



Helpline 01892 570538



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	
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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

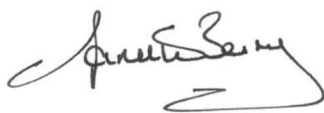
position it is in today.

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.

A handwritten signature in black ink, which appears to read 'Jan Berry'. The signature is fluid and cursive, with a long horizontal stroke at the end.

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 three 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.

A handwritten signature in black ink, appearing to read 'S Haspell', written in a cursive style.

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 LGBTQ+ community, and we continue to focus our efforts on reaching these groups.

Ethnic minority referrals to DAVSS (9.8%) are 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 well 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 three 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.

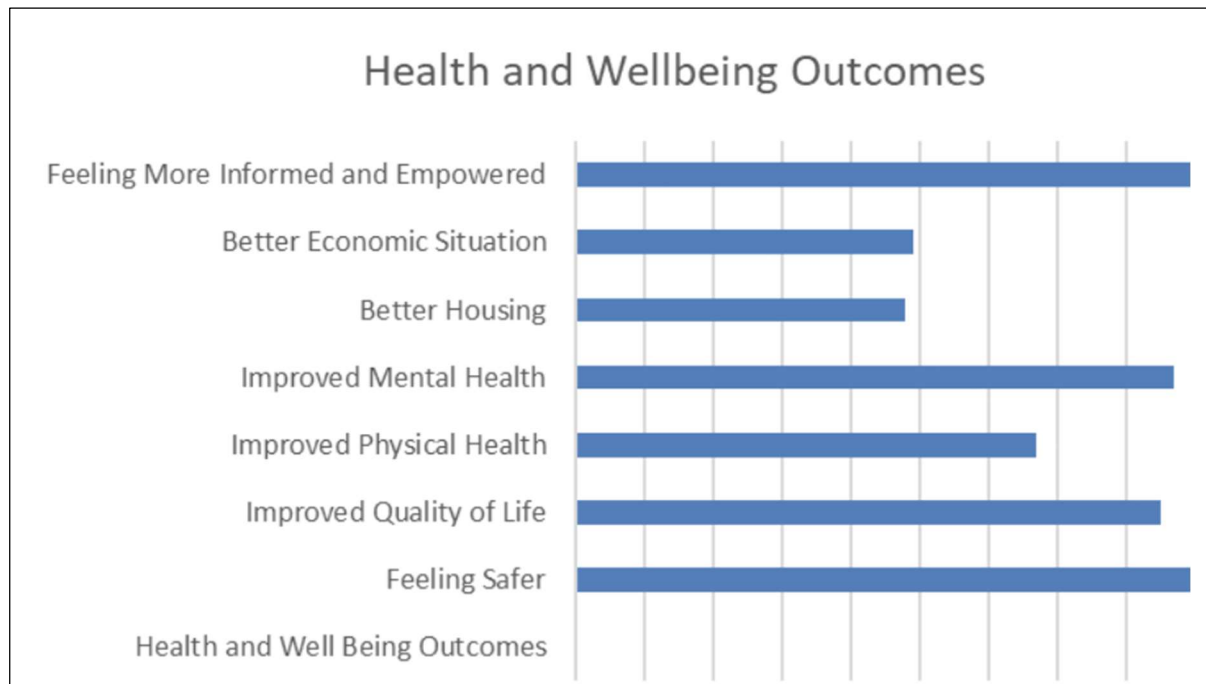
I found it helpful that DAVSS work with other agencies and come together to advise, guide and support.

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. Qualitative 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 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 because of their attendance on this programme.

The Own My 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 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 1 April 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

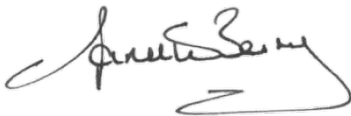
Over the next year, we will move into our new office space. Having implemented our new Case Management System this year we are now focusing on modernizing our helpline by introducing live chat functionality. Recruiting new volunteers will continue throughout the year as a key priority, and we will focus 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.

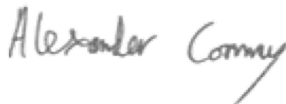
We have put a cash value on the hours spent by our volunteers and the investment by our funders in tackling domestic abuse, but our clients tell us that their improved well-being and the improved life chances of their children resulting from the support of our volunteers, are way beyond any financial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

19.11.2024
Date:.....

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)

		Unrestricted Funds 2024	Restricted Funds 2024	Designated Funds 2024	Total Funds 2024	Total 2023
		£	£	£	£	£
Income from	Note					
Donations and legacies	4	172,976	219,803	-	392,779	346,662
Government grants	5	-	5,838	-	5,838	-
<i>Charitable activities:</i>						
The National Lottery Fund		-	139,421	-	139,421	123,619
<i>Other trading activities:</i>						
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

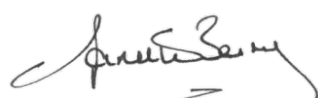
For the financial year ending 31 March 2024 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

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.

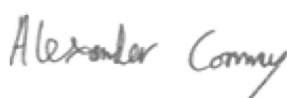
These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

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

		2024	2023
		£	£
	Note		
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.

Domestic Abuse Volunteer Support Services

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

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 cash 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.

Domestic Abuse Volunteer Support Services

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

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

Domestic Abuse Volunteer Support Services

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

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

Domestic Abuse Volunteer Support Services

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

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

Domestic Abuse Volunteer Support Services

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

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

Domestic Abuse Volunteer Support Services

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

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

Domestic Abuse Volunteer Support Services

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

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.

Domestic Abuse Volunteer Support Services

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

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