to initiate a discussion about abuse with possible victims, risk assessment and safeguarding issues, forced marriage, implications of DA for professionals, and how to refer victims to DAVSS and/or other appropriate agencies for support.

Our Funders

The support of our Funders has been critical to our continuing success, and we are indebted to their understanding of the challenges of domestic abuse, and their generosity in supporting the provision of our services. This includes our public sector funders, independent foundations, trusts, community groups, the faith community and our many individual donors. We could not deliver our services without their incredible support.

The highly positive client outcomes achieved, and most importantly the positive response of our service users, together with feedback from referring agencies, demonstrates the life-changing impact of this funding.

In 21/22 we received 1,230 referrals, 21% more than last year

2021/22 saw the gradual lifting of COVID-related restrictions and to some extent a return to previous ways of working. Some of the changes we introduced to in response to COVID have had a positive impact on the quality, flexibility, and agility of our services, and have resulted in positive feedback from our clients. Where possible, we have incorporated them into "business as usual". These include extended helpline hours, some remote working by staff, and direct individual client support delivery via telephone with a named volunteer as well as face to face.

Total volunteer hours totalled 43,534, 15 %, more than pre pandemic

Also, the post-COVID DA "landscape" looks significantly different than before the pandemic. Contact difficulties caused by a more constant perpetrator presence at home continue to be experienced as the hybrid working model is widely adopted. Consequently, the time spent on each case by our volunteers remains at a much higher level than pre-pandemic and clients' DA situations take longer to resolve. Additionally, the backlogs in the criminal courts remain severe which means that clients need support for longer while waiting for delayed/deferred court dates and attendances.

Our volunteer Advisors provided 2,812 legal option sessions, more than twice the number in 19/20

We continued to liaise closely with the courts either face to face, online or by telephone and maintained our role as a McKenzie Friend where required. Clients were very positive about this support and many said they could not have accessed the legal protection they and their children need without our volunteers.

Helpline calls totalled 6,348, 63% more than pre-pandemic

We are proud of the way that our Chief Executive, volunteers and staff worked together to review and re-design services ensuring a seamless transition to home/outdoor/office working and how they have embedded the changes into the post COVID ways of working. This pragmatic and flexible approach has ensured that clients have continued to get the best possible service and that positive community and client outcomes have been maintained.

We ran 3 freedom programmes, 2 Own My Life programmes and 5 Children's Recovery Programmes involving 33 adults and 28 children

We were able to reinstate our recovery programmes involving both adults and children. These are an essential part of what we do as they enable us to further the aim of helping clients and their children recover from the abuse they have experienced, better understand and recognise the nature of abusive relationships and put their life back together.

We resumed our training and awareness raising activities about DA with agency front line staff, community groups,

professional groups, businesses and the faith community on which we have consistently received very positive feedback.

The number of referrals and helpline calls we receive continues to grow, evidence of need and our volunteers and staff's high standing and reputation in the community as we undertake no direct advertising of our services.

We were proud and humbled to receive a number of awards recognising the excellence and impact of the service we provide and the dedication of two key colleagues.

We attended 98 civil and 19 criminal court proceedings

- DAVSS was awarded a certificate of commendation from IKWRO (an organisation which seeks to protect and promote the rights of women and girls from a Middle Eastern, North African and Afghan background) for tackling honour-based violence
- Sevenoaks District Council's 'Making it Happen' Award Charity Project of the year for our Support-to-Court Project.
- DAVSS Trustee, Angela Painter, received the Lifetime Achievement Award from Sevenoaks District Council;
- DAVSS volunteer, Elaine Barnett, was awarded Volunteer of the Year 2021 by Kent Charity Awards.

1,871 children were involved in the referrals supported in the year

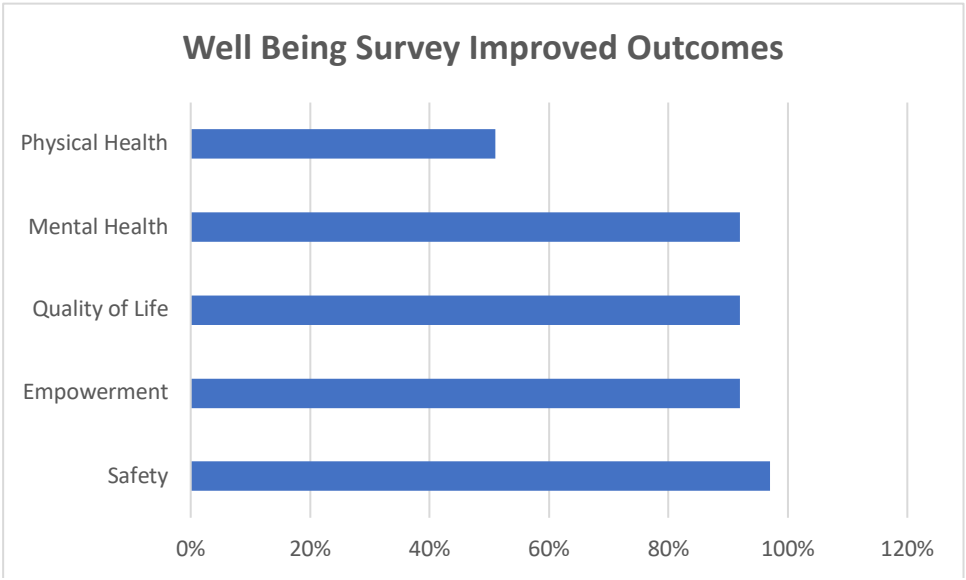
We are also grateful to our funders who provided vital funding to enable us to continue to provide and expand our much-needed services to meet the changing needs of vulnerable victims of DA throughout 2021-22. Our clients tell us that these services transformed not only their own lives but those of their children.

Our Impact

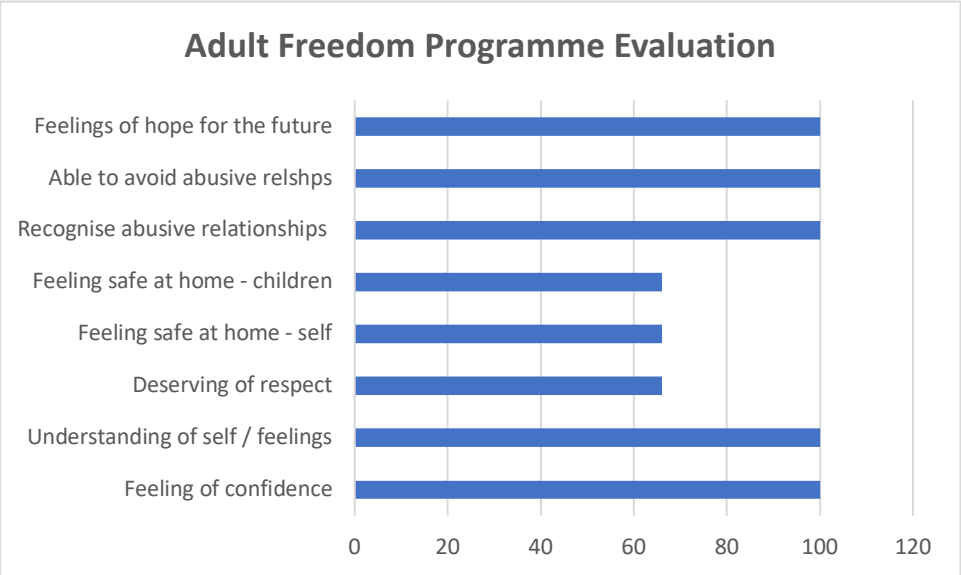
We assess our impact using a combination of quantitative and qualitative measures. Quantitative measures include client surveys, the number of protective legal orders obtained, repeat victimisation rates and value for money. Qualitative measures are primarily in the form of the feedback we receive from clients, partner agencies, funders and other operators in the field of DA but we also on case closure we compile case studies which serve to document the outcomes of individual cases.

Quantitative Measures

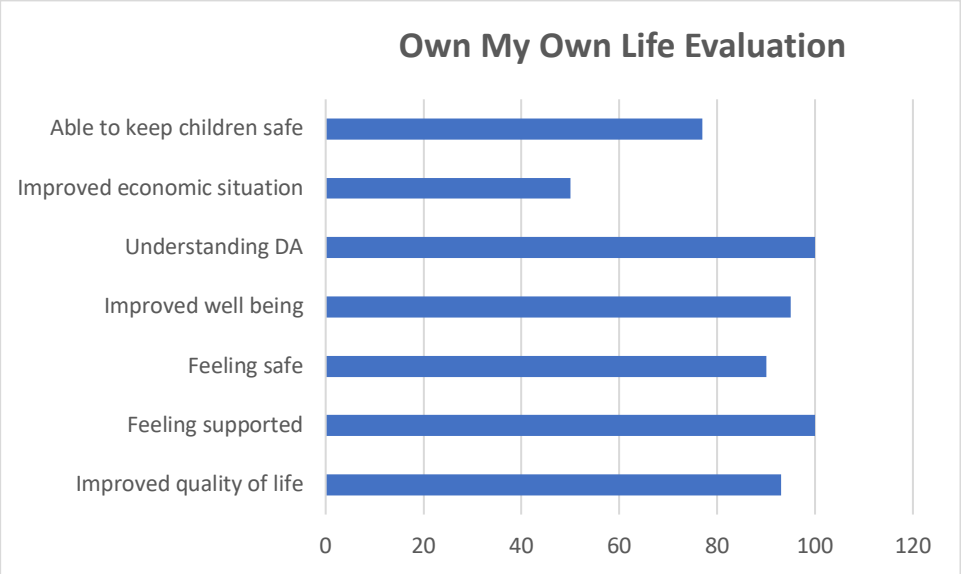
Pre-and-post support **Wellbeing Surveys** show the impact of DAVSS support with clients reporting the following ***percentage*** improvements in different aspects of their life:



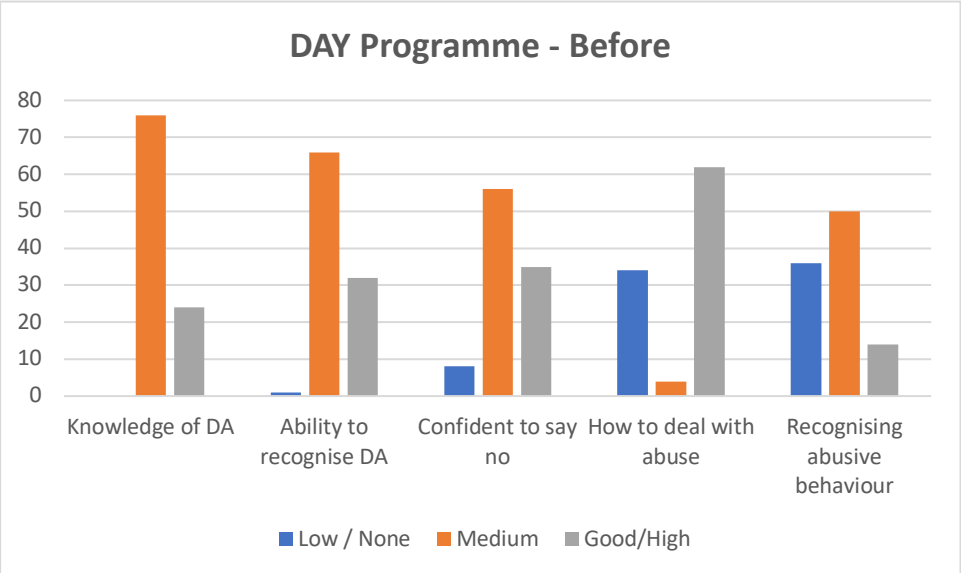
The overall aim of our Freedom Programme for adults is to improve the self-confidence of our clients which can be badly affected by the trauma of abuse and to equip them with the ability to recognise the difference between healthy and abusive relationships. The chart below shows the improvements our clients feel they have made as a result of their attendance on this programme.

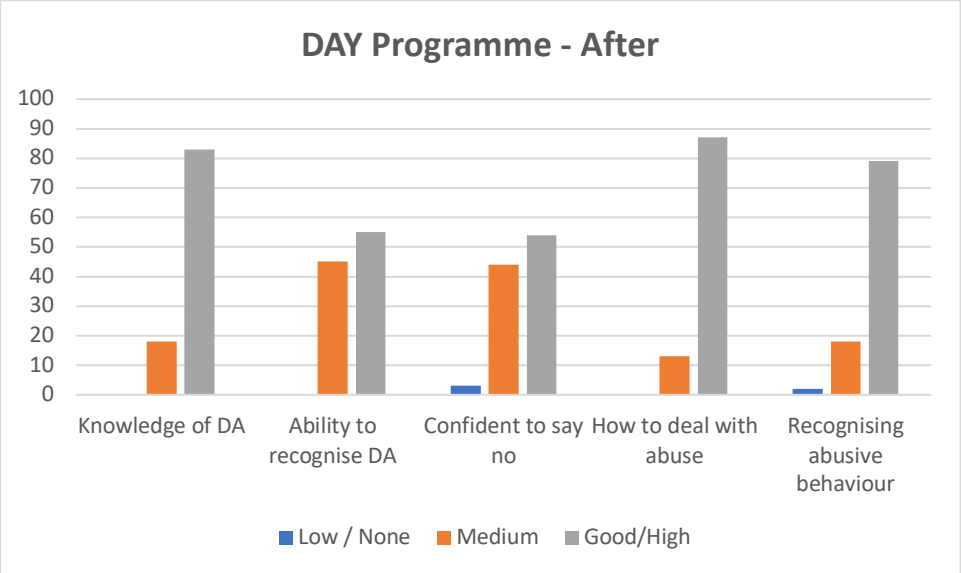


The Own My Own Life Programme, designed for those clients who have succeeded in moving on after experiencing an abusive relationship, aims to improve their feelings of physical safety for both themselves and their children and to help them achieve a better quality of life by picking up the threads of their former life including securing employment where appropriate. The effectiveness of this programme is measured in terms of the degree of improvement clients feel they have made in these areas.



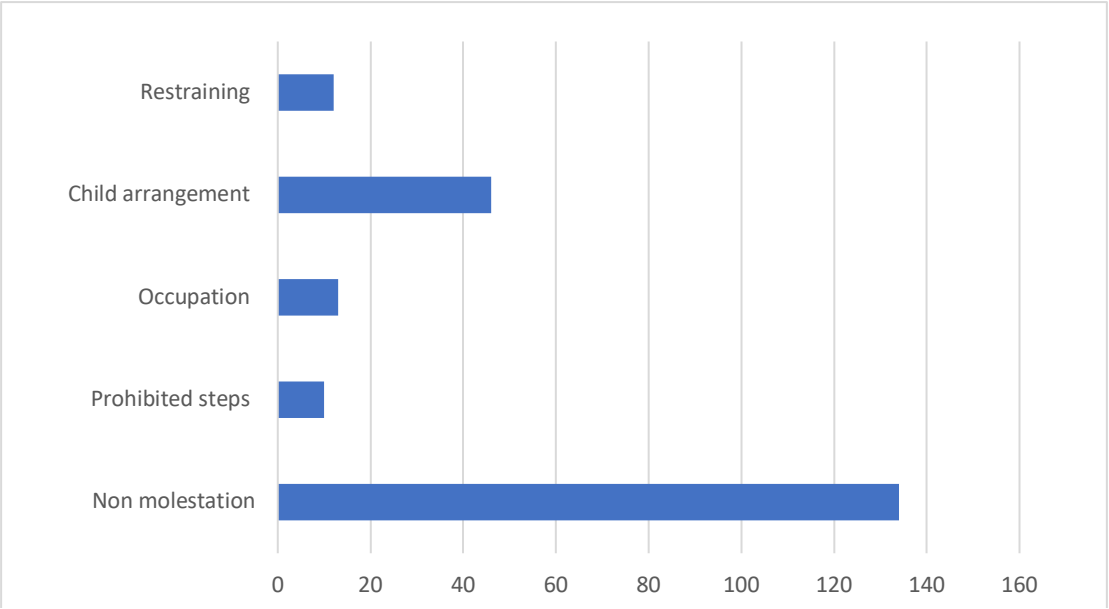
During the year we conducted several Domestic Abuse Awareness sessions for young people (DAY) involving 150 participants aged 14-15, the primary aims of which are to improve understanding and recognition of abuse and equip them with the means to deal with abusive behaviours should they encounter any. The two graphs below show the impact of these sessions.





We are pleased to report that the family courts have continued with the on line format which they adopted in response to the COVID restrictions as it proved very efficient. During the year we were able to secure 215 **Protection Orders** and 16 **Punitive Measures**, thus helping our clients and their dependents keep safe.

Protection Orders Obtained by Type



Further evidence of our effectiveness is provided by the low rate of **repeat victimisation** we are able to achieve. This stands at 6% for 2021-22.

Additionally, our volunteer model ensures that we can offer **excellent value for money**. In the 12 months from 1st April 2021 to 31st March 2022 our volunteers provided 43,534 hours on casework, the helpline, project work, administration and fundraising, which, calculated at the Kent average earnings rate, equates to a cash equivalent of **£714,830**, an extraordinary return on investment. The professionalism and experience of those involved far exceeds this notional sum, which is considerably more than our operating costs. It represents a massive return on partners' support, funding, and a huge investment in our community.

From clients

The difference [DAVSS] has made to me is massive and it now means I can support my children through the process as I am in a stronger more stable position. I can't thank DAVSS enough for being the stability through chaos for me and both my children

DAVSS are a bulletproof vest of knowledge that have supported me and my family. My life would have finished very differently had it not been for these amazing people.

DAVSS' Freedom Programme was inspiring, I feel very safe and secure. Out of all the other agencies DAVSS was he main one that has helped me throughout my journey. DAVSS have truly made me feel empowered. It is amazing what DAVSS does as a service.

I found the Freedom Project so helpful and insightful and it has given me a lot to process and think about. I'd actually go so far as to say it's impact has felt quite life-changing with its enlightenment.

This course has made me realise what happened and it wasn't my fault. It's on him, so thank you.

You saved me. DAVSS saved me. Thank you from the bottom of my heart.

I have received long term support from DAVSS now, my children and I have experienced a lot of difficulties arising out of the abuse we experienced. Both my children and I have gone through the courses offered at DAVSS and I can honestly say we are well on the road to recovery.

From partner agencies

[DAVSS and the Police] started the DA meeting during lockdown and it has been really helpful for us to share information with each other so that the victim is able to access as much support as possible. I always put in referrals to DAVSS because I know they give good advice and support and it's great that they can help clients with getting Non Molestation Orders (Kent Police)

I have had several particular experiences in which DAVSS have been critical in securing refuge places for families, protective court orders, or providing ongoing group or one-to-one support (Social Services)

It is really great working with DAVSS; we have built up a good relationship and I know I can always call on them for help if I have any concerns. (Kent Police)

DAVSS occupies a crucial role in West Kent supporting and advocating for vulnerable victims of domestic abuse. Their trained advisers are always ready to help, it really is life changing support (Kent Police)

From other organisations

We are so grateful to be able to onward refer our clients to DAVSS and joint work them which is essential for sustainable move on for our clients. We love that like us DAVSS work hard to secure the best possible results for their clients. The fact that it is long term is life changing!

We have a fantastic working relationship with DAVSS, they are our go to on specialist domestic abuse and safeguarding matters. We know they always have the clients best interests at heart and they act with integrity and the utmost professionalism.

We know all too well how men are adversely affected by DA, especially since there are simply not enough services out there designed to tackle domestic abuse issues that men face. We are grateful that in West Kent, we can refer male victims to DAVSS. It is sufficiently comforting to know they will get the best of what has West Kent has to offer.

From funders

Being the only specialist DA support organisation in West Kent, DAVSS' work is invaluable in helping victims and survivors of abuse keep safe and recover from their trauma.

DAVSS can clearly demonstrate that they have a significant impact on people suffering from DA and the feedback from their clients shows how appreciative they are.

One thing that shocked me when I became involved with DAVSS was the prevalence of DA in this relatively prosperous area of Kent and it made me realise how a big house or a lot of money is no protection.

I have an enormous respect for the staff and volunteers at DAVSS. They are extremely knowledgeable about the whole area of DA, are caring towards their clients, collaborative with each other and dedicated to their work.

This Non Molestation Order was granted for a period of 10 years, which is an exceptional lengthy period of time, and the reason for this was given in the order 'The Court has determined this is a proportionate period in light of the number and serious nature of the alleged behaviour (Rape and Assault), together with the significant injuries both physical and emotional that are alleged to have been caused and the continuing threat the Respondent poses to the applicant.'

I have worked with several members of the DAVSS team over my period of time with Kent Children's Social Work Services where I am a Team Manager. The support provided by the support to court service is crucial to the families residing in West Kent and we are routinely working in partnership with their staff and volunteers to support those experiencing domestic abuse.

The team at DAVSS hold specialist knowledge about how to support families requiring urgent protection from domestic abuse, and also offer a gentle and supportive approach over a longer period to those living in high-risk situations. We are able to liaise with DAVSS for advice and they are always helpful enabling a collaborative approach to supporting families. I have had several particular experiences in which DAVSS have been critical in securing refuge places for families, protective court orders, or providing ongoing group or one-to-one support.

[DAVSS' work] has resulted in us being able to secure the safety of victims and their children, and provide them with an ongoing package of support both within high-risk home environments, and also after they have fled to a safe place helping sustain this safety. I have found the staff members approachable and there is a shared respect of the specialist information we each hold.

Finally, the client **case studies** compiled during the year show that as a result of DAVSS volunteer support clients experience many positive outcomes including living in safer or new accommodation, improved well-being and mental/physical health, retaining jobs or getting new ones, starting training courses, taking up volunteering, and reporting health improvements plus improved wellbeing for their children. Many other family members and friends also benefit from the changes made to survivors' lives.

Conclusion

Once again, our heartfelt thanks go to our courageous clients. Also, to DAVSS volunteers and staff - their professionalism, dedication and commitment, has been more important than ever and without them we could not have met the challenges of COVID-19 nor provided our much-needed support services.

We have put a cash value on the hours spent by our volunteers and the investment by our funders in tackling domestic abuse, but in truth the improved well-being of clients and the improved life chances of their children resulting from the support of our volunteers are way beyond any financial value.

We would also like to thank the many partner organisations, our funders, and the community, who have supported DAVSS over the year - we could not deliver our vital services without you.

Approved by the trustees of the charity on 14 November 2022 and signed on its behalf by:



Kristen Paterson
Chair



Alexander Conway
Treasurer

Domestic Abuse Volunteer Support Services

Finance Report

The Financial Statements show the financial results for DAVSS. 2022 was another strong year for income generation, with total income of £436,908 (2020: £461,305). The stable income level was again due to continued support following Covid 19 along with funding from the National Lottery, which provided additional funding of £119,265 in the year ended 31 March 2022.

Of the total income receivable for the year £217,953 was unrestricted and £218,955 was for specific projects (March 2021 £197,697 and £273,608 respectively). This even split of types of funding has allowed DAVSS to meet its objectives for the financial year and leaves it in a positive position to continue its work going forward.

During the period, total expenditure increased by £30,653 from £310,133 in 2020/21 to £340,786 this financial year. Total expenditure was split £125,861 to unrestricted activities (2021: £167,861) and £214,925 to specific projects (2021: £142,273). The main reason for increased expenditure is a result of increased support costs in the year. This is as expected as the return to "normal" following Covid-19.

For the 2021/22 financial year the charity is able to report a net surplus of £96,122 in the year (2021: £151,172 surplus). The majority of this surplus has arisen from unrestricted funds £92,092 with restricted funds contributing £4,030 of the surplus.

Total reserves have therefore increased from £313,362 to £409,484 of which £5,073 is for restricted purposes and £95,000 is a designated reserve leaving £309,411 free reserves to meet day-to-day expenditure.

The designated reserves comprise £95,000 to fund any future relocation of the offices and costs associated with hiring suitable office space and to meet on-going statutory obligations to DAVSS employed staff.

Reserves Policy

The current reserves policy is to keep approximately six months running costs in general/free reserve. Consequently, with average monthly expenditure at £28,398, the free reserves of £309,411 at the end of March 2022 are above the target level (10.9 months cover), providing the charity with an adequate buffer to meet and deliver its services were any unexpected events were to occur.

Free reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes. The Trustees actively review the policy for maintaining free reserves, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure,

and cash flows over a 3-year period to March 2025. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment. In light of the COVID-19 situation, the Trustees believe that the Charity's financial resources and contingency planning is sufficient to ensure the ability of the Charity to continue as a going concern for the foreseeable future and therefore the financial statements have been prepared on this basis.

Investment Policy

The Trustees have continued to adopt a conservative investment policy that seeks to maximize the benefits of its cash flow and is not seeking to build up any long-term reserve. Any cash surplus to immediate requirements is kept on a charity cash deposit with Scottish Widows & Skipton. The Scottish Widows & Skipton accounts are currently at capacity in respect of the £85,000 Financial Services Compensation Scheme (FSCS). The trustees will actively consider whether any further cash surpluses need to be place in additional charity cash deposit accounts into 2022/23 and beyond.

Domestic Abuse Volunteer Support Services

Independent Examiner's Report to the Trustees of Domestic Abuse Volunteer Support Services

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Domestic Abuse Volunteer Support Services ('the charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW specify other appropriate body, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial

statements give a 'true and fair view which is not a matter considered as part of an independent examination; or

- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Russell Joseph ACA
Bourner Bullock
Chartered Accountants
114 St Martin's Lane
Covent Garden
London
WC2N 4BE

Date: 14.11.2022

Domestic Abuse Volunteer Support Services

Statement of Trustees' Responsibilities

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

a) select suitable accounting policies and then apply them consistently;

b) observe the methods and principles in the Charities SORP;

c) make judgments and accounting estimates that are reasonable and prudent;

d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and

e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

Domestic Abuse Volunteer Support Services

Statement of Financial Activities for the Year Ended 31 March 2022

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted Funds 2022	Restricted Funds 2022	Designated Funds 2022	Total Funds 2022	Total 2021
		£	£	£	£	£
Income from						
Donations and legacies	4	216,519	99,690	-	316,209	461,040
Charitable activities:						
The National Lottery Fund		-	119,265	-	119,265	-
Other trading activities:						
Fundraising		1,349	-	-	1,349	180
Investment income	5	85	-	-	85	85
Total income		**217,953**	**218,955**	**-**	**436,908**	**461,305**
Expenditure on:						
Raising funds		198	-	-	198	198
Charitable activities	6	125,663	214,925	-	340,588	309,935
Total expenditure		**125,861**	**214,925**	**-**	**340,786**	**310,133**
Net income/(expenditure) and net movement in funds for the year		92,092	4,030	-	96,122	151,172
Reconciliation of:						
Total funds brought forward		247,319	31,043	35,000	313,362	162,190
Transfers between funds		(30,000)	(30,000)	60,000	-	-
Total funds carried forward	**12**	**309,411**	**5,073**	**95,000**	**409,484**	**313,362**

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Domestic Abuse Volunteer Support Services

Balance Sheet as at 31 March 2022

Charity registration number: 1143001
Company registration number: 07660698

	Note	Total 2022 £	Total 2021 £
Fixed assets			
Tangible assets	9	4,233	-
Current assets			
Debtors	10	2,621	503
Cash at bank and in hand		433,164	331,629
Total current assets		**435,785**	**332,132**
Creditors: Amounts falling due within one year	11	30,534	18,770
Net current assets		**405,251**	**313,362**
Net assets/(liabilities)		**409,484**	**313,362**
Funds of the Charity			
Unrestricted income funds	12	309,411	247,319
Restricted income funds (as restated)	12	5,073	31,043
Designated funds	12	95,000	35,000
Total funds		**409,484**	**313,362**

The financial statements were approved by the trustees, and authorised for issue on 14 November 2022 and signed on their behalf by:

Kristen Paterson
Chair

Alexander Conway
Treasurer

1 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of preparation
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (2nd Edition, effective January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Domestic Abuse Volunteer Support Services meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

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

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Donations
Voluntary income including donations, gifts and grants that provide core funding or are recognised when the Charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities
Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs
These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

Financial instruments
The Charity only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors and creditors.

Financial assets that are measured at cost and amortised cost are assessed at the end of each reporting period for objective evidence of impairment. If objective evidence of impairment is found, an impairment loss is recognised in profit or loss.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

The Charity does not have anything other than basic financial instruments.

Tangible Fixed Assets
Individual fixed assets costing £100 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Office equipment	**25% straight line basis**

Debtors
Debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise case on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Creditors
Creditors are classified as current liabilities if the Charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date, otherwise they are presented as non-current liabilities.

Creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund accounting
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the Charity. Restricted income funds are funds available only towards a restricted purpose as instructed by the donor of the funds. The designated fund is held to provide for the upcoming termination of the premises lease and the costs of relocating.

2 Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The trustees consider that there are no significant areas of judgements or estimates.

3 Employee numbers

The number of employees during the year was 12 (2021: 11).

4 Income from donations

	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Grants (Community Safety Partnership/ Local Authorities/ Health)	70,929	49,525	**120,454**	117,556
Independent trust grants	81,608	50,165	**131,773**	170,863
Private donations	63,982	-	**63,982**	54,803
COVID 19 donations	-	-	**-**	117,818
	216,519	99,690	**316,209**	461,040

5 Investment Income

All of the investment income totalling £85 (2021: £85) arises from money held in interest bearing deposit accounts.

6 Expenditure on Charitable Activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total 2021 £
Direct costs (see note 6.1)	114,022	147,420	**261,442**	264,728
Support costs (see note 6.2)	9,431	67,505	**76,936**	43,915
Governance costs (see note 6.3)	2,210	-	**2,210**	1,292
Total	125,663	214,925	**340,588**	309,935

6.1 Analysis of direct costs

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total 2021 £
Staff salaries	104,678	135,340	240,019	239,567
Employers' national insurance	7,203	9,312	16,515	19,660
Employers' pension costs	2,141	2,768	4,909	5,501
Total	**114,022**	**147,420**	**261,443**	**264,728**

6.2 Analysis of support costs

	Unrestricted 2022 £	Restricted 2022 £	Total 2022 £	Total 2021 £
Staff salaries	5,509	7,122	12,631	-
Employers' national insurance	379	490	869	-
Employers' pension costs	113	146	259	-
Other staff costs	18	4,213	4,231	215
Professional supervision	-	-	-	2,770
Volunteers' expenses	-	147	147	6,510
Staff expenses	-	9,255	9,255	3,759
Office accommodation	-	-	-	1,591
Training & development	-	13,930	13,930	-
Meetings & room hire	-	437	437	-
Freedom project	-	-	-	396
Day programme	-	212	212	212
PPS & telephone	550	9,352	9,902	7,140
IT technical support	938	650	1,588	14,391
Computer software	-	10,800	10,800	3,186
Insurance	482	471	953	482
Charity evaluation / quality assurance	-	-	-	1,920
Payroll services	-	-	-	594
Subscriptions	-	251	251	-
Bank fees	31	-	31	-
Advertising fees	-	120	120	-
Accountancy fees	-	9,562	9,562	750
Legal fees	-	215	215	-
Consulting fees	-	131	131	-
Depreciation	1,411	-	1,411	-
Total	**9,431**	**67,505**	**76,936**	**43,915**

6.3 Analysis of governance and support costs

	Unrestricted 2022 £	Restricted 2022 £	Total 2021 £
Trustees' expenses	1,010	-	-
Independent examination fee	1,200	-	1,292
Total	**2,210**	**-**	**1,292**

7 Trustees' remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the Charity during the current year or the previous year.

K Paterson received reimbursed expenses totalling £1,010 during the year. This was to cover travel to DAVSS related meetings. No other benefits from the Charity were received during the year to 31 March 2022 (2021: £nil).

8 Staff costs

Analysis of staff costs and remuneration including key management personnel:

	Y/E 31 March 2022 £	Y/E 31 March 2021 £
Salaries	252,651	239,567
Employers' national insurance costs	17,384	19,660
Employers' pension costs	5,167	5,501
Total	**272,202**	**264,728**

9 Fixed assets

	Office equipment £	Total £
Cost or valuation		
At 1 April 2021	-	-
Additions	5,644	5,644
At 31 March 2022	**5,644**	**5,644**
Depreciation		
At 1 April 2021	-	-
Charge for the year	(1,411)	(1,411)
At 31 March 2022	**(1,411)**	**(1,411)**
Carrying amount		
At 31 March 2021	-	-
At 31 March 2022	**4,233**	**4,233**

10 Debtors: amounts falling due within one year

	Unrestricted 2022 £	*Restricted 2022 £*	*Total 2022 £*	*Total 2021 £*
Prepayments & accrued income	*21*	*2,600*	*2,621*	*503*
	21	***2,600***	***2,621***	***503***

11 Creditors: amounts falling due within one year

	Unrestricted 2022 £	*Restricted 2022 £*	*Total 2022 £*	*Total 2021 £*
Trade creditors	*-*	*2,297*	*2,297*	*-*
Accruals & deferred income	*11,200*	*1,403*	*12,603*	*12,694*
NEST creditor	*502*	*502*	*1,004*	*1,133*
HMRC creditor	*5,397*	*9,233*	*14,630*	
				4,943
	17,099	***13,435***	***30,534***	***18,770***

12 Funds

	Balance at 1 April 2021 £	**Incoming resources £**	**Resources expended £**	**Transfers between funds £**	**Balance at 31 March 2022 £**
Unrestricted funds					
General unrestricted funds (as restated)	247,319	217,953	(125,861)	(30,000)	309,411
Designated funds	35,000	-	-	60,000	95,000
Total unrestricted funds	**282,319**	**217,953**	**(125,861)**	**30,000**	**404,411**
Restricted funds (as restated)	31,043	218,955	(214,925)	(30,000)	5,073
Total funds	**313,362**	**436,908**	**(340,786)**	**-**	**409,484**

The specific purposes for which the funds are to be applied are as follows:

Unrestricted funds: These funds are provided by donors for support of the Charity, without restriction on how funds should be deployed.

Designated funds: These funds have been reserved for the upcoming termination of the premises lease, and will cover the costs of relocation and setting up a new premises.

Restricted funds:

National Lottery fund

A total of £119,265 was received from the National Lottery fund in relation to the Transforming Lives project. During the year ended 31 March 2022 this was spent in full, with material expenditure as follows: £82,027 being spent on salaries (including employers' national insurance and pension costs), £10,469 on software, £10,212 on accounting and bookkeeping fees and £7,000 on printing and stationary.

At the start of the year, designated funds were £35,000 to cover ad-hoc redundancy costs. During the year, £60,000 was transferred into designated funds, bringing the total carried forward to £95,000. This balance is designed to cover the impending office move, as the lease is coming to an end.

11 Related party transactions

There have been no transactions with persons or entities that are closely connected to the charity or its trustees (2021: £nil).

DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES

England & Wales - Charity number 1143001

Accounts

DAVSS
Domestic Abuse Volunteer Support Services
Helpline 01892 570538

The Queen's Award for Voluntary Service
The MBE for volunteer groups

DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES

Annual Report and Accounts

for the Year to 31 March 2021

Company Number 7660698

Registered Charity No 1143001

Providing emotional support, practical advice and advocacy to anyone experiencing domestic abuse in West Kent

Address: DAVSS Office, PO Box 520, Tunbridge Wells, Kent, TN2 9TB. Phone: 01892 502074
Domestic Abuse Volunteer Support Services (DAVSS) is a Company Limited by Guarantee No. 7660698. Registered Charity No. 1143001

Company Information

Trustees	Kristen Paterson	Chair
	Kevin Corbett	Deputy Chair
	Alex Conway CTA ACA	Treasurer
	Jan Berry	
	Merle Bigden	
	Jane Campbell	
	Julie Conalty (Venerable)	
	Veronica Knight	
	Angela Painter	
Patrons	Jane Ashton DL	
	Louise Jameson	
Office Address	DAVSS Office, The Police Station, Crescent Road, Tunbridge Wells, Kent TN1 2LU	
Postal Address	P.O.Box 530, Tunbridge Wells, Kent TN2 9TB	
Registered Office	Gilbert Allen & Co, Churchdown Chambers, Bordyke, Tonbridge, Kent TN9 1NR	
Bankers	HSBC Bank, 100 High Street, Tonbridge, Kent TN9 1AN	
Solicitors	Thomson Snell & Passmore, 3 Lonsdale Gardens, Tunbridge Wells, Kent TN1 1NX	
External examiners	Gilbert Allen & Co, Churchdown Chambers, Bordyke, Tonbridge, Kent TN9 1NR	
Email	office@davss.org.uk	
Website	www.davss.org.uk	

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MESSAGE FROM THE CHAIR



I am pleased to report that over 2020-21 our wonderful volunteers and staff have delivered DAVSS tailored support to victims of domestic abuse non-stop, with no one turned away and with no waiting lists, despite COVID-19 exacerbating domestic abuse and increasing the barriers to victims accessing services.

We doubled the hours our helpline is open and expanded on-going telephone support with a named volunteer. This enabled greater access to services and continued delivery of much needed support, including support-to-court, for as long as needed. Victims reported feeling safer, more empowered and achieving life-changing outcomes for them and their children.

2021-22 will continue to be challenging. We aim to carry on delivering our expanded services and developing services on a project basis to meet the needs of our clients and their children. Also, we will ensure our volunteers and staff get the best possible training and support to deliver high quality services.

We could not have met the challenge of COVID-19 or continued to provide our services over the next year without the huge courage of our clients, the amazing dedication of our volunteers and staff, trustees' clear-sighted focus on service delivery and the extraordinary support of our partners, funders, donors and the wider community. My thanks to you all for the huge difference you make transforming the lives of people experiencing abuse.

Kristen Paterson

UPDATE FROM THE CHIEF EXECUTIVE



Over 2020-21 DAVSS received 1,016 referrals (including 68 men) involving 1,669 children, and a massive 5,458 helpline calls. Our volunteers and staff gave many additional hours to ensure clients got the support they needed, with volunteer Domestic Abuse Advisors giving an average of 52% additional hours per case, due to the increased complexity, intensity and violence of abuse due to the impact of COVID-19.

Positive outcomes achieved include DAVSS' very low repeat victimisation rate of 5%, Protective Injunctions obtained, clients retaining jobs or getting new ones, starting training courses, living in safer or new accommodation, taking up volunteering, and reporting positive outcomes for their children. Many family members and friends also benefitted, and by extension this has also had a positive impact on the wider community.

I would like to add my thanks to those of our Chair to everyone involved over the year. This has been a real team effort and we could not have achieved these outcomes without you.

Henu Cummins

Domestic Abuse Volunteer Support Services (DAVSS)

CHARITY AND GOVERNANCE INFORMATION
for the Year to 31 March 2021

Governance and Structure

DAVSS was incorporated on 7th June 2011 under the Companies Act 2006 as a private company limited by guarantee and registered as a Charity on 21st July 2011. It is governed by a memorandum and articles of association which have been in place since incorporation.

Board of Trustees and Management

DAVSS has a strong and committed Board of Trustees who are also the Directors of the charity. They are drawn from the local community and represent legal, financial, IT, community safety, voluntary sector and faith community expertise; with specialist Police and Housing advisers (see page 4 above). One of our Trustees is a volunteer representative and we are seeking an ex-service user to join the Board as a Trustee.

Trustees meet quarterly with the following advisors to discuss strategic and operational aspects of the Charity:

Henu Cummins DAVSS Chief Executive Officer; Jackie Sumner Head of Community Investment, Town & Country Housing - Peabody Group; and the Kent Police Area Commanders for Tunbridge Wells and Tonbridge & Malling Area and Sevenoaks & Swanley Area.

Public benefit

The Trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit when reviewing DAVSS aims and objectives and in planning activities and setting policies and priorities for the year ahead. DAVSS charitable objectives are shown on page 8.

TRUSTEES' REPORT
for the Year to 31 March 2021

Our Reason for Being

DAVSS was set up in 2011 following a successfully evaluated pilot project, which demonstrated a real need for a support service for people experiencing domestic abuse in West Kent. Referrals and helpline calls to DAVSS, and client and agency feedback demonstrate this need is urgent and ongoing.

One woman in four and one man in six will experience DA at some point in their life

Domestic abuse (DA) has been exacerbated by the COVID-19 pandemic. The restrictions have placed new pressures on families as changes in work practices have led to their abuser being more likely to work from home. This has led to victims being even more isolated from any support network they may have and confined with their abuser without respite from the escalating frequency, intensity and violence of the abuse.

At any one time 130,000 children in England & Wales will be living in homes where DA is happening

There is a widespread perception that because of its relative affluence (albeit with pockets of deprivation), DA is less likely to occur in West Kent. But DA is pervasive and respects no boundaries, be they ones of gender, socio-economic status, ethnic origin, age or disability, and the number of DA incidents reported in Kent as a whole and West Kent in particular is in line with the national average.

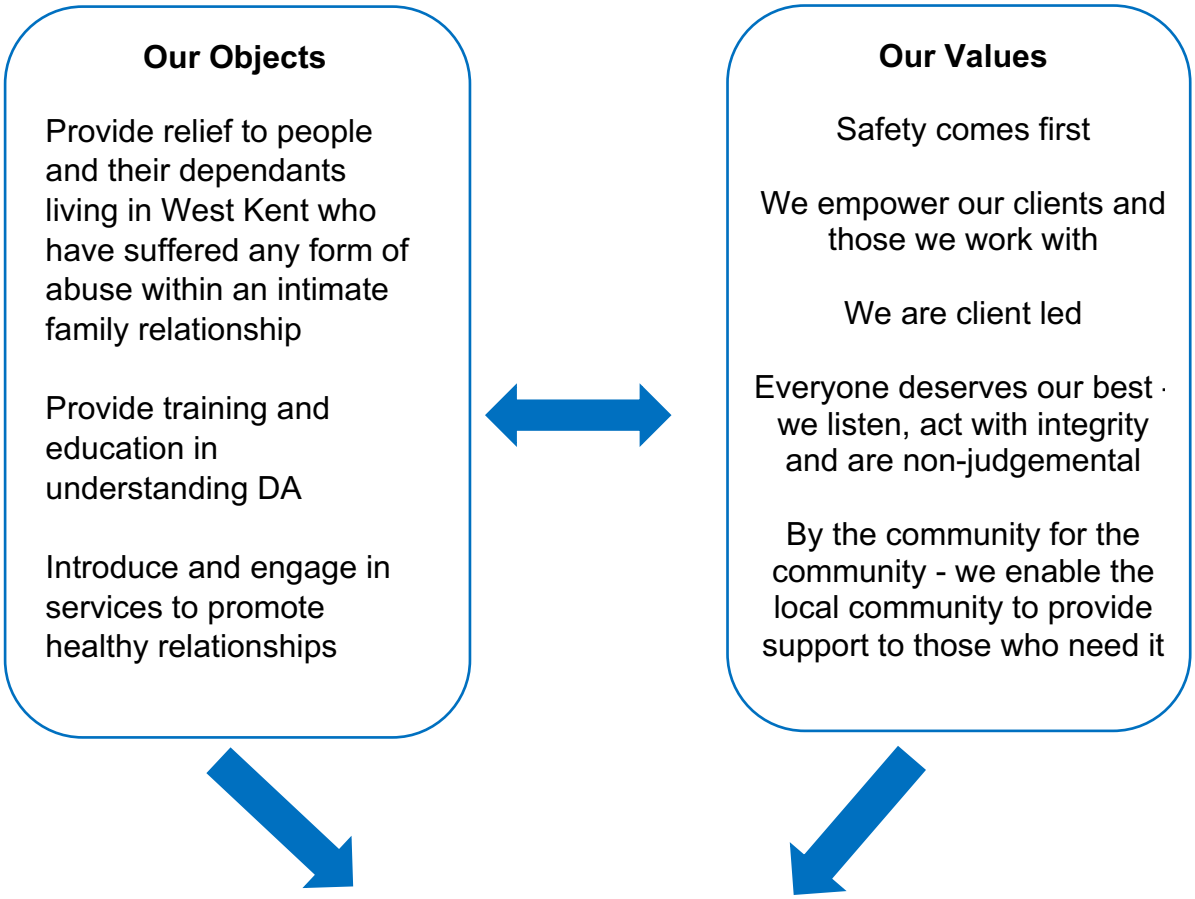
When victims have assets, they often do not meet the criteria for legal aid or benefits, even when they are prevented from accessing their assets by their abuser. DAVSS vital volunteer support enables victims to access the resources they need to take action to make them and their children safe.

Between 2011 and 2021 referrals to DAVSS have increased from 170 to over 1,000 per year

Service users are enthusiastic about the support they receive from DAVSS' highly trained volunteers and during our ninth year we have seen a continued increase in community usage with many referrals and helpline calls from clients themselves, agencies, and community groups. This demonstrates yet again the very real on-going and urgent need for DAVSS services.

Our Objects, Values and Strategy

At DAVSS we believe that everyone deserves to feel safe in their intimate relationships. Our vision is that anyone who is experiencing domestic abuse of any kind by an intimate partner or close relative should have the knowledge and support necessary to protect themselves from harm and feel empowered to take control of their life again, whatever the level of risk. This vision drives our aims, our values, and strategy:-



Our Strategy

To provide confidential free, tailored, holistic volunteer support for as long as needed to anyone in West Kent experiencing DA, empowering them to take action to make them and their children safe and recover from the abuse they have experienced.

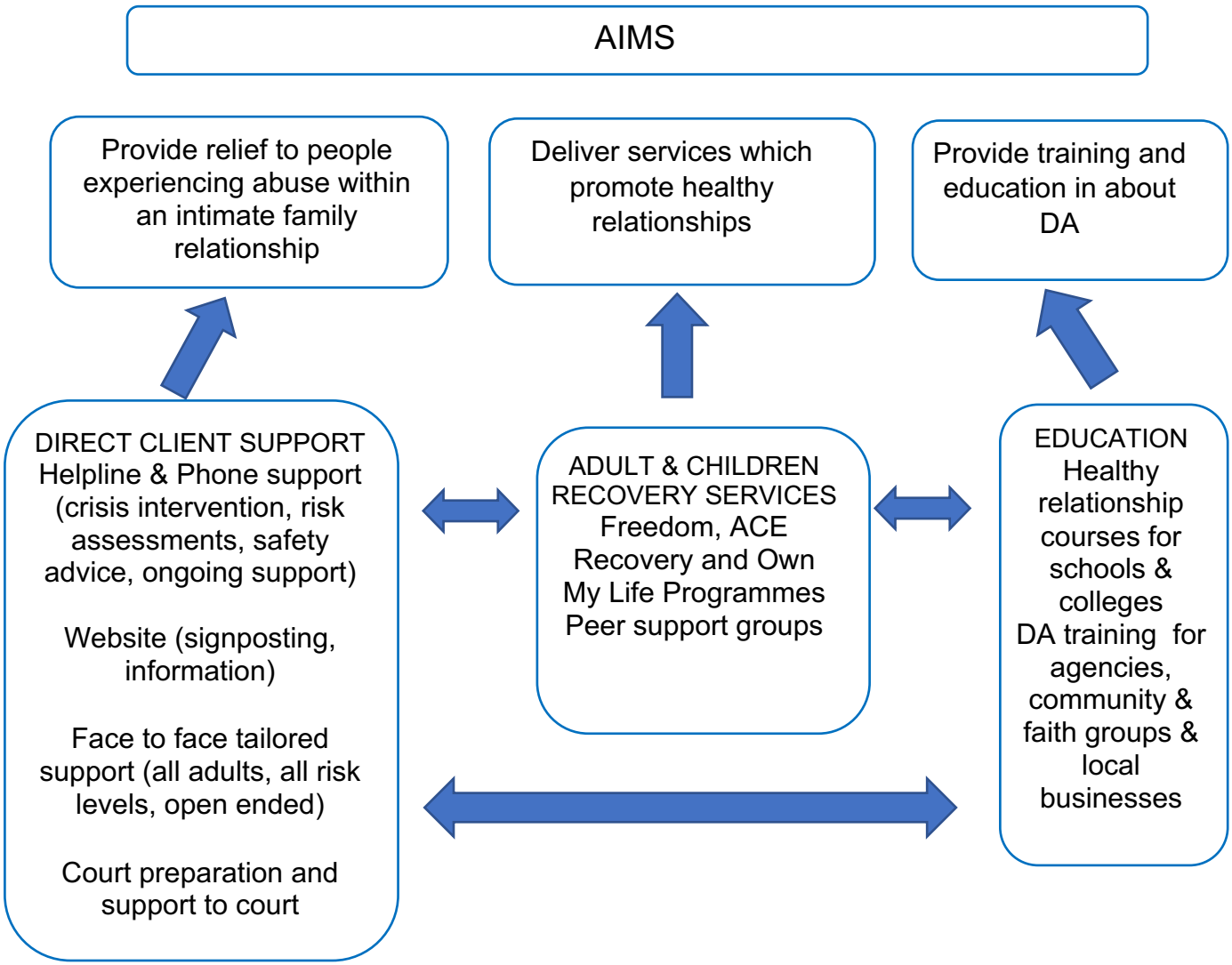
Prevent abuse by raising awareness of DA in the community and promoting healthy relationships.

Work proactively in partnership with others to deliver the best possible services.
Seek funding to enable us to grow our volunteer base so we can support more people experiencing DA, and meet existing and new needs.
We will remain independent and differentiated from other providers – a local service provided by local people for local people.

DAVSS provides vital support services for anyone (men, women, LGBTQ+, ethnic minorities, disabled) experiencing domestic abuse, who often have no-one else to turn to and are in desperate need ofsupport. We support clients from immediate crisis intervention through to recovery, empowering them to make decisions and take action to make them and their children safe.
Our services are client-led, volunteer-centred, free and confidential, include all levels of risk and are not time limited. We provide pro bono solicitors, interpreters, and recovery programmes when needed.

We work very closely with other agencies, the voluntary sector, and community groups (e.g., Police, Social Services, Health, Education, Housing, Citizens Advice), as multi-organisation partnership working is vital to the provision of DAVSS holistic wrap-around service.

We also provide public education and raise community awareness about this serious issue to try to ensure earlier reporting, prevention and reduction wherever possible, mitigating the harmful consequences to victims and their children.



How we deliver our services

Our clients

Everything we do is client-centred and customised to our individual clients' needs. It is because of their courage in reporting domestic abuse that we are able to provide our vital support services in often highly challenging circumstances.

Male clients continue to tell us that they find it difficult to report their situation and seek support. This is partly due to the surrounding culture that expects men to be able to stand up for themselves and to male gender stereotypes, and partly because of lack of awareness that men can be victims of domestic abuse. Uncertainty around being believed has been a key message from both the men and women who have been supported by DAVSS.

Ethnic minority referrals to DAVSS (7% of the total) are slightly higher than the proportion of people residing in West Kent, which shows some success in reaching these communities. However, more work is needed to ensure all ethnic groups are being reached and that the complexities of their experience and their diverse needs are fully understood and addressed.

Overall, DA remains a hidden crime with referrals and helpline calls for all client groups remaining low when compared with the overall number of people experiencing DA.

Our volunteers

Our services are delivered by our current team of 50 volunteers, which includes DA and Helpline advisors, volunteers delivering recovery programmes, and others who assist with admin, coordination and fundraising. Our professionally trained volunteers commit to a minimum of 5 hours per week to supporting the DAVSS Helpline or 10 hours a week supporting clients, but most volunteers' hours significantly exceed this.

Our volunteers come from a range of backgrounds and a number have life experience as survivors of domestic abuse themselves. Most of our volunteers are women but we are fortunate to also have male volunteers, so we are able to give our clients the option of having a male advisor should they prefer this. Their enormous professionalism, dedication, tenacity, patience and efficiency ensure that our work is of the highest quality and meets the often complex needs of our clients.

Some Trustees also provide professional services pro bono (including legal and fundraising services) which greatly reduces the cost of our operation.

As can be seen from the quotes below, volunteers themselves say that they find the work very challenging but satisfying at the same time, and feel that they are making a real difference to both their clients and in terms of their own personal development.

I have been inspired by the strength of clients' journeys – supporting them to resolve their challenges has been truly inspirational

There are no egos at DAVSS. The team are all aiming for the same thing and there is strength in our diverse experiences

Getting justice for people is a real privilege, it's lifesaving and their safety is vital

I am full of admiration for the work DAVSS is doing, amazed at the multiple issues encountered and awe struck at the outcomes

The welcome from the team has been fantastic. I've worked with charities before and this is the most supportive I have experienced. Someone is always there to advise and the training is brilliant

Our staff

Our current 7.5 FTE managers and staff support our volunteers. They include our Chief Executive who has a legal background and extensive DA experience and two of our managers are trained Independent Domestic Violence Advocates (IDVAs). Managers provide coaching, mentoring, case supervision and quality assurance, and other staff provide administrative and other support.

Over the year, we provided our staff with laptops to enable them to work remotely from home during the COVID emergency.

We are grateful to our funders who enabled us to increase our staffing over 2020-21 ensuring volunteers received the additional support they need when supporting the more complex and time consuming cases arising during COVID-19, and when providing expanded telephone services. We are seeking replacement funding to enable us to continue this support over 2021-22.

Training & Development

New volunteer DA and Helpline Advisors undergo 14 days' accredited Quality Mark DA training, plus 6 days' training on DAVSS policies, processes and procedures. They are then mentored before 'flying solo' supporting their own clients. Further training and personal development opportunities have been provided during the year to staff and volunteers by in-house training, outside speakers and attendances at conferences and workshops. Over 2020-21 most of this training was provided virtually because of COVID-19 restrictions.

Partnership working

DAVSS continues to work closely with a wide range of organisations in the area and could not deliver our tailored wrap-around services without their support. This includes the police, solicitors, housing, the Courts, Witness Care Service, social services, health, schools, and others. In particular, we work closely with the three Community Safety Partnerships and the three local authorities in West Kent who have consistently supported DAVSS with funding.

We continue to work with voluntary organisations (from debt advice through to equine therapy), community groups and the faith community. We are very grateful to them, and to the business community, for their support over the year.

Non-stop successful support services throughout Covid-19

Our tailored support for people experiencing abuse has continued without interruption and we have re-designed and expanded our services to meet the challenge of COVID-19.
COVID-19 and the associated restrictions have had a marked impact on our activities. Firstly, for much of the year face-to-face contact has been limited which has led to delivering services in a different format, the closure and re-opening of our offices, and volunteers and staff working flexibly from home. Client support has primarily been by telephone although we have met clients outdoors when guidelines have allowed.

Secondly, there has been a significant impact on court proceedings. Experience with the Civil Courts has been positive with protective injunctions being obtained by telephone and email. This has been well received by clients and volunteers, as this approach saves travel time, is less expensive and reduces the risk of the client meeting the perpetrator on public transport or in the car park, when accessing the court, or seeing them in the courtroom. We have shared this learning with the courts and would like to see this approach continued.

However, the restrictions have led to significant delays in the Criminal Courts, increasing the stress on our clients and the length of time needed to obtain both justice and the legal protection they need. This has had a highly detrimental effect on the wellbeing of our clients and has increased the need for on-going support from our volunteer Advisors.

Thirdly, since the first lockdown, there has been a significant increase in the frequency, intensity and violence of DA as families are confined together in enforced isolation with their abuser, and employment or financial security is threatened. Also, because time outside the home has been very limited, opportunities have been significantly reduced for victims and their children to escape to safety (from workplace or school for example) if only temporarily.

As a result, almost all referrals and helpline calls to DAVSS have been complex, high risk and/or high need and have required multiple interventions for longer periods. Consequently, volunteers have given an average of 52% more hours per case and the number of helpline calls has increased by almost 40% when compared with the previous year. Additional management, emotional and other support has been made available to our volunteers and staff to ensure they have the knowledge and resilience to support these more complex and more traumatic referrals and helpline calls.

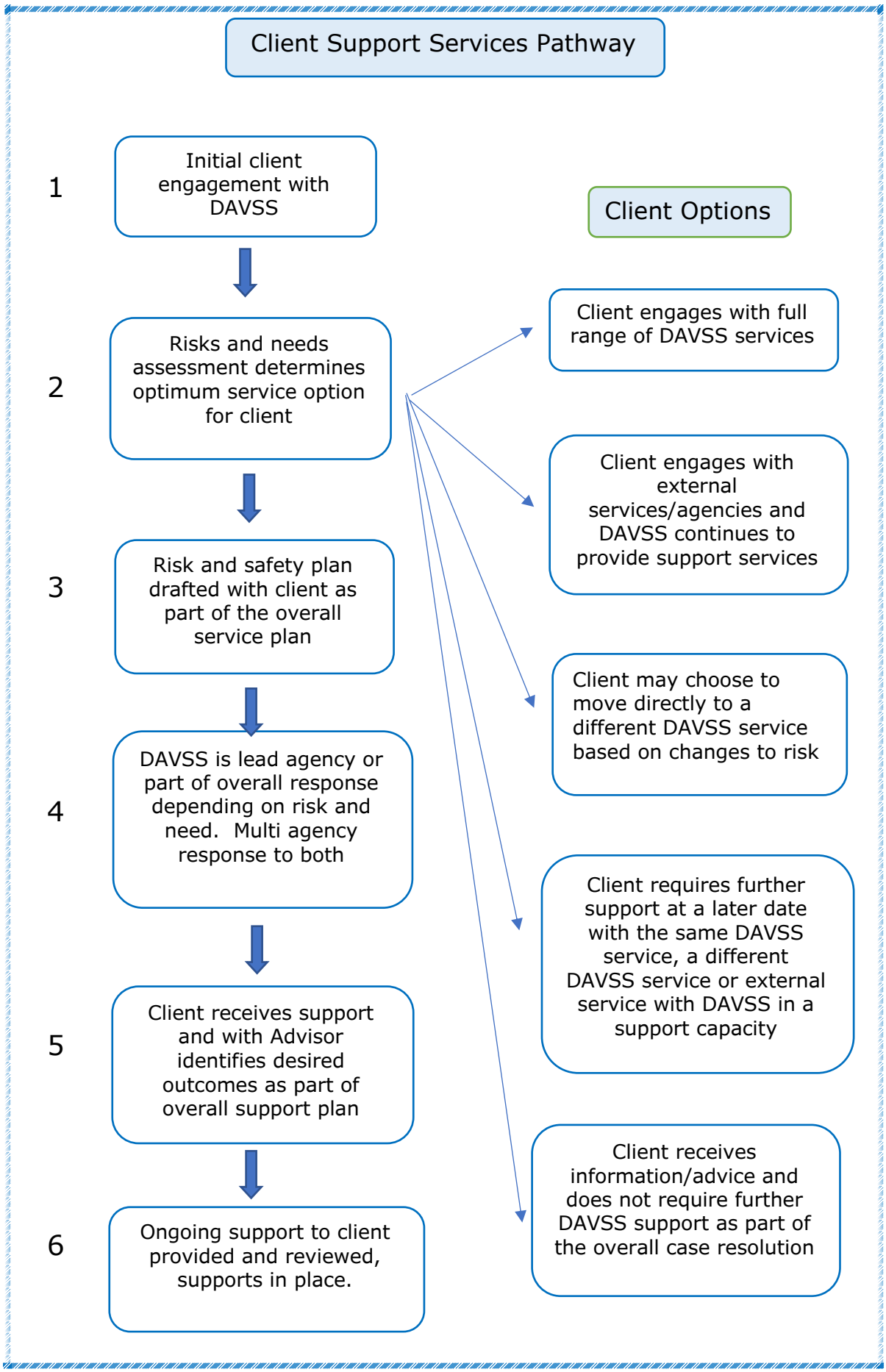
Providing our customised services non-stop and uninterrupted over the year has been a huge achievement and an accolade to the courage of our clients, the dedication and commitment of our volunteers and staff and the amazing support of our partners, funders, donors, local businesses, the faith community, and community groups.

Direct Client Support

Face-to-Face Tailored Individual Client Support

Our volunteers provide holistic, wrap-around, bespoke, client-led, face-to-face volunteer support for as long as needed, addressing all levels of risk. We arrange face-to-face meetings individually at convenient and safe locations in both towns and rural areas across West Kent but face-to-face support was temporarily suspended over 2020-21 due to COVID-19 safety restrictions. Instead, tailored support was provided by telephone by a named volunteer for as long as needed. Face-to-face support was resumed outdoors when government guidelines allowed.

Risk assessments are carried out to national standards, and high-risk clients are referred to and represented at the West Kent Multiagency Risk Assessments Conference (MARAC). Personal/family safety and support plans are ‘live’ documents and reviewed regularly with the client.
The chart overleaf shows how our one-to-one support is delivered and the steps involved:-


Client Support Services Pathway
1
Initial client engagement with DAVSS
2
Risks and needs assessment determines optimum service option for client
3
Risk and safety plan drafted with client as part of the overall service plan
4
DAVSS is lead agency or part of overall response depending on risk and need. Multi agency response to both
5
Client receives support and with Advisor identifies desired outcomes as part of overall support plan
6
Ongoing support to client provided and reviewed, supports in place.
Client Options
Client engages with full range of DAVSS services
Client engages with external services/agencies and DAVSS continues to provide support services
Client may choose to move directly to a different DAVSS service based on changes to risk
Client requires further support at a later date with the same DAVSS service, a different DAVSS service or external service with DAVSS in a support capacity
Client receives information/advice and does not require further DAVSS support as part of the overall case resolution

Phone and web support

During 2020/21 we expanded our Helpline service – doubling opening hours (to 10am-4pm weekdays) with 24/7 messaging giving information and advice, providing our individual tailored support, including support-to-court, by telephone with a named volunteer for as long as needed. We also improved access by implementing a new software/telephone system that enables more than one helpline call to be answered at the same time.

Additionally, through our website we provide comprehensive information about abuse and the different forms it can take, how to access the help and advice available, the different services we offer and how to keep safe while living in an abusive situation. This includes how to self-refer as well as a dedicated email address for men experiencing DA.

Support-to-Court

This project assists victims of DA to obtain much needed legal protection in the form of Protection Orders (e.g. Prohibited Steps, Non-Molestation, Restraining, Occupation, Child Arrangement, Forced Marriage Protection, etc). This will be the first time most of our clients come into contact with the justice system. The court process, which many people find intimidating, is more challenging for someone who is suffering the trauma and chaotic emotions, which are the inevitable consequence of abuse, and their ability (especially for litigants in person) to construct the statements and compile the paperwork necessary to support their case and attend court is severely reduced as a result.

DAVSS offers volunteer DA support throughout the process, including helping prepare paperwork and acting as a McKenzie Friend in the Civil Courts if needed. Volunteer Advisor support to the Criminal Courts includes liaising with Witness Care and the court services to ensure client access and safety, and explaining the process and outcomes to the client as needed. Difficulties in accessing the Criminal Court, with delays in criminal court dates/attendances and repeated deferments due to COVID-19, have made support-to-court more necessary than ever.

Our highly experienced lawyers provide free legal advice on an appointment basis and during the year they held 65 such meetings. We have also been very fortunate in having available the pro bono services of a barrister for complex cases where needed. We are extremely grateful to the local solicitors and the barrister who provide this pro bono support.

Our volunteer advisors also provide information and support about the court process to victims' children, who are often highly anxious and confused about the process. Often their parent or caregiver say they feel too traumatised to provide this support by themselves. Both parents/caregivers and their children say that children's anxiety is reduced, as DAVSS support to children helps them to understand why court is needed and how the court process is likely to unfold.

One-stop shop

In partnership with Clarion Group, who has made available free premises and staffing, DAVSS provides a DA Advisor on alternate weeks enabling the One Stop Shop in Tonbridge to open every Wednesday from 9.30 to 12.00 am. This is located in Central Tonbridge, very convenient for public transport and local parking. Look Ahead provide staff on the alternate weeks and we work in close co-operation with them regarding mutual cross referrals. This service was temporarily suspended in March 2020 due to the COVID-19 virus and we aim to reintroduce it when it is safe to do so.

Client Recovery Services

These services support our aims of breaking the cycle of abuse and promoting healthy relationships.

Freedom Programme (Adults)

This 12-week programme is aimed at helping people understand the nature of DA and how to recover from it. It is aimed at those who are still in or who have just left an abusive relationship. It is also essential for parents/caregivers to commit to attending the Adults' Freedom Programme first, as it enables them to support their children with greater knowledge and understanding when they undertake the Children's Freedom Programme subsequently. DAVSS-trained volunteer Freedom Facilitators assist with programme delivery and co-ordination of referrals. Because of its interactive natue and the needs of our clients, this programme is delivered face-to-face. It was temporarily suspended during the COVID emergency and restarted again in August 2020 with 22 participants.

Own My Own Life Programme (Adults)

This 12-week course helps victims make sense of their abusive experiences and its impact on mental health; and gives them the skills to move forward, overcome their experiences, regain ownership of their lives, and build resilience. This focuses on continuous learning, builds agency and independence, and provides skills that participants can use when confronted with difficult situations and/or abuse in the future. The course includes group work, work in pairs, and individual work throughout each session. The programme is facilitated/delivered by our trained volunteers and staff. We piloted our first programme with 8 participants in 2020-21 with highly positive feedback about the life-changing impact of the course.

Inspiration Groups - Peer Support

In addition to structured programmes, we provide informal peer support groups for clients and former clients which gives them an opportunity to network with people who have experienced abuse, share experiences, and form connections in the community, thereby reducing their sense of isolation and helping them re-build

their lives. Our monthly face-to-face support group was temporarily suspended due to COVID-19, but our Facebook peer support group (moderated by a DAVSS manager) has continued to provide much needed support with 87 participants over the year.

Children's Programmes

Despite the fact that three quarters of children living in an abusive situation are directly exposed to the abuse and of these half are directly abused themselves, there are very few services available to help children/young people who find themselves affected. The Children's programmes below use age appropriate activities and games to help children recover from DA. Feedback from parents/caregivers and children is that the groups are fun, that children look forward to their sessions and that they provide a positive learning experience which helps them recover from abuse. In the words of parents/caregivers and children: as a result of these programmes children "can be happy again" and are "more settled".

The **Children's Freedom Programme** assists children through activities and group working to identify and name abusive and non-abusive behaviours and to recognise the differences between the two, encouraging them to see that what they perceive to be random acts of abuse are not their fault and they are not to blame for the abuse they have experienced.

The **Adverse Childhood Experience (ACE) Recovery Toolkit** uses a combination of creative activities to develop children's and young people's emotional resilience, helping to empower them to express their feelings in a constructive way and give them the opportunity to cope with the adversity they have experienced (and may do so in the future). Sessions are delivered individually or in a group setting depending on the needs of the child/young person and DAVSS offers extensive pre and post session support to children and to their parent/caregiver if needed.

During lockdown, the need for home schooling has meant that children have been spending long periods of time on-line and parents / caregivers were reluctant for this time to be extended any further, so in conjunction with parents / caregivers, we decided to suspend these group programmes until such time as they could be delivered interactively. However, a suitably qualified staff member has provided one-to-one support using tools and techniques from the Children's Freedom Programme and ACE Recovery Toolkit to 25 children whose parent/caregivers were going through the referral and assessment process and/or were referred from other agencies.

Education and raising awareness

DAY Programme

Domestic Abuse awareness training for young people (DAY) is a multimedia programme to raise awareness and provide education about safe and healthy relationships, domestic abuse and child sexual exploitation in a way that is relevant to young people. This is delivered by DAVSS to young people at local schools and colleges. The programme was suspended in 2020-21 at the request of schools, but when schools re-opened we received several requests to resume the programme which we will do as soon as possible, funding permitting.

Agencies, community and voluntary groups, and the faith community

Over the last 12 months DAVSS has delivered Domestic Abuse Awareness training to 237 people across West Kent including those from the business community, local government, health, police (including the domestic homicide review panel), community groups (e.g., family mediation services), and the faith community. These talks include topics such as how to initiate a discussion about abuse with possible victims, risk assessment and safeguarding issues, forced marriage, implications of DA for professionals (e.g., family mediation, HR professionals), and how to refer victims to DAVSS and/or other appropriate agencies for support.

In addition, our Chief Executive has been invited as the only DA representative to speak at regional events, advising on best practice policies and procedures. She has also been asked to perform a key role in a police initiative to set up a county-wide specialist DA forum and has participated in two Domestic Homicide Reviews (statutory, multi-agency post hoc investigations of incidents of domestic homicide) as the independent expert.

Our Funders

The support of our Funders has been critical to our continuing success, and we are indebted to their understanding of the impact of COVID-19 on the complexities of domestic abuse, and their generosity in supporting the provision of our services. This includes, in addition to our public sector funders, independent foundations, trusts, community groups, the faith community and individuals. We could not deliver our services without their incredible support.

The highly positive client outcomes achieved, and most importantly the positive response of our service users, together with feedback from referring agencies, demonstrates the life-changing impact of this funding.

Our Achievements

In 20/21 we received 1,016 referrals

Total volunteer hours totalled 43,444 an increase of 15% over 19/20

Volunteer hours per case were 52% higher than in 19/20

Helpline calls increased by almost 40% over last year to 5,458

In 20/21 male referrals accounted for 11% of the total, up from 7% in 19/20

Our volunteer Advisors provided 2,767 legal option sessions

The period 1st April 2020 to 31st March 2021 has been even more challenging than ever. We are proud of the way our volunteers and staff have addressed the challenges of COVID-19 by providing a seamless service with no one turned away. However, the biggest tribute to our services is shown by the highly positive feedback received from our clients as to how DAVSS volunteer support has transformed their lives.

Most victims were more difficult to contact with their abuser more likely to be at home, and therefore required multiple contact attempts and multiple on-going interventions and support from our volunteers for longer. Backlogs in the criminal courts also meant that clients needed support for a longer period while waiting for delayed/deferred court dates and attendances.

To meet this need, our volunteers and staff worked tirelessly to ensure volunteers got the support needed when working on these often highly traumatic complex cases.

To improve access during COVID-19, we expanded our Helpline service - doubling our helpline opening hours (to 10am-4pm Monday-Friday) and provided customised support, including support-to-court, with named volunteer Advisor. We also implemented a new IT system enabling more than one call to be answered at the same time.

We liaised closely with the courts. We worked with the civil court to set up a process with 3 courts enabling our clients to obtain legal protection by telephone, supported by a DAVSS volunteer acting as a McKenzie Friend if needed. Clients were very positive about this approach and found it less daunting and traumatic, as they did not have to risk physical contact with their abuser (see our performance below). Sadly, delays in the criminal courts meant many clients have been unable to access the justice they need.

We expanded our Support-to-Court Project offering information and support to victims' children who are often confused and anxious about the court process. Many parents say that due to their own trauma, they are unable to give their children the information and support they need about the court process.

We attended 117 civil and 13 criminal court proceedings

1,669 children were involved in the referrals supported in the year

Volunteers acted as McKenzie Friends on 117 occasions

Our Chief Executive delivered DA Awareness Training sessions to community groups and agencies involving 237 people

The Support-to-court project has supported 372 children with information about the court process over the year, with children and their parents reporting that children are better able to understand the process, feel less anxious and that parents and children are better able to discuss the process together.

In line with government guidance, we temporarily closed our office (re-opening, re-closing and re-opening it as guidelines allowed), temporarily suspended face-to-face services (offering individual meetings outdoors when permitted), and provided much-needed support-to-court and other services remotely, with staff and volunteers working flexibly from home. We were pleased to be able to provide our staff with laptops and volunteers with smartphones enabling them to work from home.

We are proud of the way that our Chief Executive, volunteers and staff worked together to review and re-design services ensuring a seamless transition to home/outdoor/office working and put in place COVID-19 security measures. They ensured that clients got the best possible service and ensured that positive community and client outcomes continued to be achieved during the year.

We have continued to undertake training and raise awareness (albeit remotely) about DA with agency front line staff, community groups, professional groups, businesses and the faith community on which we receive consistently very positive feedback.

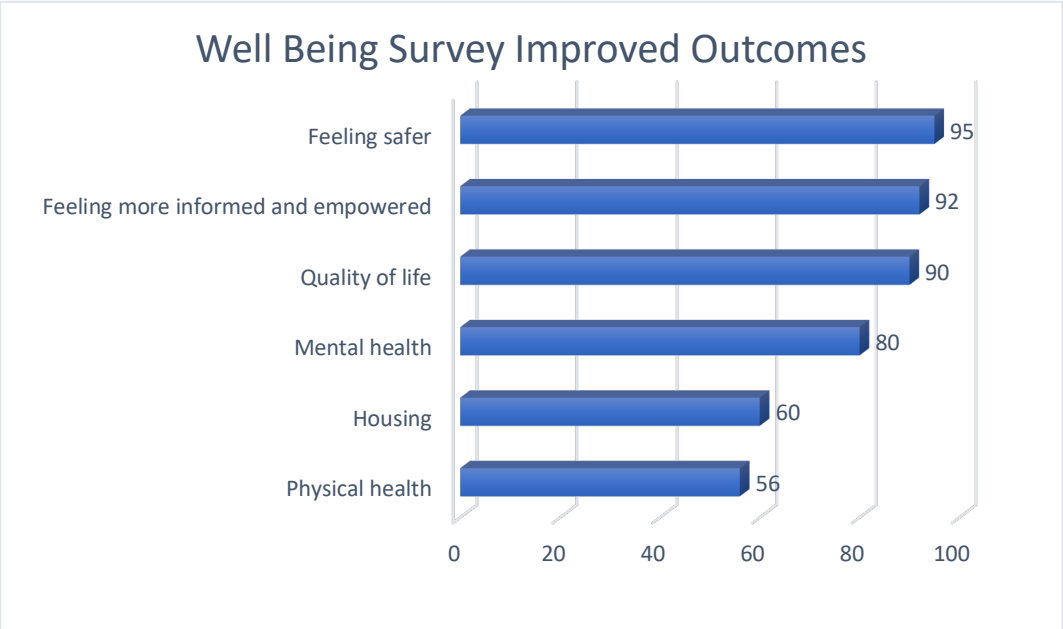
We are also grateful to our funders who provided vital funding to enable us to continue to provide and expand our much-needed services to meet the changing needs of vulnerable victims of DA throughout 2020-21. Our clients tell us that these services transformed the lives of them and their children.

Our Impact

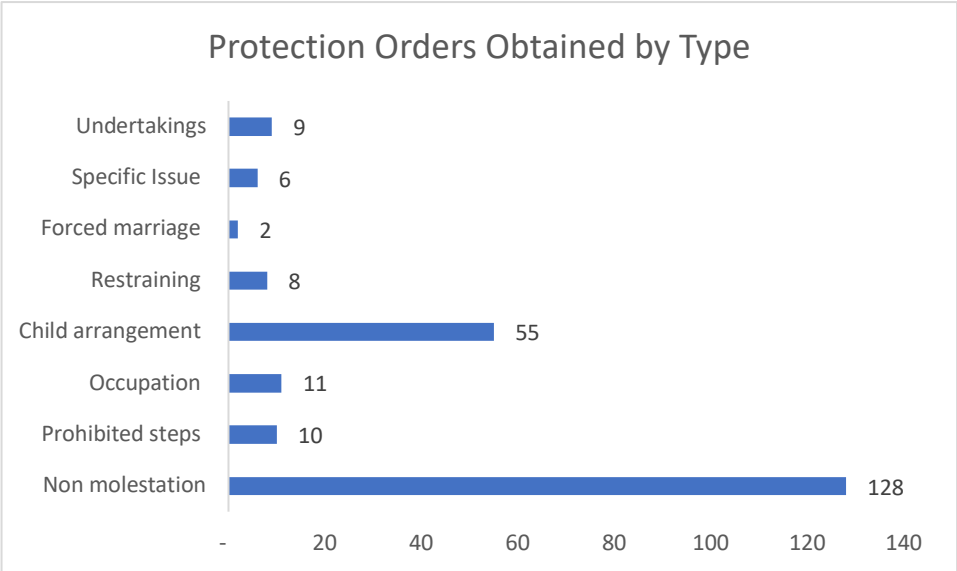
We assess our impact using a combination of quantitative and qualitative measures. Quantitative measures include client surveys, the number of protective legal orders obtained, repeat victimisation rates and value for money. Qualitative measures are primarily in the form of the feedback we receive from clients, partner agencies, funders and other operators in the field of DA but we also on case closure we compile case studies which serve to document the outcomes of individual cases.

Quantitative Measures

Pre-and-post support **Wellbeing Surveys** show the impact of DAVSS support with clients reporting the following *percentage* improvements in different aspects of their life:



In response to COVID, the family courts adopted an on line format. This proved to be very efficient and we would like to see it continue. As a result, despite the restrictions, we were able to secure 242 **Protection Orders** and 13 **Punitive Measures**, thus helping our clients and their dependents keep safe.



Further evidence of our effectiveness is provided by the low rate of **repeat victimisation** we are able to achieve. This stands at 5% for 2020-21

Additionally, our volunteer model ensures that we can offer **excellent value for money**. In the 12 months from 1st April 2020 to 31st March 2021 our volunteers provided 43,444 hours on casework, the helpline, project work, administration and fundraising, compared with just over 37,905 hours in the previous year. Calculated at the Kent average earnings rate this equates to a cash equivalent of £658,611, an extraordinary return on investment. The professionalism and experience of those involved far exceeds this notional sum, which is considerably more than our operating costs. It represents a massive return on partners' support, funding, and a huge investment in our community.

Qualitative Measures – Feedback

From clients

DAVSS has been absolutely amazing. The increased hours during COVID has helped me get the support and advice I've needed.

DAVSS has been absolutely amazing. They have always been there via email or telephone at all times I've needed them and have a really fast service. The increased hours during the Covid-19 outbreak has helped me get the help and advice I've needed especially during such a hard time in regard to an emergency injunction.

I would not be alive without DAVSS. I felt believed and began to see he was the culprit. I was not a whore / tramp but a decent human being and a good Mum. I am so grateful for the help and support me and the children have received from DAVSS

Without DAVSS I would not have been strong enough to keep going forward. I would have gone back to him and carried on. DAVSS gave me the support I needed.

My DAVSS volunteer has been a lifeline for me. There have been times when I felt so low, like I was at the bottom of a very deep black hole and couldn't see the way out. I would not have been able to get through the ups and downs of ending my abusive marriage without my volunteer's unwavering, measured and calm support as well as her practical help every step of the way.

I had a very good day. Nobody is stalking or harassing me. Nobody is insulting me or threatening me. Nobody is hurting my body. I do not live in fear. Thank you for changing my life. Thank you for supporting me to get me here.

For a long time I didn't have hope. I didn't want to criminalise the father of my children, my abuser. I just wanted the abuse to stop. When I called DAVSS I was petrified no-one would believe me but within minutes and for the first time in years I found myself having hope. Hope that one day I could be free of my violent husband, my abuser. Thank you for all the hours you have spent supporting me, today I am alive because of you

From partner agencies

Thank you for your continued hard work and support for victims. You truly are an amazing organisation (Kent Police)

Without the outstanding work of you and your team of volunteers provide to the community far more victims would be suffering. Thank you all for everything you do to support those in need within the area (Local Government)

The support provided to our clients by DAVSS is invaluable. We can visibly see the difference it makes and the impact it has on our clients. I don't know how we would have been able to manage without this specialist intervention

We know all too well how men are adversely affected by DA, especially since there are simply not enough services out there designed to tackle abuse issues that men face. We are grateful that in West Kent we can refer male victims to DAVSS.

From funders

Many thanks for updating us on the fantastic work that DAVSS are continuing to deliver in such challenging circumstances. Please pass on our thanks to your hard working staff and volunteers who are coping so impressively with the increase in demand

Absolutely amazing results. Well done and thank you to you and your team

[I am] horrified but not surprised by the upward swing in demand for your support, and the increased complexity of cases. You are all doing an incredibly important job

From other organisations

I have seen at first hand what a difference your programmes make. I have made two referrals for Children Freedom Programmes. It has a great positive impact on these children (a primary school)

We have a number of clients within our setting who are dealing with the emotional impact of domestic abuse. It is important that we address these emotional needs to improve their wellbeing. The expertise that DAVSS has offered has been invaluable. (An educational provider)

It is so hard to put into words how I feel about DAVSS without becoming emotional! DAVSS have worked with us as a school to support a family who have experienced unimaginable trauma and I cannot thank them enough. (A head teacher)

From the Courts

We appreciate the way that DAVSS supports clients with the written applications for Non Molestation Orders, as well as being McKenzie Friends, as it helps the court users through the process in what is a difficult time. DAVSS are the only domestic abuse charity that sends applications to this court, and you are very efficient, sending the documents in a timely manner, often before the court opens, to allow for a same day Ex-parte hearing with a judge

Thank you for taking the time to assist the court in providing better quality service for court users, including ways we and they can improve its service. We look forward to continuing our ongoing working relationship with DAVSS

Finally, the client **case studies** compiled during the year show that as a result of DAVSS volunteer support clients experience many positive outcomes including living in safer or new accommodation, improved well-being and mental/physical health, retaining jobs or getting new ones, starting training courses, taking up volunteering, and reporting health improvements plus improved wellbeing for their children. Many other family members and friends also benefit from the changes made to survivors' lives.

Conclusion

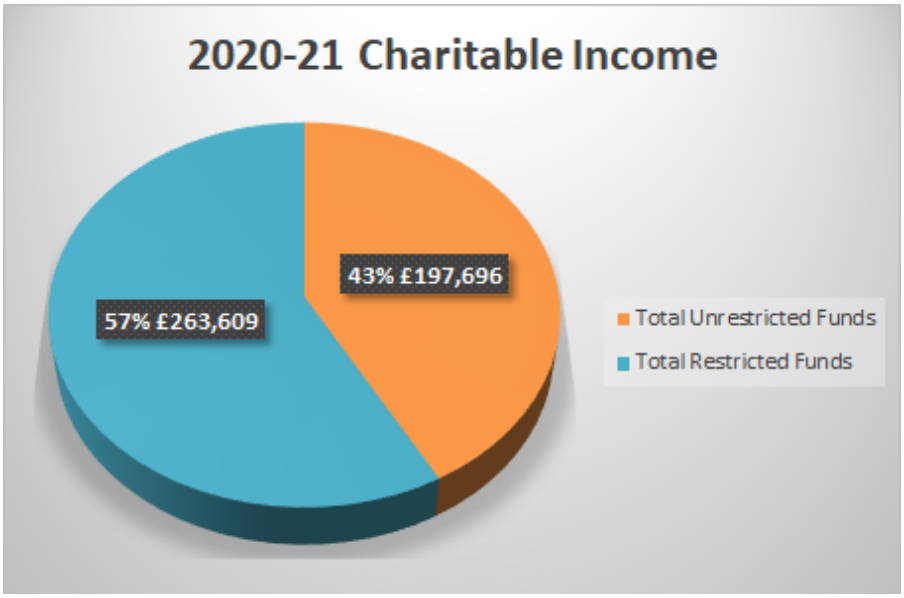
Once again, our heartfelt thanks go to DAVSS volunteers and staff. Their professionalism, dedication and commitment, has been more important than ever and without them we could not have met the challenges of COVID-19 nor provided our much-needed support services.
We have put a cash value on the hours spent by our volunteers and the investment by our funders in tackling domestic abuse, but in truth the improved well-being of clients and the improved life chances of their children resulting from the support of our volunteers are way beyond any financial value.

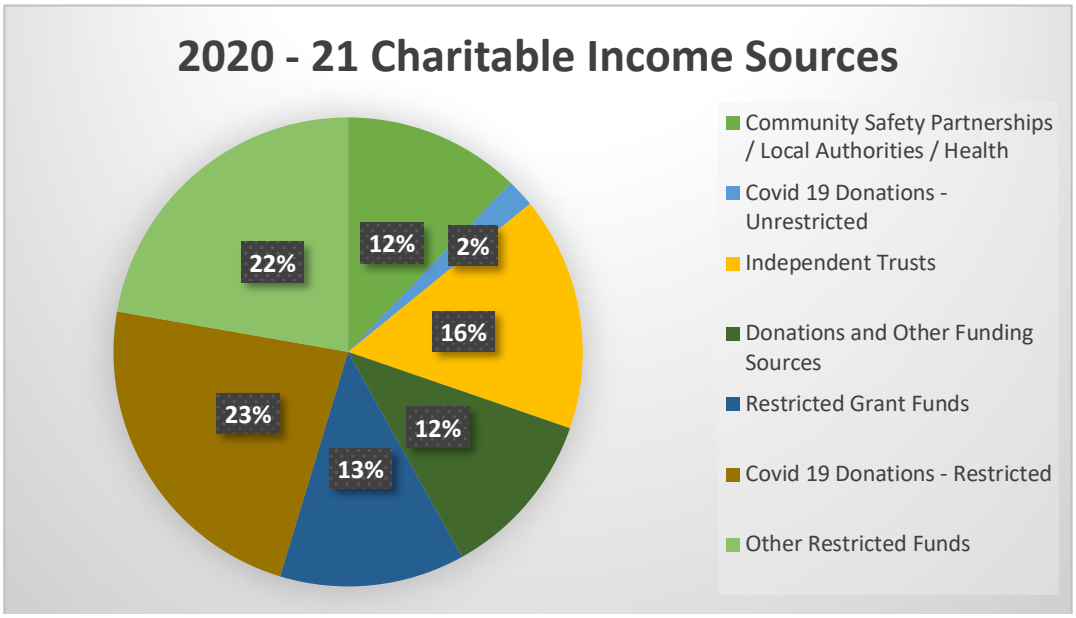
We would also like to thank the many partner organisations, our funders, and the community, who have supported DAVSS over the year - we could not deliver our vital services without you.

Finance Report

The Financial Statements show the financial results for DAVSS. 2021 was a record year for income generation, with total income of £461,305 (2020: £276,325). The increase from the prior year was largely due to generous Covid 19 Donations, which contributed income of £117,818 along with increased grants from Independent Trusts, which provided an increase of £58,608 from the previous year.

Of the total income receivable for the year £197,697 was unrestricted and £263,608 was for specific projects (March 2020 £135,373 and £140,952 respectively). A large amount of the increase in unrestricted income came from private donations, many of these one-off donations as a result of Covid-19 contributions, such donations have allowed DAVSS to meet the unique challenges posed by Covid-19 on its charitable objectives.





During the period, total expenditure increased by £60,315 from £249,819 in 2019/20 to £310,134 this financial year. Total expenditure was split £167,861 to unrestricted activities (2020: £108,867) and £142,273 to specific projects (2020: £140,952). The main reason for increased expenditure is a result of increased staff costs in the year. The COVID-19 emergency required DAVSS to redesign its services to ensure that it continued to provide seamless support to clients, leading to the aforementioned increase in staff costs. The redesign included expanding helpline opening hours and increasing supervision, quality assurance, coaching and emotional and administrative support to volunteers in order to deal with more complex, high need / high risk and often traumatic referrals and helpline calls received.

For the 2020/21 financial year the charity is able to report a net surplus of £151,171 in the year (2020: £26,506 surplus). The majority of this surplus has arisen from restricted funds £121,335 with unrestricted funds contributing £29,836 of the surplus.

Total reserves have therefore increased from £162,192 to £313,363 of which £141,455 is for restricted purposes and £35,000 is a designated reserve leaving £136,908 free reserves to meet day-to-day expenditure.

The designated reserves comprise £25,000 to fund any future relocation of the offices and costs associated with hiring suitable office space and £10,000 to meet on-going statutory obligations to DAVSS employed staff.

Reserves Policy

The current reserves policy is to keep approximately six months running costs in general/free reserve. Consequently, with average monthly expenditure at £25,844, the free reserves of £136,908 at the end of March 2021 are within the target level (5.3 months cover) a slight increase from the previous year.

Free reserves comprise the total reserves available to the charity, less those reserves whose uses are restricted or else designated for specific purposes. The Trustees actively review the policy for maintaining free reserves, taking into consideration the major risks faced by the charity, their likely impact on income and planned expenditure, and an assessment of the ways to mitigate such risks.

Investment Policy

The Trustees have continued to adopt a conservative investment policy that seeks to maximize the benefits of its cash flow and is not seeking to build up any long-term reserve. Any cash surplus to immediate requirements is kept on a charity cash deposit with Scottish Widows. The Scottish Widows account is currently at capacity in respect of the £85,000 Financial Services Compensation Scheme (FSCS) and a further investment account is being sourced to transfer excess funds from the HSBC current account. This approach is expected to be maintained in 2021/22.

Risk Management Statement

The Trustees actively review both the strategic and operational risks which the charity faces. These cover both short and long term risks and in particular concern financial sustainability and reputation. The Trustees confirm that they are satisfied that strategies, systems and controls considered appropriate for a charity of its size are, as far as possible, in place to mitigate any significant risk. Although DAVSS continues to have good success rates in securing project funding, this is within the context of an ever-challenging funding environment. The Trustees are aware that careful management and planning is required to mitigate against this, which includes on-going review of budgeting and costing procedures and ensuring adequate monitoring and reporting procedures. The Trustees have in place the necessary policies and procedures on a wide range of issues for a service of this type including a user's charter, protection from abuse, equality and diversity, health and safety, vulnerable adults, child protection and safeguarding, lone working, compliance with fire regulation tests, diversity and financial controls policy and procedures.

Going concern

The charity's financial position and performance has been outlined in the financial review above. The Trustees have assessed projected future income, expenditure, and cash flows over a 3-year period to March 2024. Consideration has been given to the stability, predictability and diversity of various income streams in making this assessment. In light of the COVID-19 situation, the Trustees believe that the Charity's financial resources and contingency planning is sufficient to ensure the ability of the Charity to continue as a going concern for the foreseeable future and therefore the financial statements have been prepared on this basis.

Statement of Trustees Responsibilities

Charity Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements, the trustees are required to: -

- select suitable accounting policies and then apply them consistently;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the Trust and to enable them to ensure that the financial statements comply with the current Charities Act legislation. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the small company regime (Section 419.2) of the Companies Act 2006. For the twelve months ended 31 March 2021 the charitable company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

Signed on behalf of the Board of Trustees on SIGNED SECURELY 23/08/2021 23/08/2021 at 6:44:49 PM UTC

SIGNED SECURELY
23/08/2021 at 6:44:49 PM UTC
.....
Kristen Paterson
Chair of Board of Trustees

Independent Examiners' Report

We report on the accounts of the Charity for the twelve months ended 31st March 2021, set out on the attached pages 32 to 41.

Respective responsibilities of Trustees and Independent Examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied ourselves that the charity is not subject to audit under Part 16 of the Companies Act 2006 and is eligible for independent examination, it is our responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act; and
- to state whether particular matters have come to our attention.

Basis of Independent Examiner's Report

Our examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's unqualified statement

In connection with our examination, no matter has come to our attention:

1. which gives us reasonable cause to believe that in any material respect the requirements

    - to keep accounting records in accordance with section 130 of the Act; and
    - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met.

2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....

Gilbert Allen
Churchdown Chambers,
Bordyke,
Tonbridge Kent

Date: 27.8.2021

DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES
Statement of Financial Position at 31 March 2021

Company Number 7660698

	31-Mar-21 £	31-Mar-20 £	Note
Current assets:			
Debtors	503	1,689	3
Current Account	246,630	101,591	
Deposit Account	85,000	85,000	
Petty Cash	-	-	
Total current assets	**332,133**	**188,280**	
Liabilities:			
Creditors: amounts falling due within one year	18,770	26,088	4
Net current assets	**313,363**	**162,192**	
Total assets less current liabilities	**313,363**	**162,192**	
The funds of the charity:			
Restricted income funds	141,455	20,120	
Total restricted funds	**141,455**	**20,120**	
General funds	136,908	107,072	
Designated funds	35,000	35,000	
Total unrestricted funds	**171,908**	**142,072**	
	313,363	**162,192**	5

For the year in question the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

SIGNED SECURELY
23/08/2021 at 6:44:49 PM UTC

K Paterson
Chair

23.08.2021

SIGNED SECURELY
23/08/2021 at 4:05:35 PM UTC

A Conway
Treasurer

23.08.2021

DOMESTIC ABUSE VOLUNTEER SUPPORT SERVICES
Income Statement for the Year to 31 March 2021

		Year to 31/03/2021					*Year to 31/03/2020*
	Notes	**General Fund** **£**	**Designated Funds** **£**	**Total Unrestricted Funds** **£**	**Restricted Funds** **£**	**Total Funds** **£**	**Total Funds** **£**
Income and endowments from:							
Donations and legacies		54,803	-	54,803	-	**54,803**	19,000
Charitable activities							
Grants (Community Safety Partnership/ Local Authorities/ Health)		57,448	-	57,448	37,822	**95,270**	144,057
Grants Independent Trusts		76,091	-	76,091	94,772	**170,863**	112,255
Fundraising events		180	-	180	-	**180**	928
Covid 19 Donations - Restricted		-	-	-	131,014	**131,014**	-
Covid 19 Donations - Unrestricted		9,090	-	9,090	-	**9,090**	-
Investments		85	-	85	-	**85**	85
Total	*2,5*	197,697	-	197,697	273,608	**461,305**	**276,325**
Expenditure on:							
Raising funds		198	-	198	-	**198**	422
Charitable activities							
Salaries inc Employer Costs	*8*	150,849	-	150,849	113,879	**264,728**	176,507
Other Staff Costs		215	-	215	-	**215**	5,449
Professional Supervision		-	-	-	2,770	**2,770**	5,460
Volunteers Expenses		808	-	808	-	**808**	21,835
Staff Expenses		3,067	-	3,067	692	**3,759**	-
Training and Development		-	-	-	5,702	**5,702**	6,193
Office Accommodation		58	-	58	1,533	**1,591**	1,647
Meetings and Room Hire		-	-	-	-	**-**	477
Freedom Project		108	-	108	288	**396**	5,769
Day Programme		-	-	-	212	**212**	530
Emergency Client Funds		-	-	-	-	**-**	200
Print/ Postage/ Stationery/Telephone		2,178	-	2,178	4,962	**7,140**	3,292

Website and Database Development & Support		-	-	-	432	**432**	491
IT Technical Support		4,564	-	4,564	9,395	**13,959**	3,948
Computer Software		2,698	-	2,698	488	**3,186**	11,733
Insurance		482	-	482	-	**482**	936
Charity Evaluation/ Quality Assurance		-	-	-	1,920	**1,920**	2,400
Payroll Services		594	-	594	-	**594**	790
Accountancy Fees		750	-	750	-	**750**	-
Independent Examination		1,292	-	1,292	-	**1,292**	576
Trustees Expenses	7	-	-	-	-	**-**	1,165
Total		167,861	-	167,861	142,273	**310,134**	**249,819**
Net income /(expenditure)		29,836	-	29,836	121,335	**151,171**	**26,506**
Transfers between funds		-	-	-	-	-	-
Net movement in funds		29,836	-	29,836	121,335	**151,171**	**26,506**
Reconciliation of funds							
Total funds brought forward		107,072	35,000	142,072	20,120	**162,192**	135,686
Total funds carried forward		**136,908**	**35,000**	**171,908**	**141,455**	**313,363**	**162,192**

The income statement includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

NOTES TO THE FINANCIAL STATEMENTS
For the Year to 31 March 2021

Note 1
Accounting Policies

Basis of Preparation
These financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the provisions of the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 -effective 2015) - Section 1A small entities and the Companies Act 2006. There were no material departures from that standard. The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous reporting period and have also been consistently applied within the same accounts. All transactions are derived from continuing activities.

All recognised gains and losses are included in the income statement.

Fund accounting
Unrestricted funds comprise accumulated surpluses and deficits on general funds.
They are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Restricted funds comprise monies raised for, and their use restricted to, a specific purpose, or donations subject to donor-imposed conditions. Designated funds represent those funds which the Trustees have earmarked for specific future purposes.

Income
Income represents the total income receivable during the period and principally comprises grants and donations receivable. Income tax recoverable in relation to donations received under Gift Aid is recognised within the financial year of donation. Donated services and facilities (Gifts in kind) are included in the financial statements at the best estimate of the value to the charity with the exception of volunteers' hours which have not been evaluated in the accounts but for which there is a separate note in the Trustees Report.

Expenditure
Expenditure (inclusive of VAT) is charged to the Income statement on an accruals basis.

Charitable Activities
Expenditure comprises those costs, directly attributable to the activities including grants and the administration of grants and the provision of advice and/ or education. Included within charitable activities expenditure is an appropriate allocation of support costs.

Debtors
Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Cash at bank and in hand

Cash at bank and in hand includes immediately accessible cash deposits only. DAVSS has no long-term investments.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Pensions

To comply with the requirements of the Pensions Regulator, all staff entitled to membership of the National Employment Savings Trust (NEST) are in that scheme, unless they exercised their right to opt out of scheme membership. Monthly contributions to NEST are calculated on pensionable salary. The employer's contribution paid into the NEST scheme within this reporting period amounted to £5,501 (2020: £4,529).

NOTES TO THE FINANCIAL STATEMENTS
For the Year to 31 March 2021

Note 2

UNRESTRICTED INCOME		**Year to 31 March 2021** £	**% of total income**	**Year to 31 March 2020** £
Community Safety Partnerships / Local Authorities / Health				
Tunbridge Wells Borough Council		500		7,300
Sevenoaks District Council		2,948		-
Tunbridge Wells Community Safety Partnership		18,000		18,000
Tonbridge & Malling Community Safety Partnership		18,000		18,000
Sevenoaks District Community Safety Partnership		18,000		18,000
	Subtotal	**57,448**	**12%**	**61,300**
Covid 19 Donations				
Crockenhill Parish Council		100		-
Barrat & Wilson Homes		1,000		-
Hoare Trustees - The Golden Bottle		1,000		-
Albion Fine Foods		990		-
Lund Trust		5,000		-
Say So Media		1,000		-
	Subtotal	**9,090**	**2%**	**-**
Independent Trusts				
Town & Country Housing		-		560
The Woodward Trust		1,000		
The Mrs Smith and Mount Trust		5,000		-
The Schroeder Charitable Trust		5,000		-
The Charles Hayward Foundation		5,000		-
Paddock Wood and District Lions Club		291		-
Tonbridge Lions Club		300		-
The John Coldman Charitable Trust		-		5,000
Kent Community Foundation - The Overstone Fund		2,500		5,000
The Sir Jules Thorn Trust		1,000		-
The Lawson Trust		7,000		-
The Garfield Weston Foundation		25,000		15,000
The East Peckham Community Choir		-		-
The Colyer Fergusson Charitable Trust		5,000		5,000
The Sir Thomas Smythe Foundation		1,000		1,000
The Hoare Trust		-		2,500
Groundwork (Tesco)		-		2,000
The Childrens Salon		18,000		18,000
	Subtotal	**76,091**	**16%**	**54,060**
Fundraising Events				
Other Events		180		928
	Subtotal	**180**	**0%**	**928**
Donations and Other Funding Sources				
Donations - Churches in West Kent		4,264		2,081
Private Donations		50,539		16,919
Investment Income		85		85
	Subtotal	**54,888**	**12%**	19,085
	Total Unrestricted Funds	**197,697**	**43%**	**135,373**

RESTRICTED INCOME

Restricted Grant Funds			
VAWG Service Transformation Support Plus Project - Year 2	-		43,577
Kent Police and Crime Commissioner Victims Specialist Services (VSS) Fund - Male Victim Support & Support to Court	21,680		21,680
Kent County Council	13,304		15,700
Tunbridge Wells Borough Council - Police and Crime Commissioner Tactical Grant	2,838		-
Tonbridge & Malling Borough Council	-		1,800
Subtotal	**37,822**	**13%**	**82,757**
Covid 19 Donations			
The Clothworkers Foundation	4,200		-
BBC Children in Need	3,000		-
The National Lottery Fund	30,663		-
Ministry of Justice COVID-19 Extraordinary Funding	78,775		-
Kent PCC Emergency Fund	8,191		-
Charities Aid Foundation - Coronavirus Emergency Fund	4,185		-
Kent County Council	2,000		-
Subtotal	**131,014**	**24%**	**-**
Other Restricted Funds			
Sir Thomas Smythe's Charity - The Skinners Company	1,000		1,000
BBC Children in Need	9,952		-
Kings Hill Rotary Club	240		-
Leathersellers	10,000		-
The Pilgrim Trust	15,000		-
Town & Country Housing	8,630		3,640
ADINT Charitable Trust	2,273		7,727
Gatwick Airport Community Trust	1,000		-
KCF Core Support Grant	19,800		16,800
KCF - Tampon Tax	9,140		-
KCF - Vulnerable Adults	-		5,000
Kelly Family Trust	5,000		-
The Lawson Trust	-		5,000
The Great Stonebridge Trust	2,500		2,500
Round Table Charitable Trust	-		1,000
The Cole Charitable Trust	3,661		1,306
Stone King Foundation	-		250
Look Ahead	776		224
Involve Kent	2,300		-
Children Salon (Vol Training)	-		9,500
Warren Meadows Charitable Trust	1,500		-
Whitehead Monckton (Vol Training)	-		1,500
Audrey Billington	-		166
VA Lacey	-		1,082
West Kent Housing Assoc.	2,000		1,500
Subtotal	**94,772**	**21%**	58,195
Total Restricted Funds	**263,608**	**57%**	**140,952**
Total per Income Statement	**461,305**	**100%**	**276,325**

NOTES TO THE FINANCIAL STATEMENTS
For the Year to 31 March 2021

Note 2a
Other Donations

	Year to 31 March 2021 £	Year to 31 March 2020 £
My Donate	-	2,301
Charitable Giving	1,499	173
Just Giving	4,015	1,398
Virgin Money Giving	14,150	1,481
Paypal Money Giving	241	52
Francis Salway Gift Aid	10,000	-
Sandra Reid	50	-
S Mangan	30	-
S Hall	200	-
Maxipay Accounting Services	5,000	-
Other Donations	100	102
Stewardship	1,245	200
Soroptimist donation	500	-
Chiropodist donation	500	-
South Tonbridge Womens Institute	500	-
Beneden Tennis Tournament	-	250
Tunbridge Wells Womens Guild	-	940
West Kent Masons	2,000	-
Kent & Medway NHS	415	-
Tonbridge Rotary Club	820	-
Tunbridge Wells Rotary Club	250	-
Waitrose	334	-
Paddock Wood Lioness Club	500	-
Ms L Blackmore	305	-
V Weller	10	-
Ms Frances Long	50	-
J Mummery	-	1,100
Mr M Evenden	855	-
Incentive QAS	-	158
Mr P Konieczny	3	55
J & V Mason	260	-
Hickmott & Son	-	15
University of Brighton	1,120	140
National Farmers Union Mutual Insurance Society	1,582	-
Livingwell	-	10
Furniture World	58	-
Community Research	-	75
West Kent Quakers	-	200
Tractorfest	-	500
CAF2102112417CF - Ms Caitlin McDonald	130	-
CAF2102171919CF - D R Clarke	600	-
CAF2010154613CF - 2.6 Challenge	4	-
CAF1912164188CF - anonymous	-	50
CAF2005192391CF - Ninety One UK Ltd	500	-
JPA Drama Academy	-	1,585
John Lewis Partnership	-	1,000
East Peckham Community Choir	-	87
Asda	-	500
Portesi MC	-	115
Cheetah	-	250
AXA PPP	2,000	2,000
Mr M Bornhoft	713	1,165
Gift Aid (accrual reversal)	-	(497)
Co-Op	-	955
Canterbury Christchurch	-	560
	50,539	**16,919**

Donations Churches		
St Stephen's P.C.C.	1,651	1,000
St Mary's Kippington	500	504
St Mary's Platt P.C.C.	-	368
West Kent Quakers	220	-
St Lawrence	250	-
St Peter's Church Ightam	-	210
Tonbridge Baptist Church	1,644	-
	4,264	**2,081**

Note 3 Debtors

	Year to 31 March 2021	**Year to 31 March 2020**
Prepayments	482	-
Mr M Bornhoft - donation	-	713
Co- Op Donation	-	955
Scottish Widows (Interest Receivable)	21	21
Total Debtors	**503**	**1,689**

Note 4a Creditors

	Year to 31 March 2021	**Year to 31 March 2020**
Funds Deferred (Restricted)		
Kelly Family Trust	-	5,000
Town & Country Housing	-	1,130
ADINT Charitable Trust	-	2,273
Involve Kent	-	1,800
Look Ahead (Day)	-	776
Pilgrims Trust	10,000	-
Kent Community Foundation	-	9,140
Total Funds Deferred	**10,000**	**20,119**

Note 4b Other Creditors

	Year to 31 March 2021 £	**Year to 31 March 2020 £**
Nest (Pensions)	1,133	1,247
HMRC PAYE	4,943	-
Office Cleaning	-	316
Provision for Independent Examination	650	672
Provision for Payroll Services Apr 19- Mar 20	444	774
Accountancy fees	750	-
Staff and Volunteer Expenses	-	608
Trustee Expenses	399	713
Other Expenses	451	1,639
	8,770	5,969
Total Creditors	**18,770**	**26,088**

Note 5 Analysis of movement between funds

Fund	Fund Balances Brought Forward 1 April 2020	Income	Expenditure	Transfers	Fund Balances Carried Forward 31 March 2021
	£	£	£	£	£
General Fund	107,072	197,697	(167,861)	-	136,908
Designated Accommodation Fund	25,000	-	-	-	25,000
Designated Staff Fund	10,000	-	-	-	10,000
Restricted Funds	20,120	263,608	(142,273)	-	141,455
Total Funds	**162,192**	**461,305**	**(310,134)**	-	**313,363**

Note 6 Restricted Funds

The charity received a total of £263,608 from a number of sources for specific purposes *(Year to 31 March 2020: £140,952).*

Note 7 Trustees Remuneration

No Trustee received any remuneration. Expenses reimbursed to Trustees over the year amounted to £nil *(Year to 31 March 2020: £1,165)*

Related party transactions
There have been no transactions with persons or entities that are closely connected to the charity or its trustees (2020 none).

Note 8 Staff Costs

Analysis of staff costs and remuneration of key management personnel

	Year to 31 March 2021	Year to 31 March 2020
Salaries and wages	239,567	161,948
Employers national insurance costs	19,660	10,030
Employers pension contributions	5,501	4,529
	264,728	176,507

DAVSS considers its key management personnel to be the Chief Executive officer and Operations manager.

The total employment benefits included employer pension contributions of the key management personnel were £102,905 (2020: £69,339).

The number of employees whose total employee benefits (excluding employer pension costs) fell in the following band was: £60,000-£70,000 -1 (2020: nil)